
www.calling-us.com

Calling-Us MAX

Manual, Rev. 3/2007

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General Information

Introduction

Who should read this manual?

This Calling-Us MAX manual will give you detailed information about the installation and usage of the ISDN and VoIP software Calling-Us MAX.

Administrators find important information about the correct installation on single machines and in network environments.

Creating configurations will be explained by several step by step examples. For the daily use of "Calling-Us Client" there is a chapter "Calling-Us Client".

In the reference chapter all program parts will be explained in detail with almost all dialogs and single settings.

Product Information

With Calling-Us ® MAX information is available anywhere and anytime - for customers, business partners, employees, sales representatives, at your homeoffice or while travelling.

Calling-Us ® MAX is available in four different versions. The cost-effective Standard version for private homes and working at home offers a most comfortable answering machine. The Office version is very effective in businesses with individual working places. In company networks all working places are connected via the Professional-version. The extensive solution with modern Unified-Messaging functions and superb adaptability of the Calling-Us ® MAX Enterprise version satisfies even the highest demands of medium-sized businesses.

More information:

www.calling-us.com/products/max.html

Support Possibilities

On www.calling-us.com/support you find an overview of all available support possibilities.

System Requirements

The latest system requirements for Calling-Us MAX are available online under:

www.calling-us.com/products/req_max.html

There you will also find a link to already tested CAPI hardware and voice-over-IP CAPI software from other vendors.

Installation

Installation Types

Single user installation

You can install Calling-Us MAX as single user version. In this case an ISDN card (or any other communication device providing a CAPI interface) or a voice over IP CAPI must be installed first.

Calling-Us Server runs as Windows service. That means it will also be able to handle your incoming calls and other communication tasks when nobody is logged in after a system restart.

There are special licenses available which allow you to add additional network clients to a single user installation. These clients will be able to send and receive voice or fax messages via the the server's communication hardware and software.

Network installation

Calling-Us MAX shows its overwhelming capabilities in a network configuration. Here you need at least Calling-us MAX Professional with as much additional clients as you need.

Calling-Us MAX server will be installed on a communication server which offers ISDN hardware support or Voice-over-IP CAPI. Calling-Us Server runs as Windows service. That means it will also be able to handle your incoming calls and other communication tasks when nobody is logged in after a system restart.

After installation of the server you enter the required clients and the associated passwords and user rights.

Afterwards you install the Client software on the desired client machines.

Preparations

To be able to use Calling-Us MAX on your computer please make sure that it complies with the minimum Calling-Us MAX system requirements!

Communication hardware and the associated drivers must be installed correctly. Alternatively you can use a software based CAPI interface (e.g. provided by a Voice over IP CAPI). Information about installing and configuring third party components is available through the appropriate vendor!

Already installed RAS connections or internet or hardware settings will not be altered by installing Calling-Us MAX.

You need not install other CAPI based software when using Calling-Us in most cases. But you should not use them simultaneously with Calling-Us.

Note: Calling-Us MAX consists of various program parts communicating via TCP/IP with each other. Therefore a correctly installed TCP/IP protocol stack and a valid network configuration is necessary to run Calling-Us MAX properly. Sometimes safety applications like firewalls prohibit the use of local network traffic. Calling-Us MAX will not work in such circumstances. You must configure any such security software correctly. You find more information about this topic later in the manual.

Instruction Client/server installation

CD-ROM

If you have received your Calling-Us MAX via postal mail (or you must install it from the backup CD) or bought it at a local dealer you install it from the CD-ROM:

1. Insert the Calling-Us MAX CD.
2. The CD will start automatically.
3. The "Installation wizard" will guide you through the installation process. See next page!

Note: If the installation does not start automatically please launch the installation wizard manually by starting the file "setup".

Internet download see next page!

Internet download

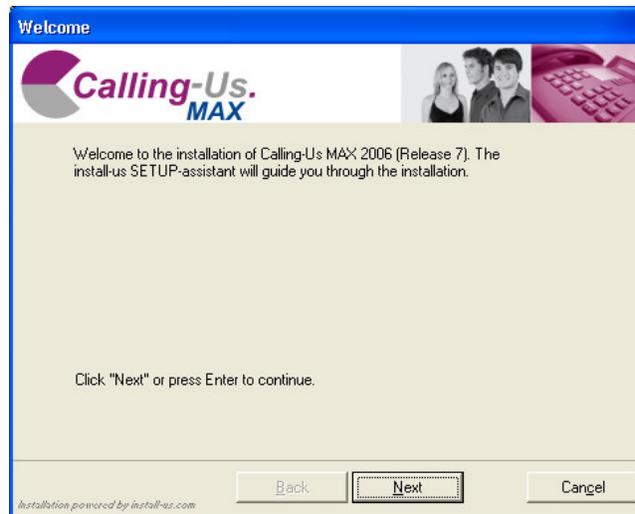
1. Unzip the downloaded ZIP file.
2. Run the installation by doubleclicking onto the file "setup".

The installation wizard will guide you through the installation procedure.

Installation wizard

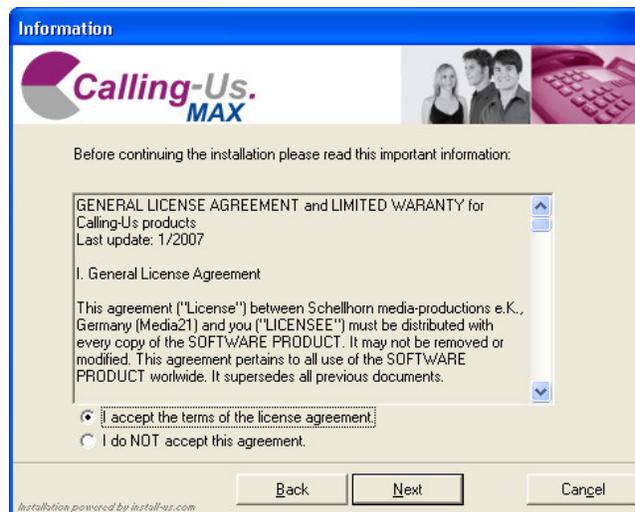
The installation wizard leads you through all steps of the software installation.

Please wait until the wizard is displayed:



The first dialogue window tells that the wizard will install Calling-Us MAX. Confirm with **Next**.

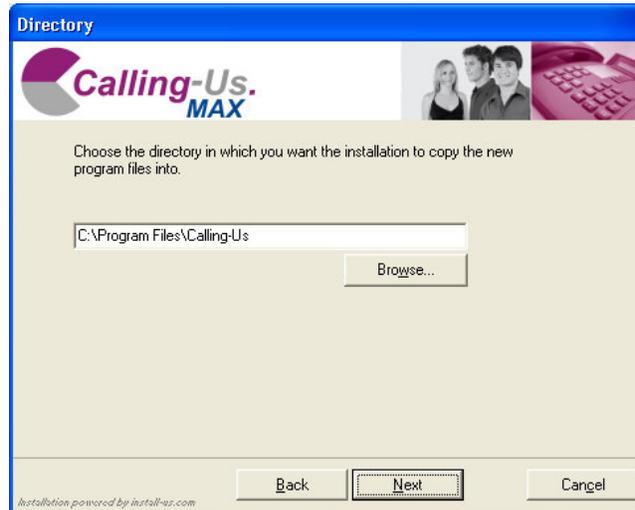
The next page shows the license information.



Select the upper option if you agree with the license agreement and click **Next**.

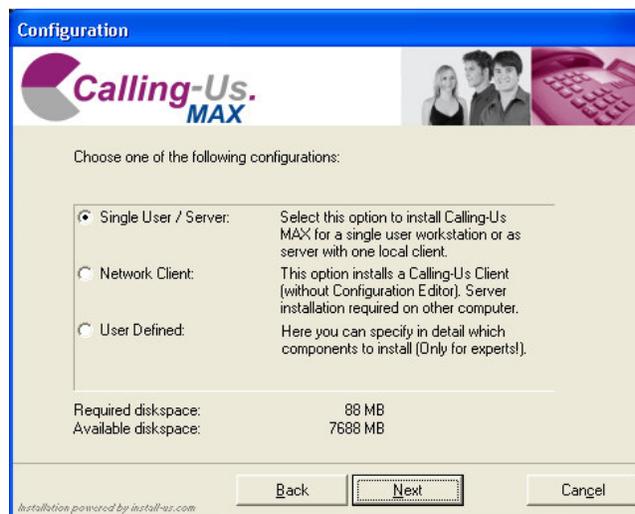
Important: If you do not want to accept the license agreement you cannot install and use the software. Please cancel the wizard in that case.

Select the destination folder for Calling-Us MAX.



Confirm with **Next**.

Then you need to select the installation type:



Select **Single User / Server**, if you want to...

- ... install Calling-Us MAX on a single user machine without network support. The server and one client will be installed locally.
- ... use Calling-Us MAX on a server with client support. The server and one client will be installed locally. You can install additional clients separately on the appropriate client machines afterwards.

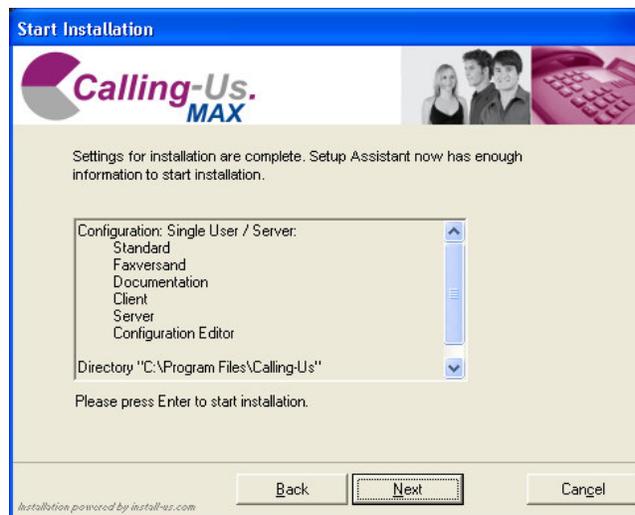
Note: The machine where you want to install the **Single User / Server** option must have a CAPI interface (with ISDN hardware) or a Voice over IP CAPI installed.

Select **Network Client**, if you have already installed the server on a machine. You should have created a Calling-Us user in the Calling-Us Settings on the server.

The option **User Defined** lets you define whether a network client should have the possibility to create and manage configurations on a remote server (Select the option Configuration Editor!).

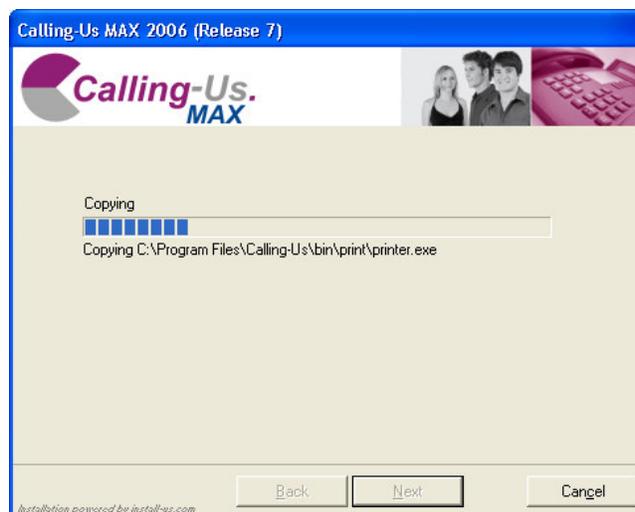
Important: The option User Defined gives greatest flexibility in your installation settings. It is only recommended for expert users!

Finally the installation wizard displays all selected settings:



Launch the installation by clicking onto **Next**.

While the files are being copied and the system is being configured for the usage of Calling-Us MAX you see the progress window:



The installation will take a few minutes on up-to-date machines.

After the installation you will receive a notification that a user with username "admin" was created. The associated password is "admin".



To be able to change your configuration enter this user data when starting the Calling-Us Settings. This user is also previously configured for installing clients and as account for changing configurations in the Calling-Us Configuration Editor.

Confirm with **Ok**.

Note: If you have deleted or changed the user "admin" in any previous installation of Calling-Us MAX without having deinstalled the old version completely installing the new version, the combination "admin" is possibly no longer valid. In that case you have to use the user name and password which you entered last!

At the end of the installation there will appear a message that the installation has been successful. Click **Ok** and then **Next**.

If you have selected **Start Assistant after Installation** the Setup Assistant will be launched automatically. However, you may skip this and launch the wizard later via the entry in the start menu. If this is your first installation you should not skip the Configuration Wizard now.

Set up server

Installation

Installing the server software

If you have not installed the server yet, please read the section "Instruction Client/server installation" above.

Then proceed along the following instructions for the correct installation of the server software.

Notes for usage with telephone systems

If you want to use an ISDN card with Calling-Us MAX there are three possibilities for using it with telephone systems:

1. You can use the ISDN card parallel to your telephone system by connecting the ISDN card directly to a S0 Bus of the NT1 (network termination unit) of your phone provider. Using this type Calling-Us MAX can accept callers under the numbers which have been given to you by your phone provider.

The system can accept incoming calls just as usual. Relaying between phones connected to your system takes place as you are accustomed to.

However, if desired Calling-Us MAX can accept calls on its own, e.g. if nobody picks up the phone after a certain amount of time. Calling-Us MAX can also forward calls to other landline or mobile phones outside your system via the second line.

Hint: Most phone providers offer up to ten numbers per ISDN connection (MSNs) for free or for small one-off payment. If you have more numbers available Calling-US MAX allows you to offer several public or private services.

2. If you want Calling-Us to relay callers e.g. with or without Menu Selection to internal phones you need to connect the ISDN card of the computer with Calling-Us MAX to the telephone system. The telephone system is required to have an internal S0 Bus for this. This is where you connect the ISDN card.

The system can accept incoming calls just as usual. Relaying between phones connected to your system takes place as you are accustomed to.

Additionally, Calling-Us can accept calls under internal numbers and relay both internally and externally. There are no extra costs for forwarding internally.

3. Via new Voice Over IP (VoIP) systems (e.g. AVM FritzBox FON) Calling-Us can both accept and make calls over the internet.

Configuration Wizard Server

In order to use Calling-Us MAX on your system you need to answer a few questions about your communication network.

Your answers will act as starting values for the Calling-Us settings. You can change everything again later.

In the first window of the Configuration Wizard you can choose how Calling-Us is connected to the telephone network:



Choose your telephone connection.

Note: You cannot run Calling-Us MAX directly with the analogue telephone network, e.g. by using a dial-up modem.

Confirm your selection with **Continue**.

Info: If you receive the message "Unable to find CAPI interface (...)" please install the ISDN hardware or your CAPI driver first. Please start ISDN-USB devices or insert ISDN-PCMCIA adapter cards!

If necessary restart the ConfigurationWizard via START – All Programs – Calling-Us MAX – Tools – Configuration Wizard.

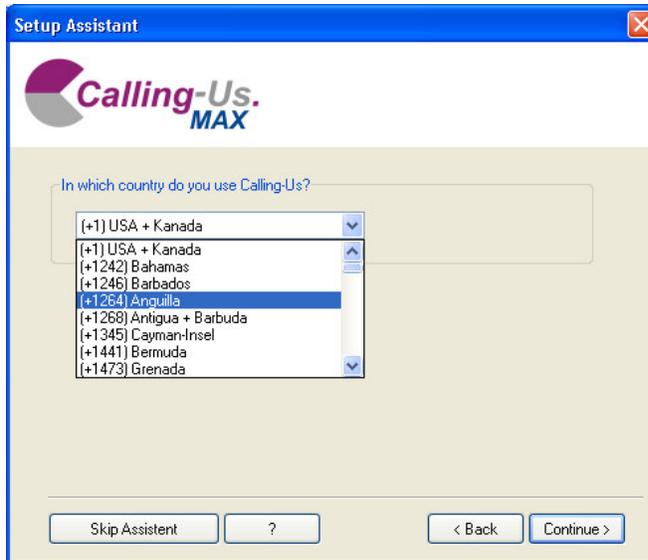
After this you have to select your hardware:



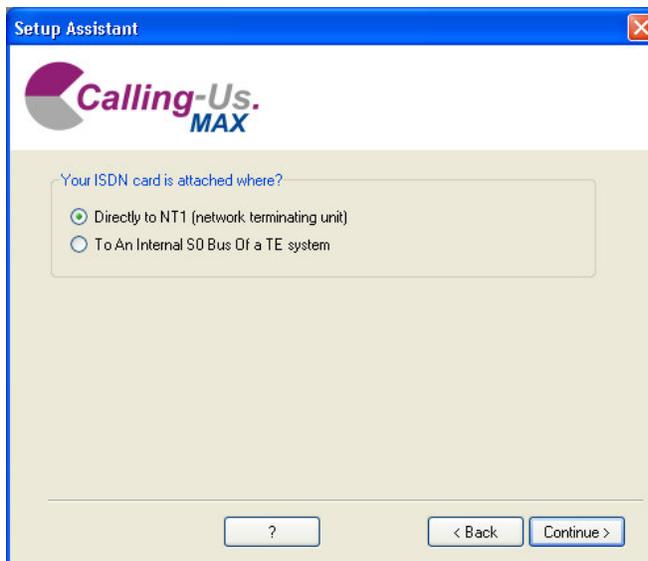
Choose the device you employ or the type of use from the list. The info area below will display information about the compatibility of your devices to Calling-Us MAX.

Info: If you cannot find your device in the list please choose "other device". The following tests will show if Calling-Us is compatible to it.

Click **Continue**.



Choose the country where you use Calling-Us MAX.
Click **Continue**.

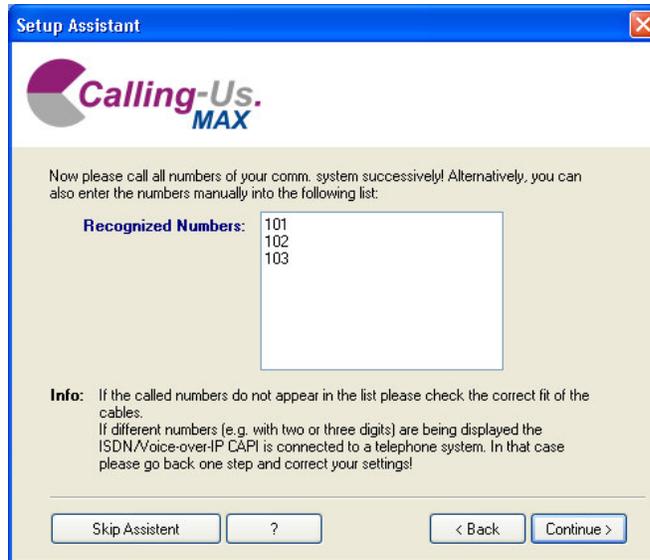


Answer the question about your telephone system.

If you choose "To an Internal S0 Bus of a TE system" you need to specify in the next step if your ISDN card is connected to the internal S0 Bus of that system or to the network termination unit of your provider.

Click **Continue**.

In the following list please enter the numbers (MSN) which are available for your ISDN card, network CAPI or VoIP system. The entries can be done manually or even better by calling your system.



Calling-Us MAX will accept incoming calls and faxes under these numbers later if configured that way.

Important: You should enter at least one number by calling. Thus you will make sure that your ISDN card or Voice-over-IP solution does accept calls and forwards them to Calling-Us correctly.

Enter numbers by calling

Use a landline or mobile phone to call the first number under which you want Calling-Us MAX to accept calls or faxes later.

Important for telephone systems: If you can choose between internal and external number for this please use the external (public) number and NOT the 2 or 3-digit internal number! Thus "0941 – 4610201" instead of "201" oder "20" (These numbers are just examples. Please use your own numbers!)

After the phone call the number you called (or the assigned number or VoIP number) should be displayed in the list.

If this is NOT the case please read the following instructions carefully! As long as no numbers are displayed in the list when calling the devices or the settings of your communication network are not configured properly. In that case Calling-Us MAX will not be able to accept incoming calls later!

Case A) ISDN card connected directly to the network termination unit:

It is best to call the desired number from a landline or mobile phone with caller-ID turned on. If the calls is not shown make sure that the ISDN card is properly attached to the network termination unit and check all cables. Alternatively you can try other numbers (MSN) from your system.

Did you know that you can apply for up to 10 MSN at your telephone provider?

Case B) ISDN card connected to an internal S0 Bus of the telephone system:

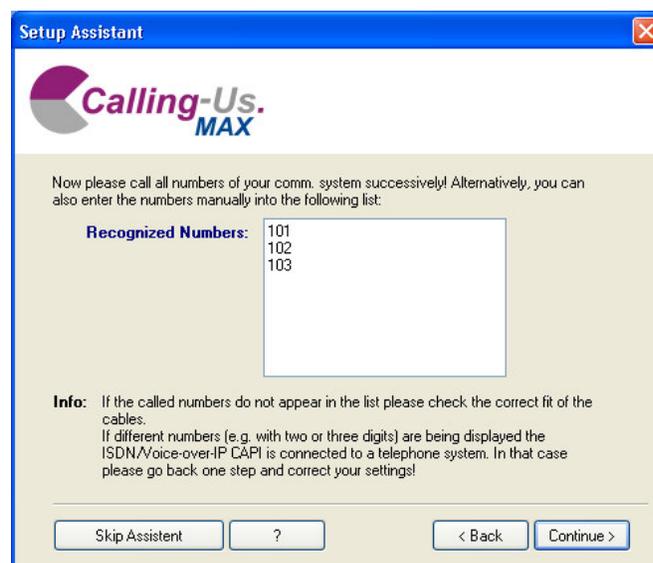
It is best to call the desired number from a landline or mobile phone with caller-ID turned on. If the call is not shown your telephone system is most probably not configured properly. The telephone system must forward incoming calls (MSN) to internal numbers (usually with 2 or 3 digits). These numbers can be configured so that they display calls to analogue extensions also at the internal S0 Bus with the ISDN card. Unless these assignments are correct no calls will be shown in Calling-Us. And make sure that all cables fit properly!

Note: At www.calling-us.com you will find information about which telephone systems are compatible to Calling-Us. There are also examples of correct configurations.

Case C) Calling via VoIP:

It is best to call the desired VoIP number from a landline or mobile phone with caller-ID turned on. If the call is not shown please make sure that your VoIP devices are configured properly! If you use public VoIP providers it is necessary that the ports of a present DSL router which are required for VoIP are not blocked and routed properly.

Note: In practice an expert is often required to install VoIP configurations properly. Please fall back upon appropriate offers!



Note: If at least one number has been recognized from a call, or if you are absolutely sure about the correct numbers you can enter the

remaining numbers manually. This is usually much faster than calling all available numbers individually. Make sure that you enter all numbers without area code.

If the correct numbers have been entered please click **Continue**.

In the next section you can make a test call with Calling-US MAX to check if the outside line is configured properly (only for telephone systems) and if the devices and protocols are installed correctly:



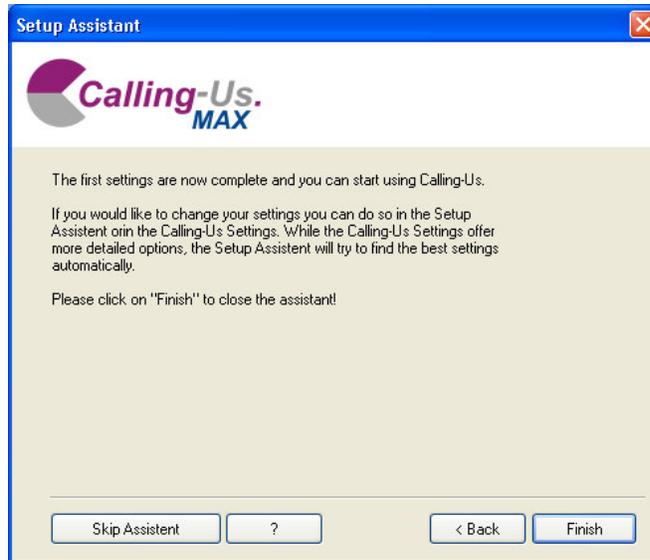
Enter the desired number under **Test Number**. Calling-US MAX will make a test call to that number. The number can either be your landline phone (if your second line is free) or – even better – your mobile number.

Click **Start Test Call**. Under **Status** you will see possible error messages or the successful call and playing of the test message.

Note: If the selected phone does not ring please check the phone number. If necessary enter an **outside line**. If necessary check the configuration of the telephone system and the fit of the cables.

If the test call has been successful click **I have received both the test call and the message**.

Info: If the test call is not successful there may be problems with outgoing calls in Calling-US MAX later!



You have now finished the first settings.

Click **Finish** to finish the wizard.

If it is installed the Calling-Us Client will open.

From now on the Calling-Us client will be launched automatically when you start your system. It will inform you about incoming calls, voice messages and faxes. It will manage sending faxes and SMS.

Info: If you do not want to launch the client automatically when you start the system please set the **Startmode** to "No Start" under **Misc. Settings – Options... – General** in the Client.

From version Professional and Enterprise on you can install individual clients to computers in your network and employ them. According to the type of your licence one or more network client are available to you.

You will find additional information about servers under "Configuration Editor" (p.77).

Configuring Clients

Installation

Installation of the client

If you have not installed the Calling-Us client yet, please read the section "Instruction Client/server installation" above.

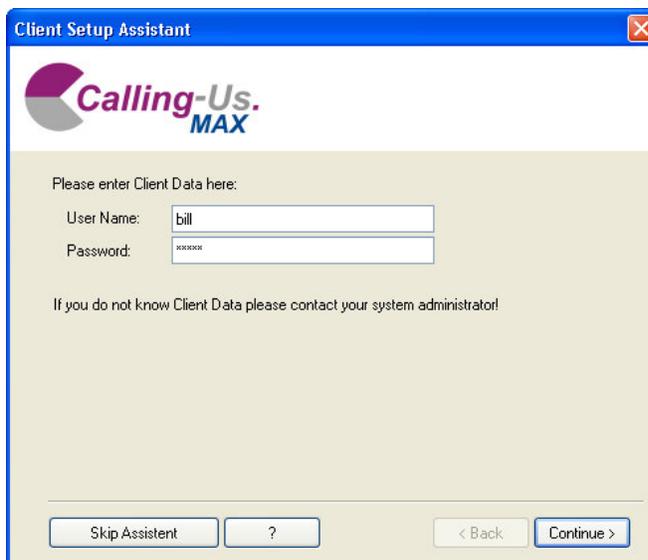
Then proceed along the following instructions for the correct installation of the client software.

Client Setup Assistant

In Calling-Us Professional and Enterprise there are network clients available. Clients rely on the communication of the server and do not need their own ISDN cards or VoIP connection.

In order to use Calling-Us Client on your computer certain settings are required.

Your answers act as starting values for the local Calling-Us settings. You can change everything again later.

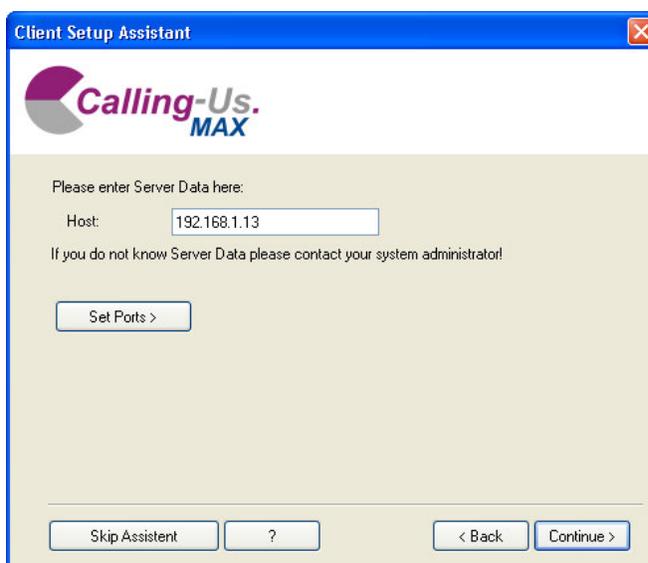


In the first window of the Client Setup Assistant you can enter the **User Name** and **Password** of the desired client.

Important: The appropriate user must be registered in the Calling-Us Settings under **User Administration** and **User List And User Rights**. Otherwise the client cannot log on after finishing the Configuration Assistant.

Click **Continue**.

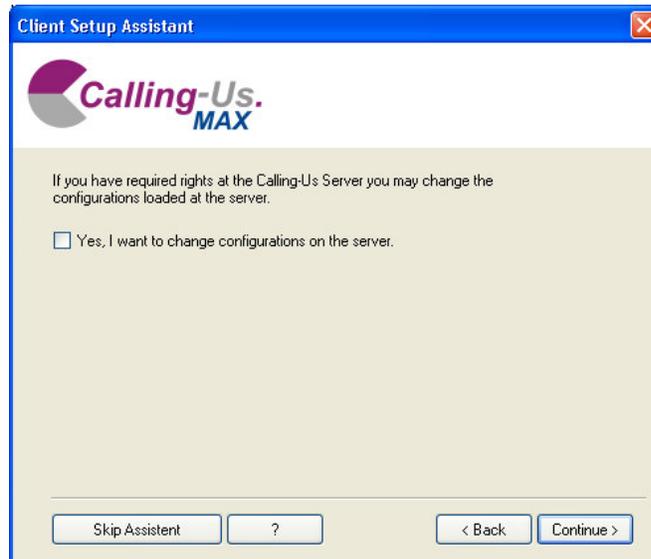
Then you enter the name of the **Host** where the Calling-Us Server runs. You may enter an IP address or the network name of the computer:



If you have to enter special ports please click **Set Ports**. Now all communication ports which are used by Calling-Us to communicate with the server will be displayed. If you are not sure about the meaning of the ports please leave them as they are!

Info: If you want to access the Calling-Us Server via internet WITHOUT VPN (Virtual Private Network) it may be necessary to unblock those ports in your network router and forward them to the computer with Calling-Us (Port-Forwarding).

Click **Continue**.

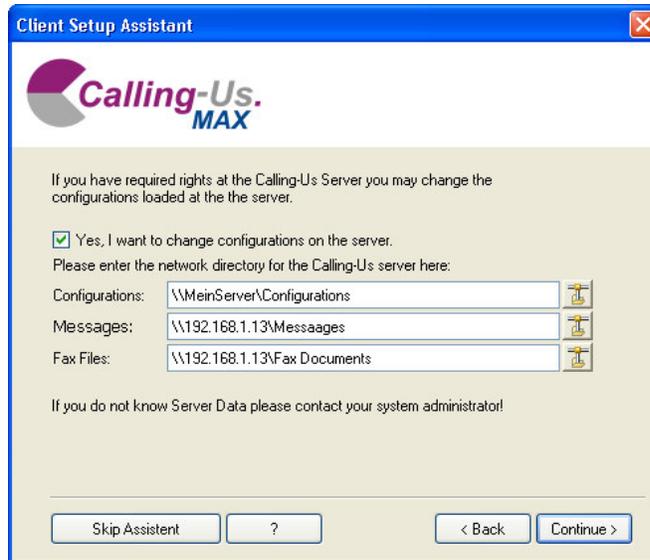


In the following dialogue window you can determine if you also want to edit configurations loaded at the server besides using the standard functions of the client (sending and receiving faxes, checking the answering machine, sending SMS etc.).

Attention: The administrator must give the appropriate rights to the client or they will not be able to change configurations loaded at the server!

To be able to edit configurations please activate the Option **Yes, I want to change configurations on the server**.

In that case there will appear a section where you can assign network directories:



Please choose the network directories where the **Configurations**, **Messages** und **Fax Files** of Calling-Us are stored.

Attention: The administrator of the server must unblock the appropriate directories for the user. The following directories must be unblocked (default values):

"C:\Program Files\Calling-Us\Messages"

"C:\Program Files\Calling-Us\Fax documents"

"C:\Program Files\Calling-Us\Configurations"

Click **Continue**.



The primary settings are now complete und you can start using Calling-Us.

Click **Finish** to finish the client.

Now the client will start.

From now on the Calling-Us client will be launched automatically when you start your system. It will inform you about incoming calls, voice messages and faxes. It will manage sending faxes and SMS.

Info: If you do not want to launch the client automatically when you start the system please set the **Startmode** to "No Start" under **Misc. Settings – Options... – General** in the Client.

Receive messages in a third party Email client

Information

Users can decide if they want to receive new faxes, messages and client notifications with the Calling-Us Client or with an Email program like Microsoft ® Outlook ®.

The Calling-Us MAX server can be accessed like a standard POP3 by almost every Email program via the integrated Email server.

It is possible to send faxes, voice messages or SMS via an Email program. Calling-Us MAX provides an integrated SMTP server.

Configuring the Email program

Create a POP3 account in your Email program, using the following values:

Incoming mail server (POP3): IP address of the computer with the Calling-Us server (e.g. "192.168.1.10").

Outgoing mail server (SMTP): IP address of the computer with Calling-Us server (e.g. "192.168.1.10").

User name: user name as entered in the Calling-Us settings (e.g. "bill").

Password: the password for the selected user.

Email address: you must enter an Email address in the valid form "xxx@yyy.zzz". The address, however, is not important because it will appear nowhere.

POP3 port: the port for the POP3 server must be set from "110" to "55802". You may have received other information from your system administrator.

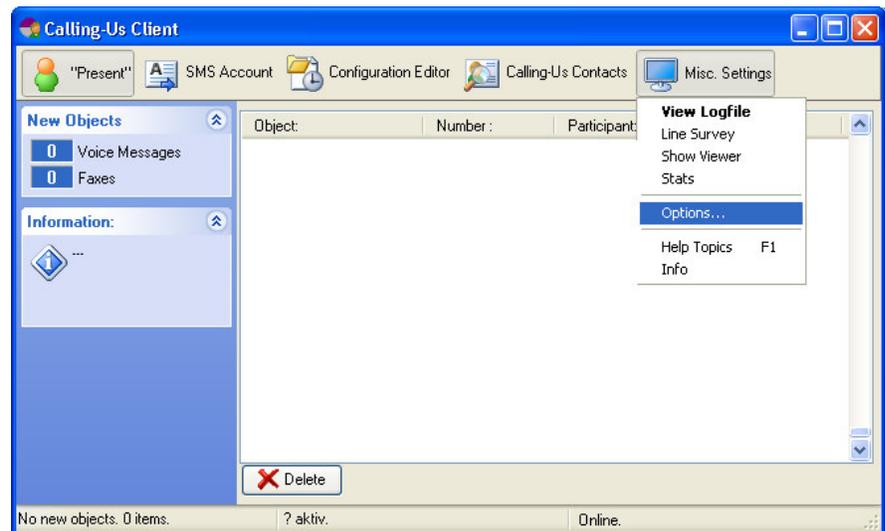
SMTP port: the port for the SMTP server must be set from "21" to "55803". You may have received other information from your system administrator.

Important: It is absolutely necessary to change the default port numbers unless the server administrator has changed the corresponding ports to the standard values 110 for POP3 and 21 for SMTP.

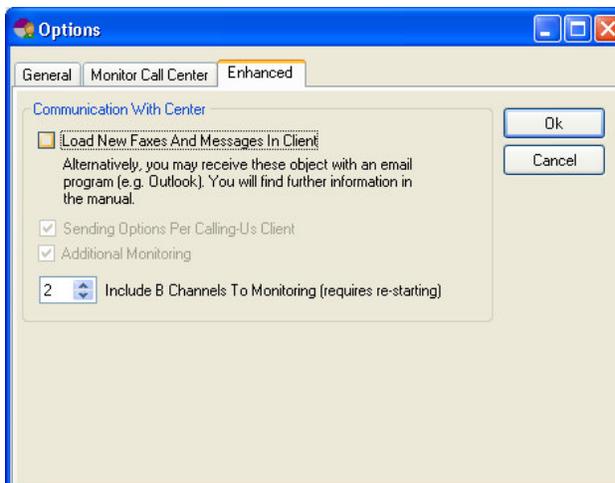
Please take heed of the following aspect, so that retrieving messages can function properly.

Adjusting the Calling-Us Client

In order to prevent the Calling-Us Client and the Email program from accessing the Calling-Us server and retrieving messages simultaneously after having installed a new Email program, the automatic query function must be turned off.



In the Calling-Us Client click **Misc. Settings – Options**.



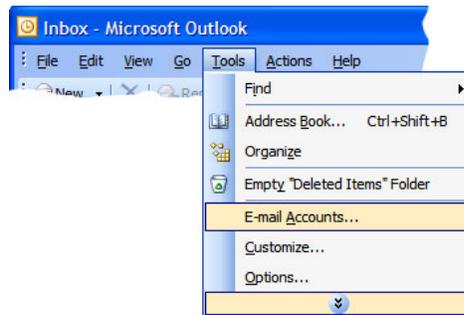
In the options window select the tab **Enhanced**.

Deactivate the option **Load New Faxes And Messages In Client** by removing the tick.

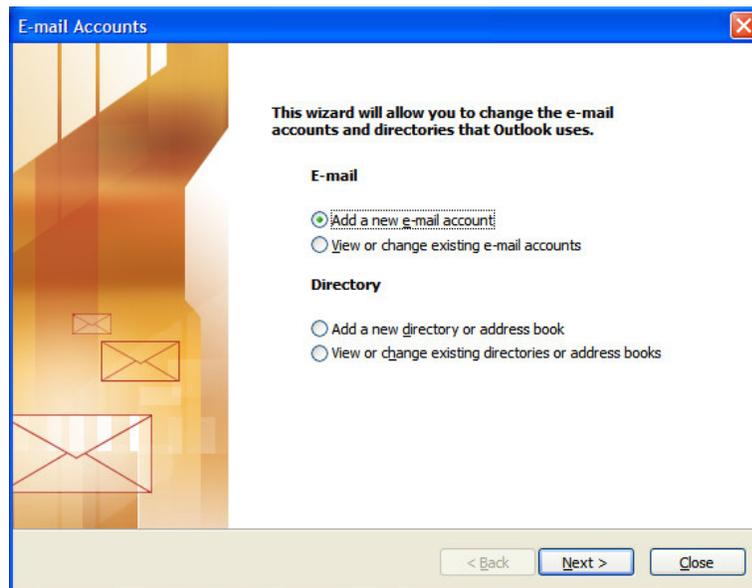
Afterwards new objects will only be displayed in the previously configured Email programm but no longer in the Client.

Example: Microsoft® Office Outlook® 2003

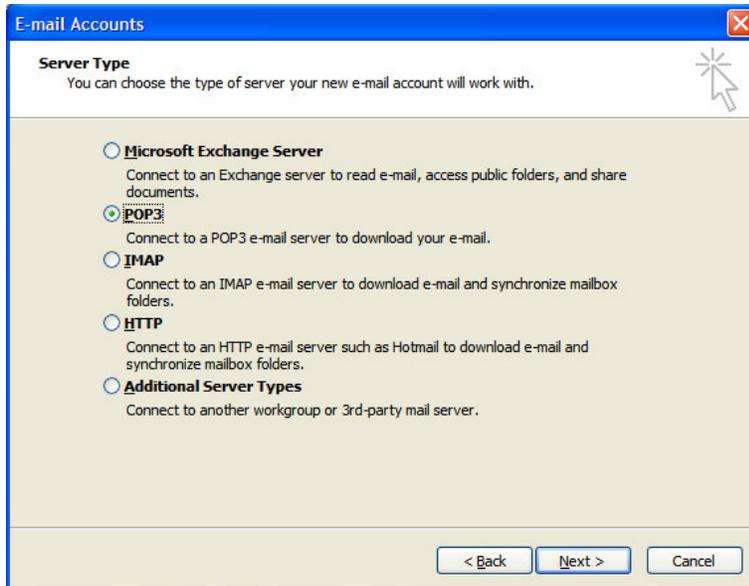
The following example will show you the necessary steps if you want to configure Microsoft® Office Outlook® 2003 in a way that it can communicate with the Calling-Us Server. You can easily apply those steps to any other Email program.



Start Outlook® and select **Tools**. Next choose **Email Accounts**.



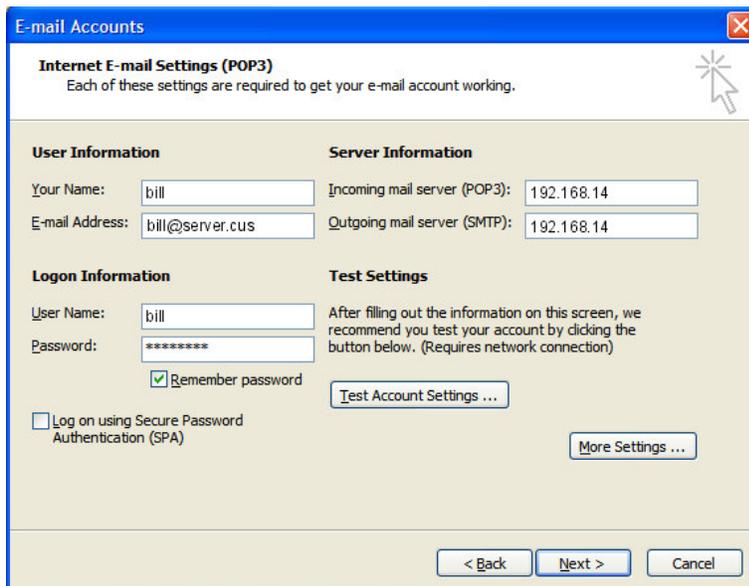
In the Email Accounts window, select **Add a new Email account** and click **Next**.



Select **POP3** for **Server type**.

Click **Next**.

At the following page, enter the Calling-Us user information for the Calling-Us MAX server:



Incoming mail server (POP3): IP address of the computer with the Calling-Us server (e.g. "192.168.1.13").

Outgoing mail server (SMTP): IP address of the computer with the Calling-Us server (e.g. "192.168.1.13").

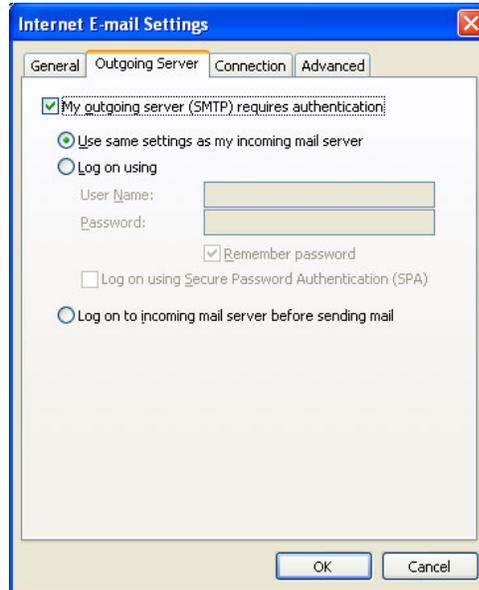
User name: the user name as entered in the Calling-Us settings (e.g. "bill").

Password: the appropriate password for the user name.

Email address: an address is required in the valid form "bill@server.cus". The address, however, is not important because it will not appear anywhere.

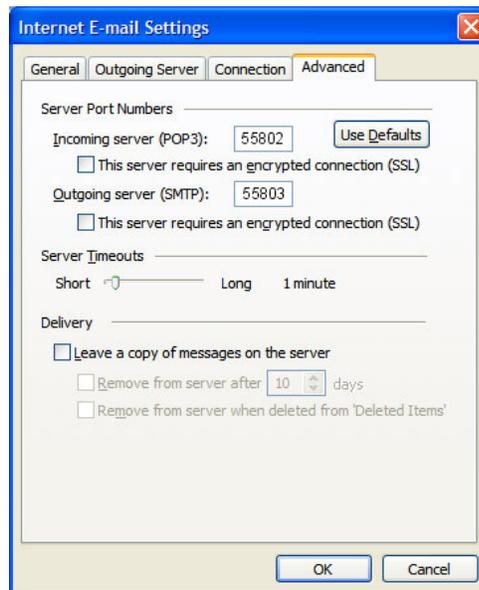
Now select **More Settings**.

You are in the "Internet Email Settings" window:



Select the tab "Outgoing server" and check: **My outgoing server (SMTP) requires authentication**. Do not change the option: **Use same settings as my incoming mail server**.

Now switch to the tab **Advanced**:



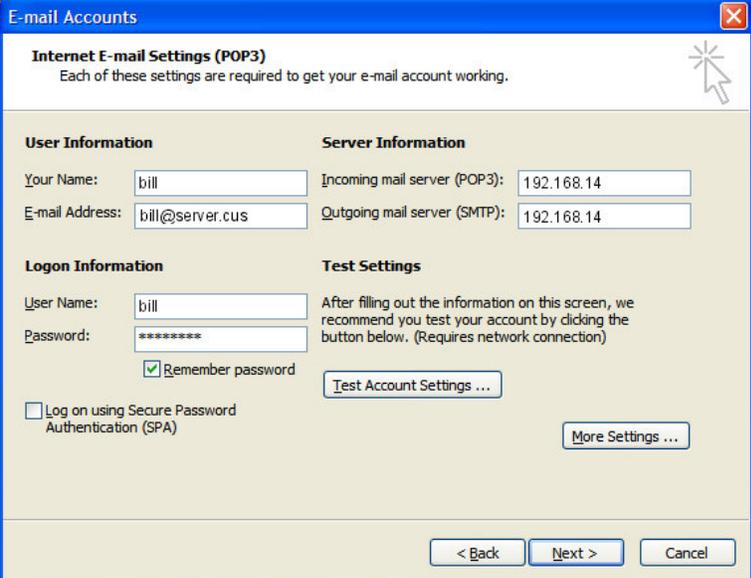
Change the server port numbers.

Incoming server (POP3): set the POP3 server port from "110" to "55802". You may have received other information from your system administrator.

Outgoing server (SMTP): set the SMTP server port from "21" to "55803". You may have received other information from your system administrator.

Important: It is absolutely necessary to change the default port numbers unless the server administrator has changed the corresponding ports to the standard values 110 for POP3 and 21 for SMTP!

Confirm with **Ok**.



E-mail Accounts

Internet E-mail Settings (POP3)
Each of these settings are required to get your e-mail account working.

User Information

Your Name: bill
E-mail Address: bill@server.cus

Server Information

Incoming mail server (POP3): 192.168.14
Outgoing mail server (SMTP): 192.168.14

Logon Information

User Name: bill
Password: *****
 Remember password
 Log on using Secure Password Authentication (SPA)

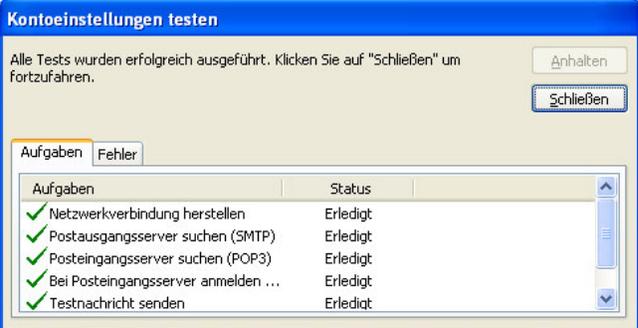
Test Settings

After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

Test Account Settings ...
More Settings ...

< Back Next > Cancel

You can test your adjustments by clicking **Test Account Settings**. Outlook ® will automatically test the connection to the server as well as the user information in the following window.



Kontoeinstellungen testen

Alle Tests wurden erfolgreich ausgeführt. Klicken Sie auf "Schließen" um fortzufahren.

Anhalten
Schließen

Aufgaben Fehler

Aufgaben	Status
✓ Netzwerkverbindung herstellen	Erledigt
✓ Postausgangsserver suchen (SMTP)	Erledigt
✓ Posteingangsserver suchen (POP3)	Erledigt
✓ Bei Posteingangsserver anmelden ...	Erledigt
✓ Testnachricht senden	Erledigt

If all values are correct the windows should look like this after some time. All tests are successful.

If this is not the case please check your information. You may require assistance from your system administrator.

Please pay attention to the section "Adjusting the Calling-Us Client" (p.28), so that messages can be retrieved properly.

Step by step instructions

Introduction

The following pages contain some examples which will help you getting started with Calling-Us MAX.

We really recommend working through the example "Configure Answering Machine" step by step. There you will be familiarized with basic reoccurring step and options.

All examples will be created by using the configuration editor. If you want to have information about the configuration editor now, please read p. 77.

We hope you will enjoy working with Calling-Us!

Configure Answering Machine

This description shows all steps necessary to configure a Calling-Us MAX answering machine.

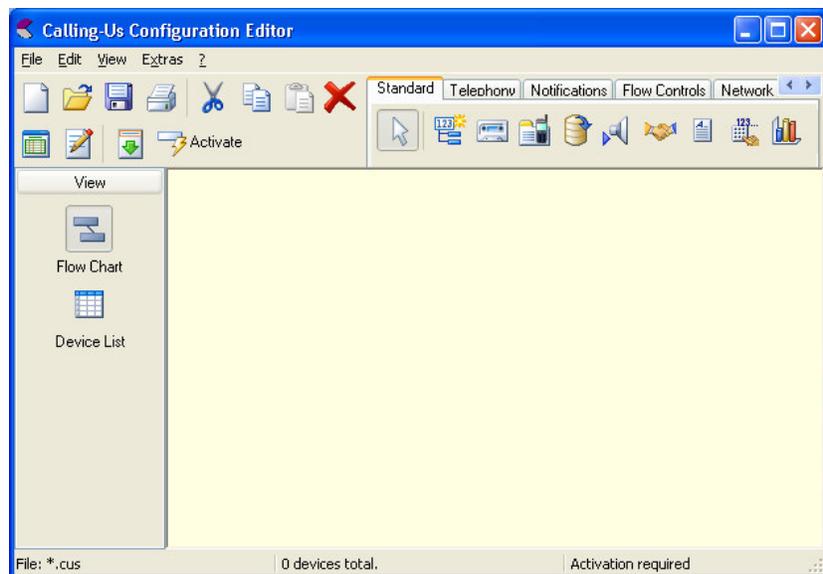
The answering machine in this example asks the caller to leave a message. The maximum recording time should be limited to three minutes.

Step 1

If the Calling-Us Configuration Editor is not started yet:

1. Click onto the button **Configuration Editor** in the Calling-us Client.
2. Choose **Create New Configuration** in the "Welcome" dialogue.

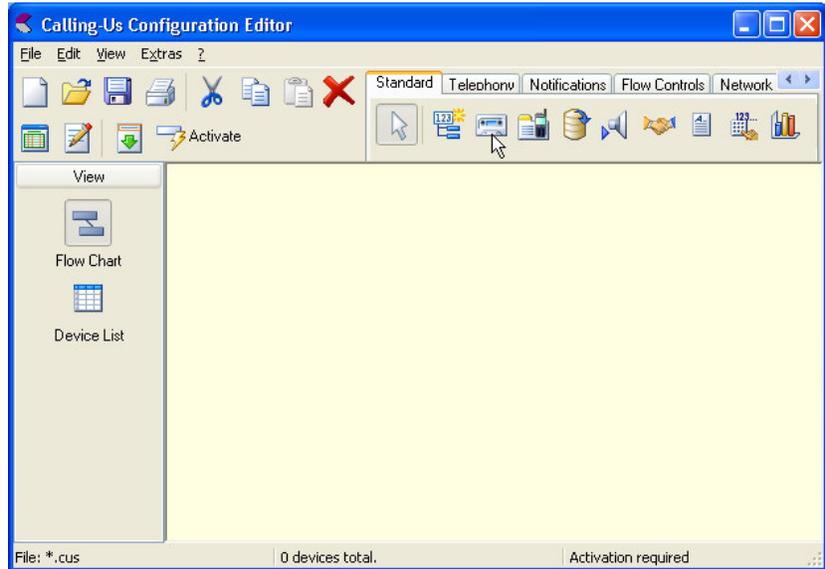
Otherwise select the menu item **File - New** in the Configuration Editor.



The main window with the work space is displayed.

Step 2

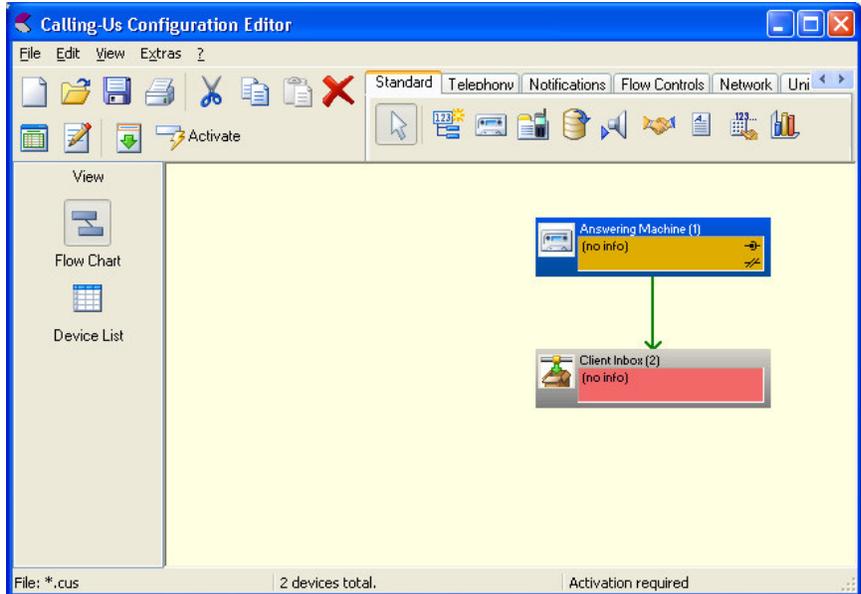
Now you move the answering machine into the configuration:



1. In the tab "Standard" click onto the icon of the answering machine.
2. Secondly, click onto any desired location of the work space to create the answering machine there.



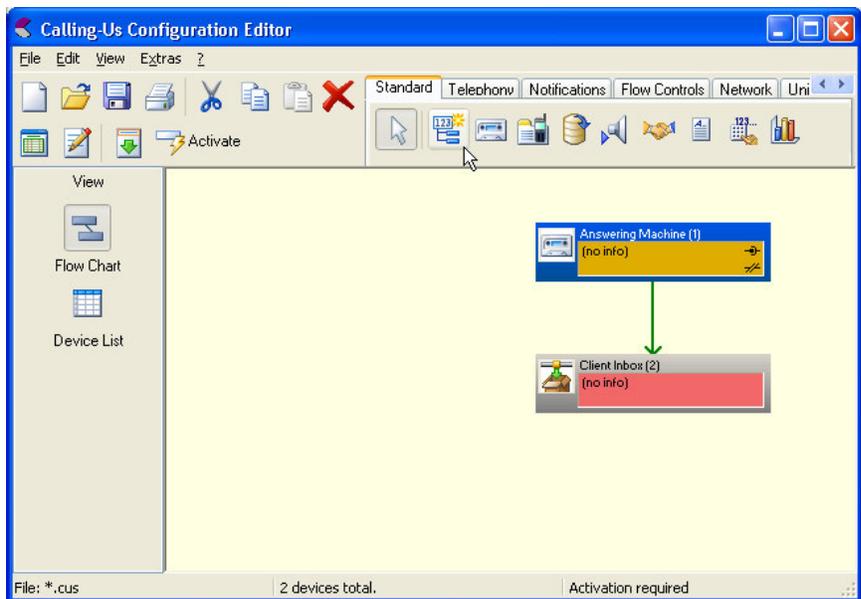
3. Calling-Us asks whether it should create an associated Client Receiver for the Answering Machine. Answer this question with **Yes**.



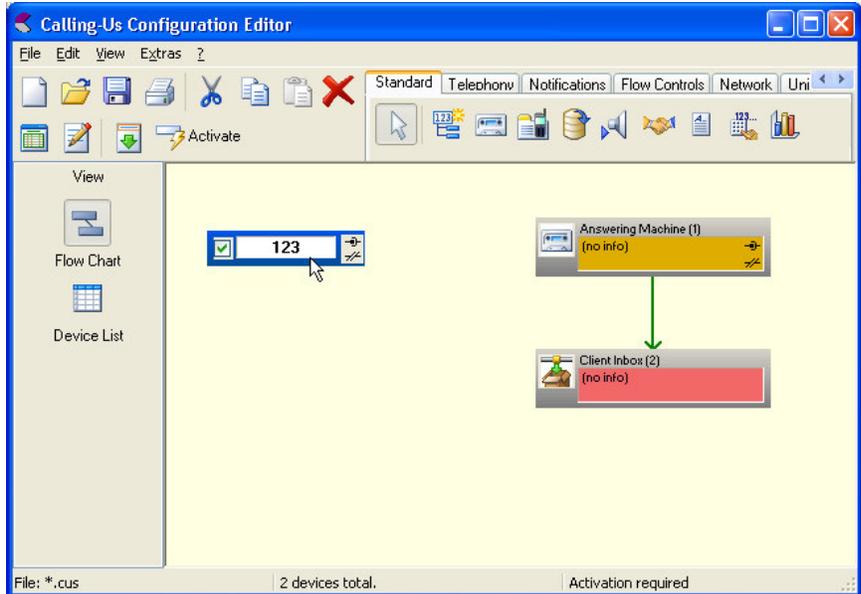
4. The Answering Machine and the attached Client Receiver show up. You can move those two devices to every desired position in the work space.

Step 3

Now you must assign a number to the Answering Machine. If this number is called the Answering Machine should accept the call.



1. Click onto the first icon in the "Standard" tab. It is the Number device.

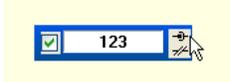


2. Put the Number device to the desired position of your work space.

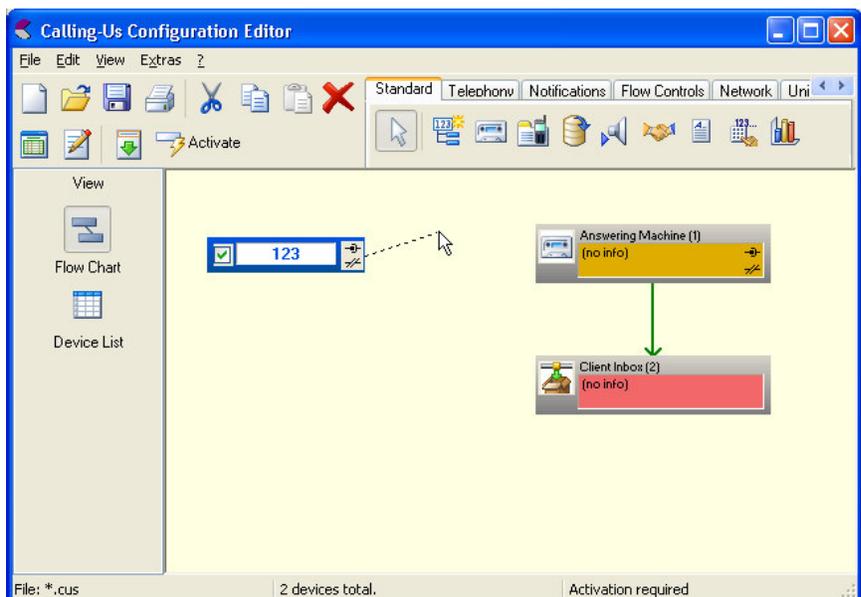
Step 4

To forward an incoming call on the Number device to the Answering Machine you must establish a connection from the Number to the Answering Machine:

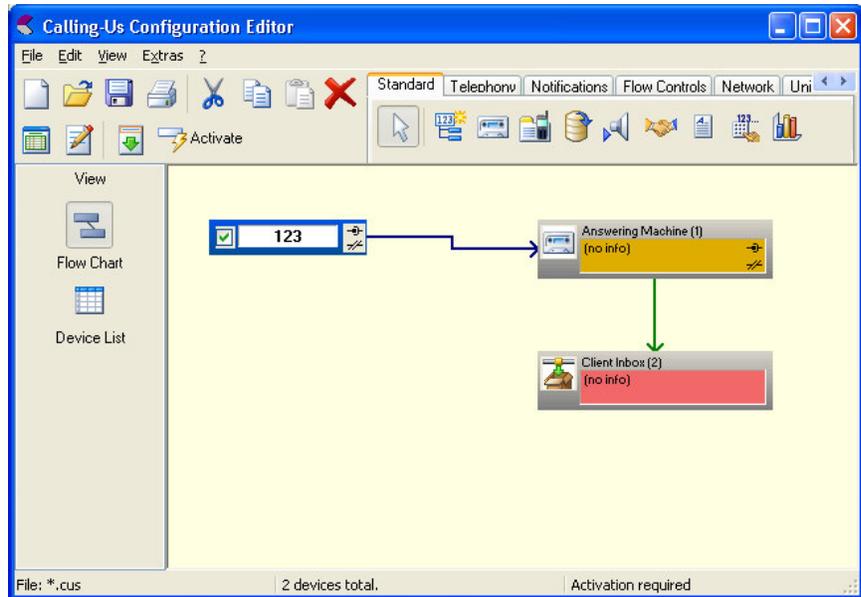
Click onto the Connect-Button of the Number like in this picture:



1. When moving the mouse away from the Number device you should see a thread going from the Number device to your mouse pointer.



2. Drag it to the Answering Machine. Click onto the Answering Machine device. A solid connection is created between the Number and the Answering Machine.



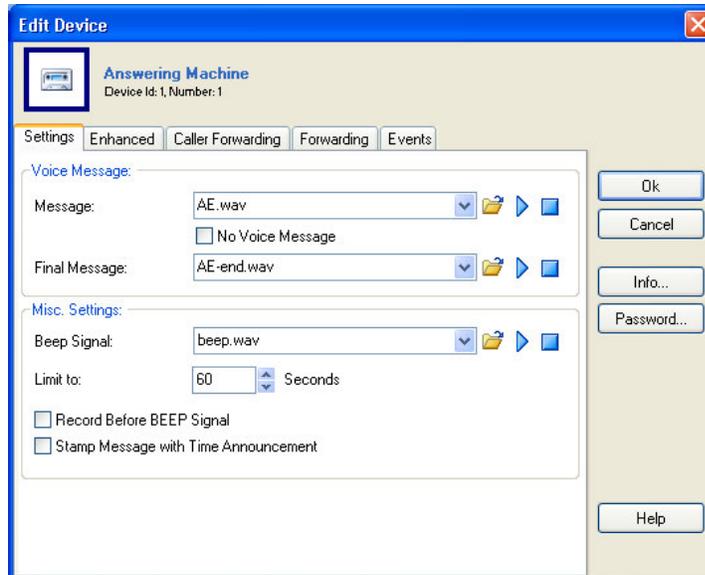
Step 5

1. To save your work click onto menu **File – Save As...**
2. In the File Save dialogue you enter a name for this configuration – like "My first Answering Machine". Then click **Save**.

Step 6

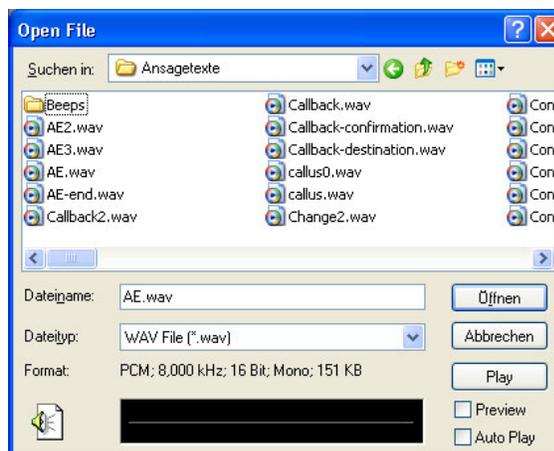
Now we modify the default settings. We change the voice message and limit the recording time to three minutes. You can always set the details of a device in the "Edit Device" dialogue. Doubleclick onto the device on the work space to open this dialogue.

1. Doubleclick onto the device Answering Machine.



2. Via the button **Info...** you can set a short description for this device. This text is displayed on the device in the work space.
3. Now you click onto the **File open** symbol on the right side of the **Message** field.

The dialog "Open File" open. Here you can specify another voice message in the *.wav file format.



4. In the "Open File" dialogue you select the file „AE.wav“. To preview the wave file click onto **Play** or activate the two checkboxes **Preview** and **Auto-Play**.
5. Click onto the button **Open**. Now the name of the selected wave is inserted to the **Message** field of the "Edit Device" dialog.
6. To limit the recording time you enter the desired duration in the field **Limit to**. Set it to 180 (seconds) for three minutes.

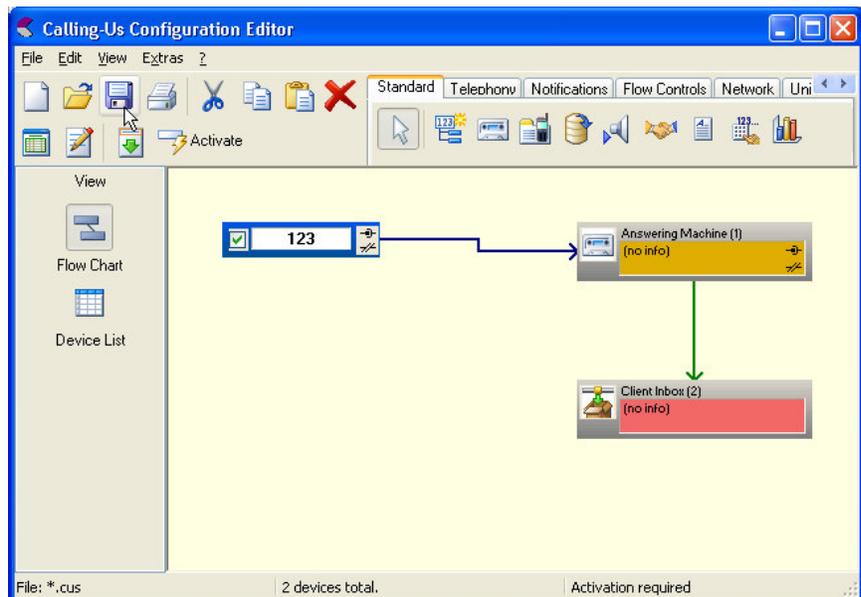
Remark: One minute of a voice recording requires about one MB disc space on your hard drive.

7. Confirm the changes with **Ok**.

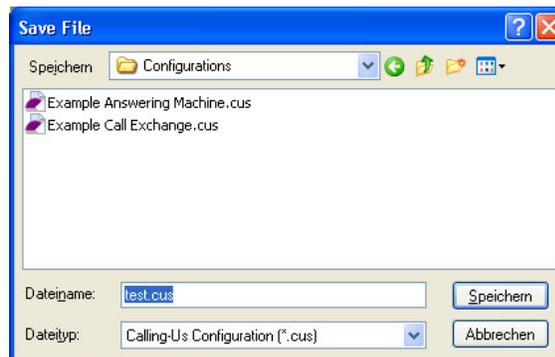
Step 7

All settings are now complete.

Finally, you should save the configuration. Click onto the icon **Save** (with the floppy disk picture) in the toolbar of the Configuration Editor, or use the menu **File - Save**.



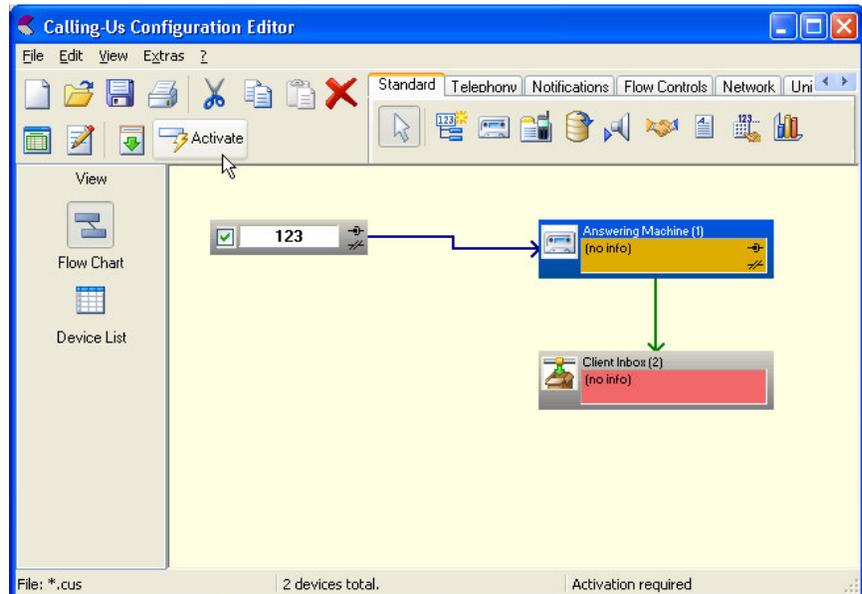
In the dialogue "Save File" you enter the name for the configuration file.



Confirm with **Save**.

Step 8

Click onto **Activate** in the toolbar of the Configuration Editor.



This activates the currently loaded configuration. All calls on the number will be picked up by the Answering Machine.

Try it right now:

Call the associated number from a telephone or mobile phone. Wait until the Answering Machine accepts the call and leave a message after the beep.

After disconnecting the new recording will be listed in Calling-Us Client. Doubleclick onto the list item showing the new recording in the Client. You will hear the previously recorded message.

Now you are familiar with the basic steps for running your own Calling-Us MAX based answering machine.

Info: In the statusbar of the Calling-us Client you can always check which configuration is currently running and activated. To load another configuration just start the Configuration Editor again, open the desired file and click onto the button **Activate**.

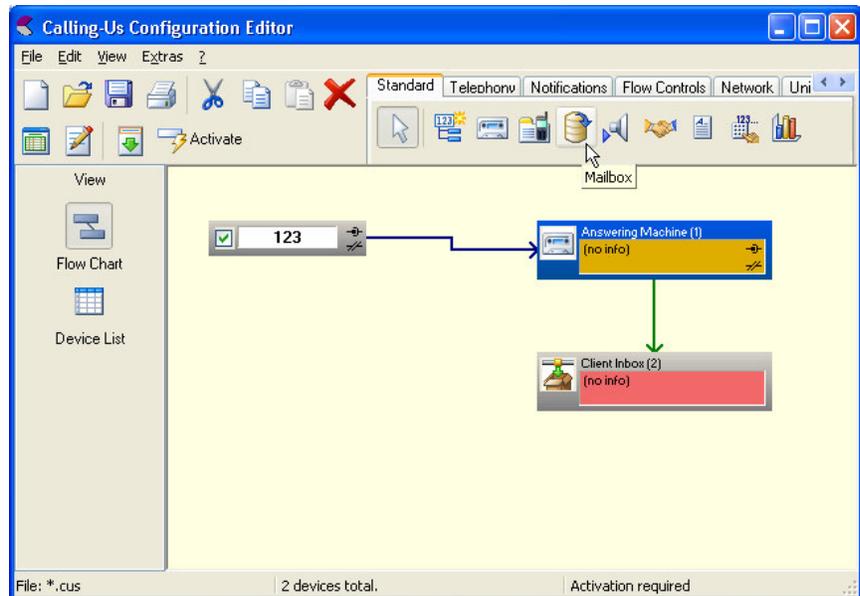
Note: If the button **Configuration Editor** is not visible in your client's toolbar you have probably not installed it during your client installation. You must choose the option **User Defined** to find it!

Configure Message Request

With the Message Request you can add the option to request recording messages via a phone call

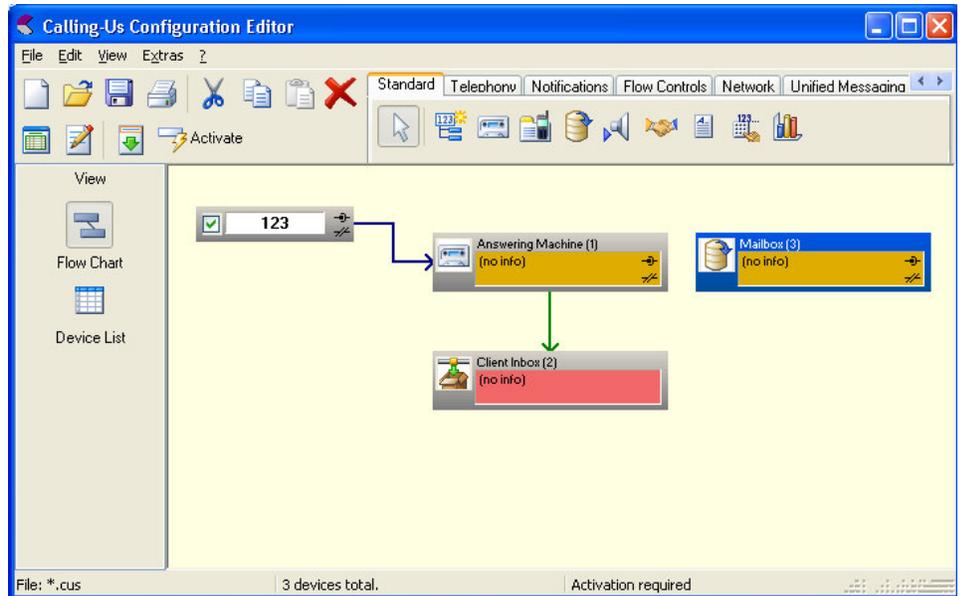
In this example you add the Message Request device to the configuration of the Answering Machine (from the example before).

Step 1



1. Click onto the Message Request icon in the "Standard" tab of the Configuration Editor. Click onto a free position of the work space to create the device there.

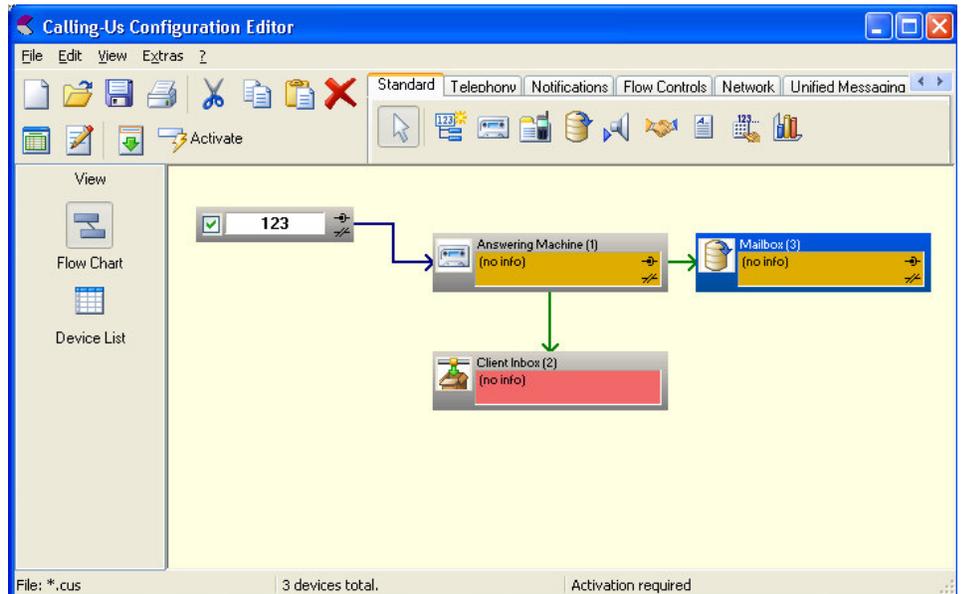
You can change the size of the Configuration Editor so that you can move the devices and show the configuration orderly.



2. Click onto the Connect button  of the Answering Machine device.

A line will be drawn from the Answering Machine to your mouse arrow.

3. Click onto the Message Request to establish a solid connection between the two devices.
4. Answer the following dialogue with **Yes**. Received voice messages will be forwarded to the Message Request device.



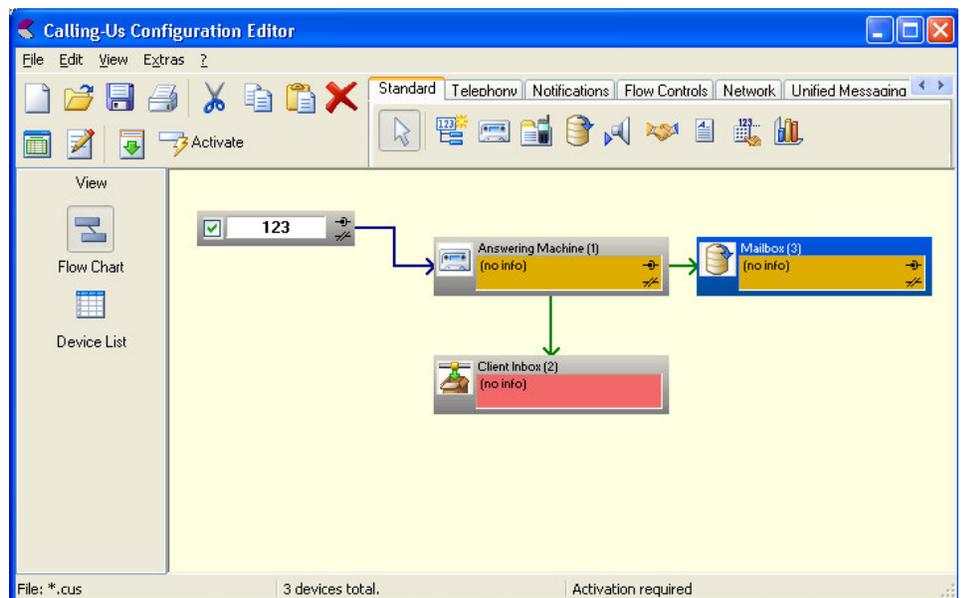
5. To be able to reach the Message Request with a DTMF input while the welcome message of the Answering Machine is played you need to answer the next question with **Yes** as well.

Note: Alternatively you can setup another number and connect the Message Request to this number.

After answering the last message you will be asked about the desired **DTMF code** for access authentication.

Step 2

Received recordings will now be placed into the Message request for later checking. A caller gets to the Message Request by entering the DTMF code while the welcome message of the Answering Machine is played.



Settings are complete. Now you should save the changed configuration.

Use Message Request

All incoming messages are stored in the Message Request. Now you can make a call to the Message Request and request the recordings:

1. Call the number attached to the Answering Machine.
2. During the welcome message (AE.wav) you enter the remote access code via your phone keyboard (e.g. 123#).

Remark: You must be able to enter the complete code before the welcome message ends. Otherwise the recording of a new message starts.

3. The number of the new messages are announced.

Navigation through the recordings is done via the phone keyboard according to this table:

1 Back (Previous Message)	2 Play (Current Message)	3 Next (Next Message)
4 Go to first message	5 Delete current message	6 Go to last message
7	8	9
*	0 Delete all messages	#

Just disconnect when you have checked the recordings.

Attention: Recorded messages are only available during one session. If another or a changed configuration is activated or the server is restarted the recordings are no more available via the Message request.

Configure Menu Selection

This description shows all steps necessary to configure a Calling-Us MAX Menu Selection device.

In this example you create a menu system which welcomes the caller with a welcome message. Depending on the users selection via DTMF (telephone keyboard) the caller is forwarded to Info Message or to the Answering Machine.

Step 1

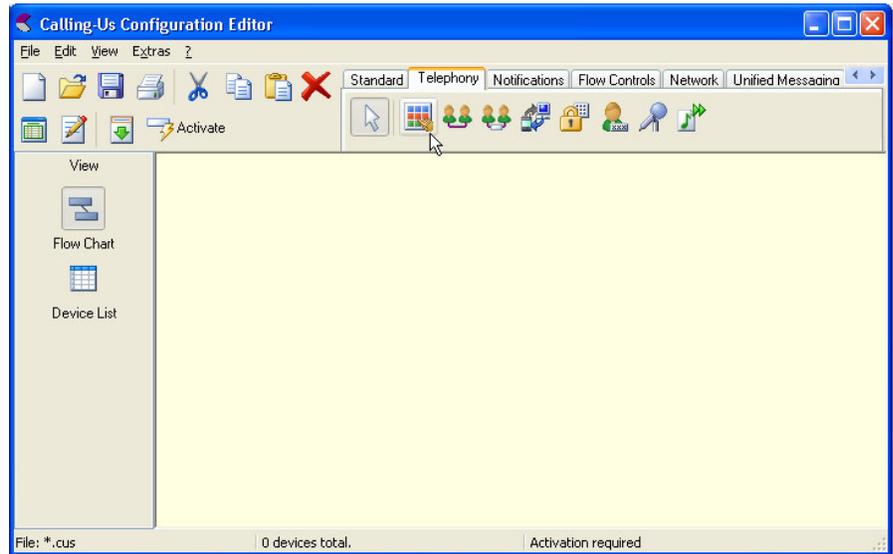
If the Calling-Us Configuration Editor is not started yet:

1. Click onto the button **Configuration Editor** in the Calling-us Client.
2. Choose **Create New Configuration** in the "Welcome" dialogue.

Otherwise select menu item **File - New** in the Configuration Editor.

The main window with the work space is displayed.

Step 2

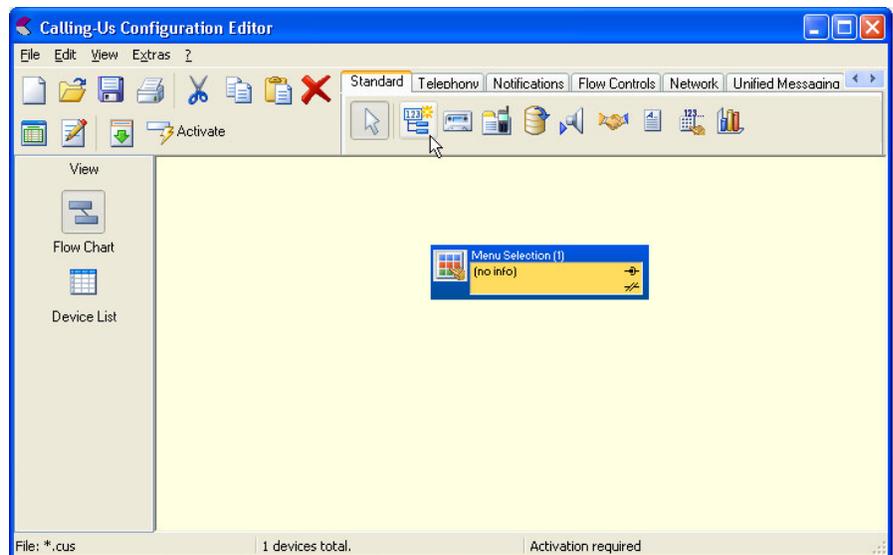


1. In the tab "Telephony" you select the device **Menu Selection** (first icon).
2. Secondly, click onto any desired location of the work space to create the Menu Selection there.

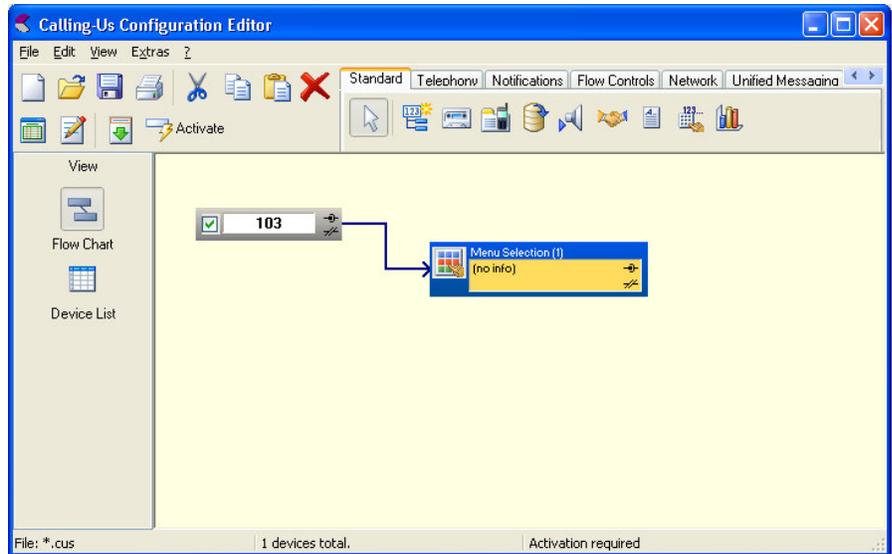
Step 3

Now you must assign a number to the Menu Selection. If this number is called the Menu Selection should accept the call.

1. Click onto the first icon in the "Standard" tab. It is the Number device.



2. Place the number onto the work space by clicking it.

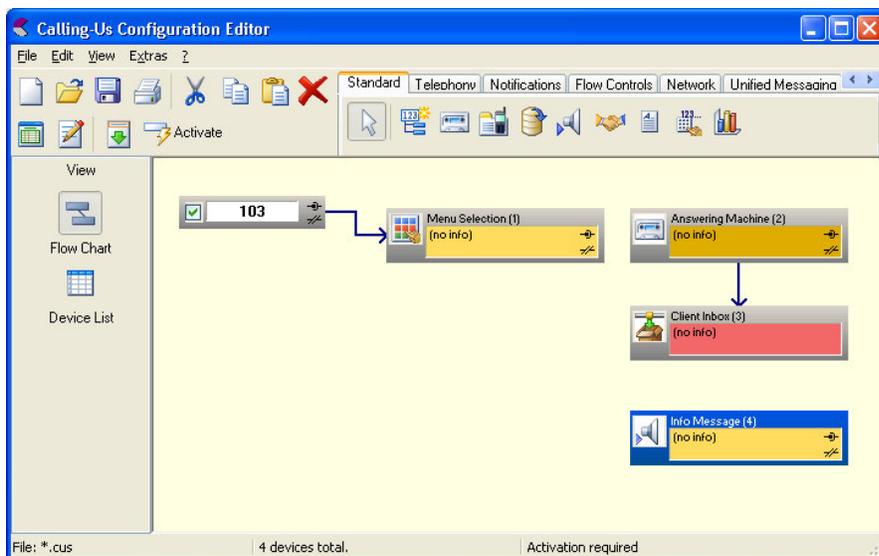


3. To forward an incoming call on the Number device to the Menu Selection you must establish a connection from the Number to the Menu Selection. Use the connection button of the Number  for this task.

Step 4

Two devices are missing: Info Message and Answering Machine. Add them to your configuration by selecting them in the devices bar.

1. On the tab „Standard“ click onto the icon of the **Answering Machine**. To place the device in the configuration click onto a free position in the work space.
2. Answer the question with **Yes** to be able to receive the messages in your Calling-us Client.
3. Do the same for the device **Info Message**.



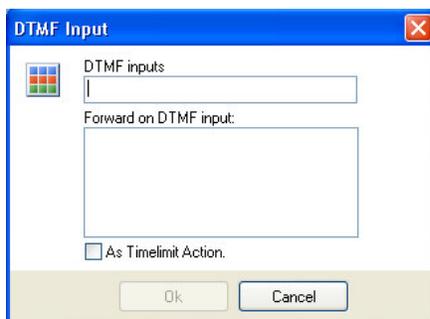
Your configuration should look like the configuration above.

Step 5

Now you need to connect the devices "Info Message" and "Answering Machine" to "Menu Selection":

1. Click onto  in the Menu Selection.
2. If move your mouse cursor over the main window now you will see that a thread from Menu Selection to the mouse cursor has been created.
3. Place your mouse cursor over the Answering Machine and click onto it.

The windows „DTMF Input“ will appear.

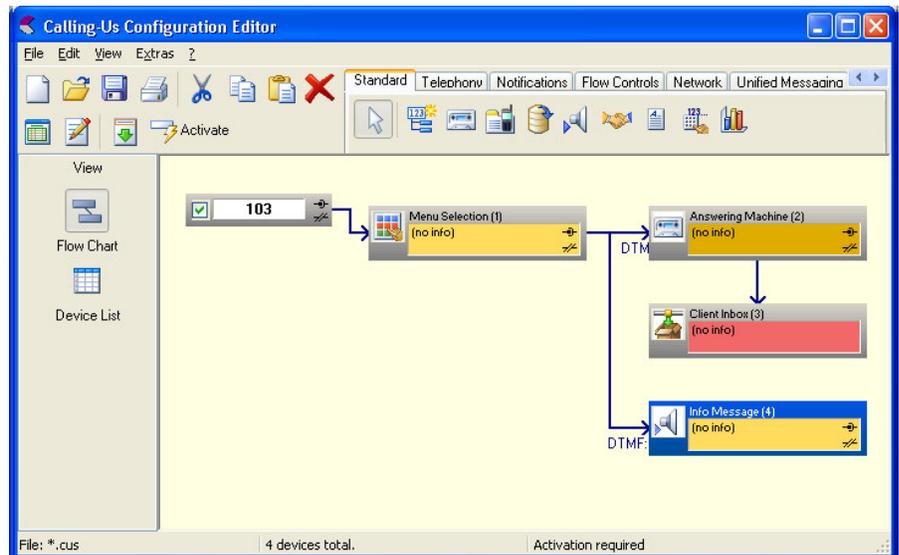


4. Enter the number under which the programm shall **Forward** to the Answering Machine and confirm with **Ok**.

A connection from the Menu Selection to the Answering Machine has now been established.

5. Now connect the Info Message to the Menu Selection in the same way. Of course you have to enter a different value for the DTMP Input here.

The result should look something like this:



Step 6

If desired you can now adjust the properties of the three set devices to your wishes. This can be done in the window "Edit Device" which is activated by double-clicking onto the appropriate device.

Once you are satisfied with the configuration you can save it:

1. Open the **File** menu and select **Save As....**
2. In the following dialogue box enter "My Menu Selection" in the text field and click **Save**.

Step 7

You need to activate the configuration before it is actually used.

Click the button **Activate** in the configuration editor to activate the configuration.

If the activation has been successful you will see "Ready" in the lower right corner in the status bar of the configuration editor.

Now all incoming calls will be accepted by the Menu Selection under the number you have entered in this configuration.

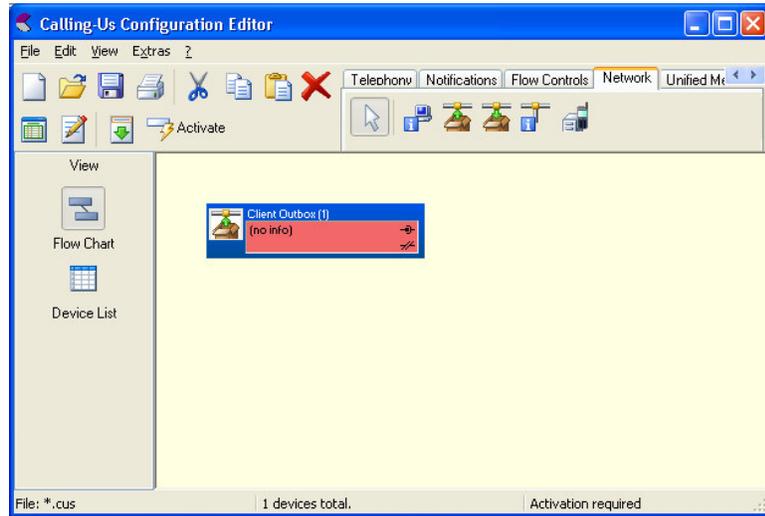
Just give it a try!

Call the number you have assigned to the Menu Selection from any telephone. Even during the message you can start the DTMF Input.

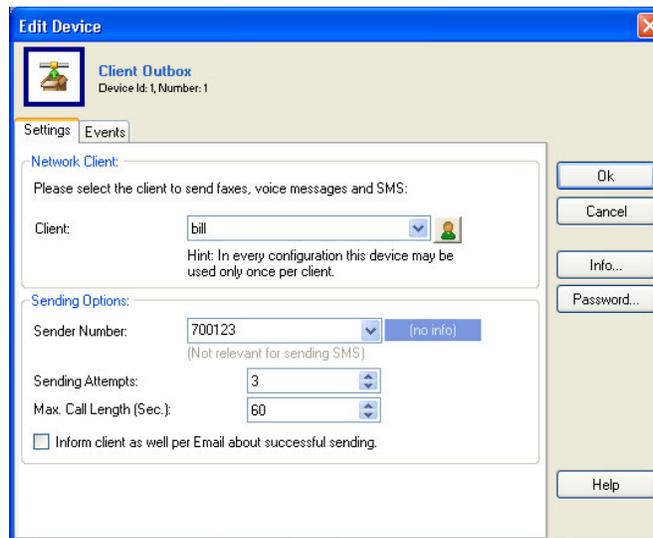
Note: You can always check which configuration is active in the Calling-Us Client. You will see the filename of the active configuration in the status bar of the Calling-Us Client.

Send faxes and SMS

Create the following configuration in the Configuration Editor:



1. Create a **Client Outbox** in the configuration.
2. Double-click on **Client Outbox**.



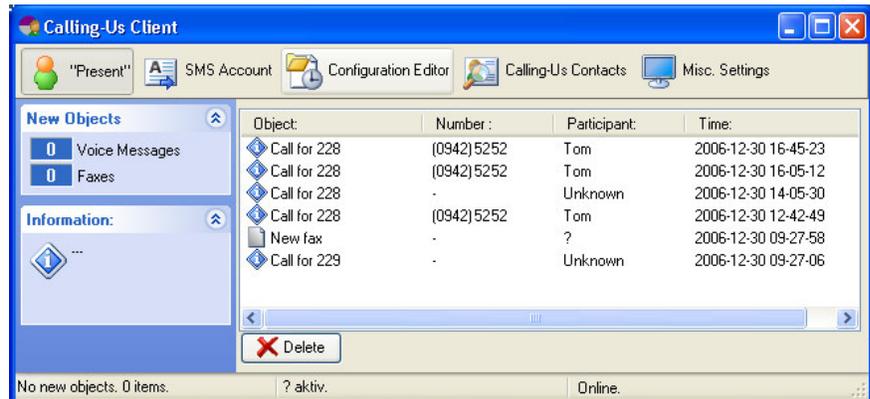
3. Choose the name of the **Client** which shall be able to send SMS and faxes (e.g. "bill").
4. **Activate** the configuration.

Note: Every client who wants to send faxes or SMS must have their own "Client Outbox" device in the configuration. The client must also have the right to send. This can be done by the administrator under the "User List and User Rights" settings of the server.

Send faxes

Faxes of the client computer can be sent by opening the document you want to fax in the desired application (e.g. Word). Then you select **Calling-Us Fax** as printer.

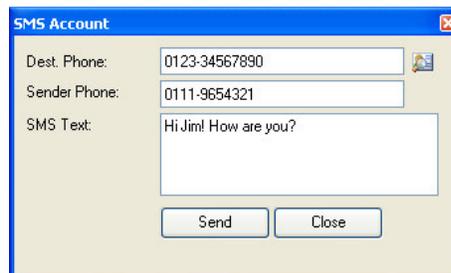
In the "Calling-Us Fax" dialogue box you can choose the desired option.



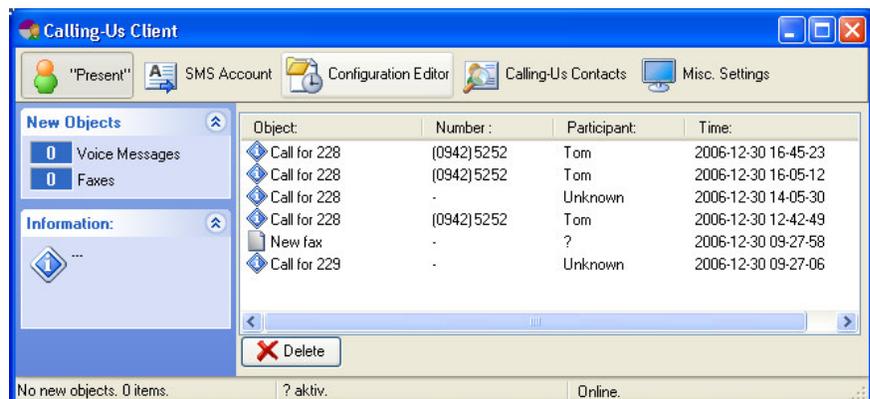
As a result you will find a list entry in the client which informs you about progress or failure when sending faxes.

Send SMS

In the client, click "SMS Account". The "SMS Account" window will appear:



Enter the number of the **Dest.(ination) Phone** and your number (**Sender Phone**). The **SMS Text** may contain up to 160 characters.



As a result you will find a list entry in the client which informs you about progress or failure when sending SMS.

Send SMS from an Email program

In some cases you might prefer sending SMS not from the Calling-Us Client but from an Email program.

Attention: For doing so it is required that the Email program is configured according to instructions "

Configuring the Email program".

Create an SMS with your Email program:

1. Write the SMS as Email with the Email program you have assigned to Calling-Us MAX.
2. Enter the destination number as Email address in the following form:

TARGETNUMBER@tsm.SENDERNUMBER

Example: 01701234567@tsm.0171999999

3. Enter the text of the SMS in the text window of the Email. Please keep in mind that the text may not exceed 160 characters!
4. Click "Send".

The Email program will report that the Email was sent successfully if the SMS/Email was delivered to the Calling-Us MAX server. It is not possible to check if the SMS actually reaches the target mobile phone.

Send faxes from an Email program

In some cases you might prefer sending faxes not from the Calling-Us Client but from an Email program.

Attention: For doing so it is required that the Email program is configured according to instructions "

Configuring the Email program".

Creat a fax (text-only) with an Email program:

1. Write the fax as Email with the Email program you have assigned to Calling-Us MAX.
2. Enter the destination number as Email address in the following form:

TARGETFAXNR@tfx.SENDERFAXNR

Example: 03012345678@tfx.08911111111

3. Enter the text of the fax in the text window of the Email.
4. Click "Send".

The Email program will report that the Email was sent successfully if the fax/Email was delivered to the Calling-Us MAX server. It is not possible to check if the fax actually reaches its target.

Survey for sending via Email programs

Additionally, voice messages, faxes and SMS can be sent from an Email program on the basis of the original files (WAV, SFF and TXT).

For doing so it is necessary to attach the prepared file as attachment to the Email.

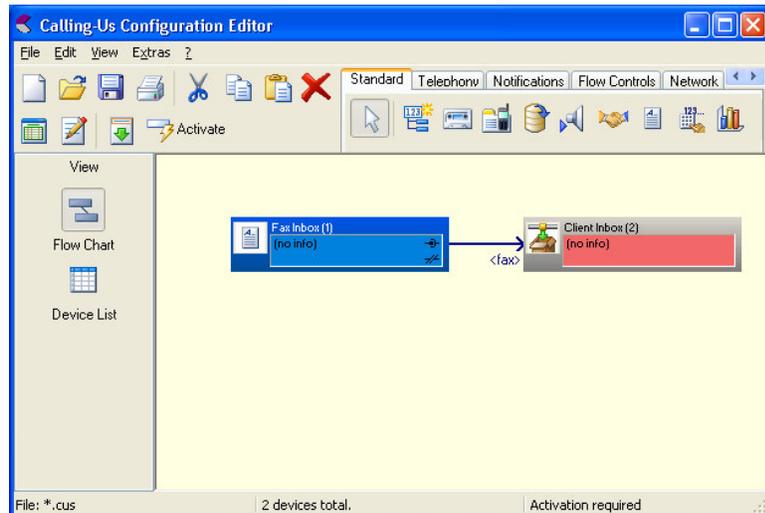
Pay special attention to the format of the numbers in the Email address. The destination number is given as DESTNR, the sender number as SENDNR!

DESTNR@wav.SENDNR	Send a voice message (ISDN WAV format as attachment).
DESTNR@sms.SENDNR	Send a text message (TXT file as attachment).
DESTNR@tsm.SENDNR	Send a text message (text in the Email).
DESTNR@fax.SENDNR	Send a text message (fax file SFF as attachment).
DESTNR@tfx.SENDNR	Send a fax (text in the Email).

The Email program will report that everything was sent successfully if the object was delivered to the Calling-Us MAX server. It is not possible to check if the object actually reaches its target.

Fax Inbox

In order to receive faxes create the following configuration in the Configuration:



1. Create a Fax Inbox in the configuration.



2. Then you will be asked if you want to create a Client Receiver for the Answering Machine. Confirm with **Yes**.
3. Select the name of the **Clients** who shall receive faxes (e.g. "admin").
4. **Activate** the configuration.

Note: Every client who wants to receive must have their own Client Receiver device in the configuration.

Configure Fax Server

This instruction will show you all required steps if you want to set up the Fax Server in the Calling-Us Configuration Editor. Once configured a fax file can be requested by callers. For doing so the caller must switch their fax to fax request.

You configure the Fax Server by selecting an existing fax document and providing it for callers.

The Fax Server provides a fax document for callers. This document must have the SFF format. If the desired document is not available in this format please check the instructions "Create fax in SFF format" (p.61).

Step 1

If you have not done so already please start the Calling-Us Configuration editor:

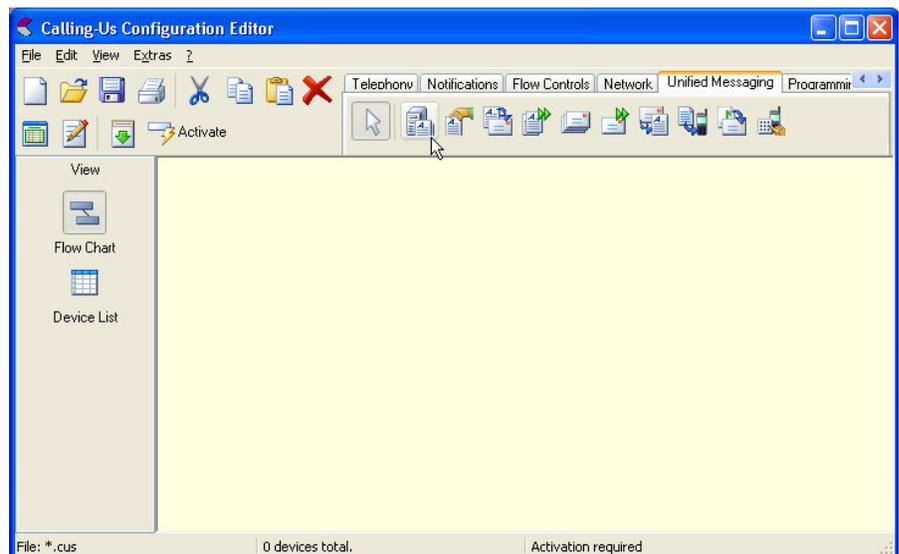
1. In the Calling-Us Client, click the button **Configuration Editor**.
2. Then select **Create New Configuration**.

Otherwise select **File - New....**

Then the main window with the work place will appear.

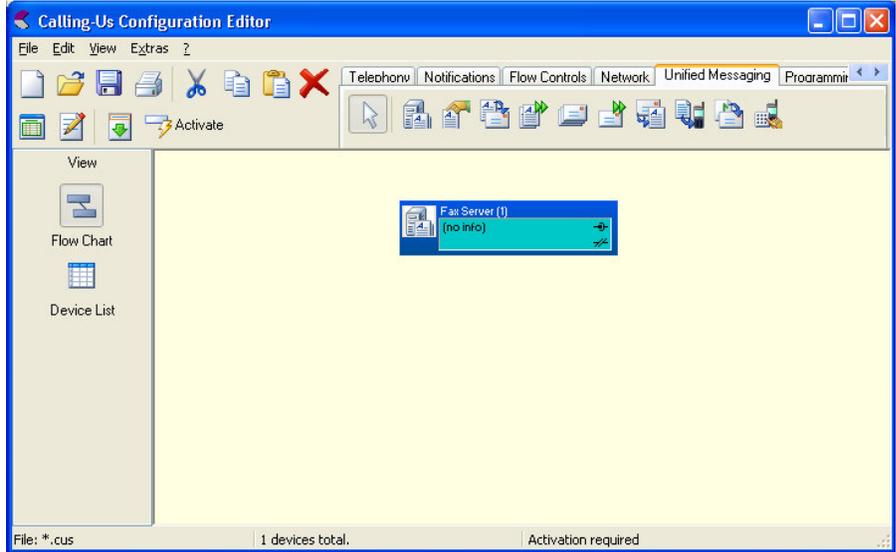
Step 2

1. Switch to the "Unified-Messaging" tab.



2. Then click onto the first button, **Fax Server**.

3. Click onto an empty space in the work place to create a Fax Server there.



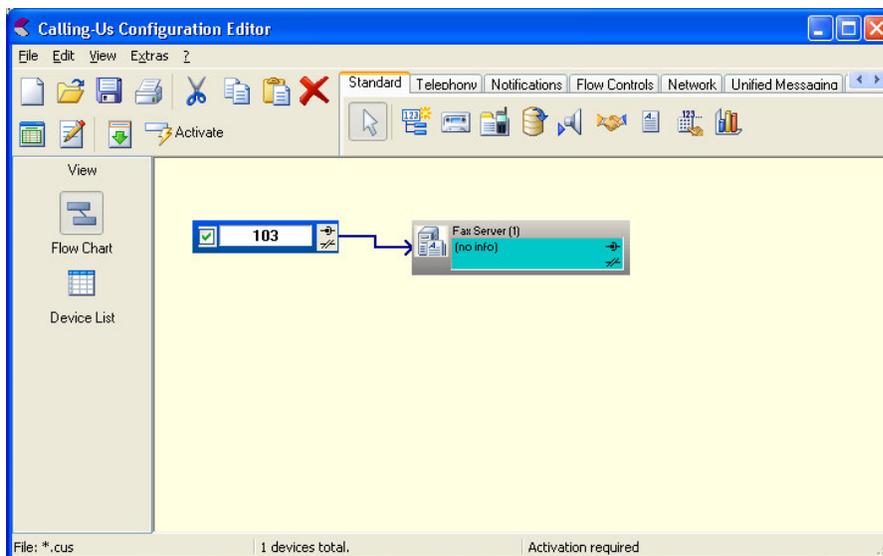
Step 3

Now enter the number under which the fax server shall be accessible.

1. Switch to the "Standard" tab.
2. Now click on the first button, Phone Number. Place the Phone Number device on the work place.
4. Connect the Phone Number to the Fax Server by using the Connect button  of the Phone Number.

Step 4

Your configuration should now look like the example below:



To save your work select **Save As...** from the **File** menu. Then enter "My Fax Server" in the text field and click **Save**.

Step 5

An example in SFF format has been saved the Calling-Us MAX directory during the installation.

A fax must already be present at your computer if you want to use it with Calling-Us MAX. Calling-Us MAX supports the format SFF for faxes. All faxes in this format show the extension ".sff".

Note: You can create SFF files with every standard Windows application by selecting Calling-Us MAX Fax as printer in the appropriate program. See Create Fax in SFF format, p.61.

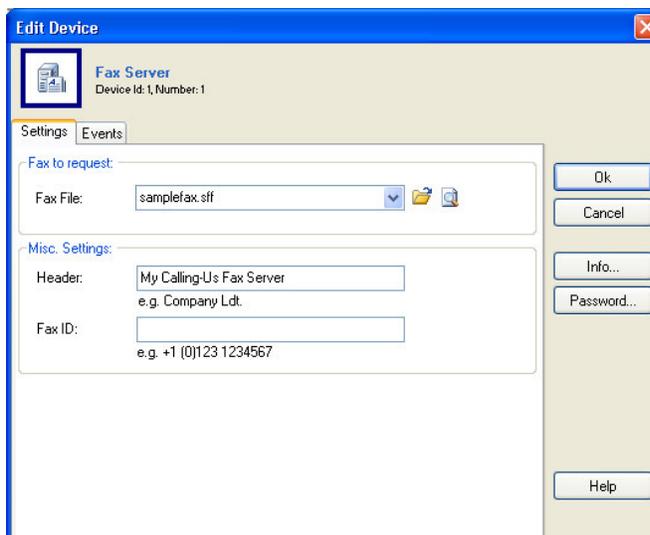
Step 6

Now you will assign a file to the Fax Server.

Configuring the properties of devices will always take place in the dialogue box "Edit Device".

1. Double-click on the Fax Server device.

The window "Edit Device" of the Fax Server will appear:



2. After clicking **Info...** you may want to enter the information "My first Fax Server" .
3. Now click the button "**Open File**" next to the **Fax File** text field. A dialogue window will appear where you select the example fax file.
4. Then click **Open**.
5. You are now back in the "Edit Device" dialogue box. The **Fax File** text window will show the name of the file you haven selected.
6. Confirm changes with **Ok**.

Step 7

All settings are now complete.

Now you should save your settings: click the "Save" button (the disc). This is identical to **File - Save** from the menu.

Step 8

You need to activate the configuration before you can use it.

Click the **Activate** button in the Configuration Editor.

If the activation has been successful you will see "Ready" in the lower right corner in the status bar of the configuration editor. All incoming calls will be accepted by the Fax Server under the number used in this configuration.

Use a fax with fax request to call the number you have assigned to the Fax Server!

Hint: Use the Calling-U's Client to check which configuration is presently active. You will see the file name in the status bar of the Calling-U's client.

Create Fax in SFF format

If you want to send different documents like texts, charts, graphics, surveys or images to other users, or in order to provide them as fax documents, they must be available in SFF format.

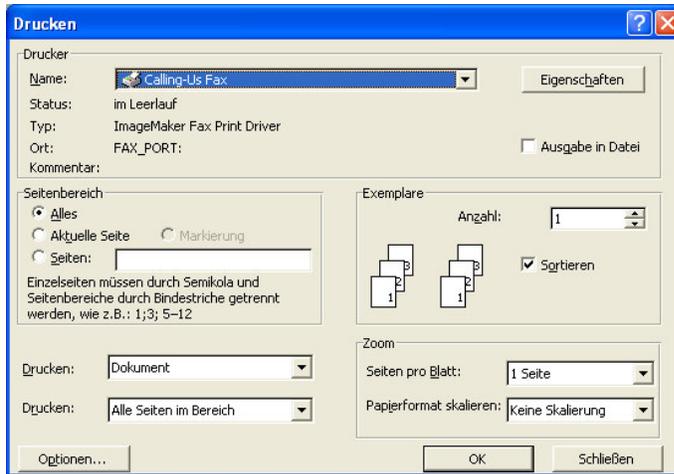
Calling-Us MAX enables you to create faxes from nearly every Windows application (MS Word, MS Excel, MS Access, MS Powerpoint, Corel Draw etc.).

Please follow the instructions for creating fax documents from a Windows application:

1. Switch to the application where you normally create or edit your documents and open the appropriate file.
2. Look for the menu item where you select a printer and where you can print your document. This is **File > Print** in most cases.



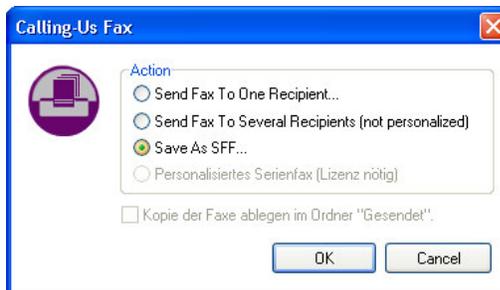
According to the program you use a dialogue window will appear:



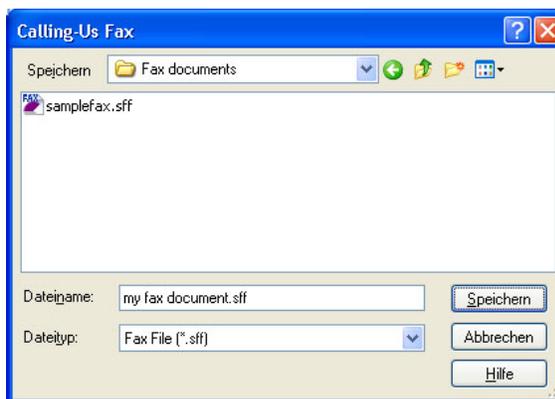
3. Select "Calling-Us Fax" as printer.

Note: The Calling-Us MAX "printer" will create a SFF fax file from your document.

4. Confirm with **Ok**.



5. Select **Save As SFF...** in this dialogue and confirm with **Ok**.



6. Now specify where you want to save the file and enter a **File name** for the SFF file.

You have just created and saved a fax document in SFF format.

You can send this fax file directly or use it for Calling-Us fax devices like the Fax Server.

The Fax Request Server

If you want to cover the costs for sending faxes, or if you want callers with fax machines without request-fax function to receive fax documents, the Fax Request Server is an excellent choice.

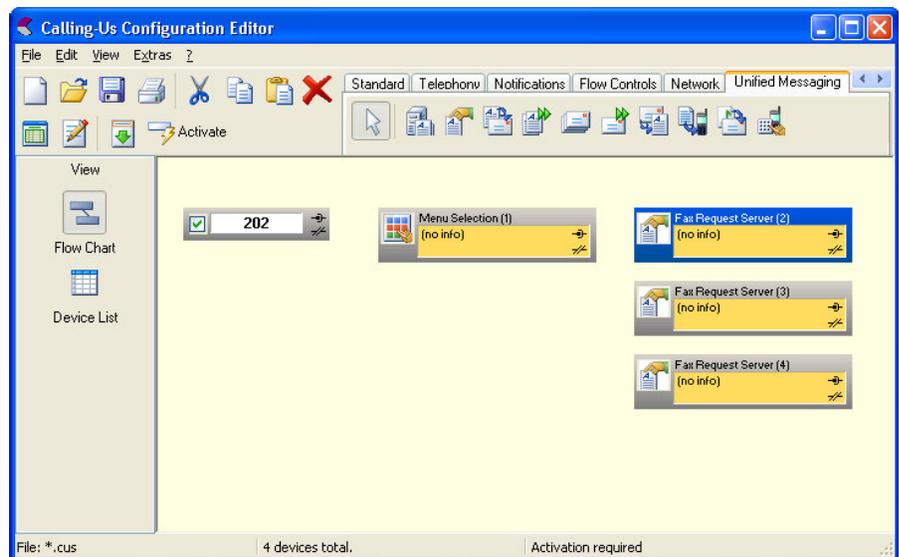
The caller can choose a fax document via DTMF on his phone and enter a number under which they will receive the fax.

Attention: If you are not yet familiar with the Configuration Editor and with creating configurations please follow the instructions for configuring an Answering Machine (p. 31). This example will not use extensive explanations for basic operations in Calling-Us.

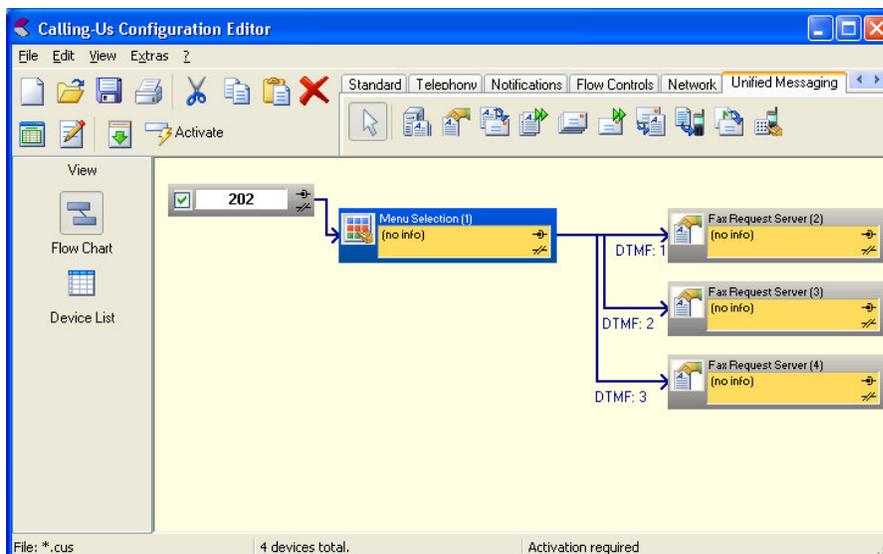
Set up the Fax Request Server – Step 1

1. Add a Phone Number, a Menu Selection and as many Fax Request devices as there are documents you want to provide.

After setting up all devices your configuration should look something like this:



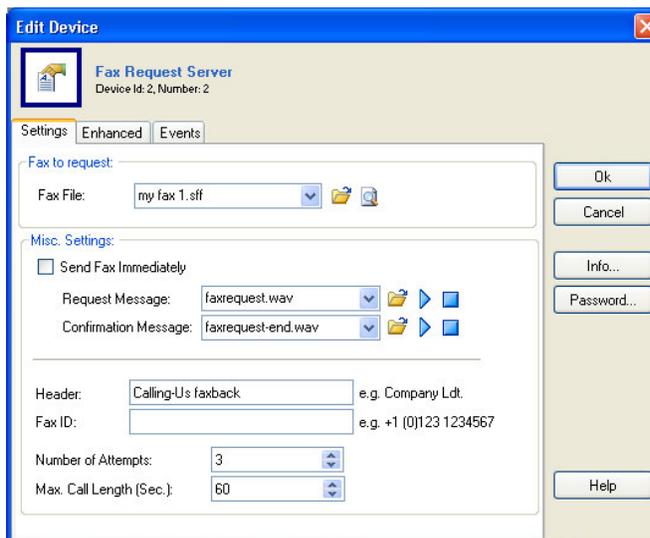
2. Connect Phone Number to Menu Selection.
3. Establish a connection from the Menu Selection to the Fax Request Servers. Assign one DTMF input – e.g. 1 to 3 (if you have more than 10 faxes the DTMF input must have two or three digits) – for every fax:



Step 2

Repeat the following steps for every Fax Request Server device:

1. Double-click on one of the Fax Request Servers to display its properties:



2. Select the **Fax File** you want your callers to be able to request.
3. Make sure that the option **Send Fax Immediately** is turned off (not ticked).
4. Confirm with **Ok**.

The settings are now complete. Click **Activate** to activate the configuration. Now you can test the Fax Request Server.

Request a Fax file

The telephone, via which the caller wants to request faxes, must support DTMF.

1. Call the number which you have assigned to the Menu Selection.
2. Enter the number of the fax you want to request after being asked to do so.
3. Now you will be asked to enter the number under which you want to receive the requested fax.
4. After entering the number conclude the entry by pressing the pound key (#).

You will hear a confirmation of the indicated number.

In case you entered an incorrect number you can reset the entry by pressing the star button (*).

The requested fax will be sent to the indicated number.

Hint: If you want to exclude certain numbers or area/country codes you can do this in the Block List under Locked Numbers in the Calling-Us settings.

Fax Request with previous fax selection

Additionally to the standard Fax Request Server Calling-Us MAX offers you the possibility to provide a large number of different fax files for requests.

The caller calls from his fax, chooses their desired document via DTMF and hang up. The fax machine will then receive the requested fax.

If you want to cover the costs for sending faxes, or if you want callers with fax machines without request-fax function to receive fax documents, the Fax Request Server is an excellent choice.

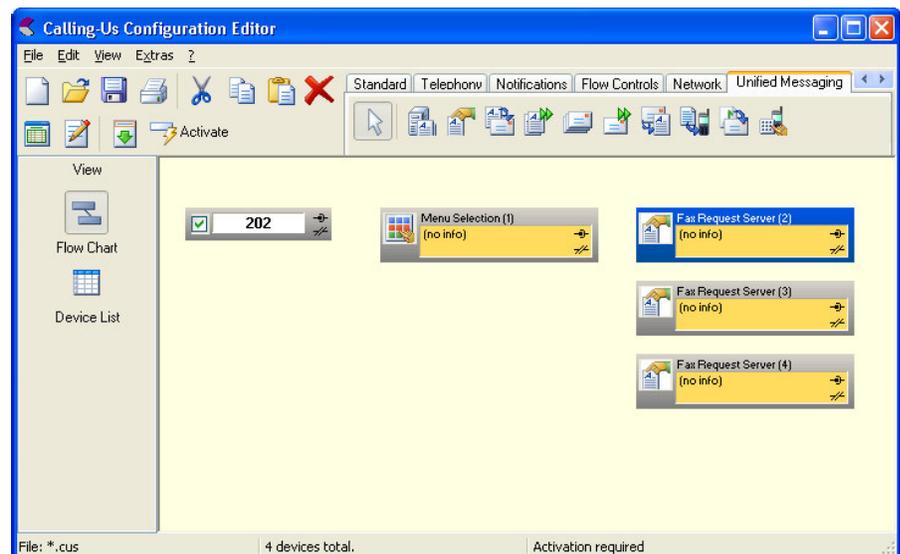
The caller can choose a fax document via DTMF on his phone and enter a number under which they will receive the fax.

Attention: If you are not yet familiar with the Configuration Editor and with creating configurations please follow the instructions for configuring an Answering Machine (p. 31). This example will not use extensive explanations for basic operations in Calling-Us.

Set up the Fax Request Server – Step 1

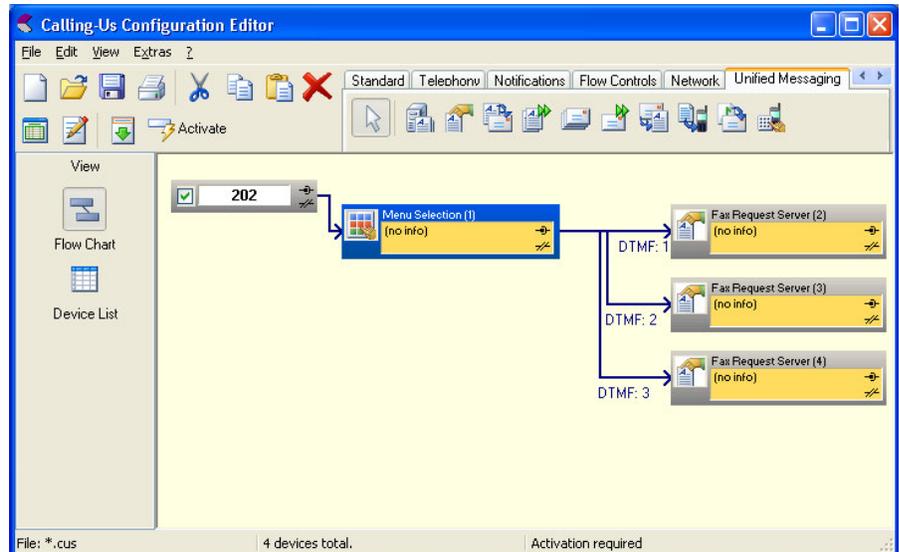
1. Add a Phone Number, a Menu Selection and as many Fax Request devices as there are documents you want to provide.

After setting up all devices your configuration should look something like this:



2. Connect Phone Number to Menu Selection.

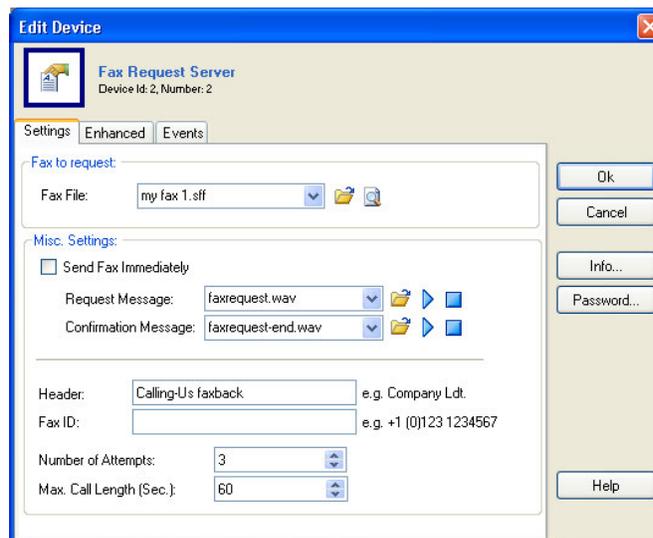
3. Establish a connection from the Menu Selection to the Fax Request Servers. Assign one DTMF input – e.g. 1 to 3 (if you have more than 10 faxes the DTMF input must have two or three digits) – for every fax.



Step 2

Repeat the following steps for every Fax Request Server device:

1. Double-click on one of the Fax Request Servers to display its properties:



2. Select the **Fax File** you want your callers to be able to request.
3. Make sure that the option **Send Fax Immediately** is ticked. The fax files will be sent during the present connection now.
4. Confirm with **Ok**.

The settings are now complete. Click **Activate** to activate the configuration. Now you can test the Fax Request Server.

Request a Fax file

1. The caller picks up the receiver from their fax machine and dials the number which you assigned to the Menu Selection.
2. After being asked for a DTMF input to select the desired fax they enter the appropriate input.
3. They will hear another message, after which Calling-Us MAX will send the requested documents.
4. At this point the callers may hang up the receiver.

The fax machine stays connected and will receive the requested document.

Configure VIP Welcome

This instruction will explain all necessary steps for configuring the VIP Welcome. Eventually, unknown callers will be rejected after a message while callers who have caller-ID and who are defined as VIPs will be directed to their appropriate personal device.

Step 1

If you have not done so already please start the Calling-Us Configuration editor:

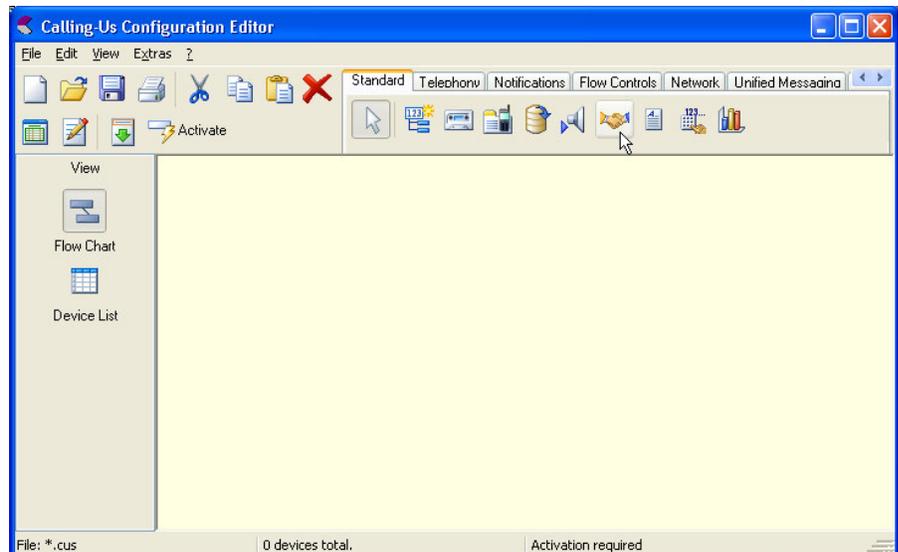
1. In the Calling-Us Client, click the button **Configuration Editor**.
2. Then select **Create New Configuration**.

Otherwise select **File - New....**

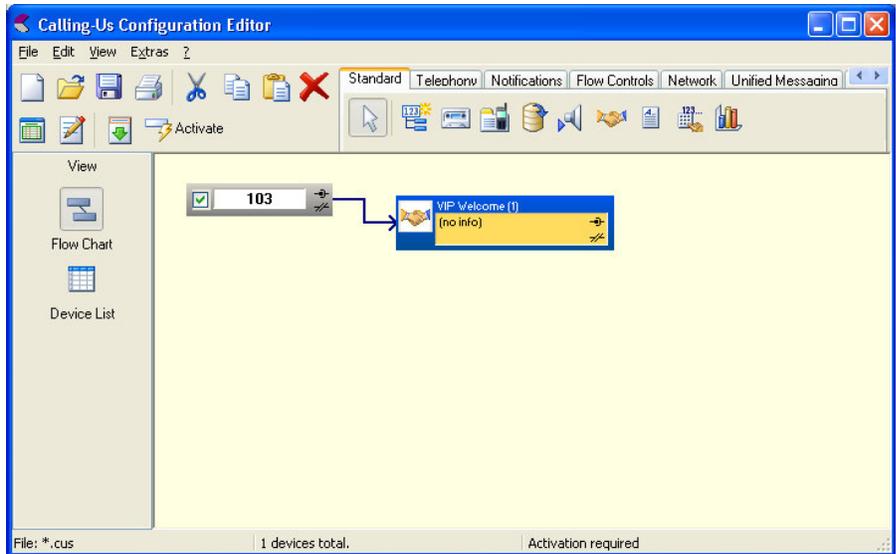
Then the main window with the work place will appear.

Step 2

1. In the "Standard" tab, click the **VIP Welcome** button.



2. In the work space, click where you want to place VIP Welcome.

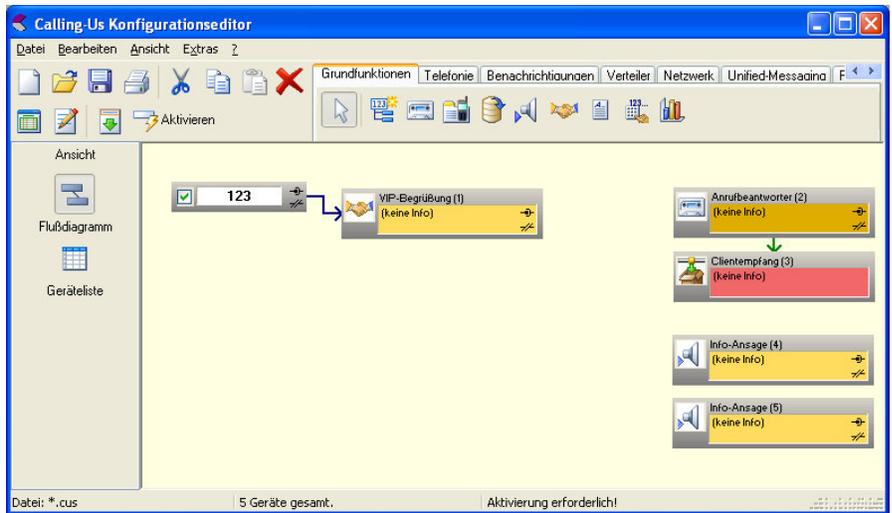


3. Create a Phone Number with the desired number.
Connect VIP Welcome to the Phone Number.

Step 3

Add one Answering Machine and two Info Messages. Use the symbols from the tabs.

The result should look like this:

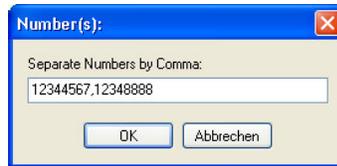


Step 4

Establish connections from VIP Welcome to the other devices (except Client Inbox):

1. Click onto the  symbol of VIP Welcome. Calling-Us will draw a thread from VIP Welcome to the mouse cursor.

2. Point the mouse cursor to the Answering Machine and click onto it.
3. You will be asked to enter the **name** of the VIP contact.



4. Then you need to enter the **phone number** under which the caller shall be recognized.

Hint: If your new VIP contact does not have more than one phone number just enter them individually and separated by commas. You can see an example above.

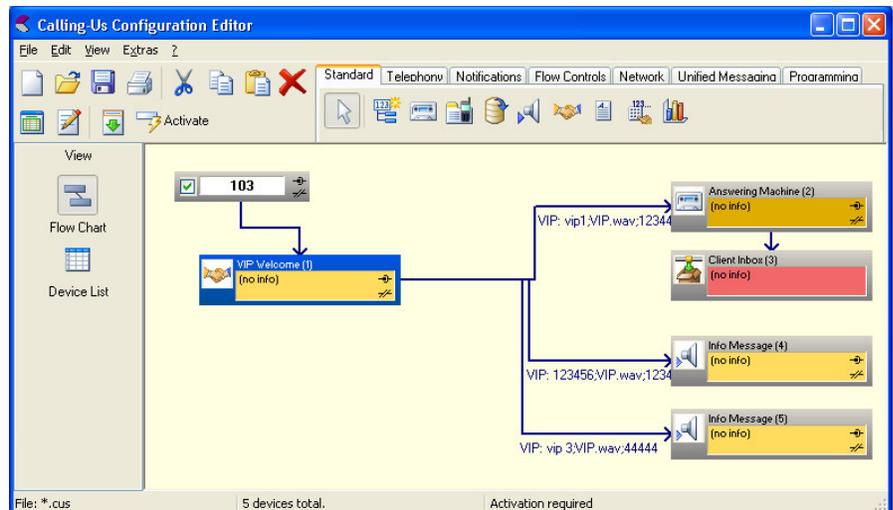
Note: If you want to test VIP Welcome for yourself it is sensible to create a contact with your own name and a number you can send to Calling-Us.

5. Confirm with **Ok**.

Calling-Us MAX will draw a line from VIP Welcome to the Answering Machine.

Repeat this for the two Info Messages and establish connections from VIP Welcome.

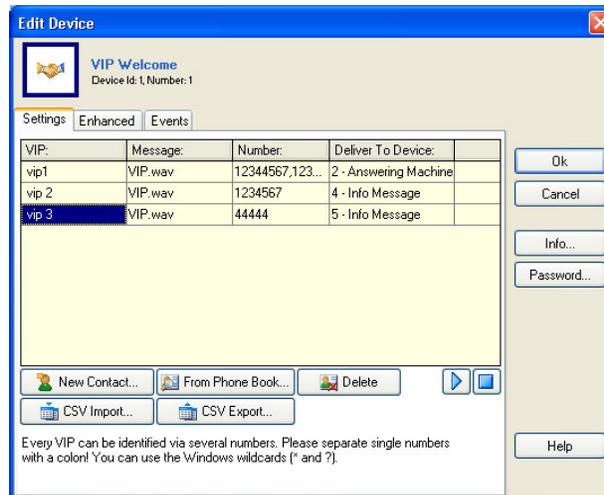
The result should look something like this:



Step 5

Now check the settings of VIP Welcome.

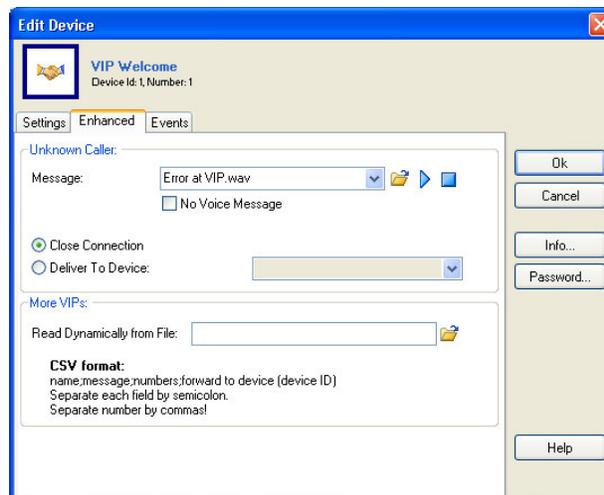
1. Double-click on the VIP-Welcome device.



In the "Settings" tab you will see a list with all newly created VIP contacts and the appropriate connections.

You may delete the default **Message** "VIP.wav" because every contact will receive their own device with their own message text.

2. Switch to the rider "Enhanced":



3. Make sure that you have a **Message** set under **Unknown Caller** and that the option **Close Connection** is activated.

Unknown callers will receive this message. The connection will be closed afterwards.

Step 6

All settings are now complete.

Now you should save your settings: click the "Save" button (the disc). This is identical to **File - Save** from the menu.

Step 7

The settings are now complete. Click **Activate** to activate the configuration and you can test VIP Welcome.

Just give it a try!

Call from a telephone with caller ID which sends a known number to the VIP Welcome device.

Configure Connect device

Here you will be familiarized with the basic steps of configuring the „Connect“ device.

The caller should be welcomed by a voice message. Afterwards they should be placed on hold while Calling-Us tries to connect them to an employee. When the employee cannot be reached within 90 seconds, Calling-Us should try to establish a connection to a mobile phone. When nobody answers that call an Answering Machine should handle the call.

Attention: If you are not yet familiar with the Configuration Editor and with creating configurations please follow the instructions for configuring an Answering Machine (p. 31). This example will not use extensive explanations for basic operations in Calling-Us.

Step 1

If you have not done so already please start the Calling-Us Configuration editor:

1. In the Calling-Us Client, click the button **Configuration Editor**.
2. Then select **Create New Configuration**.

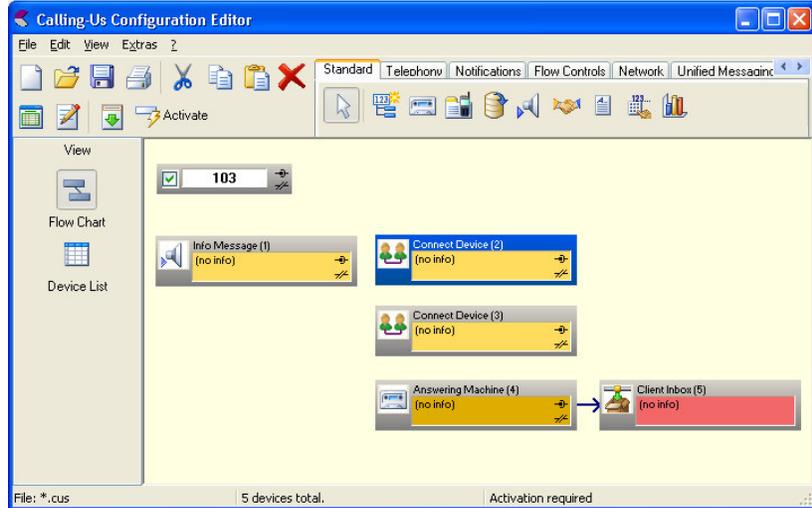
Otherwise select **File - New...**

Then the main window with the work place will appear.

Step 2

1. Place a **Number**, two **Connect** devices, one **Info Message** and one **Answering Machine** with an attached **Client Inbox** into your configuration.

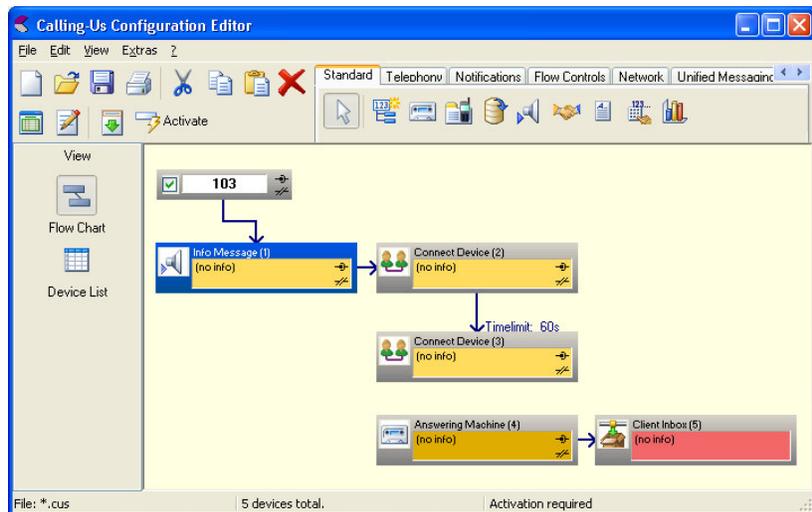
You can find the Connection device in the tab "Telephony".



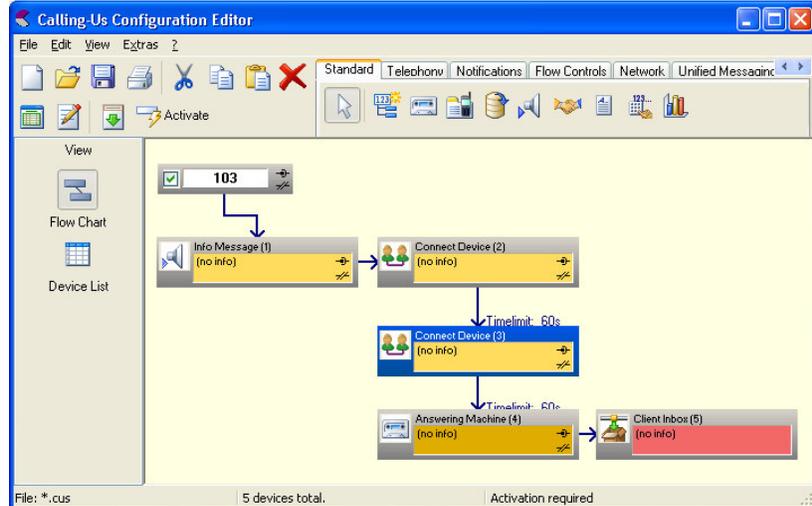
2. Connect the number to the Info Message.
3. Connect the Info Message to the first Connect device.
4. Create a connection from the first to the second Connect device. The dialogue "Forwarding" appears:



5. Select the option **When timelimit has been reached**. This makes Calling-Us forward the call to the next Connect device after the default timelimit has been reached.



- Now establish a connection from the second Connection device to the Answering Machine in the same way.



Step 3

Finally you must change the settings for some devices:

- Doubleclick onto the Number and enter the **Number** where Calling-Us should listen to.
- Doubleclick onto the first Connect device. Enter the **Number** to which Calling-Us should forward the caller.

Attention: If your communication hardware is connected to the NT1 you will probably have to enter the number of a complete other telephone connection to be able to test the configuration. This is because a traditional ISDN B channel only allows to handle two lines simultaneously. This would be one line for your outgoing test call and the other line for the incoming test call. As a result, Calling-Us will not be able to use another line for the outgoing call of the Connect device.

- Enter the second destination **Number** in the second Connect device. This number will be called if nobody answers the call of the first Connect device before the **Timelimit** is reached.

Step 4

Now you assign another voice message to the Info Message device:

- Doubleclick onto the Info Message.
- Select the **Message** „Hello.wav“.
- Confirm with **Ok**.

Step 5

Now you change the voice message of the Answering Machine:

1. Doubleclick onto the Info Message.
2. Select the **Message** „Connect-end.wav“.
3. Confirm with **Ok**.

Step 6

All settings are now complete. Click onto **Activate** to activate the configuration. Make a test call!

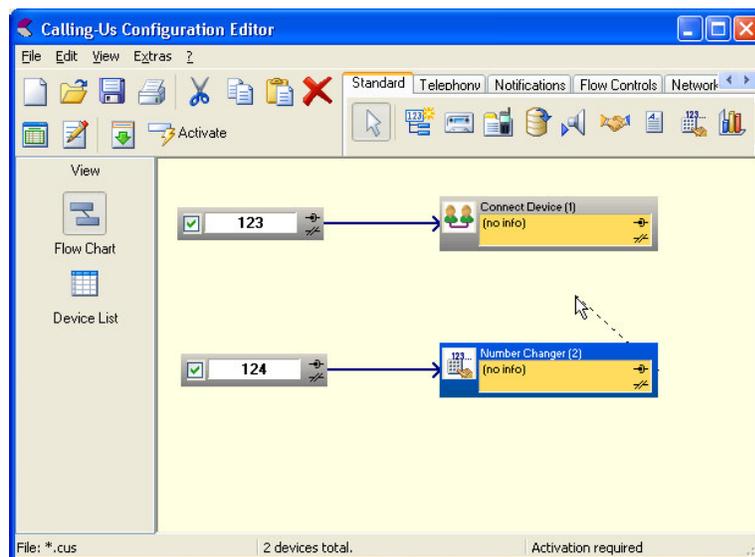
Change a number with Number Changer

In different devices you can enter destination phone numbers. You can change those pre-defined numbers by making a call to Calling-Us and transmit the new number via DTMF.

Configure Number Changer

Step 1:

1. You must have a configuration with at least one Connect device. Then you put the Number Changer device into the configuration.
2. In the picture the Number Changer is directly connected to the number "124":



Step 2:

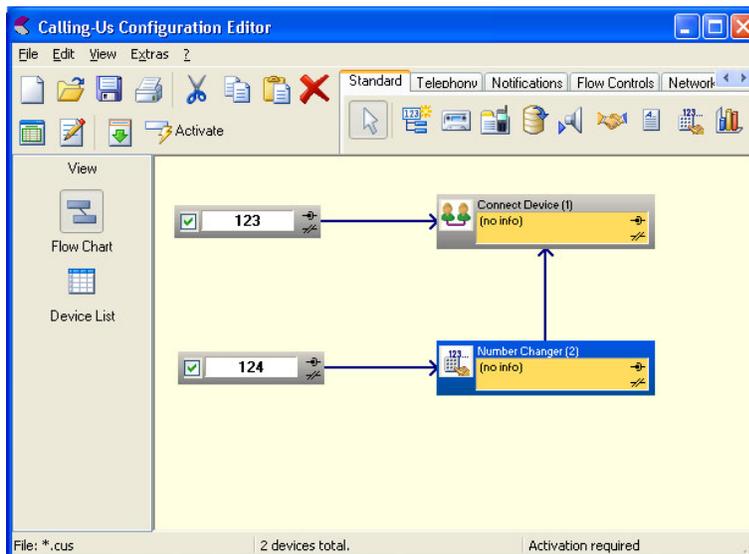
Now you connect the Number Changer to the Connect Device.

1. Click onto the icon  of the Number Changer and draw the thread to the Connect Device.

The dialogue "Forwarding" appears:



2. Leave the option **Change Numer of** selected and confirm with **Ok**.



You are ready with the configuration when it looks like the screenshot above.

The settings are now complete. Click **Activate** to activate the configuration. Now you can test the configuration.

Practice of Number Changing

Here you learn how to handle the Number Changer device from a telephone call:

The calling phone must support DTMF.

1. Don't call Calling-Us under the phone number of the Connect Device! Call the number of the Number Changer (previous example)!
2. You will be asked to enter the new number.
3. After entering the new number via your phone keyboard finish via the hash key (#).

Finally you hear the confirmation message when the complete number will be repeated.

If you notice an error during entering the number just use the star key (*) to reset the number and start again.

Remark: You can prohibit Calling-us from calling specific numbers by entering them or parts of them in the Block List for Outgoing Calls in Calling-Us Settings.

Configure Callback

These instructions show all steps for configuring the Callback device. You use Callback mainly when you can save money by being called back from Calling-Us.

Step 1

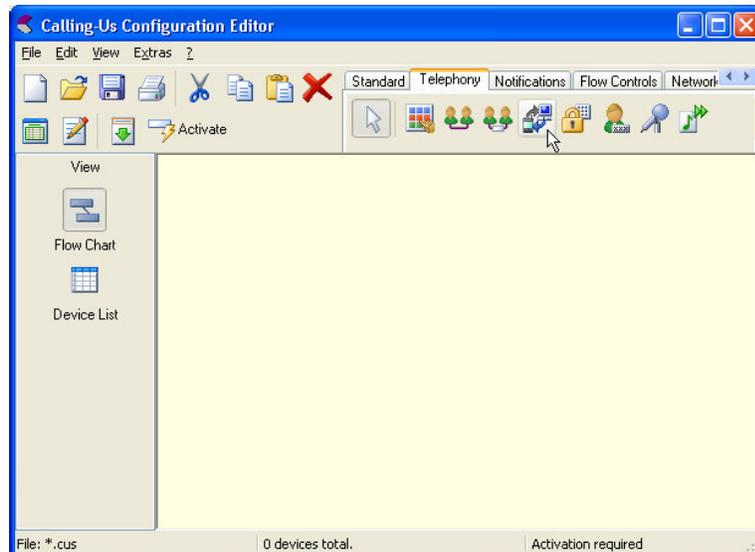
If you have not done so already please start the Calling-Us Configuration editor:

1. In the Calling-Us Client, click the button **Configuration Editor**.
2. Then select **Create New Configuration**.

Otherwise select **File - New....**

Then the main window with the work place will appear.

Step 2



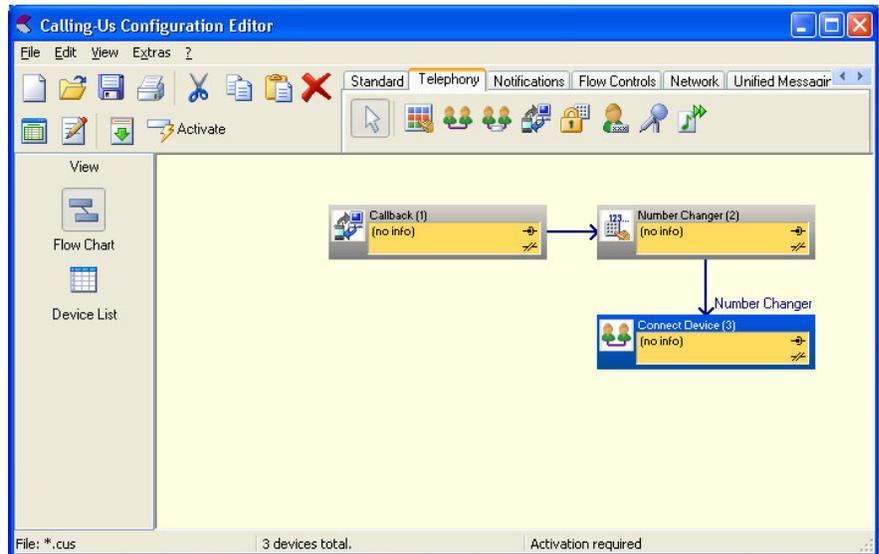
1. Go to the "Telephony" tab and click onto the **Callback** device.

2. Click somewhere in the work space of the Configuration Editor.



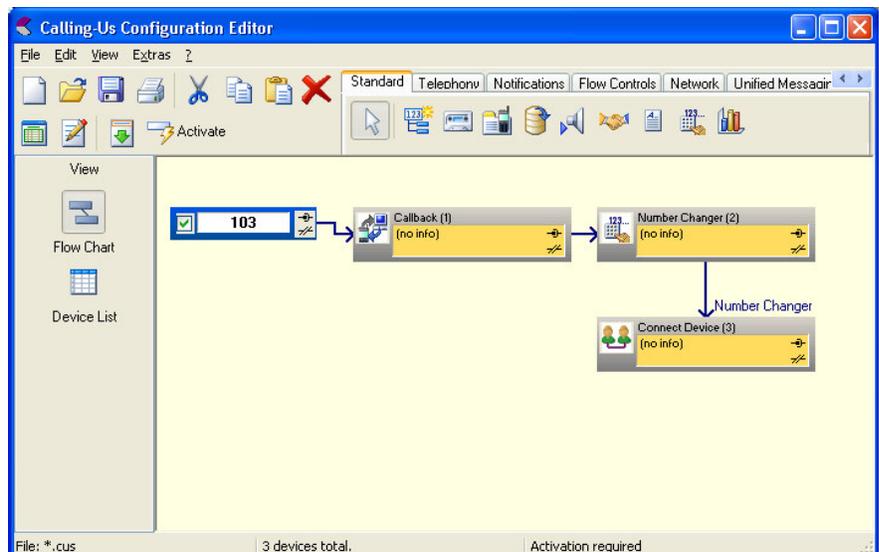
3. Answer the appearing dialogue with "Yes".

You will see that an additional Number Changer and a Connect Device has been created:



4. Add a **Number**.
5. Connect the number to the Callback device.

Step 3



Save your configuration.

Call the number from a mobile phone. When your mobile phone transmits its phone number you can cancel the call after two or three rings. Otherwise wait for the voice message which tells you to enter the mobile phone number manually. Confirm the number with the hash key (#).

After a short period of time you should receive a call from Calling-Us on your mobile phone. Accept the call. Now you can enter a destination number. This number is the number you wanted to call initially.

When Calling-Us has established the connection you can talk.

Note: If you have a telephone system you can replace the Connect device with the Exchange Device for better voice quality and channel handling.

Calling-Us Configuration Editor

Introduction

With Calling-Us Configuration Editor you can create configurations for different communication tasks, e.g. simple Answering Machines, Fax Receiver, Fax Server with or without Menu Selections, or more complex systems with various devices combined.

Each device devices (Calling-Us functions) can be connected in many different ways to others and both information and caller flows can be controlled according to time and other options.

Depending on your license Calling-Us the Configuration Editor offers over 50 single devices (e.g. Info Message, Answering Machines, Menu Selection, Client In- and Outbox, Fax Server, Connect and Exchange Devices, VIP-Welcome, Fax2Email, Voice2Email, Statistics, LOG Devices, Program Start, Forwardings, Notifications etc.).

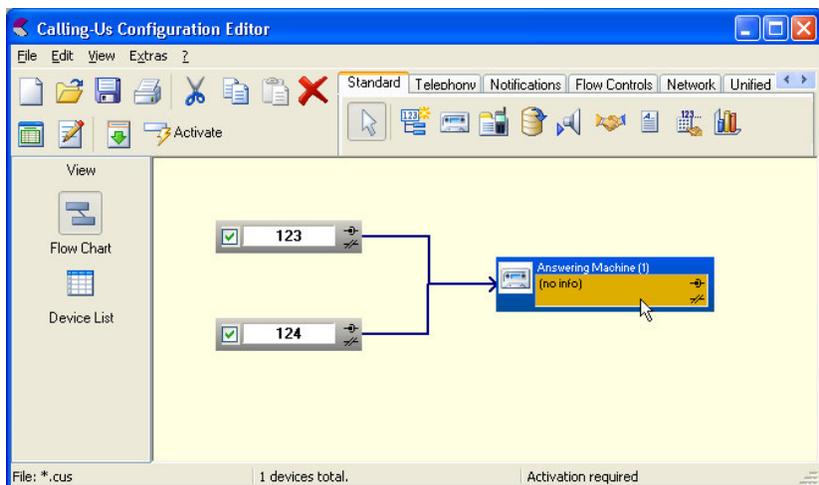
You can use up to several hundreds of devices in one configuration file simultaneously.

Basics of Configuration Editor

With Calling-Us Configuration Editor you can create a configuration with a lot of possible devices.

A configuration is a file which contains all devices, their settings, the numbers, assignments and time controls.

You start the **Configuration Editor** via the button "Configuration Editor" in Calling-Us Client or via "START-Programs-Calling-Us MAX-Configuration Editor".



Besides the Windows typical icons like "New File", "Open" etc. you find different device categories on the right side:

- Standard
- Telephony
- Notifications
- Flow Controls
- Network
- Unified Messaging
- Programming

In each tab you find the associated devices. Colored devices are available for use. Grey devices are not available (mainly because of insufficient license keys).

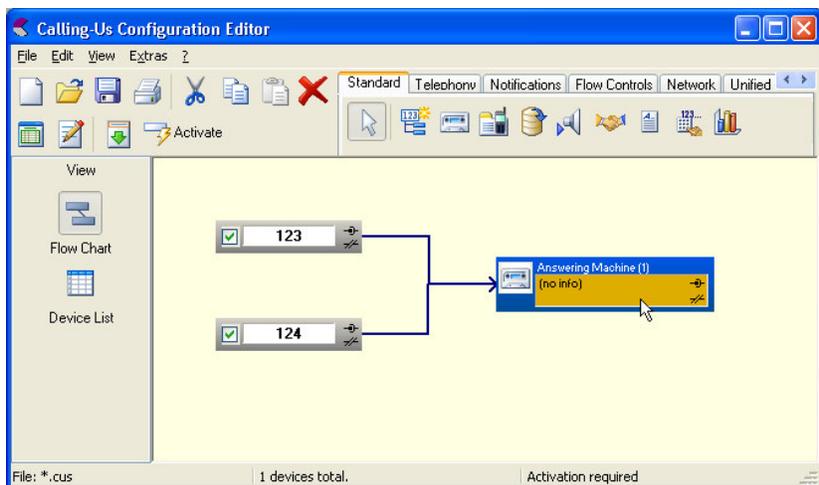
A license device must be licensed if you want to use it.

Select a device by clicking onto its icon and place it onto the Configuration Editor's work space with another click.

You can add and delete devices any time.

All devices and settings will be up and running when you click onto the button **Activate**.

Note: In the status bar at the bottom you see the status of the configuration currently open. "Activation required" means that you must click onto **Activate** to run the configuration.



In the configuration above two numbers (on the left) are assigned to a single Answering Machine device.

By doubleclicking onto a device you see its settings. After changing settings just click onto the **Ok** button.

Note: In the Calling-Us Client you can view all details about calls and configuration changes. Just click onto **Misc. Settings – View Logfile**. The Client must have the "Monitoring" right assigned by the system administrator.

In the next pages all device properties will be explained in detail.

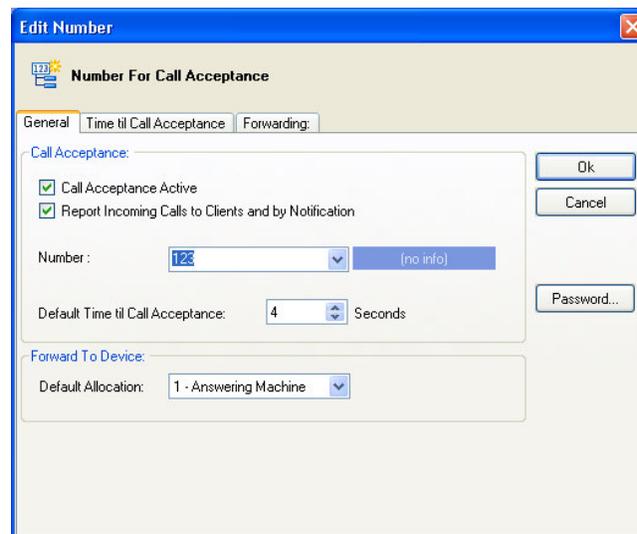
Devices "Standard"

Every device has its own properties. These properties can be modified and set in the dialogue "Edit Device". The possible settings differ according to the type of each device. To enter this dialogue just doubleclick onto a device in the work space.

On the next pages you will find information about the devices in the "Standard" device group.

Number

Tab "General":



With **Call Acceptance Active** you control whether incoming calls will be forwarded to the assigned device or not.

Option **Report incoming Calls to Clients and by Notification** tells Calling-U's to show incoming calls in all clients and to trigger attached notify devices.

Calls under the **Number** will be accepted and forwarded to the assigned devices:

If your communication hardware is attached to the NT1 please enter a number from your telephone connection here (MSN).

If it is connected to an internal S0 bus of your local telephony system you must enter the assigned number here. You can assign the numbers in the configuration software of your telephone system.

When you use an ISDN hardware connected to an internal S0 bus on a Voice-over-IP compatible telephone system

(e.g. AVM FritzBox FON) you must enter the number assigned by your SIP provider here (in most cases).

When using a Voice-IP-CAPI please read the documentation that comes along with the Voice-over-IP CAPI to find out which number to enter in the "Edit Number" dialogue.

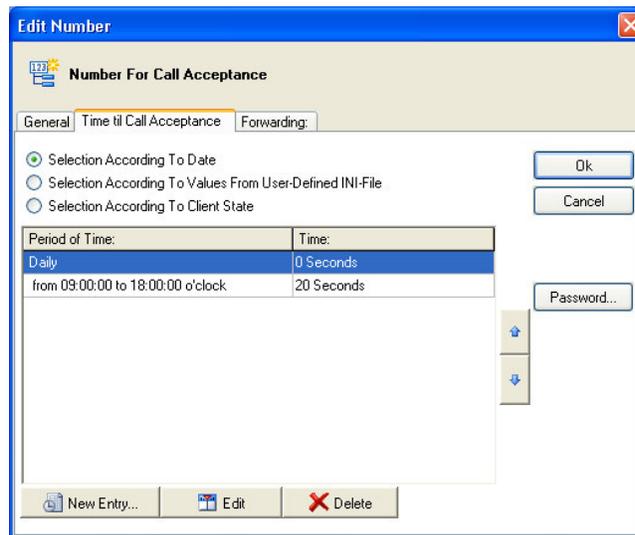
The **Default Time till Call Acceptance** is the number of seconds Calling-U's waits before accepting a call. This allows you to take up a call before Calling-U's will get it.

Info: The Time till Call Acceptance can be dynamically modified by using some of the options in the tab "Time till Call Acceptance".

The caller will be redirected to the device in the **Default Allocation**. You must fill the configuration with the devices before being able to select them in this listbox!

Info: The caller can be dynamically redirected to other devices by using the options in the tab "Forwarding".

Tab "Time till Call Acceptance":

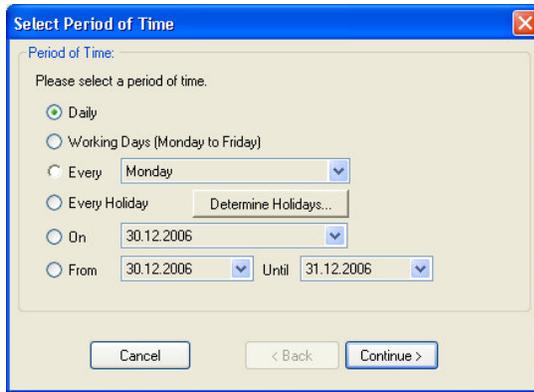


The Time to Call Acceptance can be set according to **date/time** settings, **values in an ini file** or the **Client state**.

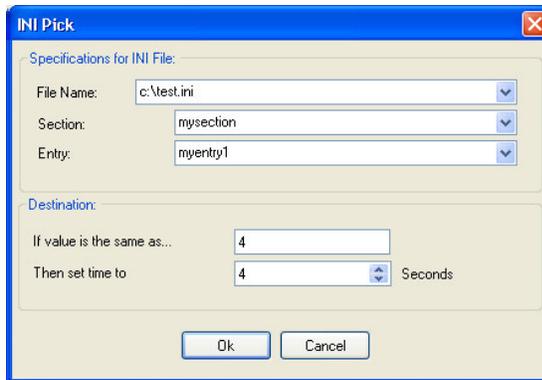
First select the desired option.

Then click onto **New Entry**.

If you have selected **Selection According to Date** you can specify the date and time in the following dialogue window:



If you have selected **Selection According to Values from user defined INI-File** you can specify an item in an ini-file for setting the seconds of the Call Acceptance.



The values might come from other programs or Calling-Us itself. The programs are only required to write the predefined values to the correct entry in the file.

If you have selected **Selection According to Client State** you can specify the client states for setting the seconds of the Call Acceptance.

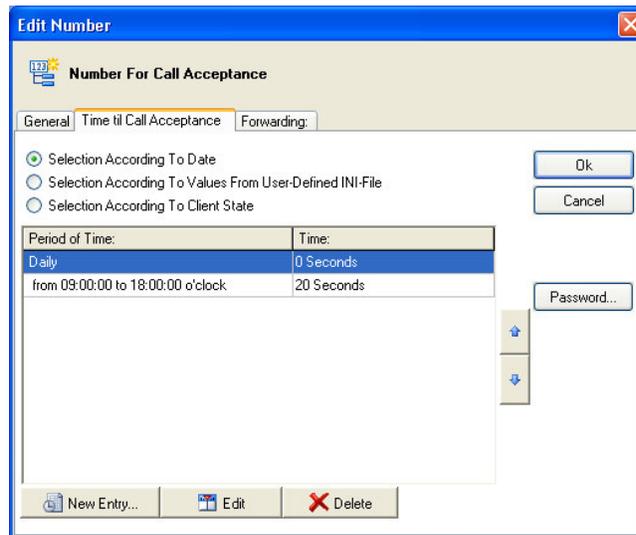


Possible client states are:

- Present (Tick)
- Not Present (Empty)
- Not Specified (Filled)

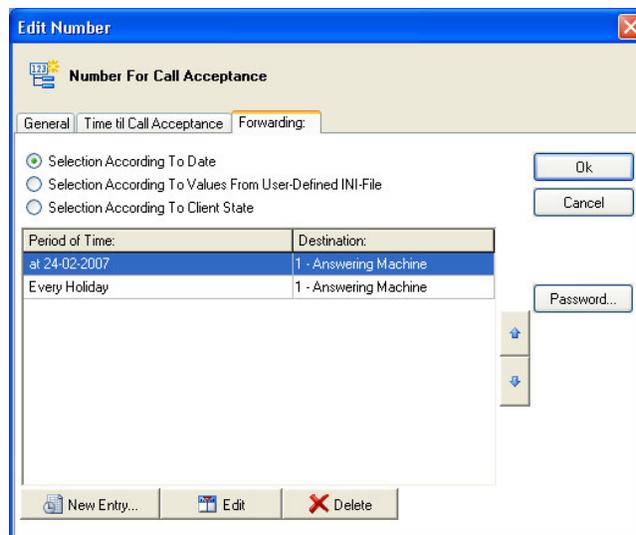
The selected client state is displayed at the bottom of the dialogue box. A client is present if the program Calling-Us Client is running and the button "Present" is displayed.

Note for Priority of entries:



Sometimes two or more items are valid at the same time. In this case the topmost element will be executed. You can move items up or down with the Up and Down buttons on the right side of the list.

Tab "Forwarding":



The Forwarding can be set dependable on **date**/time settings, **values in an ini file** or the **Client state**.

First select the desired option.

Then click onto **New Entry**.

If you have selected **Selection According to Date** you can specify the date and time in the following dialogue:

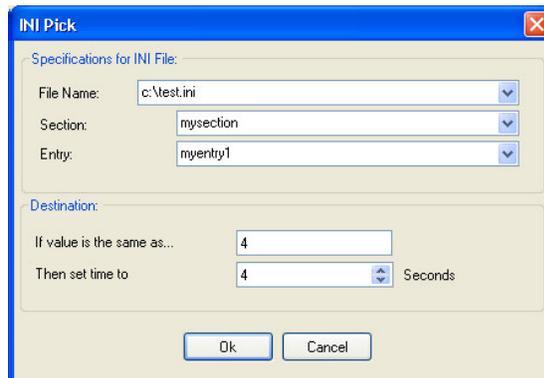


The image shows a dialog box titled "Select Period of Time" with a close button (X) in the top right corner. The dialog contains the following elements:

- Text: "Period of Time:"
- Text: "Please select a period of time."
- Radio button: Daily
- Radio button: Working Days (Monday to Friday)
- Radio button: Every, followed by a dropdown menu showing "Monday".
- Radio button: Every Holiday, followed by a button labeled "Determine Holidays...".
- Radio button: On, followed by a dropdown menu showing "30.12.2006".
- Radio button: From, followed by a dropdown menu showing "30.12.2006", the text "Until", and another dropdown menu showing "31.12.2006".

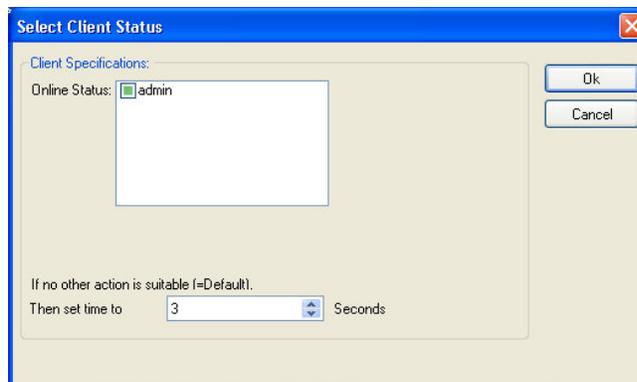
At the bottom of the dialog, there are three buttons: "Cancel", "< Back", and "Continue >".

If you have selected **Selection According to Values from user defined INI-File** you can specify an item in an ini file for setting the destination device:



The values might come from other programs or Calling-U's itself. The programs are only required to write the predefined values to the correct entry in the file.

If you have selected **Selection According to Client State** you can specify the client states for setting the destination device:

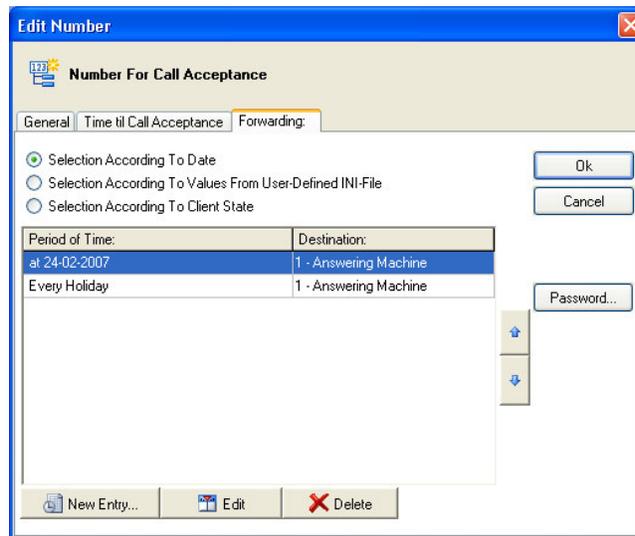


Possible client states are:

- Present (Tick)
- Not Present (Empty)
- Not Specified (Filled)

The selected client state is displayed at the bottom of the dialog. A client is present if the program Calling-U's Client is running and the button "Present" is displayed.

Note for Priority of entries:

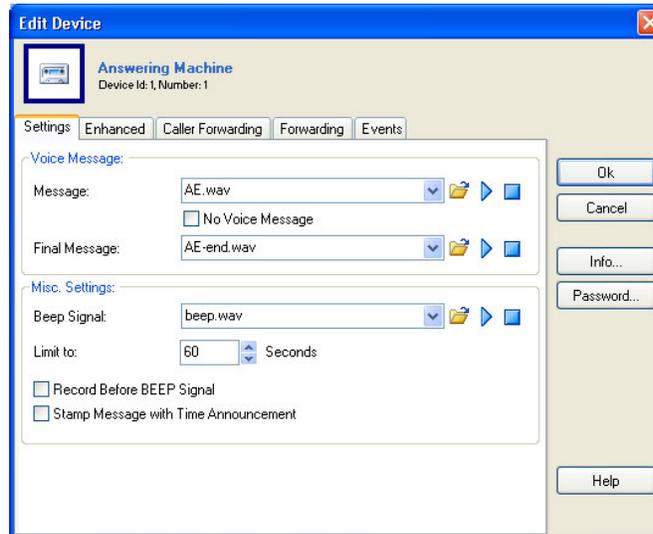


Sometimes two or more items are valid at the same time. In this case the most top element will be executed. You can move items up or down with the Up and Down buttons on the right side of the list.

Answering Machine

The Calling-U's Answering Machine works just like any traditional answering machine. Callers can leave a message after the signal.

Tab "Settings":

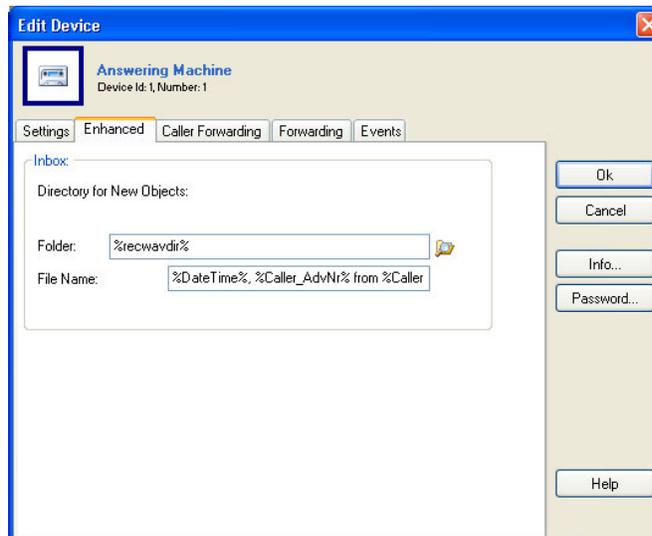


Select the welcome message in the **Message** field. You can specify a **Beep Signal** and limit the length of the recording. The **Final Message** will be heard when the maximum recording time has been reached.

The option **Record Before BEEP Signal** allows you to start recording before the welcome message is finished.

Stamp Message with Time Announcement adds a voice time data information to the recording.

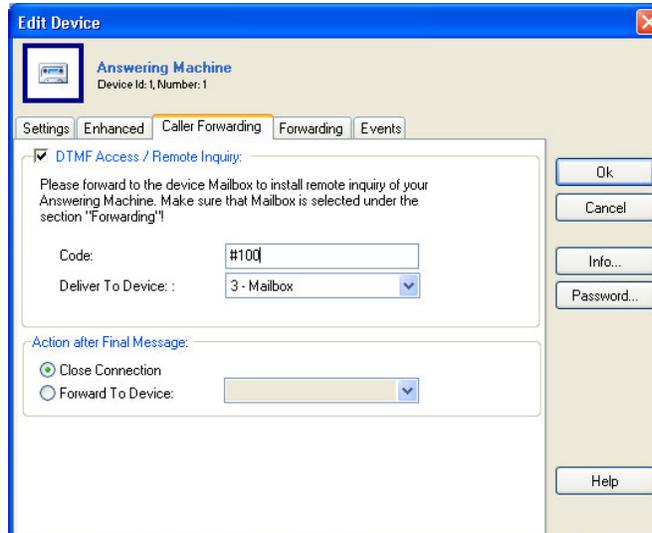
Tab "Enhanced":



On the tab "Enhanced" you enter the destination **Folder** and the **File name** for the recorded message.

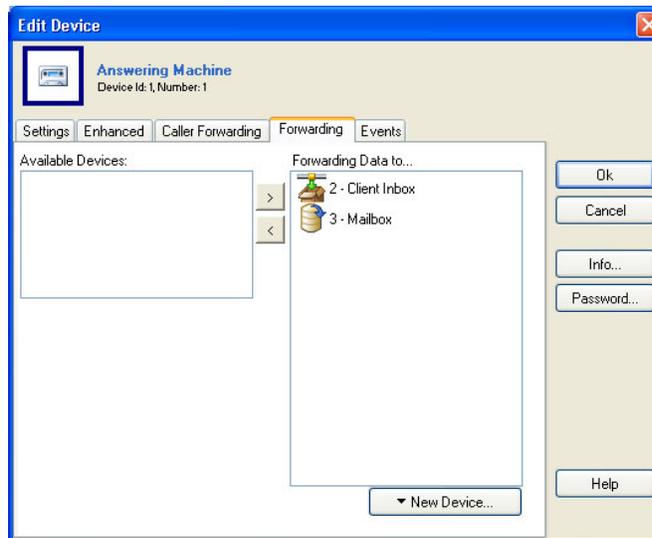
If you do not use variables in the filename the previously recorded message will be overwritten by the new one!

Tab "Caller Forwarding":



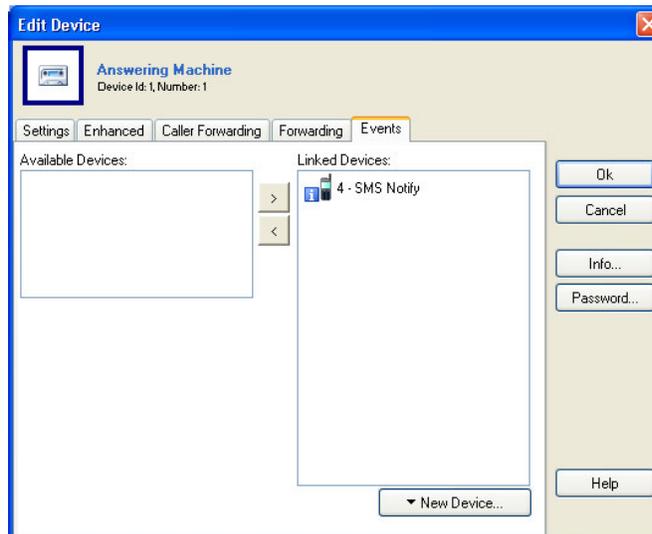
By activating the option **DTMF Access / Remote Inquiry** the caller can enter a special **Code** via his phone keyboard and be redirected to another device (**Deliver to Device**).

Tab "Forwarding":



If you want to send the recorded message to other devices (such as the Mailbox device or a Client Inbox) you must enter those devices in the list **Forwarding Data to**.

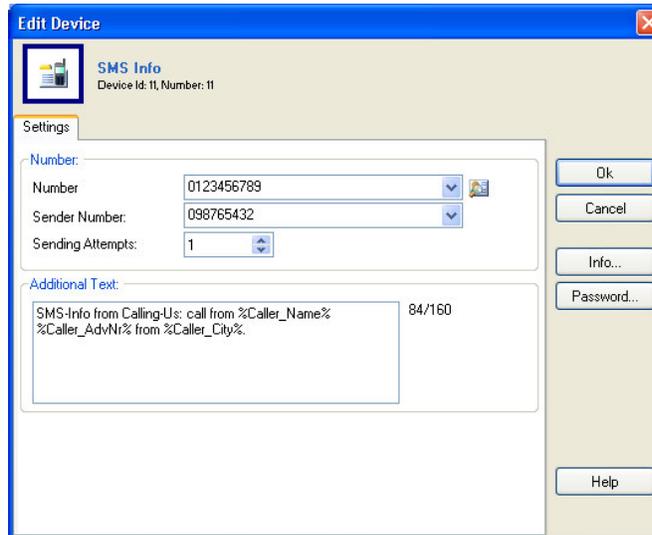
Tab "Events":



All listed devices in the list **Linked Devices** will be informed about finished recordings.

Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button >. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

SMS Info



The screenshot shows a Windows-style dialog box titled "Edit Device" with a close button in the top right corner. Inside the dialog, there is a tab labeled "SMS Info" with a sub-label "Device Id: 11, Number: 11". Below this, there is a "Settings" section. Under "Settings", there are three fields: "Number" with a dropdown menu showing "0123456789", "Sender Number" with a dropdown menu showing "098765432", and "Sending Attempts" with a dropdown menu showing "1". Below these fields is an "Additional Text" section with a text area containing the text "SMS-Info from Calling-U: call from %Caller_Name% %Caller_AdvNr% from %Caller_City%". To the right of the text area, the characters "84/160" are displayed. On the right side of the dialog, there are five buttons: "Ok", "Cancel", "Info...", "Password...", and "Help".

Enter the **Number** of the destination mobile phone here. The **Sender Number** must be the number of your mobile phone.

Important: Do not use anonymous or wrong numbers. This may result in legal consequences!

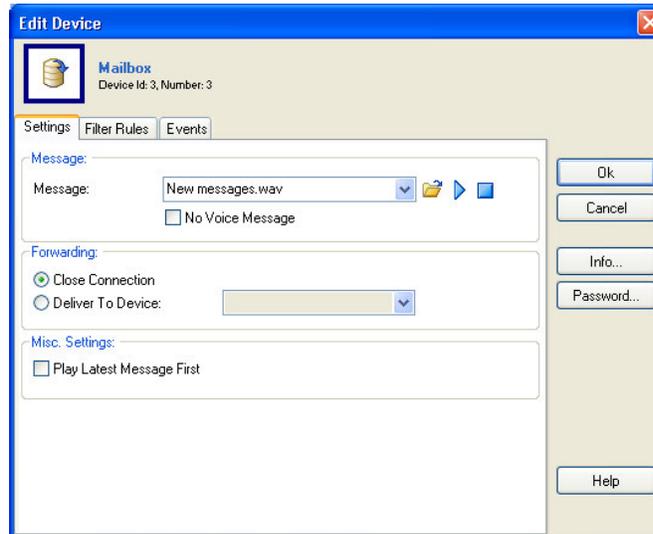
The **Sending Attempts** and the **Additional Text** cannot be changed in the SMS Info device. You must use the device SMS Notify instead!

Mailbox

With the Mailbox device you can request previously recorded voice messages.

At present you can only use it with the Answering Machine.

Tab "Settings":



The Mailbox informs callers about the number of new messages after playing the welcome **Message**.

At the end Mailbox can **Close the Connection** or **Deliver to a Device**.

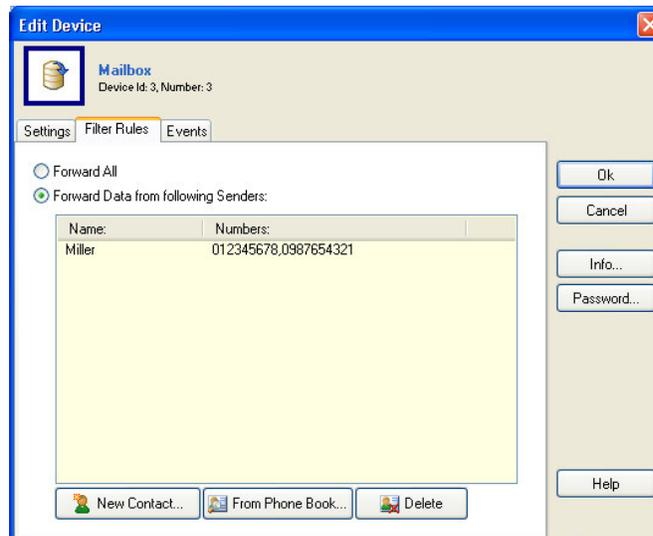
You can invert the sorting of the playlist by checking the option **Play Latest Message First**.

You can navigate through the messages via your phone keyboard:

1 Back (Previous Message)	2 Play (Current Message)	3 Next (Next Message)
4 Go to first message	5 Delete current message	6 Go to last message
7	8	9
*	0 Delete all messages	#

Just disconnect when you are done with it.

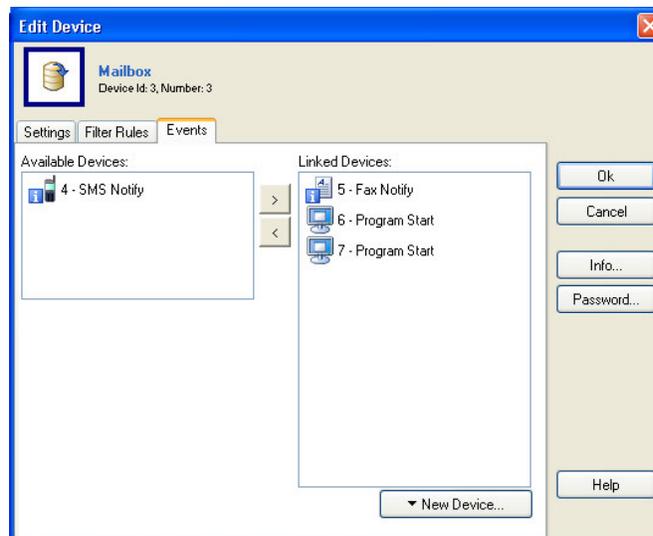
Tab "Filter Rules":



You can activate the filter feature of the Mailbox. In this case only messages from known contacts will be inserted into the mailbox message storage. Click onto **New Contact**.

When **Forward All** is selected the contact list is ignored and all messages will be stored for later request.

Tab "Events":



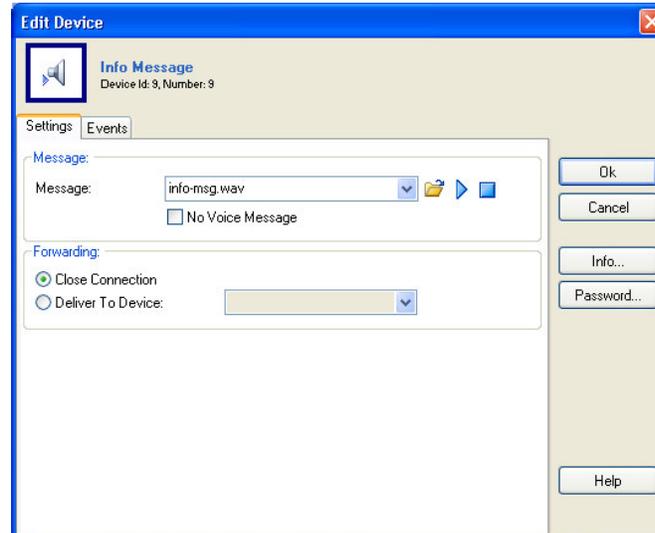
All **Linked Devices** will be executed when a message is stored in the Mailbox device.

Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button **>**. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

Info Message

Info Message accepts a call and plays the pre-selected voice message. Afterwards the call will be terminated or the caller will be directed to another device.

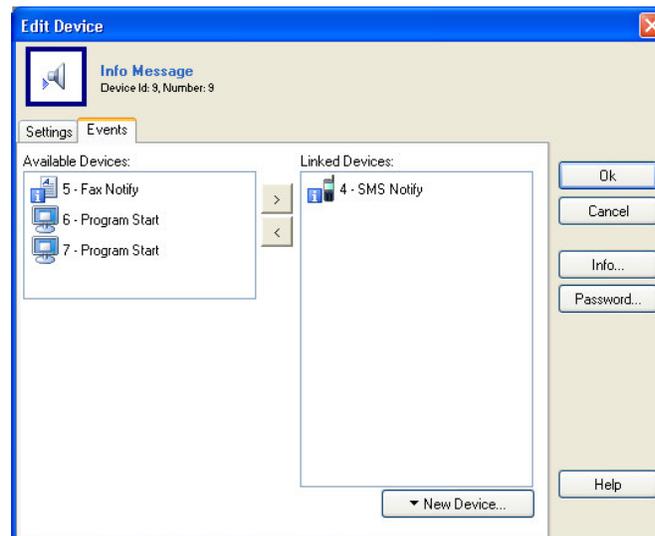
Tab "Settings":



The **Message** will be played.

Note: You can use fixed filenames or use variables.

The you can **Close Connection** or **Deliver To a device**.



All **Linked Devices** will be executed when a caller enters the device.

Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button **>**. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

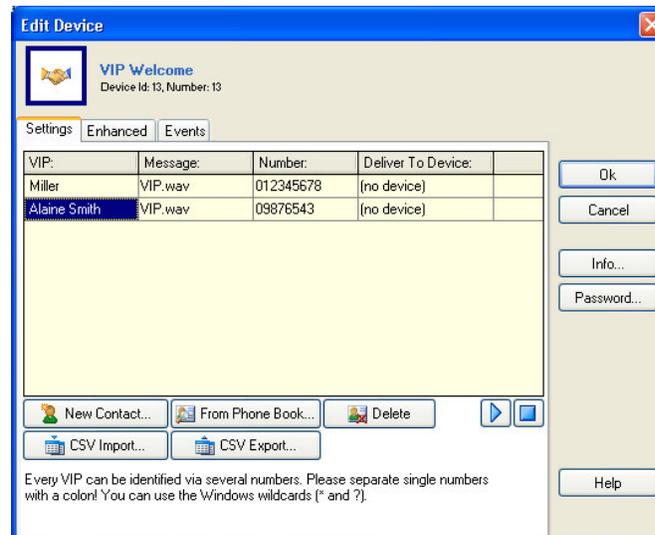
VIP Welcome

Calling-Us MAX can identify callers from their transmitted number and play special personalized messages or forward special callers to special devices (VIP area).

Possible usages: order information systems, customer services, local weather forecasts, special VIP offers,...

VIP Welcome always uses transmitted caller numbers for identification.

Tab "Settings":



On the page „Settings“ you can list various VIP contacts. Add individual contacts via the button **New Contact**.

Every single caller can be welcomed with his own **Message** and delivered to his own device (**Deliver to Device**).

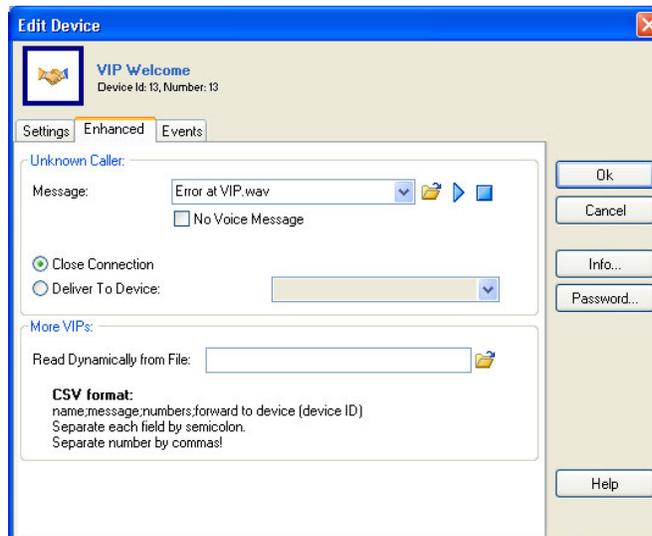
Import and Export:

Via the button **CSV Import** you can import a complete list of VIP contacts and destinations. The CSV file must have the following format:

Name;Message;Number;Deliver to Device

You can enter more than one numbers to a contact by separating the numbers via a comma. The device is identified with the device ID.

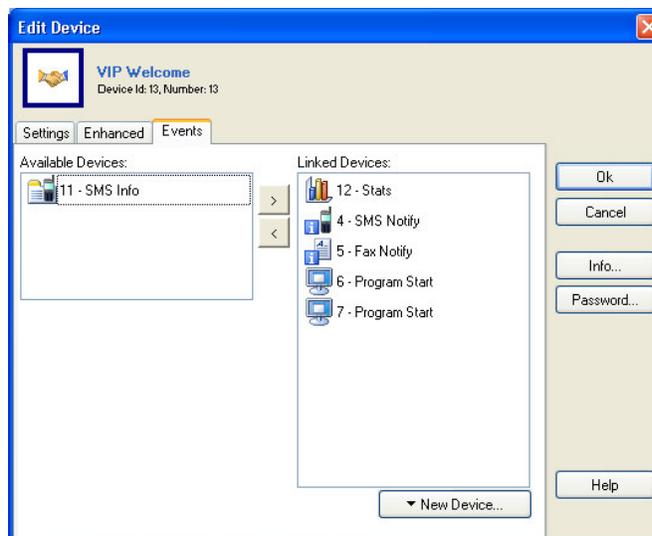
Tab "Enhanced":



When the caller cannot be identified because his number is in the VIP list or no number was available for identification the Unknown Caller **Message** will be played. Afterwards you can **Close the Connection** or **Deliver to a Device**.

In the area "More VIPs" you can specify a list of dynamically loaded VIP contacts. This file will be updated on every new call.

Tab "Events":

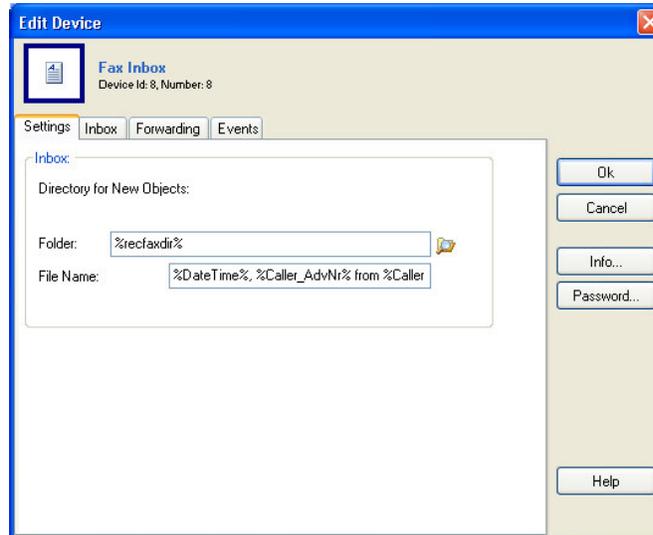


All **Linked Devices** will be executed when a caller enters the device.

Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button **>**. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

Fax Inbox

Fax Inbox receives faxes from incoming calls. The faxes are saved in the standardized SFF format.

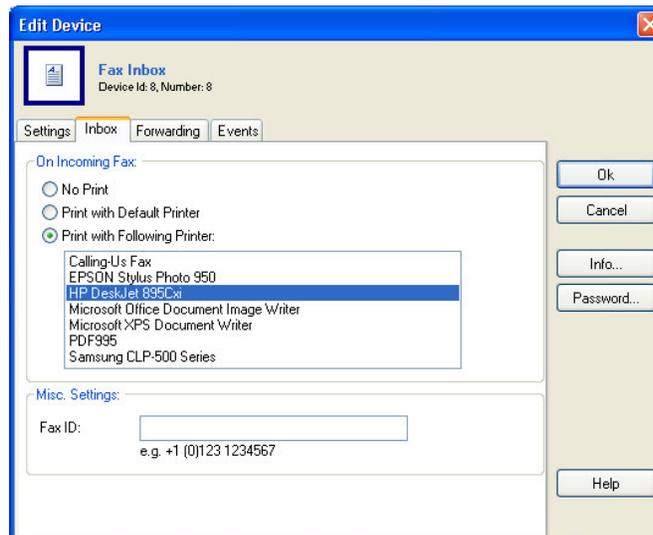


Tab "Settings":

On the page "Settings" you enter the name for the destination **Folder** and for the **File Name**.

If you don't use variables in the filename the previously recorded message will be overwritten by the new one!

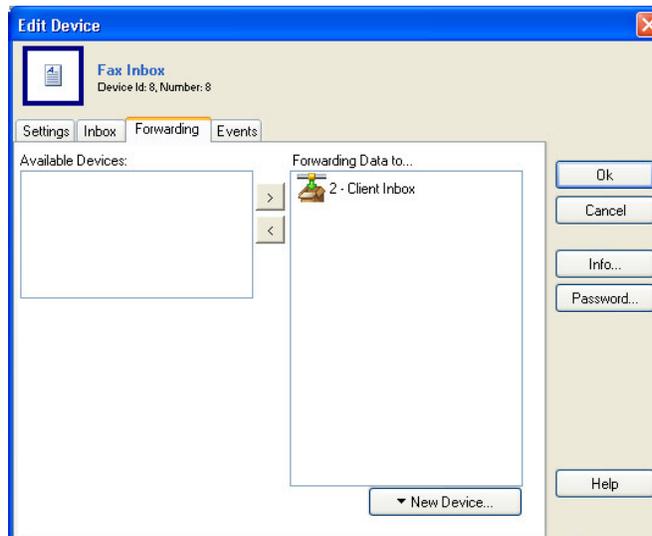
Tab "Inbox":



Activate the option **Print with Default Printer** to print fax documents automatically after they are received on the default system printer.

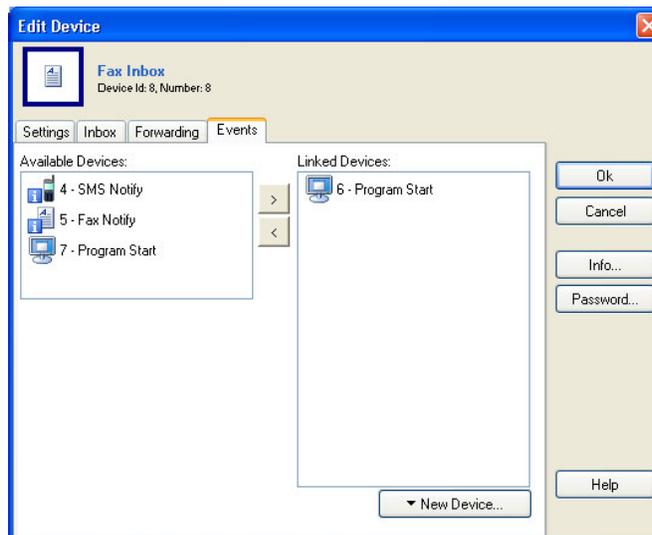
Important: You must assign administrator rights to the service "Calling-Us Run-Module" in the Windows Service panel.

Tab "Forwarding":



On the page „Forwarding“ you can add devices to which the received faxes will be forwarded. Possible devices are Fax Forwarding or Fax2Email.

Tab "Events":



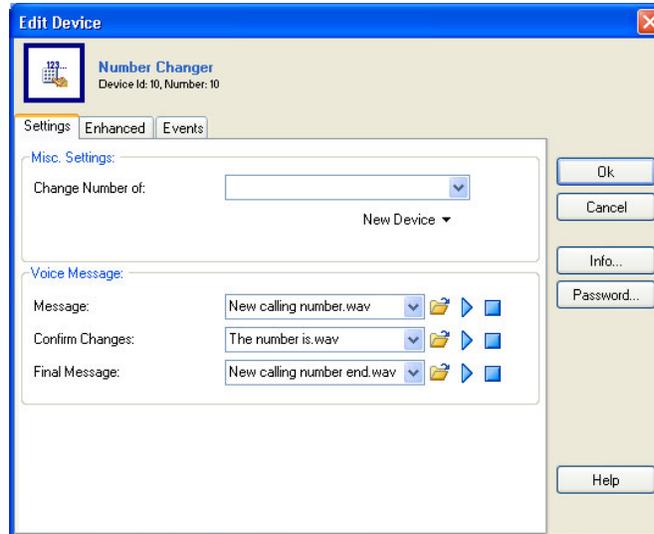
All **Linked Devices** will be executed when the call terminates and a fax has been received.

Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button >. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

Number Changer

Via the Number Changer you can change the predefined numbers of various other devices.

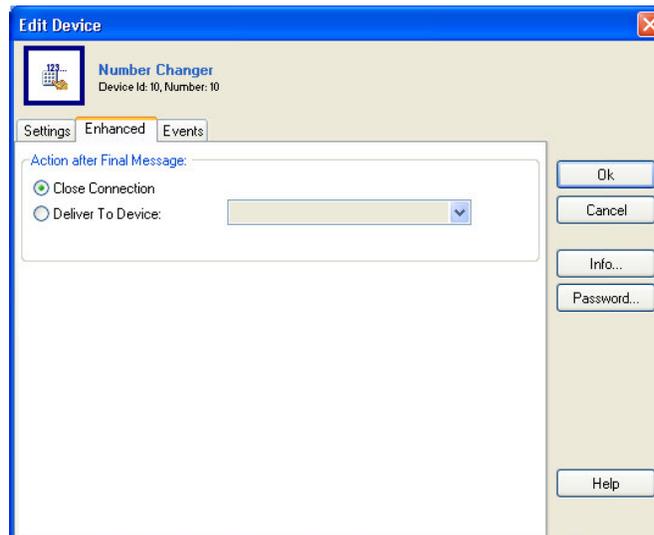
Tab "Settings":



The most important setting here is the **Change Number of** list. Here you select or insert the device the number of which should be changed later.

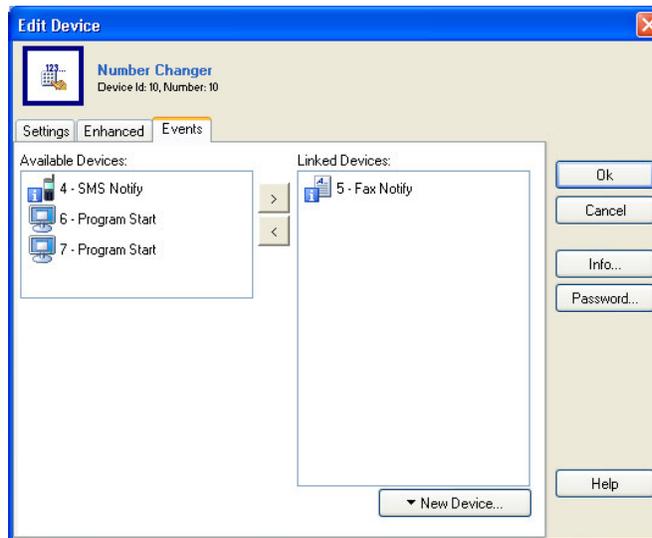
The **Message** informs the caller about the number change.

Tab "Enhanced":



On the page "Enhanced" you can define an **Action after the Final Message**.

Tab "Events":



All **Linked Devices** will be executed when a caller enters the device.

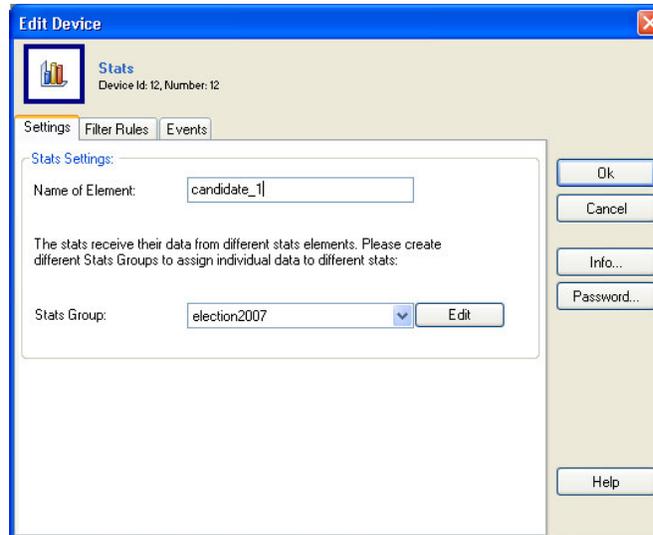
Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button **>**. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

Stats

With the Stats device it is very easy to configure televoting systems or basic statistics functions.

You can count events of different devices. Attach the Stats device to the devices which events should be counted. To get a real statistic with more than one item to count you must attach another Stats device somewhere else in the same configuration. Pay attention that both Stats devices belong to the same Stats group!

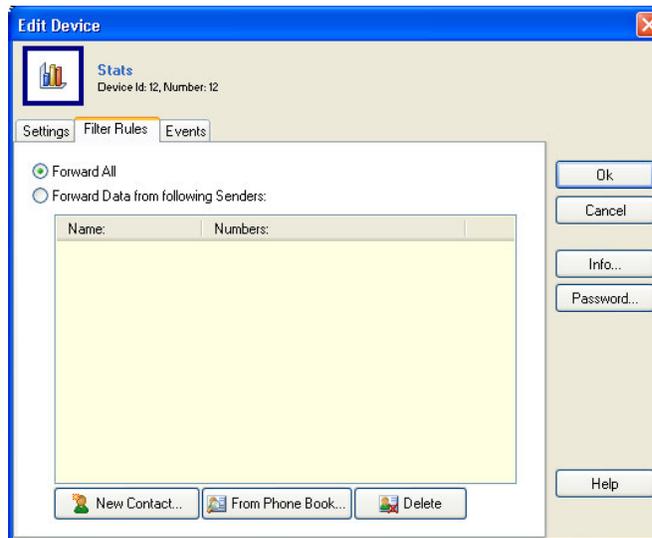
Tab "Settings":



Enter the **Name of Element**. This name describes the name of one item in a stats group. Additional elements must be specified in additional Stats devices.

Pay attention that Stats devices with different elements of one counting must always belong to the same **Stats Group**!

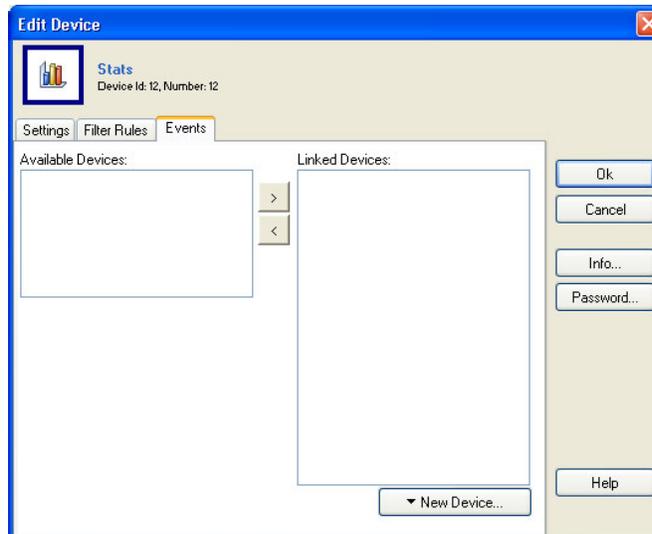
Tab "Filter Rules":



You can activate the filter feature of the Stats device. In this case only countings from known contacts will be valid. Click onto **New Contact**.

If **Forward All** is selected the contact list is ignored and all events will be counted.

Tab "Events":



All **Linked Devices** will be executed if the value changes.

Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button >. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

Devices "Telephony"

Every device has its own properties. These properties can be modified and set in the dialog "Edit Device". The possible settings differ according to the type of each device. To enter this dialogue just doubleclick onto a device in the work space.

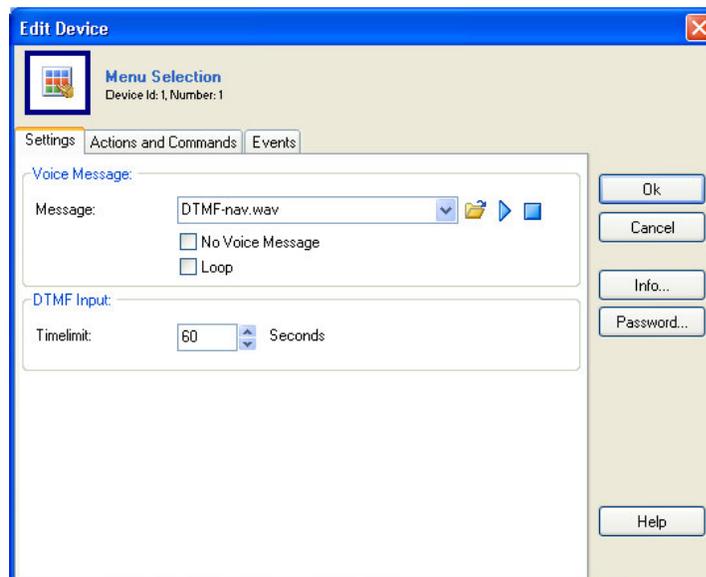
On the next pages you will find information about the devices in the "Telephony" device group.

Menu Selection

Menu Selection allows you to direct callers to different devices via DTMF inputs (= keyboard selections of the users telephone).

The caller can press a key on his telephone keyboard and can navigate through one or more devices. DTMF inputs are supported by all modern phones.

Tab "Settings":

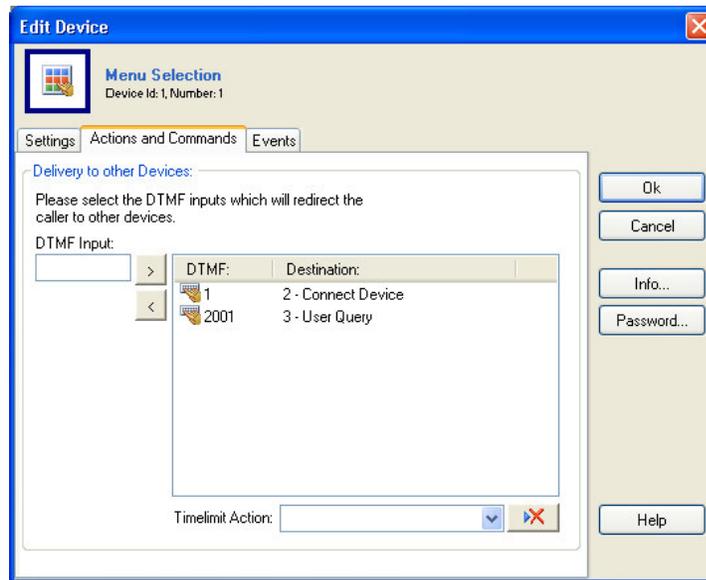


The **Message** will be played first. In most case this message tells the caller which DTMF inputs are available.

If the caller does not press a key within the **Timelimit** the default **Timelimit Action** will be executed (more on that in the following text). In some cases users do not have a phone capable of DTMF. That means the **Timelimit Action** should always be set as a help for those callers.

Calling-U's ignores incorrect (undefined) DTMF inputs and waits for defined DTMF inputs.

Tab "Action and Commands":



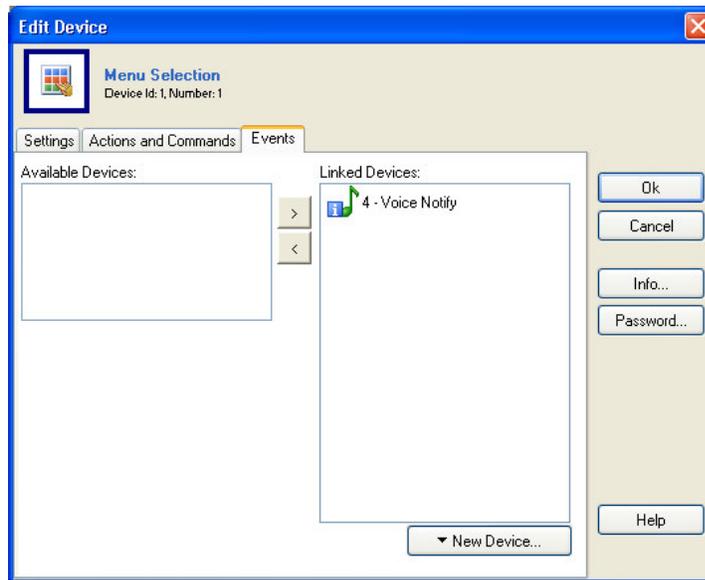
On the page "Actions and Commands" you enter the DTMF inputs (strings consisting of numbers 0..9, the star * and the hash key #) which should be available for the caller to choose from. Every input leads to a different device.

Remark: Entered characters are automatically converted to the associated numbers (some phone keyboard have chars and numbers on the surface)

Confirm the **DTMF Input** by clicking onto the button >. A dialog will be displayed where you select the desired destination device. If no device is available here please create other devices for your configuration in the main work space first.

To mark a device as default destination select it in the box **Timelimit Action**.

Tab "Events":



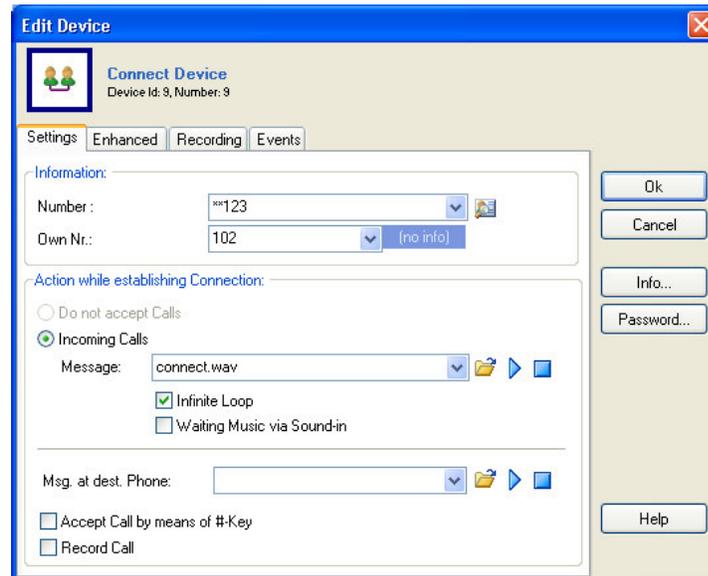
All **Linked Devices** will be executed when a caller enters the device.

Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button **>**. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

Connect Device

With the Connect Device you can connect a caller to another phone number (internal and external). If nobody answers the call within a special period of time the caller can be redirected to a default device.

Tab "Settings":



Enter the **number** of the destination phone. This number can be an internal (connected to a telephone system) or external number.

If you want to transmit a special number from the Connect Device you can enter this number in **Own Nr.**

Attention: Some telephone systems require a valid **Own Nr** to be set. Otherwise they will block the outgoing call.

While Calling-Us MAX tries to connect to the number you can:

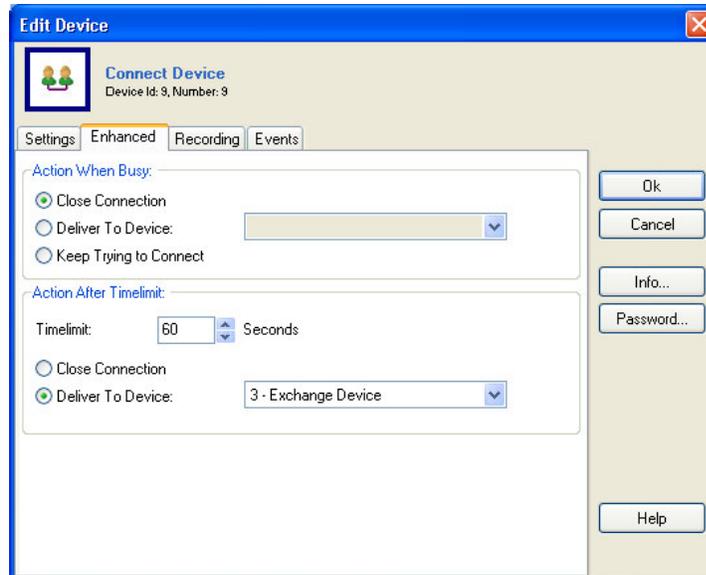
- play a **Message** (Windows WAV file, 16 Bit, 8 kHz, Mono) once or as **Infinite Loop**,
- play the **Waiting Music via Sound-In**,
- or not be connected until the callers answers the destination phone (**Do not accept Calls**).

If desired you can specify a **Msg. at dest. Phone**. It will be played on the destination phone before the caller is actually connected.

Activate the option **Accept Call by means of #-Key**, if you want to avoid that callers are connected to the destination phone without extra confirmation by the called person. You can use this feature if somebody does not want to talk with a person in a loud environment / bad mobile phone connectivity for example.

With **Record Call** you can record the complete call. Please make sure that you are allowed to make a record of the call!

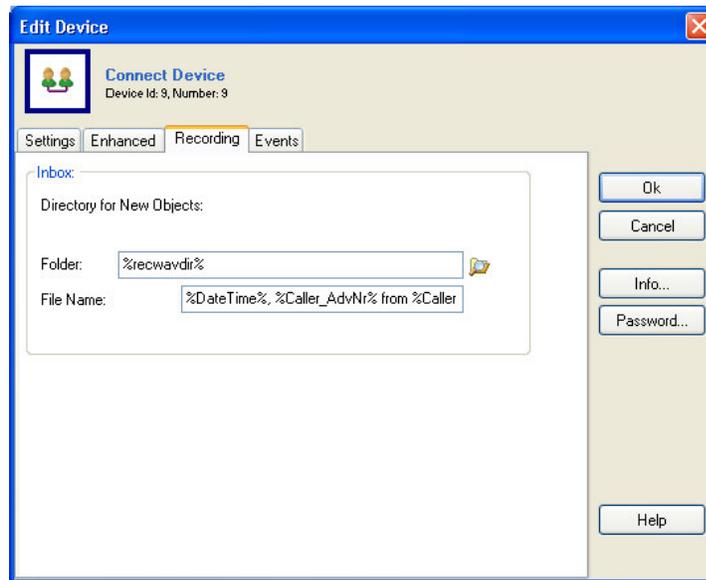
Tab "Enhanced":



On the "Enhanced" page you can specify the **Action when Busy** and the **Action after Timelimit**.

Note: In most cases internal calls are free. External calls cost your standard telephone fees.

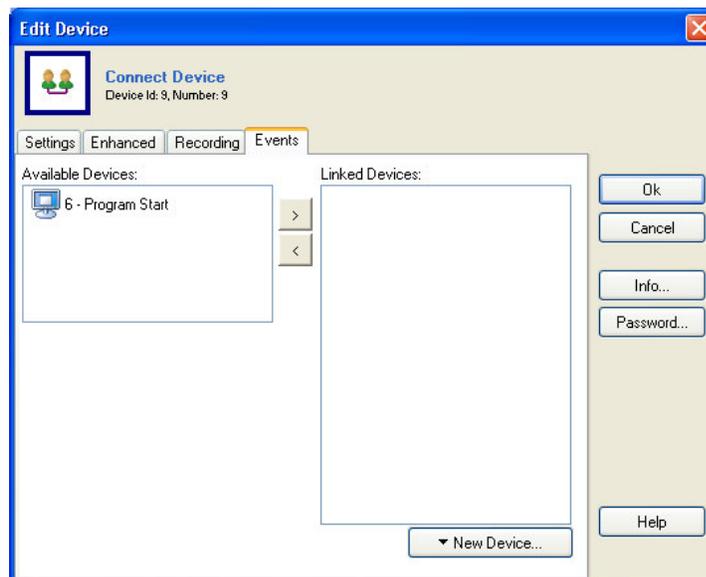
Tab "Recording":



If you want to do recordings you can specify the locations for the resulting wave files on the page "Recording". You enter the destination **Folder** and the **File name** for the recording.

If you do not use variables in the filename the previously recorded message will be overwritten by the new one.

Tab "Events":



All **Linked Devices** will be executed when a successful connection terminates.

Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button **>**. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

Exchange Device

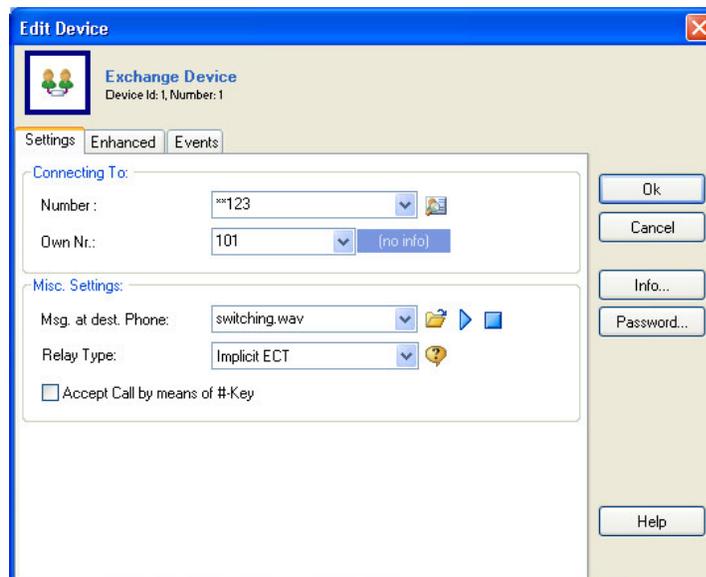
With the Exchange Device you can connect a caller to another phone number (internal and external) by switching. If nobody answers the call within a special period of time the caller can be redirected to a default device.

Hint: In most cases the Exchange Device can only work together with telephone systems and not directly on NT1!

In contrast to the Connect Device the Exchange Device does not need to transfer the voice signal from one channel to the other. After the connection between the caller and the called person has been established the call is completely handled by the telephone system. No echo or speech delay does occur with Exchange Device.

The disadvantage of the Exchange Device is that it requires a telephone device. Additionally, you can not specify a waiting soundfile in the software. You can use a telephone system with a MOH (Music On Hold) input or a audio flash storage system for your customized music.

Tab "Settings":



Enter the **Number** of the destination phone. This number can be an internal (connected to a telephone system) or external number.

If you want to transmit a special number from the Connect Device you can enter this number in **Own Nr.**

Attention: Some telephone systems require a valid **Own Nr** to be set. Otherwise they will block the outgoing call.

While Calling-Us is trying to establish the remote connection the caller hears the waiting sound provided by the telephone system.

If desired you can specify a **Msg. at dest. Phone**. This will be played on the destination phone before the caller is actually connected.

Activate the option **Accept Call by means of #-Key**, if you want to avoid that callers are connected to the destination phone without extra confirmation by the called person. You can use this feature if somebody does not want to talk with a person in a loud environment / bad mobile phone connectivity for example.

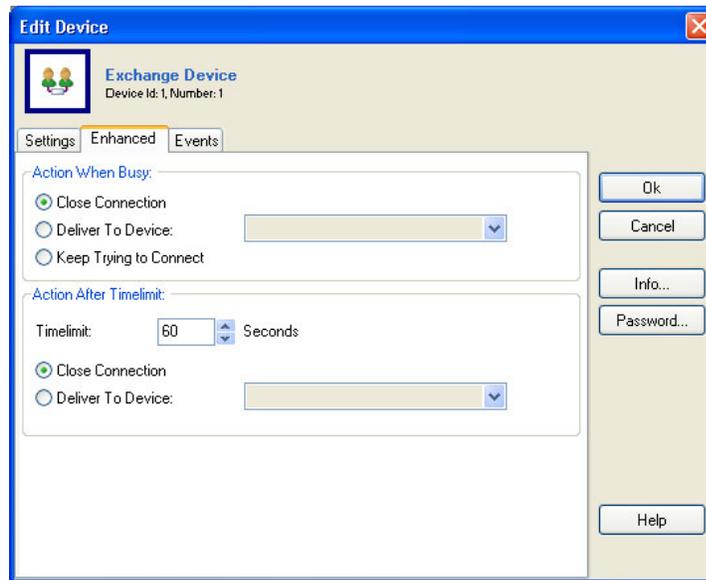
Exchange types:

In most cases you will use **ECT implicit** or **ECT explicit**. Just try both methods to see which works best. These are the preferred methods because they offer the most features.

The option **HOLD and Disconnect** is supported by almost every telephone system but it offers only limited features. For example, the caller cannot be caught by the software again when the timelimit occurs.

Option **Call Deflection** transfers the caller to another number without even accepting the call before.

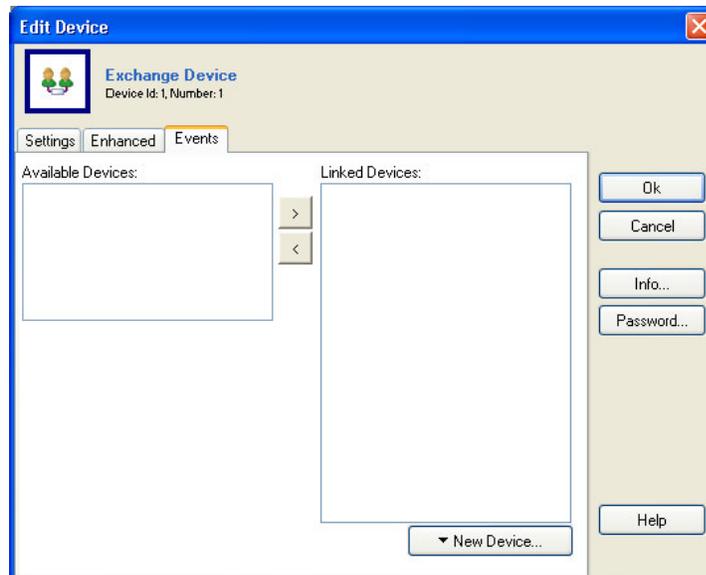
Tab "Enhanced":



On the "Enhanced" page you can specify the **Action when Busy** and the **Action after Timelimit**.

Note: In most cases internal calls are free. External calls cost your standard telephone fees.

Tab "Events":



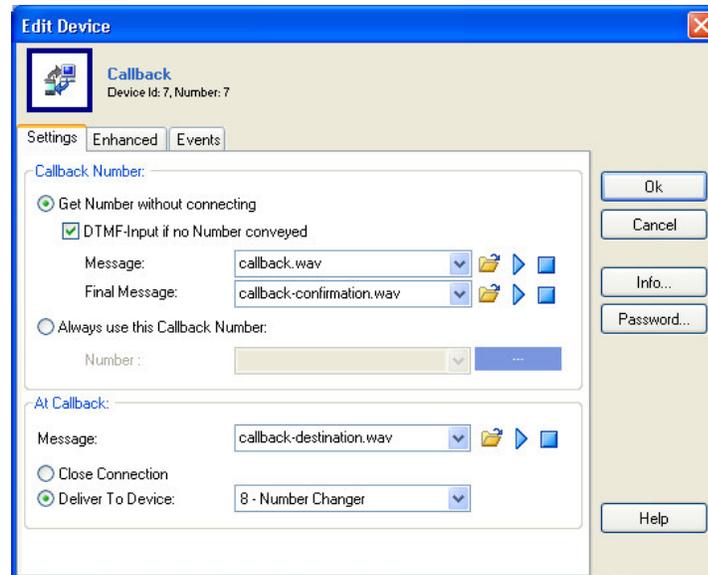
All **Linked Devices** will be executed if the caller has been transferred successfully .

Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button **>**. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

Callback

You use Callback mainly if you can save money by being called back from Calling-U.S.

Tab "Settings":

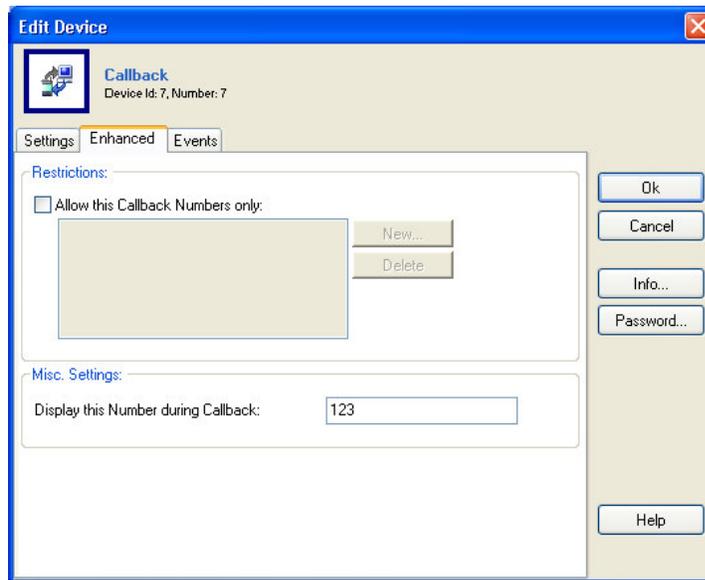


To inform the Callback Device about the number under which it can reach the calling person this number must be entered into **Always use this Callback Number** or you can **Get the Number without connection**.

But if no number information is transferred via the call you can enter it via a **DTMF input**.

At Callback the **Message** will be played. Then you can **Deliver to other Devices**.

Tab "Enhanced":

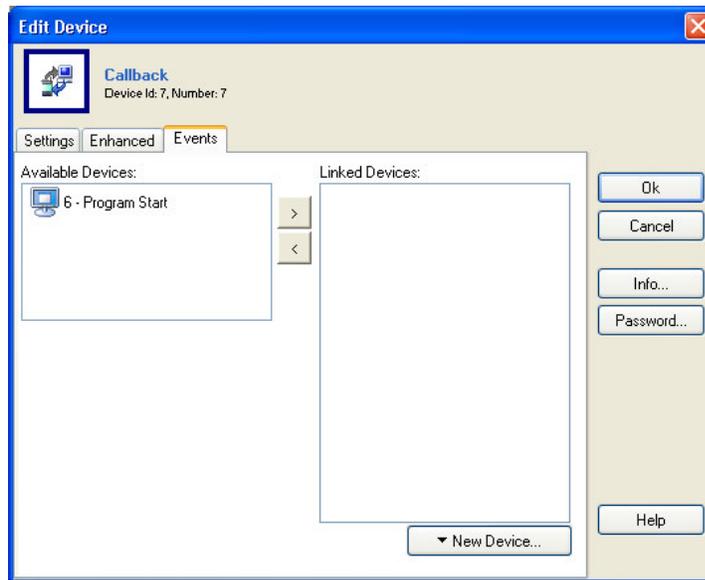


The option **Allow this Callback Numbers only** ensures that no unknown callers are able to use the callback feature and increase the fees on your telephone connection.

If you want to transmit a special number from the Callback device you can enter this number in **Own Nr**.

Attention: Some telephone systems require a valid **Own Nr** to be set. Otherwise they will block the outgoing call.

Tab "Events":



All **Linked Devices** will be executed when a caller enters the device.

Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button **>**. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

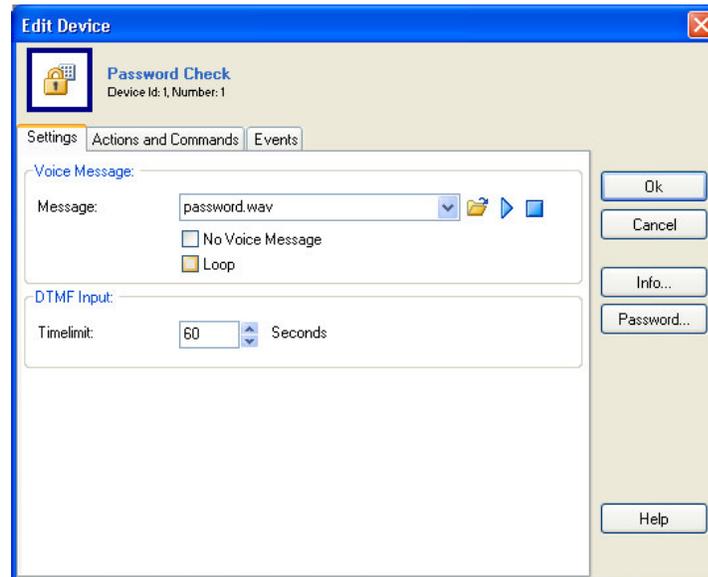
Password Security

Menu Selection allows you to direct callers to different devices via DTMF inputs (= keyboard selections of the users telephone).

The caller can press a key on his telephone keyboard and can navigate through one or more devices. DTMF input is supported by all modern phones.

With the Password Security device you can protect complete sets of devices from unauthorized access.

Tab "Settings":

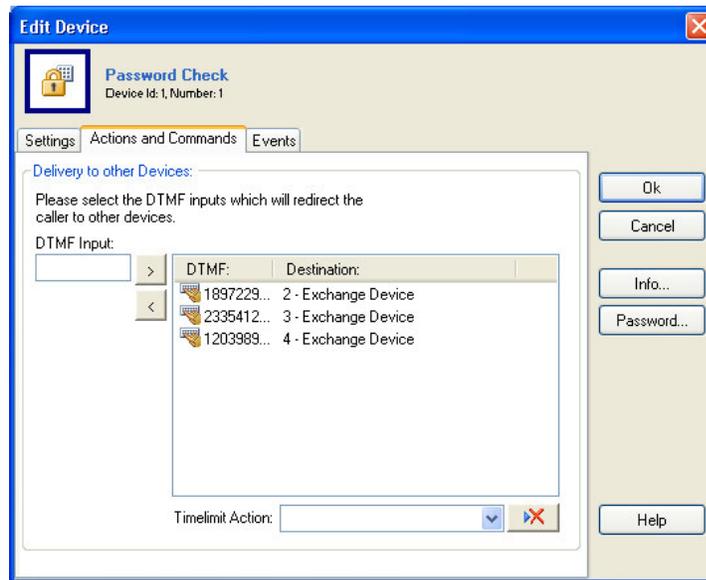


The **Message** will be played first. In most case this message tells the caller which DTMF inputs are available.

If the caller doesn't press a key within the **Timelimit** the default **Timelimit Action** will be executed (more on that in the following text). In some cases users do not have a phonecapable of DTMF. This means that **Timelimit Action** should always be set as a help for those callers.

The Password Security device doesn't not ignore incorrect inputs.

Tab "Actions and Commands":



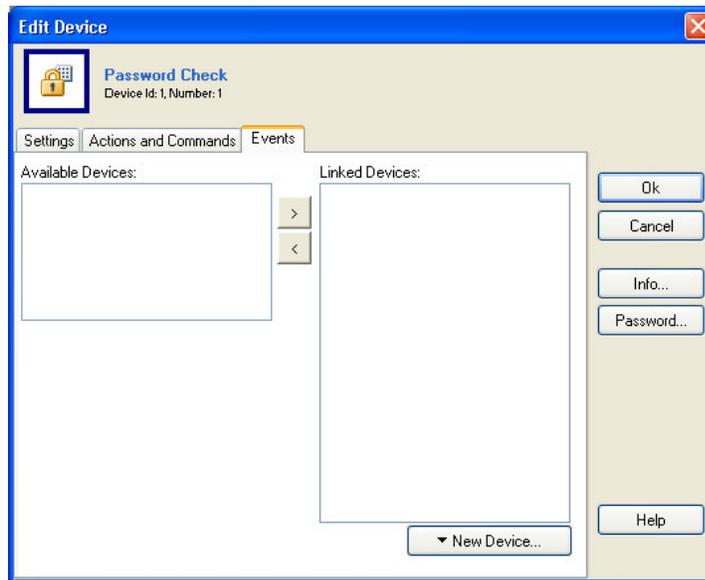
On the page "Actions and Commands" you enter the DTMF inputs (strings consisting of numbers 0..9, the star * and the hash key #), which should be available for the caller to choose from. Every input leads to a different device.

Remark: Entered characters are automatically converted to the associated numbers (some phone keyboard have chars and numbers on the surface).

Confirm the **DTMF Input** by clicking onto the button >. A dialog gets displayed where you select the desired destination device. If no device is available here please create other devices for your configuration in the main work space first.

To mark a device as default destination select it in the box **Timelimit Action**.

Tab "Events":



All **Linked Devices** will be executed when a caller enters the device.

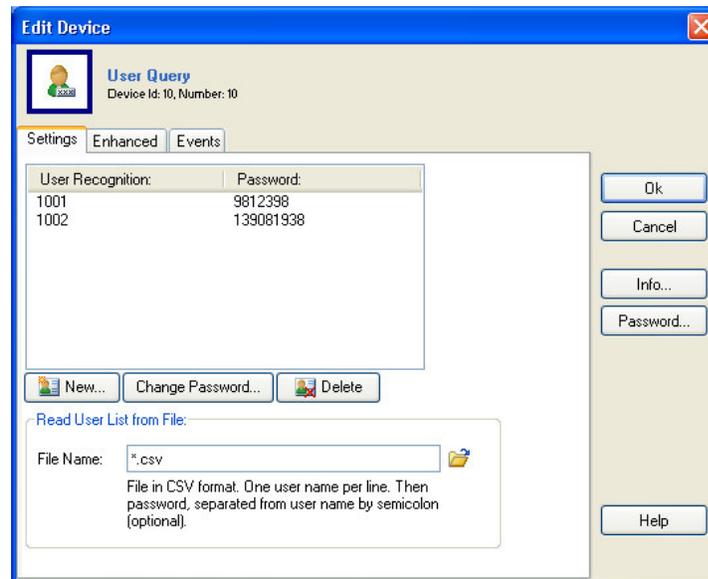
Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button **>**. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

User Query

The User Query device allows you to query a list of usernames and associated passwords via DTMF easily.

The entered user ID is available as variable for later use in the call flow. See section "Variables" for detailed information about variables!

Tab "Settings":



You add a new user by clicking onto the button **New**. Then enter the **username** and the **password**. Only numbers are allowed.

If you do not want to have a fixed userlist you can specify a file with the user information. This file is dynamically loaded on a call (**Read User List from File**).

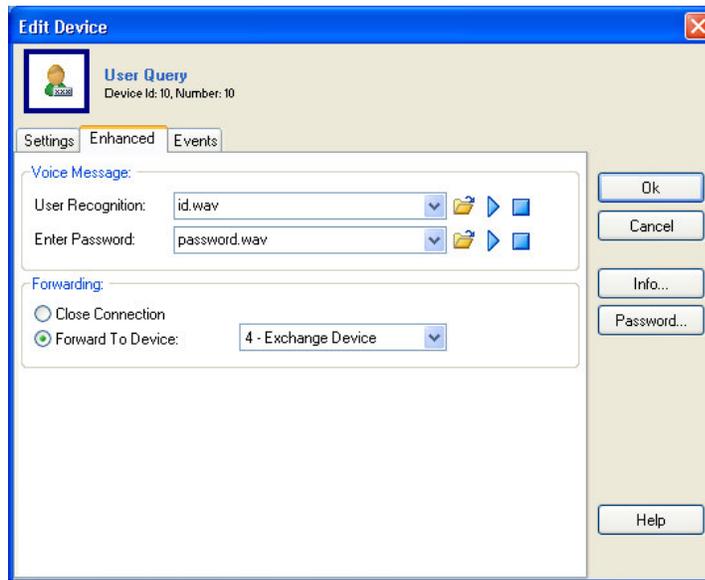
This file is a standard textfile in the CVS format. Example:

```
10003;0928098
```

```
10004;2887282
```

In the above example a user with the name/id 10003 and a user with name/id 10004 are added. The associated passwords are 0928098 and 2887282.

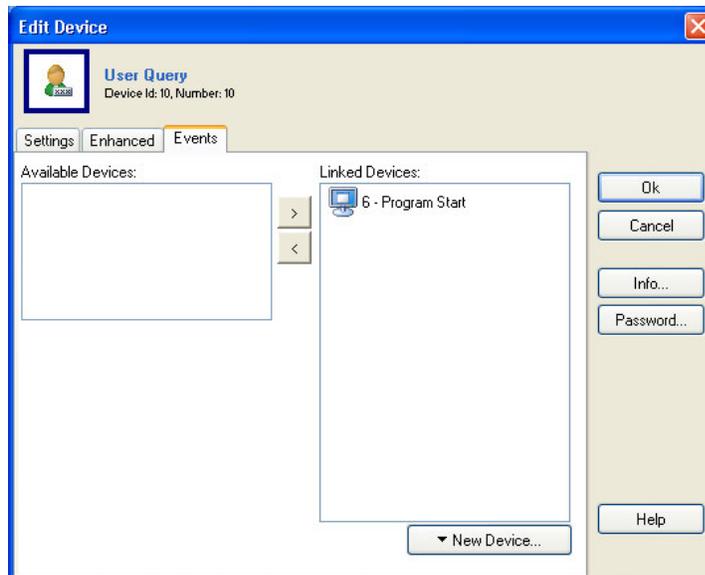
Tab "Enhanced":



On the page "Enhanced" you specify the **Voice Messages** for the user interaction. If the entered username-password combination is correct the caller will be forwarded to the device specified in **Forward to Device**.

On false data the connection will be closed.

Tab "Events":



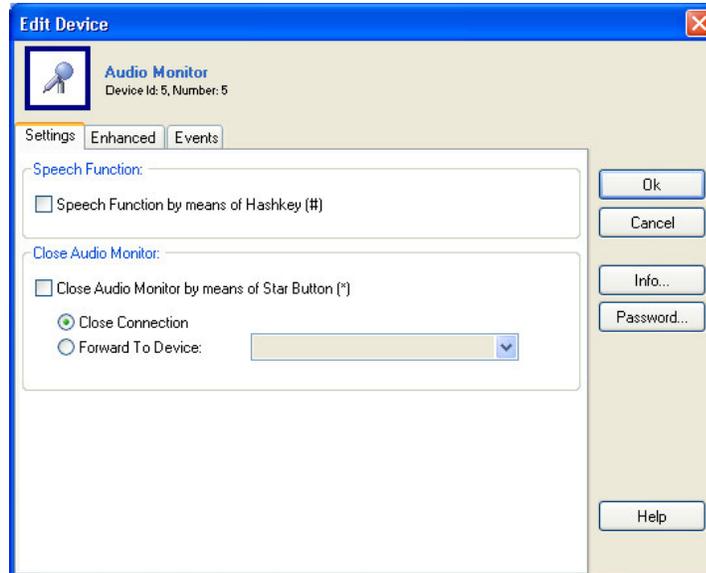
All **Linked Devices** will be executed when a user logged in successfully.

Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button **>**. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

Audio Monitor

With Audio Monitor you can listen to the sound in signals of your computer soundcard from a remote location.

Tab "Settings":

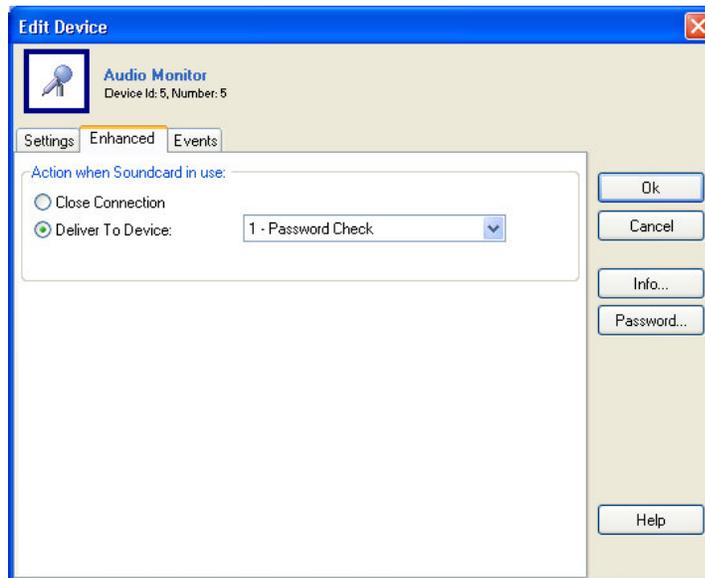


To allow a caller to say something and output it on the loudspeakers of the computer just activate the option **Speech Function by means of Hashkey (#)**.

During a call you can just terminate the Audio Monitor by disconnecting.

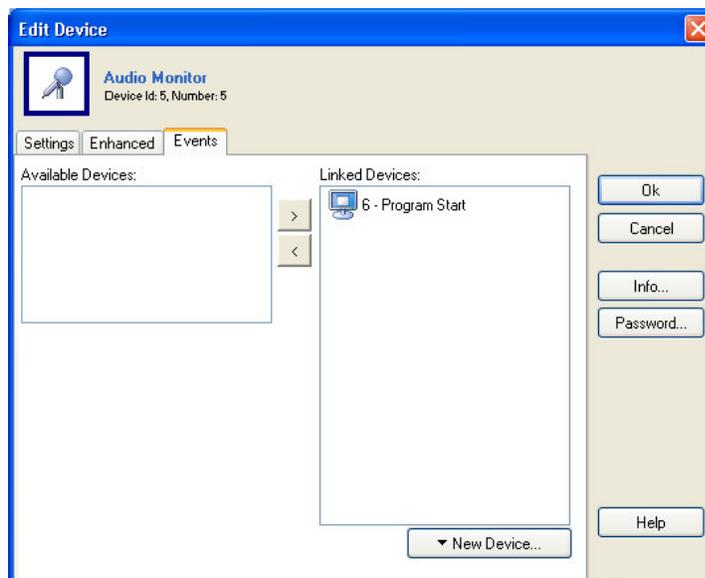
Additionally, you can **Close Audio Monitor by means of Star Button (*)**. Then the caller can be **Forwarded to other Devices**.

Tab "Enhanced":



If the sound device is in use by another process another action can be entered: **Action when Soundcard in use**.

Tab "Events":

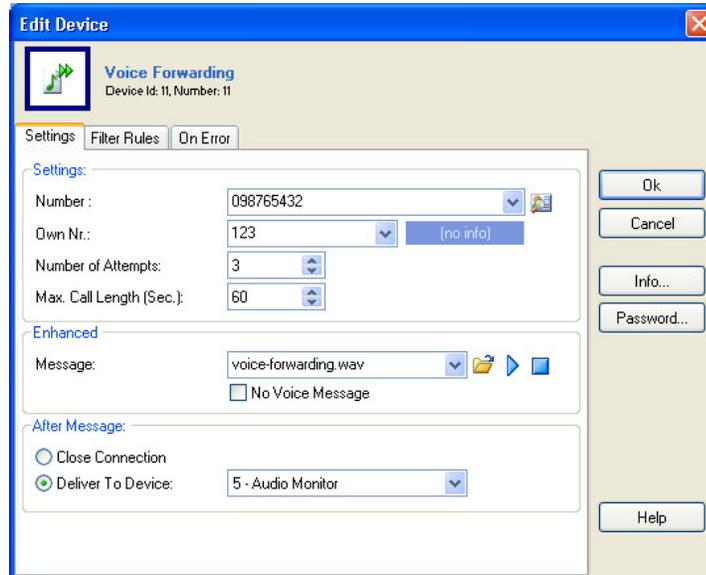


All **Linked Devices** will be executed when a caller enters the device.

Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button >. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

Voice Forwarding

Voice messages can be forwarded to other phones via the Voice forwarding.



Just enter the **Number** of the destination phone.

If you want to transmit a special number from the Callback device you can enter this number in **Own Nr.**

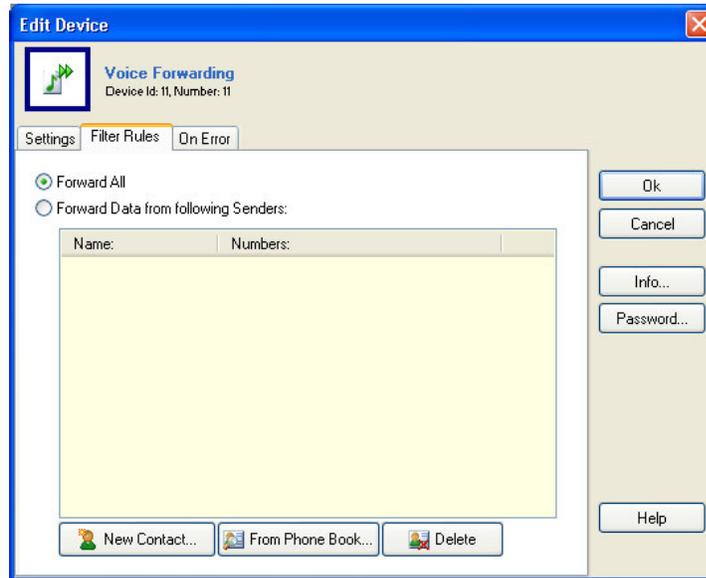
Attention: Some telephone systems require a valid **Own Nr** to be set. Otherwise they will block the outgoing call.

Additionally, you can specify the **Number of Attempts**. This is the maximum number of trials. If the call is not successful within the entered (allowed) number of trials the notification will be cancelled. The **Max. Call Length (Sec.)** is the number of seconds Calling-Us rings for somebody to answer the call.

You can set a **Message** before the forwarded message.

In the **After Message** groupbox you can specify devices to which the caller will be forwarded after the Voice Forwarding message.

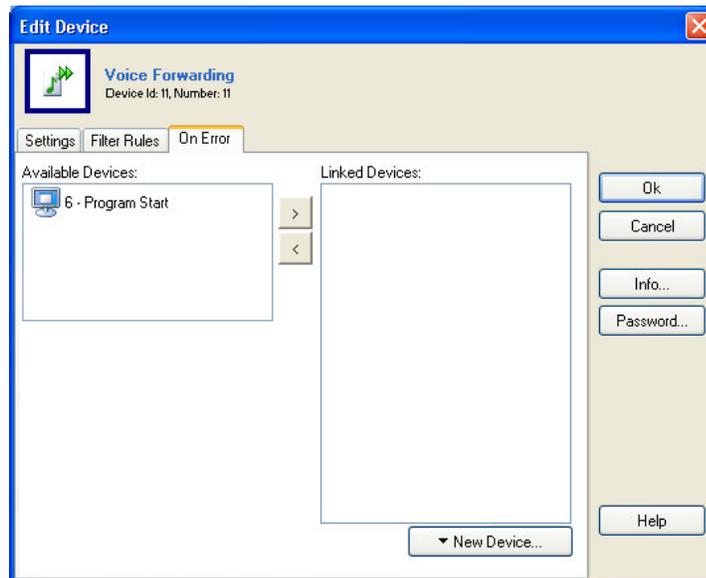
Tab "Filter Rules":



You can activate the filter feature of the Voice Forwarding device. In this case only messages from known contacts will be forwarded. Click onto **New Contact**.

If **Forward All** is selected the contact list is ignored and all messages will be forwarded.

Tab "Events":



All **Linked Devices** will be executed if the forwarding has NOT been successful.

Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button **>**. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

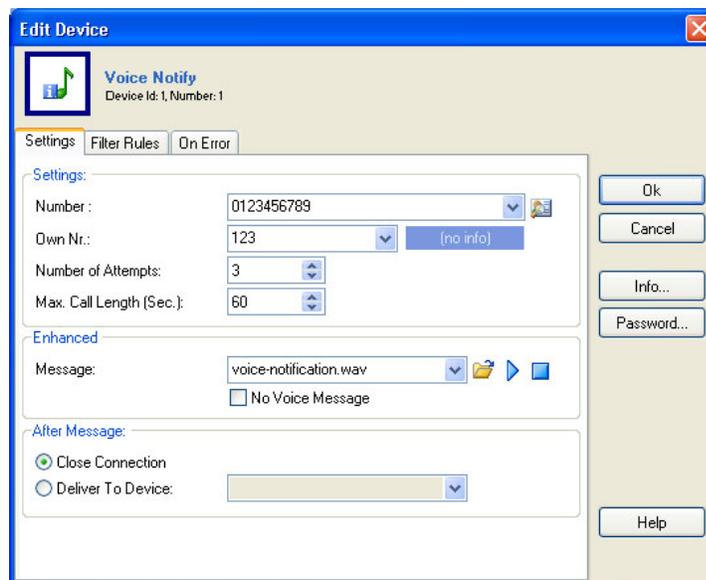
Devices "Notifications"

Every device has its own properties. These properties can be modified and set in the dialog "Edit Device". The possible settings differ according to the type of each device. To enter this dialogue just doubleclick onto a device in the work space.

On the next pages you will find information about the devices in the "Notifications" device group.

Voice Notify

Voice Notify will notify you or another person via a phone call. Attached to another device it makes the call when a message is received in the Answering Machine or the Fax Inbox. Or you initiate the Voice Notify by a HTTP request into an attached HTTP Listener device. A lot of other events are possible.



Voice Notify will call the entered **Number** and play the **Message** file.

If you want to transmit a special number for the outgoing call you can enter this number in **Own Nr.**

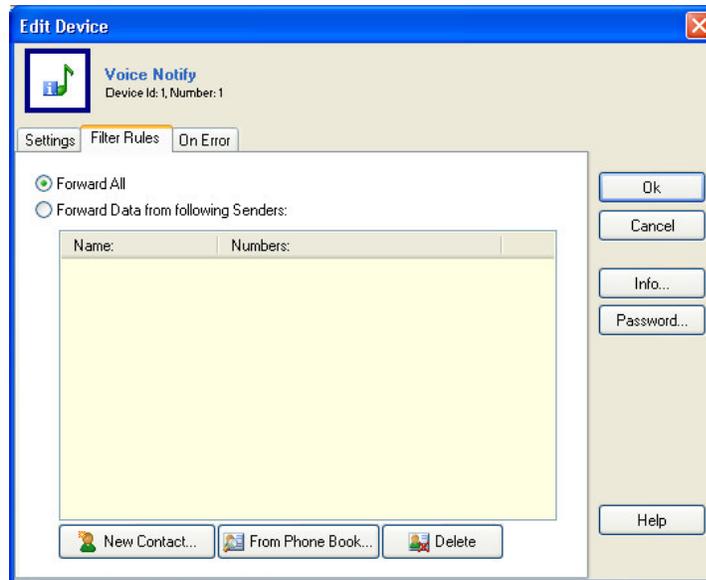
Attention: Some telephone systems require a valid **Own Nr** to be set. Otherwise they will block the outgoing call.

Additionally, you can specify the **Number of Attempts**. This is the maximum number of trials. If the call is not successful within the entered number of trials the notification will be cancelled. The **Max. Call Length (Sec.)** is the number of seconds Calling-Us rings for somebody to answer the call.

After the Message you can forward the called person to other devices. This is done in the group box **After Message**.

Note: You can use variables in the Number or in the filename of the desired voice message file. This makes it possible to react dynamically to different events.

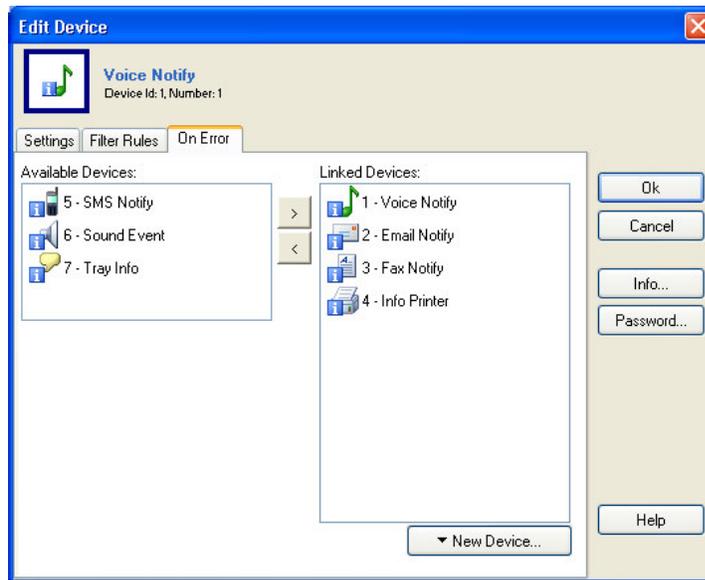
Tab "Filter Rules":



You can activate the filter feature of the Voice Notify device. In this case only faxes from known contacts will be forwarded. Click onto **New Contact**.

If **Forward All** is selected the contact list is ignored and all faxes will be forwarded.

Tab "Events":

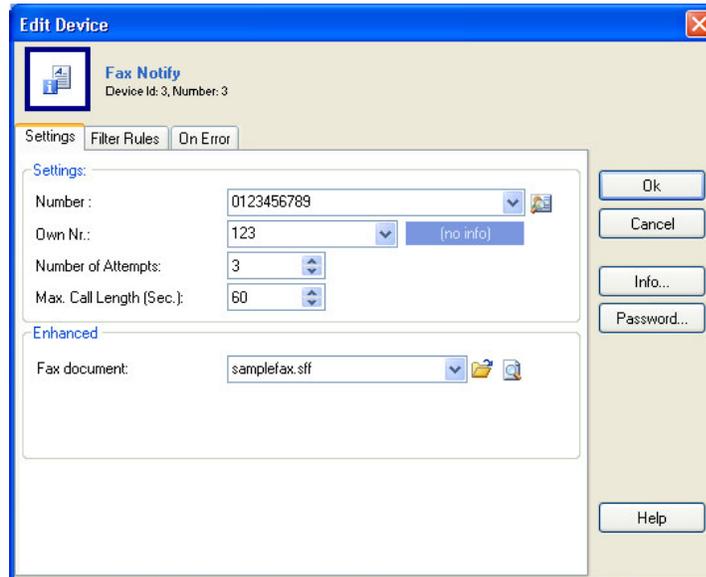


All **Linked Devices** will be executed when the notification wasn't successful.

Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button **>**. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

Fax Notify

Fax Notify will notify you via sending a fax to a fax machine. Attached to another device it sends the fax when a message is received in the Answering Machine or the Fax Inbox. Or you can initiate the Fax Notify by a HTTP request into an attached HTTP Listener device. A lot of other events are possible.



Fax Notify sends the **Fax document** (in SFF format) to the entered **Number**.

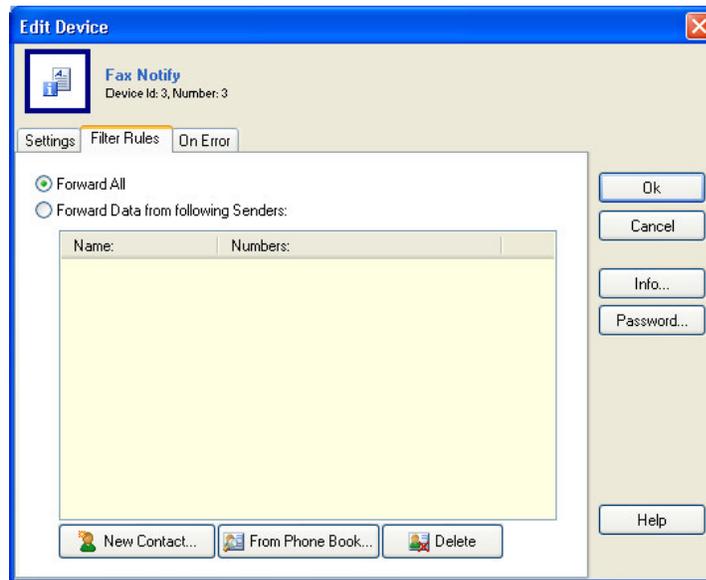
If you want to transmit a special number for the outgoing call you can enter this number in **Own Nr**.

Attention: Some telephone systems require a valid **Own Nr** to be set. Otherwise they will block the outgoing call.

Additionally, you can specify the **Number of Attempts**. This is the maximum number of trials. If the call is not successful within the entered number of trials the notification will be cancelled. The **Max. Call Length (Sec.)** is the number of seconds Calling-Us rings for somebody to answer the call.

Note: You can use variables in the Number or in the filename of the desired fax file. This makes it possible to react dynamically on different events.

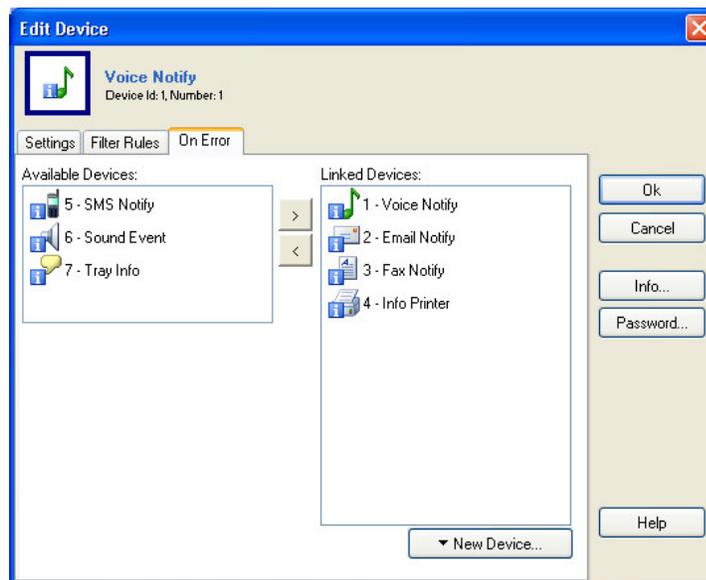
Tab "Filter Rules":



You can activate the filter feature of the Fax Notify device. In this case only faxes from known contacts will be forwarded. Click onto **New Contact**.

If **Forward All** is selected the contact list is ignored and all faxes will be forwarded.

Tab "Events":

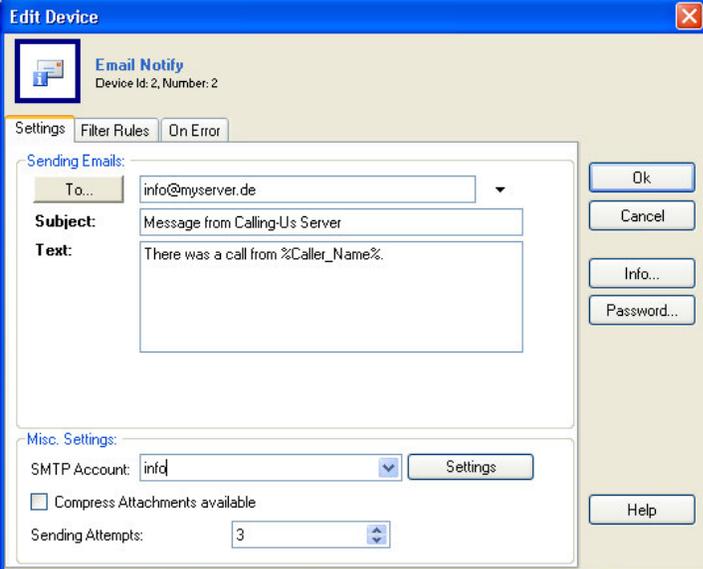


All **Linked Devices** will be executed if the notification has NOT been successful.

Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button **>**. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

Email Notify

Email Notify will notify you via sending an Email to a specified address. Attached to another device it sends the Email when a message is received in the Answering Machine or the Fax Inbox. Or you can initiate the Email Notify by a HTTP request into an attached HTTP Listener device. A lot of other events are possible.



The screenshot shows the 'Edit Device' dialog box for 'Email Notify' (Device Id: 2, Number: 2). The dialog has three tabs: 'Settings', 'Filter Rules', and 'On Error'. The 'Settings' tab is active. It contains two main sections: 'Sending Emails' and 'Misc. Settings'. In the 'Sending Emails' section, the 'To...' field is set to 'info@myserver.de', the 'Subject' is 'Message from Calling-U's Server', and the 'Text' is 'There was a call from %Caller_Name%'. In the 'Misc. Settings' section, the 'SMTP Account' is 'info', the 'Compress Attachments available' checkbox is unchecked, and the 'Sending Attempts' is set to 3. On the right side of the dialog, there are buttons for 'Ok', 'Cancel', 'Info...', 'Password...', and 'Help'.

Enter the desired destination Email address in the field **To**. To display the **CC** and **BCC** address fields click onto the arrow buttons on the right side.

You can specify a **Subject** and a **Text** for the Email. You can even use variables here.

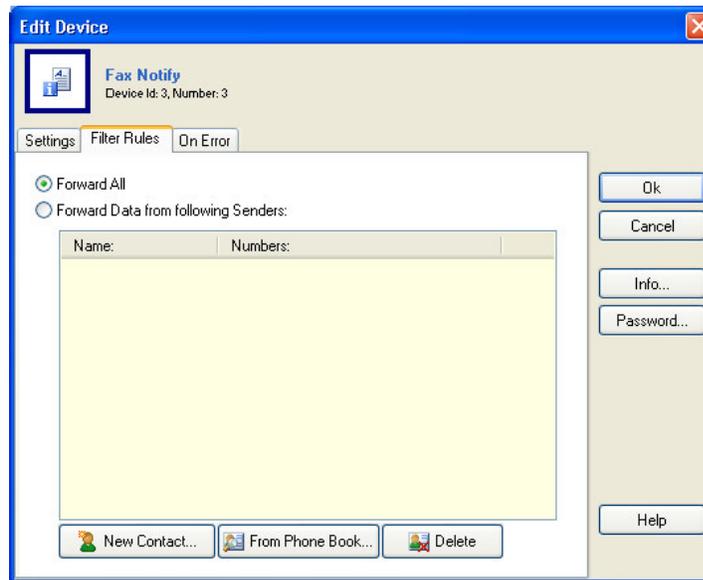
It is important to select a **SMTP Account**. If there is no account listed just click onto **Settings** to configure at least one sending account.

The **Compress Attachments available** option is obsolete here.

You can specify the number of **Sending Attempts**. If the sending cannot be done within the specified value the sending will be dismissed.

Note: You can use variables in the Email addresses of the message text. This makes it possible to react dynamically on different events.

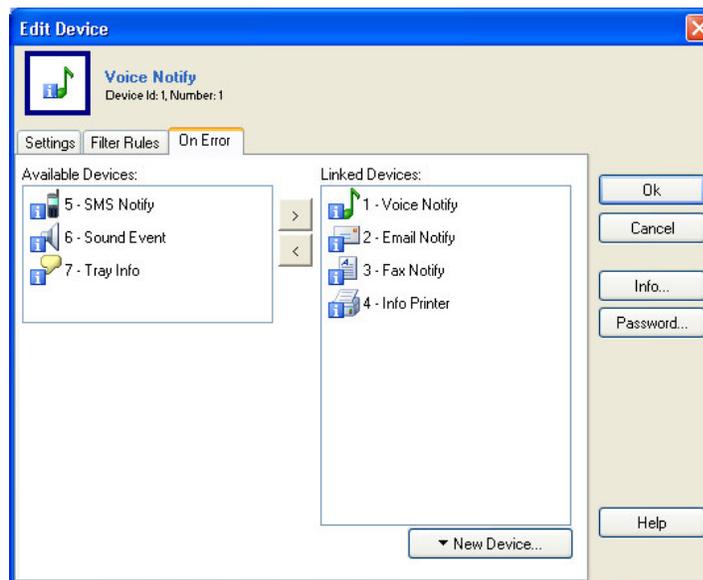
Tab "Filter Rules":



You can activate the filter feature of the Email Notify device. In this case the notification from known contacts will be executed. Click onto **New Contact**.

If **Forward All** is selected the contact list is ignored and notifications will be executed for all callers.

Tab "Events":

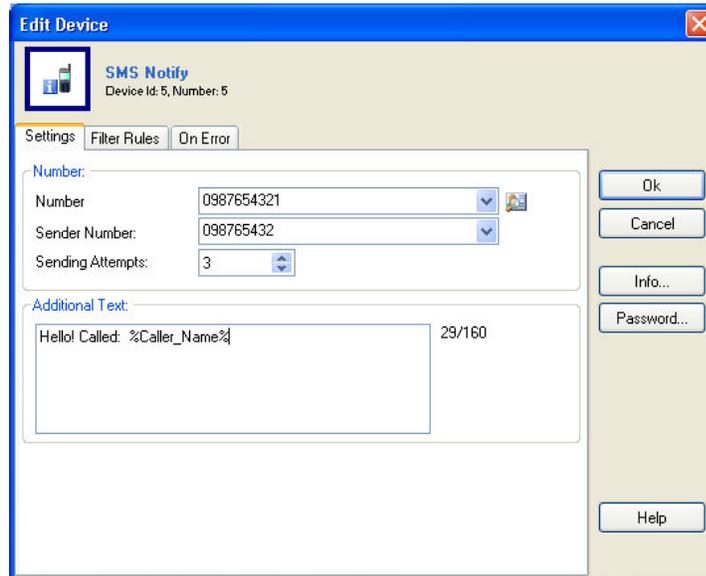


All **Linked Devices** will be executed if the notification has not been successful.

Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button **>**. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

SMS Notify

SMS Notify will notify you via sending an SMS to a specified mobile phone number. Attached to another device it sends the SMS when a message is received in the Answering Machine or the Fax Inbox. Or you can initiate the SMS Notify by a HTTP request into an attached HTTP Listener device. A lot of other events are possible.



You enter the **Number** of the mobile phone. Make sure your SMS contingent in your online Calling-Us user account (www.calling-us.com/sms) is filled.

Enter the **Number** of the destination mobile phone here. The **Sender Number** must be the number of your mobile phone.

Important: Don't use anonymous or wrong numbers. This may result in legal consequences!

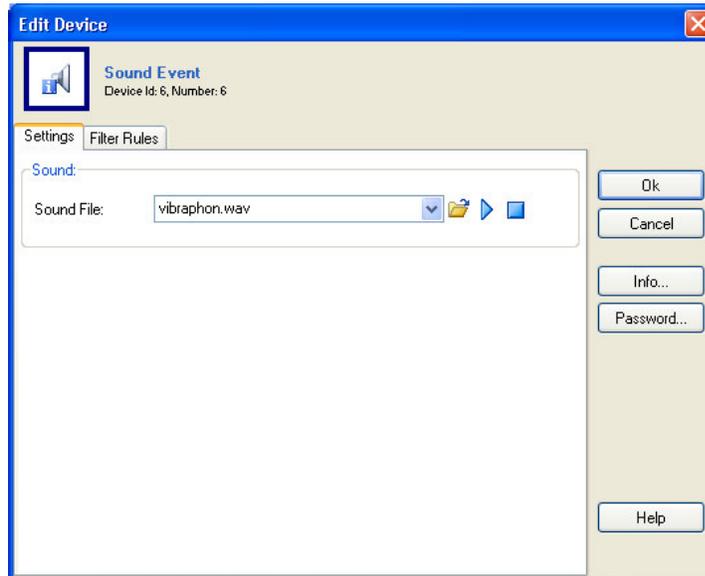
The **Sending Attempts** and the **Additional Text** cannot be changed in the SMS Info device. You must use the device SMS Notify instead!

If the Email text exceeds 160 characters you can specify how many short messages should be created from an Email at maximum: **Maximum Number**.

Note: You can use variables in the Number or in the message text. This makes it possible to react dynamically on different events.

Sound Event

The device Sound Event will notify you via playing a wave file on the Calling-Us Server. Attached to another device it plays the sound when a message is received in the Answering Machine or the Fax Inbox. Or you initiate the Sound Event by a HTTP request into an attached HTTP Listener device. A lot of other events are possible.



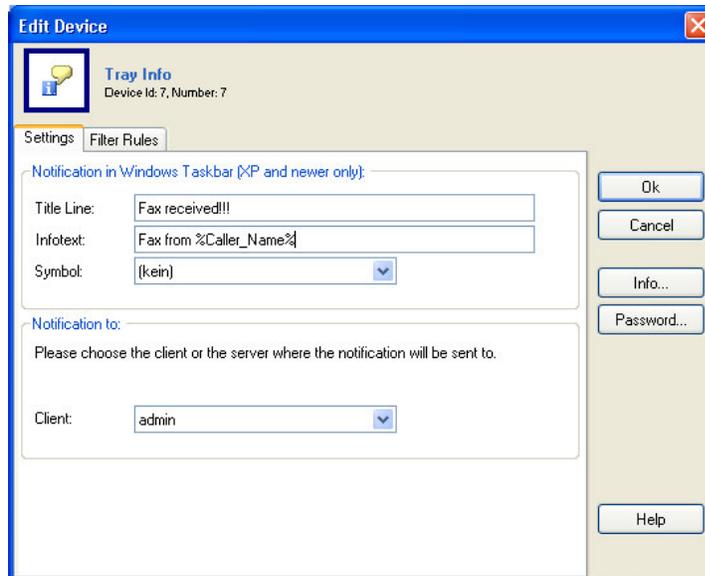
Just select the desired **Sound File**.

The sound will play on the computer with Calling-Us Server. It will not be installed on Client-only machines.

Note: You can use variables in the sound filename. This makes it possible to react dynamically on different events.

Tray Info

Tray Info can react to different events (incoming call, received voice message or fax, HTTP request etc.). It will show in the Windows Tray Info balloon.



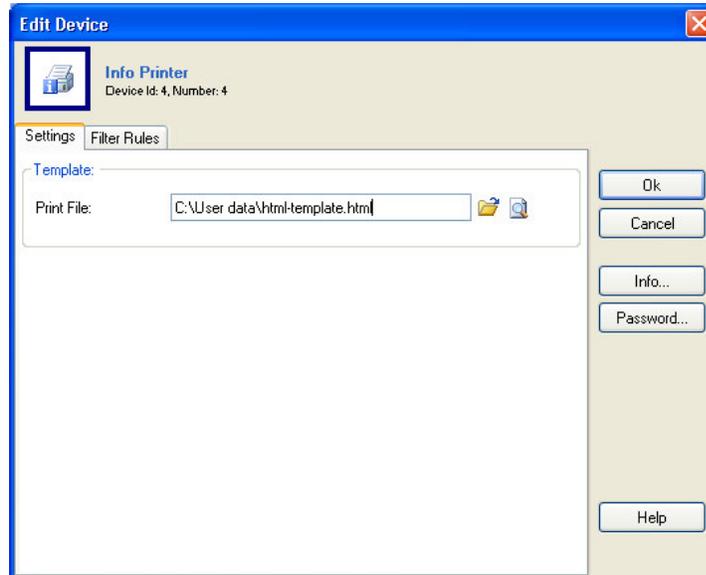
Enter the **Title Line**, **Infotext** and select the desired **Symbol**.

In the combobox **Client** you select the client which you want to be informed about the event.

Note: You can use variables in all text fields. This makes it possible to react dynamically on different events.

Info Printer

Info Printer can print a message page on different events (incoming call, received voice message or fax, HTTP request etc.).



The **Print File** is a HTML file which will be printed on your local default printer on the server computer.

An example of such an HTML file is located in a Calling-Us folder after installation: "html-template.html". You can edit this file with any HTML editor.

Note: You can use variables in the HTML file. This makes it possible to display all desired information the way you like.

Devices "Flow Controls"

Every device has its own properties. These properties can be modified and set in the dialog "Edit Device". The possible settings differ according to the type of each device. To enter this dialogue just doubleclick onto a device in the work space.

On the next pages you will find information about the devices in the "Flow Controls" device group.

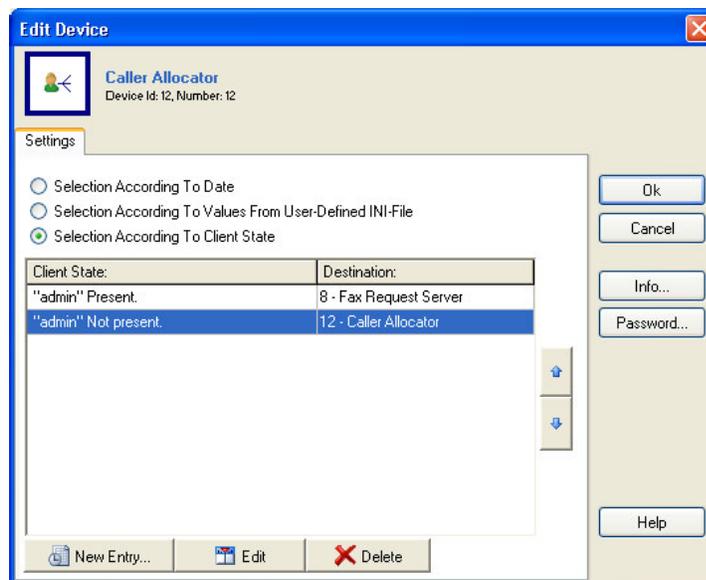
Overview

The "Flow Controls" can be used to control the flow of calls, voice messages, fax documents, Emails and events at nearly every desired point in your configuration.

The redirections can be set according to date/time information, values of specific ini entries or to the presence or absence of a client.

Usage

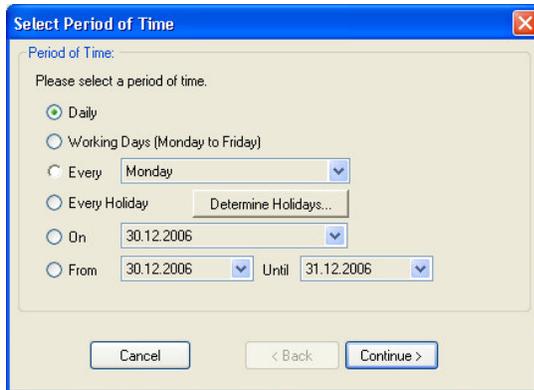
All Flow Controls nearly look the same as the Caller Allocator:



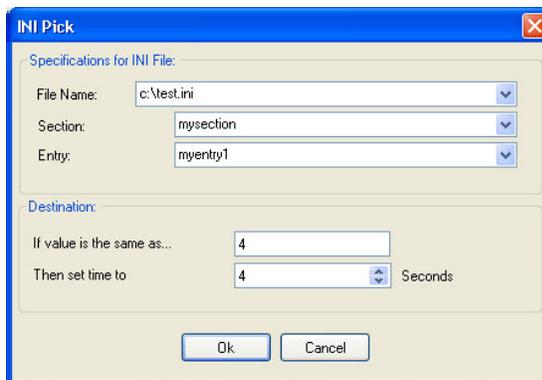
Specify the type of call control by selecting either **Selection According to Date**, **Selection According to Values from user-defined INI File** or **Selection According to Client State**.

Then click onto **New Entry**.

If you have selected **Selection According to Date** you can specify the date and time in the following dialogue:

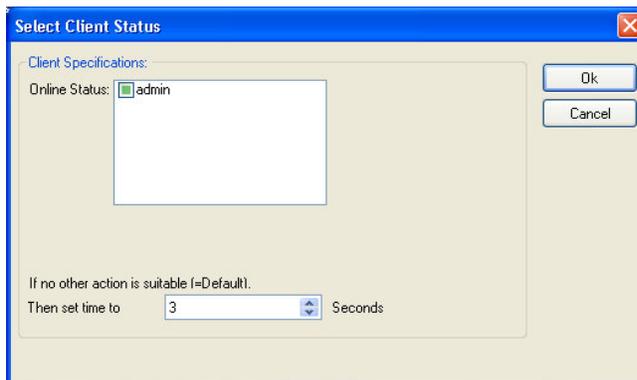


If you have selected **Selection According to Values from user defined INI-File** you can specify an item in an ini file for setting the destination device.



The values may come from other programs or Calling-Us itself. The programs are only required to write the predefined values to the correct entry in the file.

If you have selected **Selection According to Client State** you can specify the client states for setting the destination device.

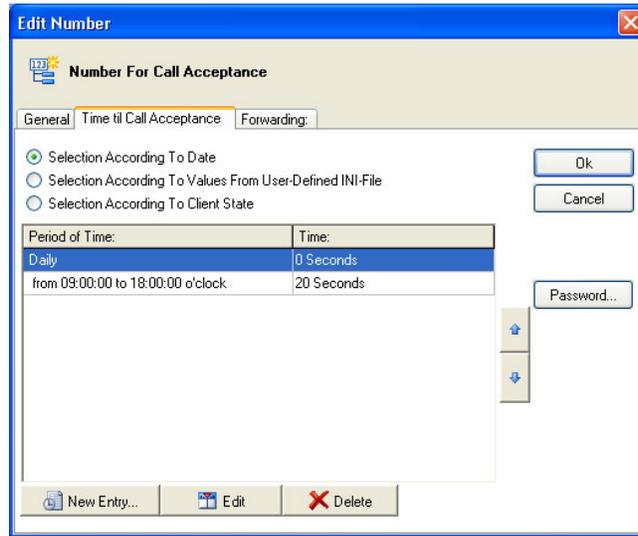


Possible client states are:

- Present (Tick)
- Not Present (Empty)
- Not Specified (Filled)

The selected client state is displayed at the bottom of the dialog. A client is present of the program Calling-Us Client is running and the button "Present" is displayed.

Note for Priority of entries:



Sometimes two or more items are valid at the same time. In this case the most top element will be executed. You can bring items up or down with the Up and Down buttons on the right side of the list.

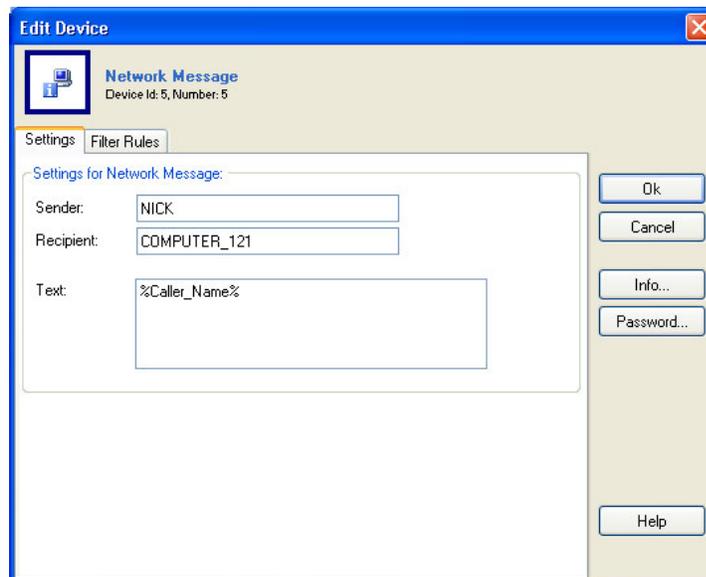
Devices "Network"

Every device has its own properties. These properties can be modified and set in the dialog "Edit Device". The possible settings differ according to the type of each device. To enter this dialogue just doubleclick onto a device in the work space.

On the next pages you will find information about the devices in the "Network" device group.

Network Message

Network Message is a simple form of a text network message. It is based on the Windows Messaging service.



Enter the name of the sending computer in the field **Sender** and the name of the receiver in the field **Recipient**.

You can use variables in the **Text** of your message

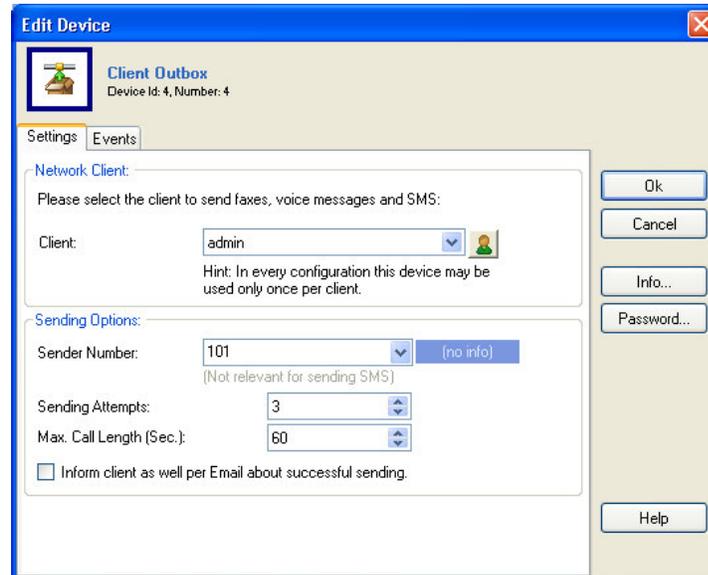
Note: Windows Messaging service (Windows NT/2000/XP/2003/Vista), Winpopup (Windows 95/98/98SE/ME) or media21 WinPopup must run on the receiving computer. Otherwise the message will not be displayed.

You can activate the filter feature of the Network Message device. In this case the notification from known contacts will be executed. Click onto **New Contact**.

If **Forward All** is selected the contact list is ignored and notifications will be executed for all callers.

Client Outbox

You can have multiple clients logged in to the Calling-us Server. If a client should be able to send faxes, voice messages and SMS you must have a Client Outbox device for this client in your configuration.



Select the **Client** name.

Note: The client must have sending rights, which you can specify in the Calling-Us Settings in the section "User List and User Rights".

If you want to transmit a special number for the outgoing call you can enter this number in **Own Nr**.

Attention: Some telephone systems require a valid **Own Nr** to be set. Otherwise they will block the outgoing call.

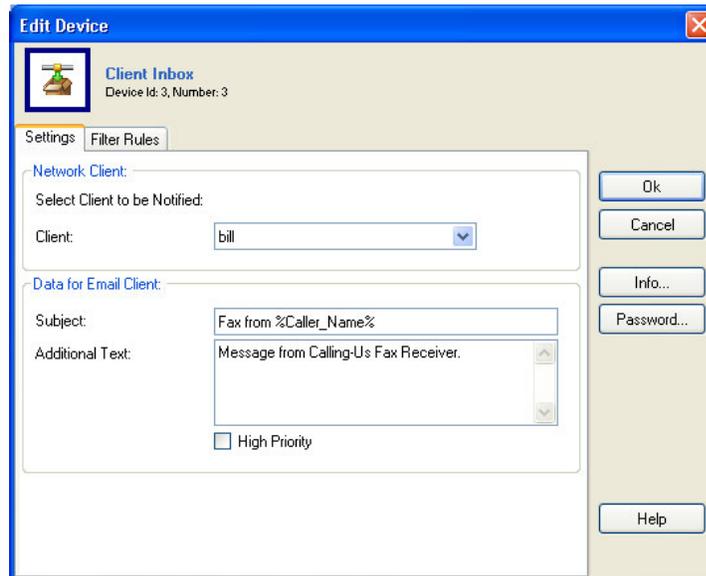
Additionally, you can specify the **Number of Attempts**. This is the maximum number of trials. When the call is not successful within the entered number of trials the notification will be cancelled. The **Max. Call Length (Sec.)** is the number of seconds Calling-Us rings for somebody to answer the call.

If another Email program is used instead of Calling-Us Client is for sending you can activate the option **Inform Client as well per Email about successful sending**.

Client Inbox

If you want to show a received voice message (via Answering Machine) or a received fax (via Fax Inbox) you must connect the receiving devices to the Client Inbox device.

This device stores received messages and faxes for a specific client.



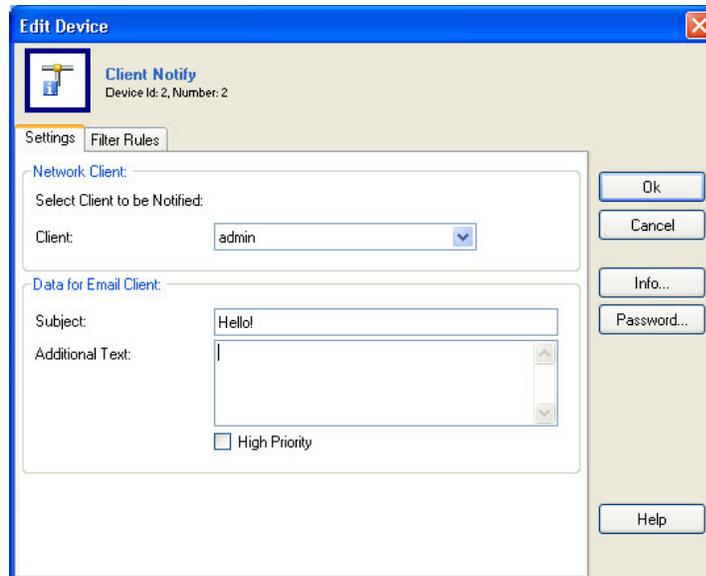
In the Client Inbox you specify the **Client** by name.

Don't forget to establish the connections from the receiving devices to the Client Inbox.

Note: There are no additional clients rights necessary for receiving objects as there are for sending objects.

Client Notify

Client Notify can react to different events (incoming call, received voice message or fax, HTTP request etc.). The notification will be shown in the Calling-Us Client.



In the edit dialogue you specify the **Client** by name.

You can use variables in the **Subject** or the **Additional Text**.

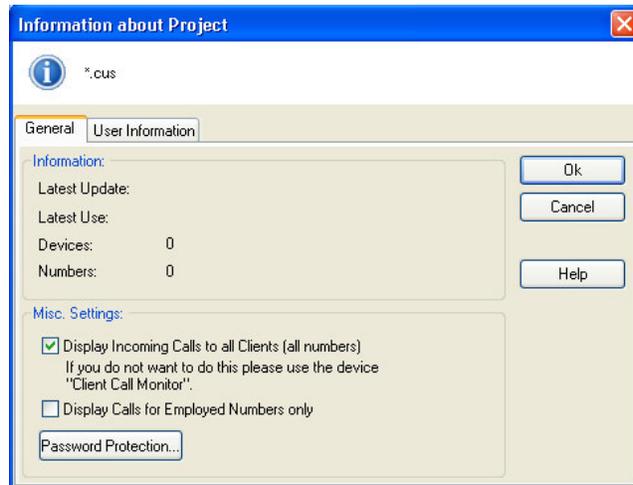
You can activate the filter feature of the Client Notify device. In this case the notification from known contacts will be executed. Click onto **New Contact**.

If **Forward All** is selected the contact list is ignored and notifications will be executed for all callers.

Client Monitor

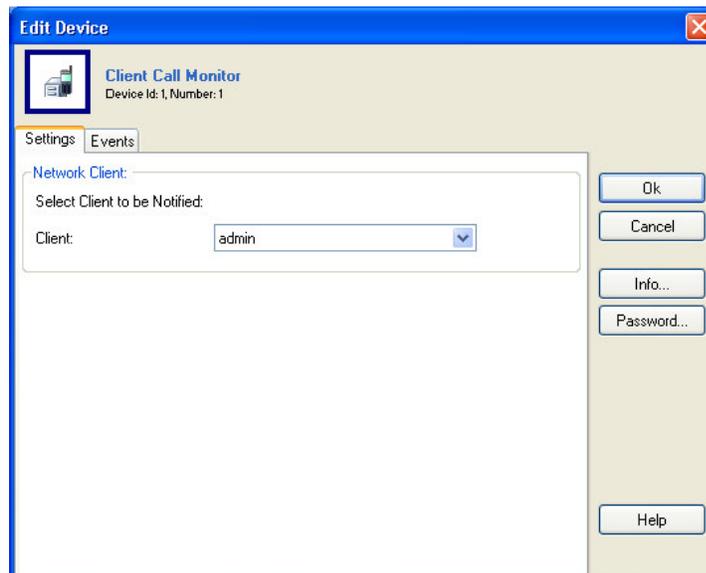
By default all connected clients will be informed about incoming calls.

If you want to change this behaviour, first deactivate the global notification here:



Go to menu **Extras – Information about Project**. Deactivate the option **Display incoming calls to all clients (all numbers)**.

To inform some specific clients about incoming calls connect the device Client Monitor to the desired numbers in your configuration.



In the edit dialogue you specify the **Client** by name.

Devices "Unified-Messaging"

Every device has its own properties. These properties can be modified and set in the dialog "Edit Device". The possible settings differ according to the type of each device. To enter this dialogue just doubleclick onto a device in the work space.

On the next pages you will find information about the devices in the "Unified Messaging" device group.

Fax Server

Fax Server lets callers request a fax document via the fax request functionality of their fax machine.

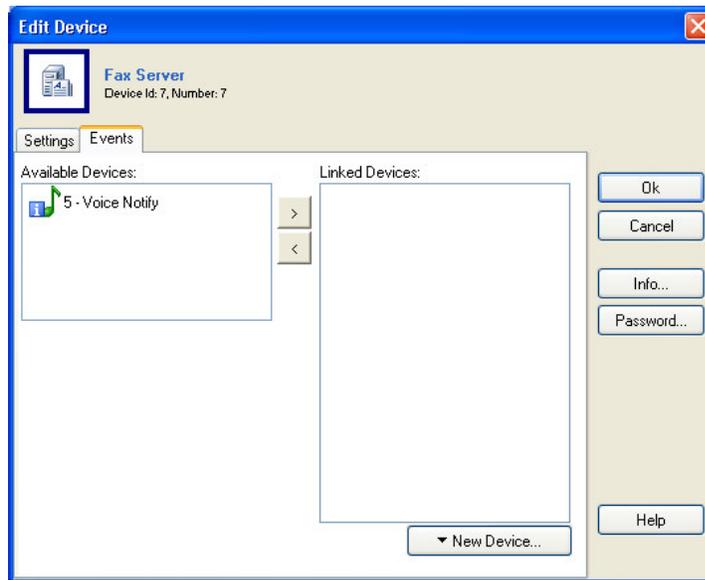
Tab "Settings":

The screenshot shows the "Edit Device" dialog box for a Fax Server. The dialog has a title bar "Edit Device" with a close button. Below the title bar is a header area with a "Fax Server" icon and text "Fax Server Device Id: 7, Number: 7". There are two tabs: "Settings" (selected) and "Events". The "Settings" tab contains a "Fax to request" section with a "Fax File" field containing "samplefax.sff" and a "Misc. Settings" section with "Header" and "Fax ID" fields. The "Header" field contains "Calling-U's faxback" and the "Fax ID" field contains "+1234567890". There are buttons for "OK", "Cancel", "Info...", "Password...", and "Help" on the right side.

Enter the name of the **Fax File**. It must be in the SFF format.

Optionally, you can enter a **Header** line and a **Fax-ID**.

Tab "Events":

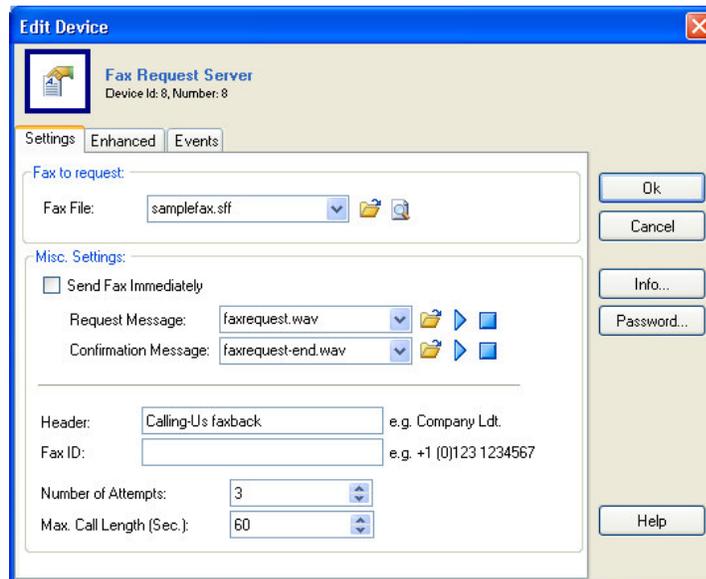


All **Linked Devices** will be executed if the fax request has been done.

Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button **>**. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

You find a complete step-by-step introduction about how to configure a Fax Server in a previous chapter.

Fax Request Server

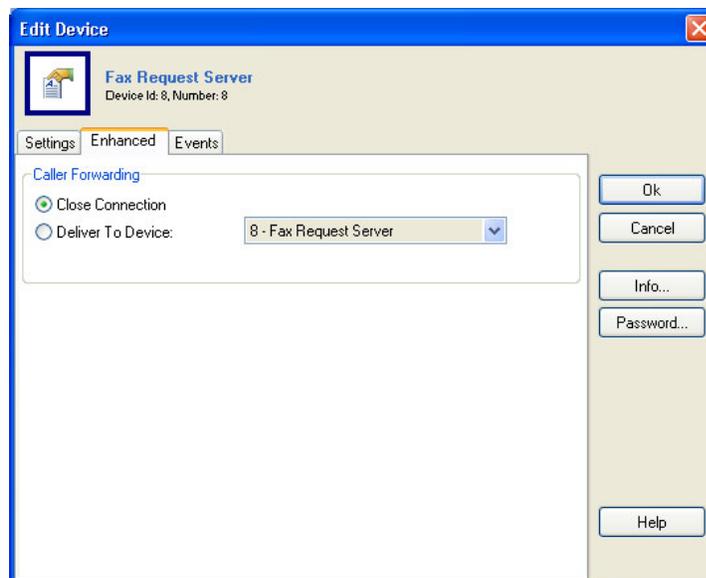


Enter the name of the **Fax File**. It must be in the SFF format. Optionally, you can enter a **Header** line and a **Fax-ID**. If you select **Send Fax immediately** the caller must call from a fax machine.

Otherwise the caller can enter the number of his fax machine via DTMF including the areacode. After the **Confirmation Message** the fax will be sent to the entered number.

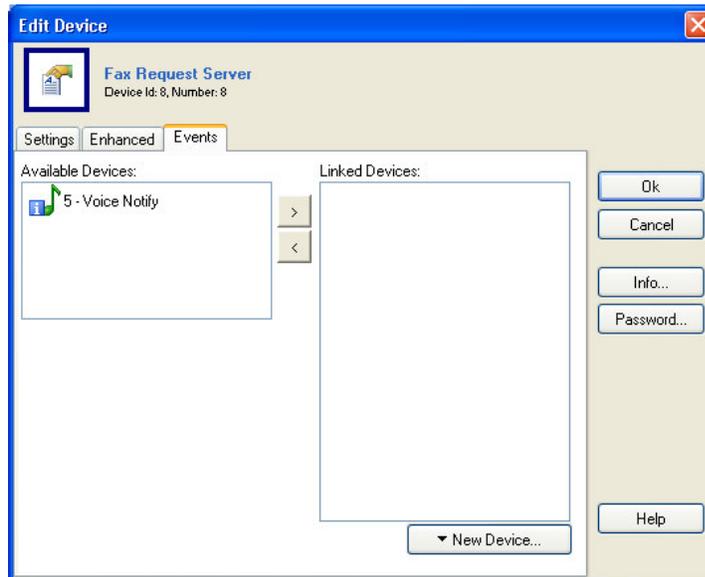
You find a complete step-by-step introduction about how to configure a Fax Request Server in a previous chapter.

Tab "Enhanced":



In the operation mode without immediate sending you can forward the caller to other devices by selecting a device in the **Deliver to Device** listbox.

Tab "Events":

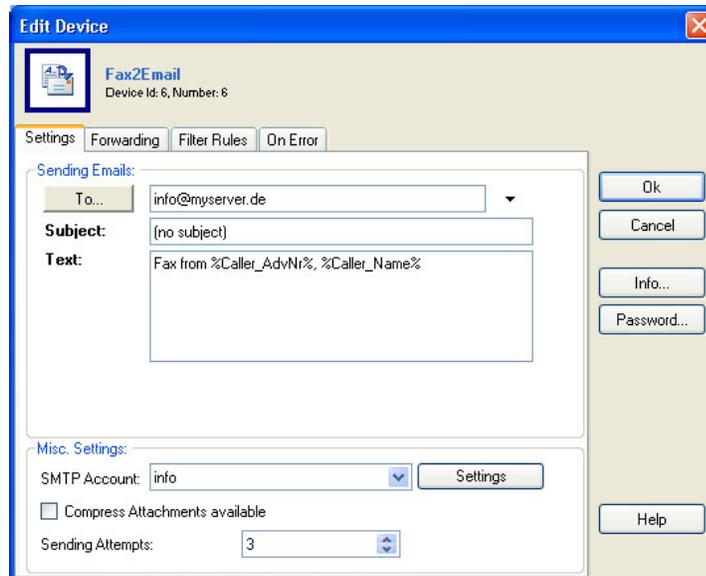


All **Linked Devices** will be executed when a fax is requested.

Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button **>**. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

Fax2Email

With Fax2Email Calling-Us can automatically forward a new received fax document to an Email address. The fax will be attached to the Email.



Enter the desired destination Email address in the field **To**. To display the **CC** and **BCC** address fields click onto the button with the arrow on the right side.

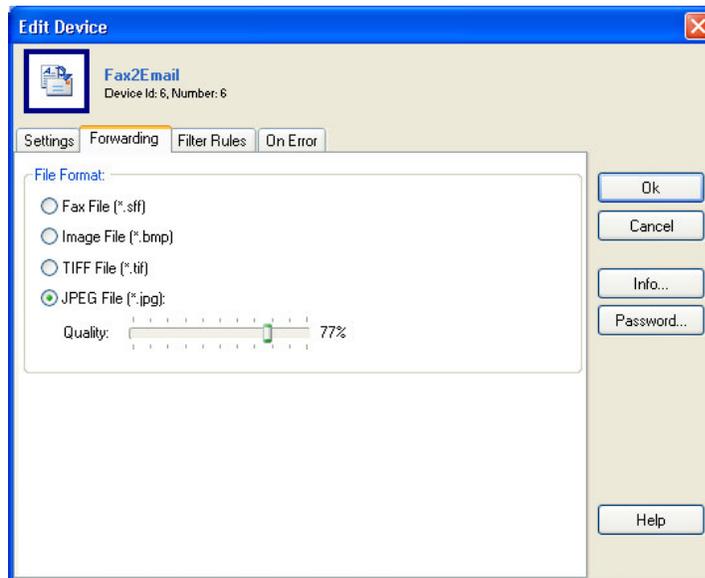
You can specify a **Subject** and a **Text** for the Email. You can even use variables here.

It is important to select a **SMTP Account**. If there is no account listed just click onto **Settings** to configure at least one sending account.

The attachment will be compressed if you select the option **Compress Attachments available**.

You can specify the number of **Sending Attempts**. When the sending cannot be done within the specified value, the sending will be dismissed.

Tab "Forwarding":



The received fax can be forwarded as **Fax File (in the SFF format)**. In the internet you can find many freeware applications which can display and print these files.

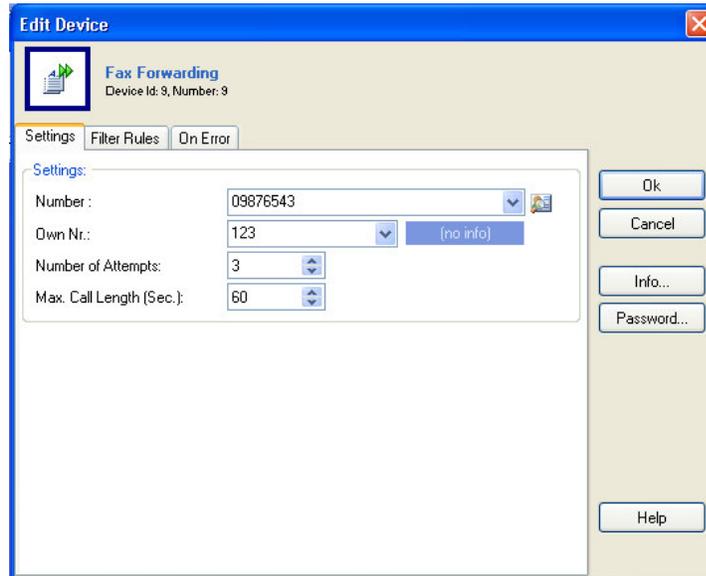
Alternatively, you can convert it to an **Image File (.bmp)**. Bitmap files have a very large file size. Sending of Emails may take a long time.

TIFF Files (.tif) will be a little bit smaller.

If you do not want to use SFF files we recommend **JPEG Files (.jpg)**. This file format allows small file sizes even at high **Quality** settings. Some Email programs will be able to display received JPEG files directly .

Fax Forwarding

Fax Forwarding sends received faxes to other fax numbers.



Enter the **Number** of the destination fax machine.

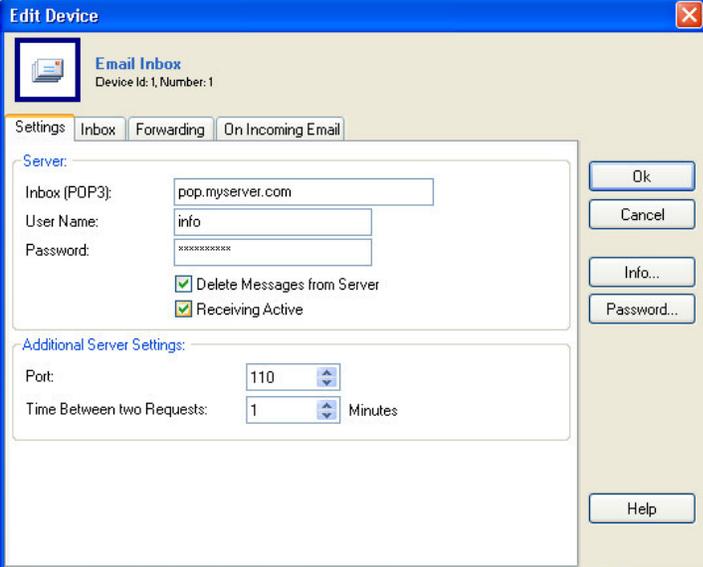
If you want to transmit a special number from the Callback device you can enter this number in **Own Nr.**

Attention: Some telephone systems require a valid **Own Nr** to be set. Otherwise they will block the outgoing call.

Additionally, you can specify the **Number of Attempts**. This is the maximum number of trials. If the call is not successful within the entered number of trials the notification will be cancelled. The **Max. Call Length (Sec.)** is the number of seconds Calling-Us rings for somebody to answer the call.

Email Inbox

Email Inbox retrieves messages from a POP3 Email server.



The screenshot shows the 'Edit Device' dialog box for 'Email Inbox'. The window title is 'Edit Device' and the subtitle is 'Email Inbox Device Id: 1, Number: 1'. There are three tabs: 'Settings', 'Inbox', and 'Forwarding', with 'Settings' selected. The 'Server:' section contains the following fields and options:

- Inbox (POP3): pop.myserver.com
- User Name: info
- Password: [masked with asterisks]
- Delete Messages from Server
- Receiving Active

The 'Additional Server Settings:' section contains the following fields:

- Port: 110
- Time Between two Requests: 1 Minutes

On the right side of the dialog, there are buttons for 'OK', 'Cancel', 'Info...', 'Password...', and 'Help'.

Enter the name of the POP3 server into the field Inbox (POP3). The **User Name** and Password are required.

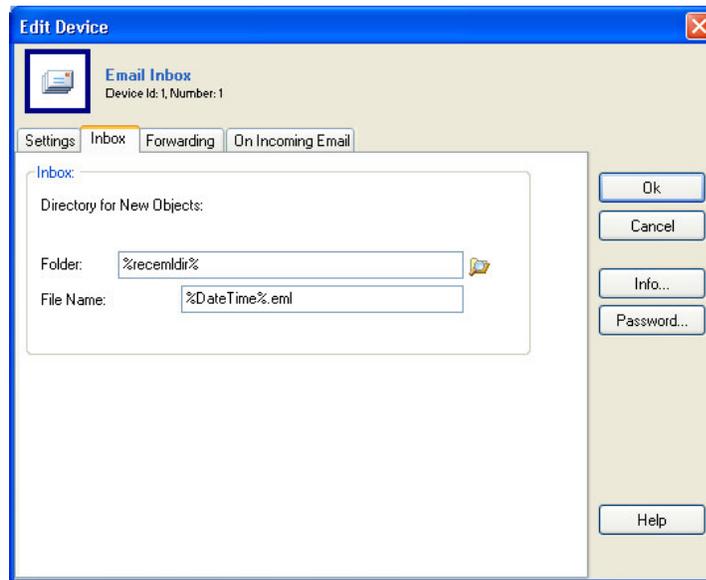
If you deactivate the option **Delete Messages from Server** the Emails will reside on the server for a later request by another Email client program.

You must activate the POP3 request by activating the option **Receiving Active**.

The default **Port** is 110.

Time between two Requests depends on your requirements. It is recommended to choose 5 minutes at minimum.

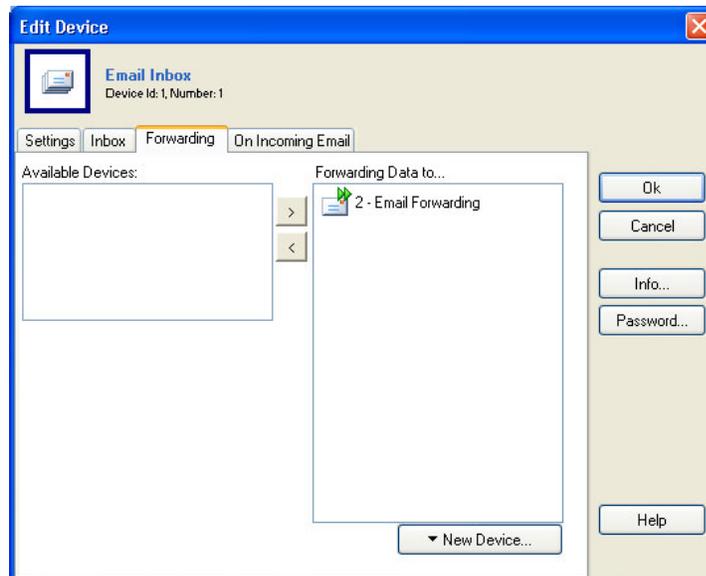
Tab "Inbox":



On the tab "Enhanced" you enter the destination **Folder** and the **File name** for the received Emails.

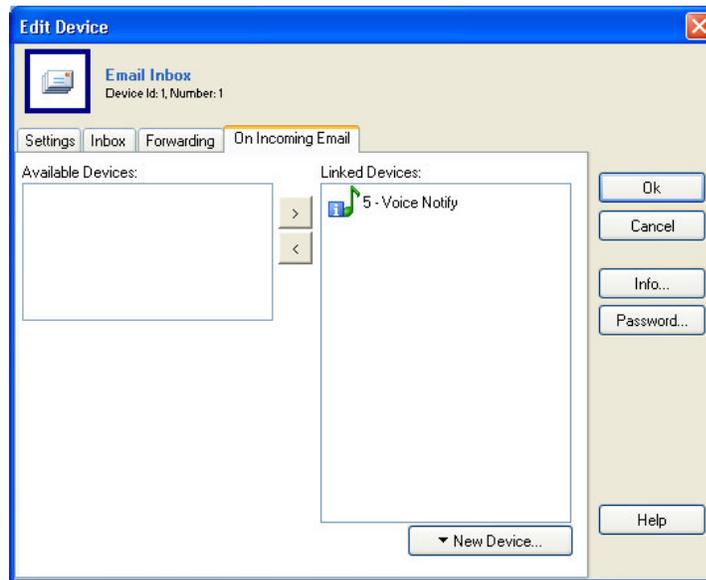
If you don't use variables in the filename, the previously received Emails will be overwritten by the new one.

Tab "Forwarding":



On the page „Forwarding“ you can put devices into the list Forwarding Data to. Received Emails will be forwarded to those devices (Email2Fax, Email Allocator etc.).

Tab "On Incoming Email":

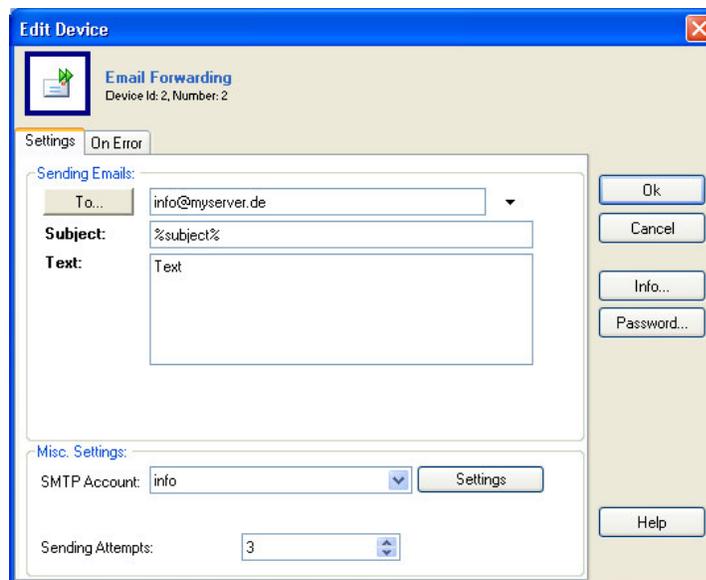


All **Linked Devices** will be executed when a Email gets received.

Available and compatible devices are displayed in the list **Available Devices**. You assign them to the current device by clicking onto the button **>**. To add a new device to the **Linked Devices** list just click onto the button **New Device**.

Email Forwarding

This device forwards received Emails to other Email addresses.



Enter the desired destination Email address in the field **To**. To display the **CC** and **BCC** address fields click onto the arrow button on the right side.

You can specify a **Subject** and a **Text** for the Email. You can even use variables here.

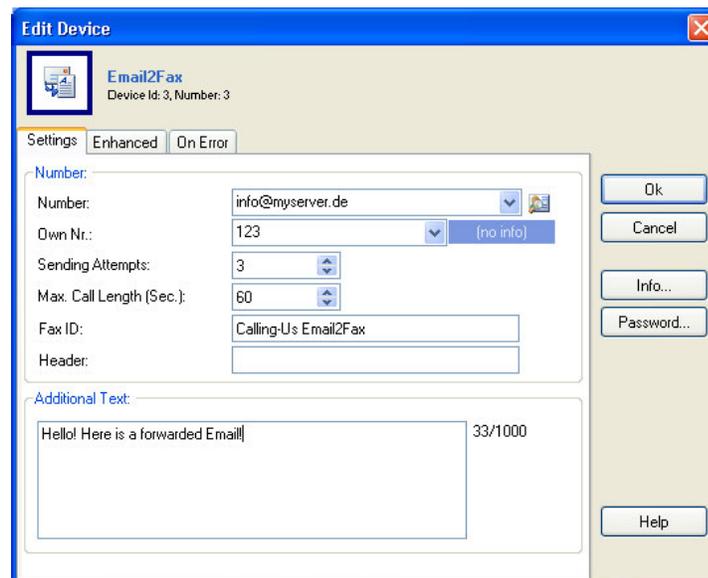
It is important to select a **SMTP Account**. If there is no account listed just click onto **Settings** to configure at least one sending account.

The attachment will be compressed if you select the option **Compress Attachments available**.

You can specify the number of **Sending Attempts**. If the sending cannot be done within the specified value the sending will be dismissed.

Email2Fax

This device forwards received Emails to Fax numbers. Attachments will not be forwarded.



Just enter the **Number** of the destination fax machine.

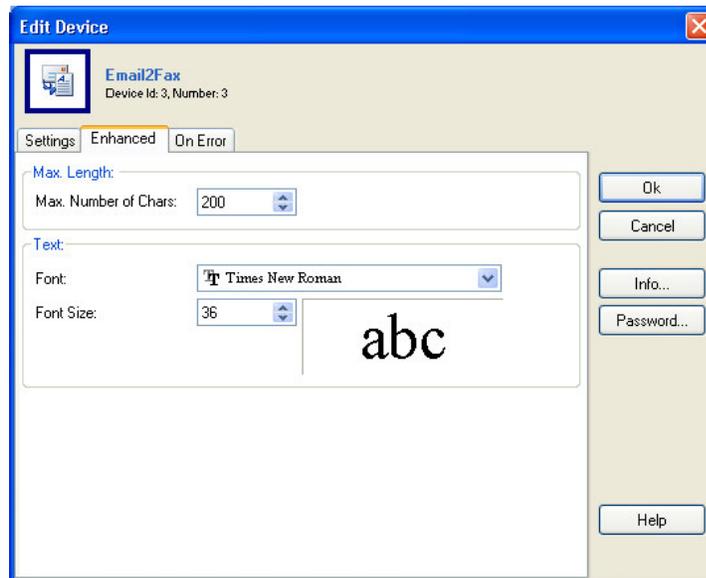
If you want to transmit a special number from the Email2Fax device you can enter this number in **Own Nr.**

Attention: Some telephone systems require a valid **Own Nr** to be set. Otherwise they will block the outgoing call.

Additionally, you can specify the **Number of Attempts**. This is the maximum number of trials. If the call is not successful within the entered number of trials the forwarding will be cancelled. The **Max. Call Length (Sec.)** is the number of seconds Calling-Us rings for the fax machine to answer the call.

Enter **Additional Text**. It will be displayed before any other text of an Email.

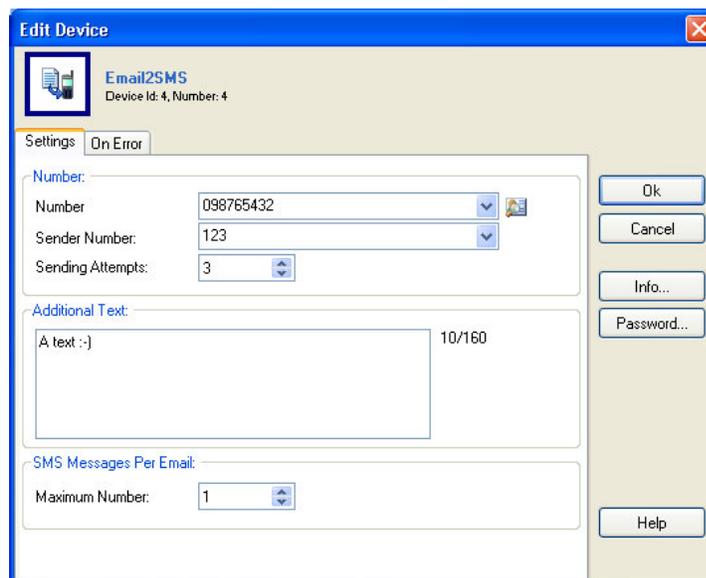
Tab "Enhanced":



With **Max. Number of Chars** you limit the maximum text length if the Email contains too much text (like parts of quotes etc).

Email2SMS

Email2SMS sends the first 160 characters of the plain text in an Email to a mobile phone via SMS.



You enter the **Number** of the mobile phone. Make sure your SMS contingent in your online Calling-Us user account (www.calling-us.com/sms) is filled.

Enter the **Number** of the destination mobile phone here. The **Sender Number** must be the number of your mobile phone.

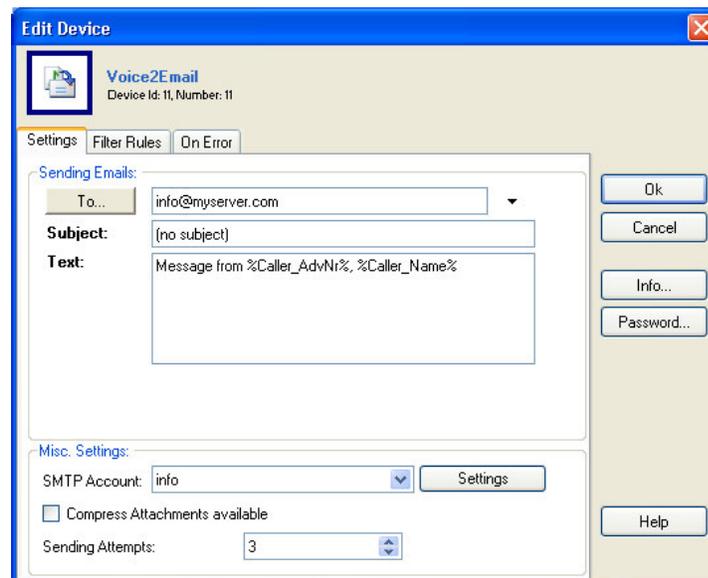
Important: Don't use anonymous or wrong numbers. This may result in legal consequences!

The **Sending Attempts** and the **Additional Text** cannot be changed in the SMS Info device. You must use the device SMS Notify instead!

If the Email text exceeds 160 characters you can specify how many short messages should be created from an Email at maximum:
Maximum Number.

Voice2Email

With Voice2Email Calling-U's can automatically forward a new received voice message to an Email address. The message will be attached to the Email.



Enter the desired destination Email address in the field **To**. To display the **CC** and **BCC** address fields click onto the arrow button on the right side.

You can specify a **Subject** and a **Text** for the Email. You can even use variables here.

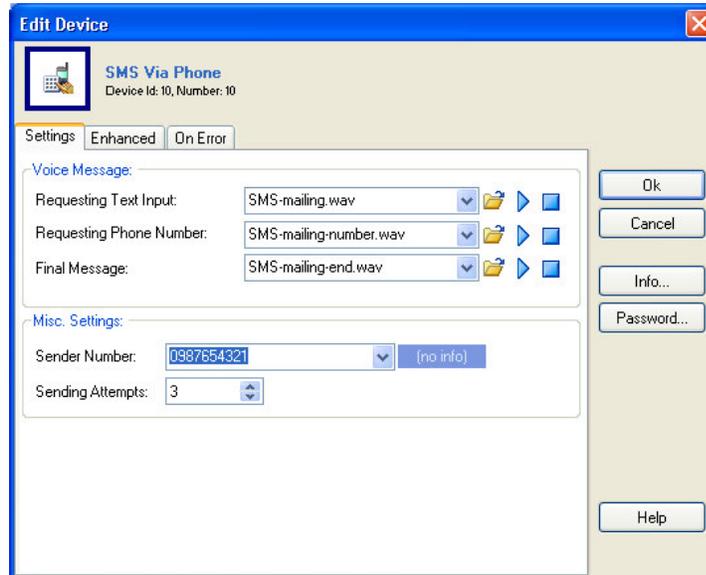
It is important to select a **SMTP Account**. If there is no account listed just click onto **Settings** to configure at least one sending account.

The attachment will be compressed if you select the option **Compress Attachments available**.

You can specify the number of **Sending Attempts**. If the sending cannot be done within the specified value, the sending will be dismissed.

SMS Via Phone

SMS Via Phone makes it possible for people without mobile phones to send an SMS via Calling-Us.



The phone inputs will be handled like shown in this table:

1 New word, 1	2 A, B, C, 2	3 D, E, F, 3
4 G, H, I, 4	5 J, K, L, 5	6 M, N, O, 6
7 P, Q, R, S, 7	8 T, U, V, 8,	9 W, X, Y, Z, 9
* Delete input	0 Dot, 0	# Confirmation of the input.

Example: To enter the character "E" the caller must press the key 3 two times fast and consecutively. To enter a "W" the caller must press the key 9. To enter a "Z" the key 9 must be pressed four times.

To start a new word press the key 1 once. To delete the last input the caller must press *. The caller must press # to confirm the input.

If you need help about the tab "Filter Rules" you will find it under previous devices.

You enter the Number of the mobile phone. Make sure your SMS contingent in your online Calling-Us user account (www.calling-us.com/sms) is filled.

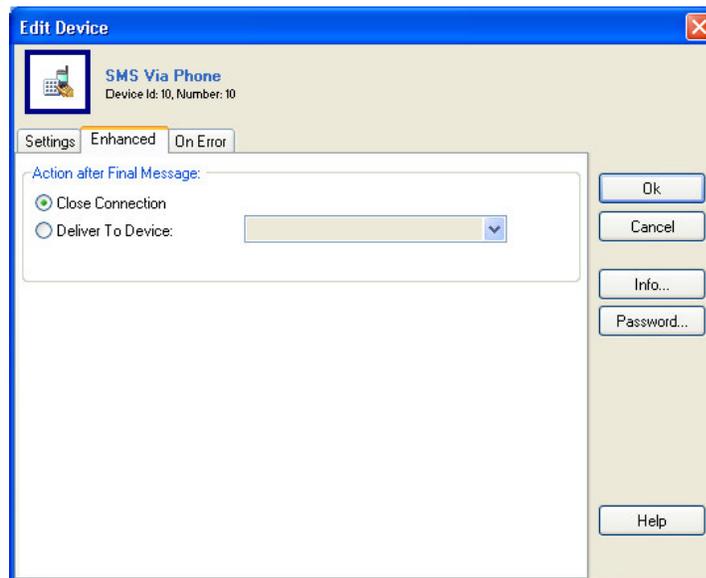
Enter the **Number** of the destination mobile phone here. The **Sender Number** must be the number of your mobile phone.

Important: Don't use anonymous or wrong numbers. This may result in legal consequences!

The **Sending Attempts** and the **Additional Text** cannot be changed in the SMS Info device. You must use the device SMS Notify instead!

If the Email text exceeds 160 characters you can specify how much many short messages should be created from an Email at maximum: **Maximum Number**.

Tab "Enhanced":



After the final message you can **Close the Connection** or **Deliver to another Device**.

Devices "Programming"

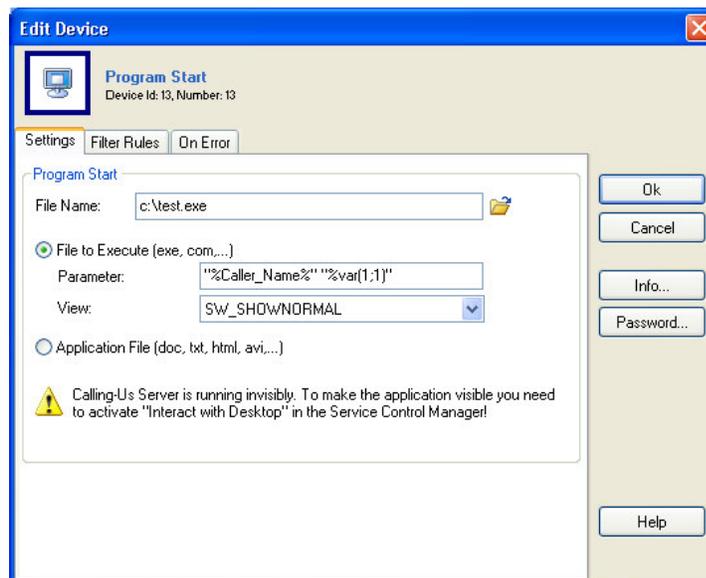
Every device has its own properties. These properties can be modified and set in the dialog "Edit Device". The possible settings differ according to the type of each device. To enter this dialogue just doubleclick onto a device in the work space.

On the next pages you find information about the devices in the "Programming" device group.

Program Start

With Program Start you launch applications or other utilities. You can specify start parameters for specific tasks.

For example, you can develop you own program (with Delphi, Visual Basic, Visual C++ or other programming languages) and make it handle the start parameters the way you want. Parameters (like calling numbers, caller names etc.) could be written to ini files. These information could be used by the Caller Allocator and influence the call flow. Unlimited other tasks are possible.



Program Start executes the file entered in **File Name** or opens a file document in the associated application (**File to Execute / Application File**).

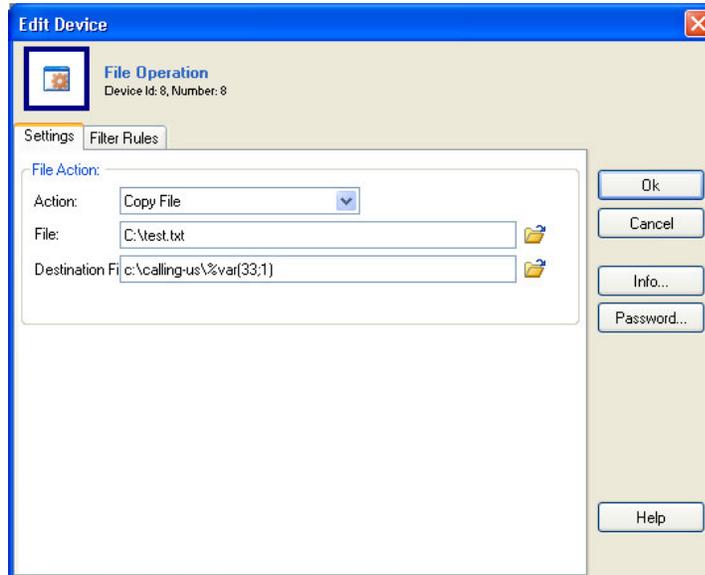
Just attach the Program Start to a Number device, an Answering Machine or any other desired device.

You can activate the filter feature of the Program Start device. In this case the program or data file from known contacts will be executed. Click onto **New Contact**.

If **Forward All** is selected the contact list is ignored and notifications will be executed for all callers.

File Operation

With the File Operation device you can delete or copy files when the defined events occur.



Select the desired **Action**.

Enter the filename of the file to copy/delete. Variables can be used in the filenames!

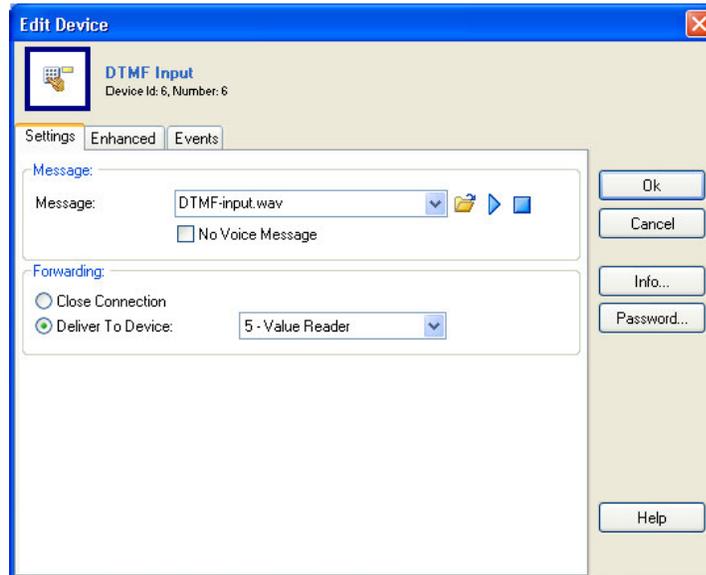
If you have selected the action "Copy File" then enter the name of the **Destination File**.

DTMF Input

In the DTMF Input callers enter PINs, passwords and any other information. The entered texts are available as variables for later use in the call flow.

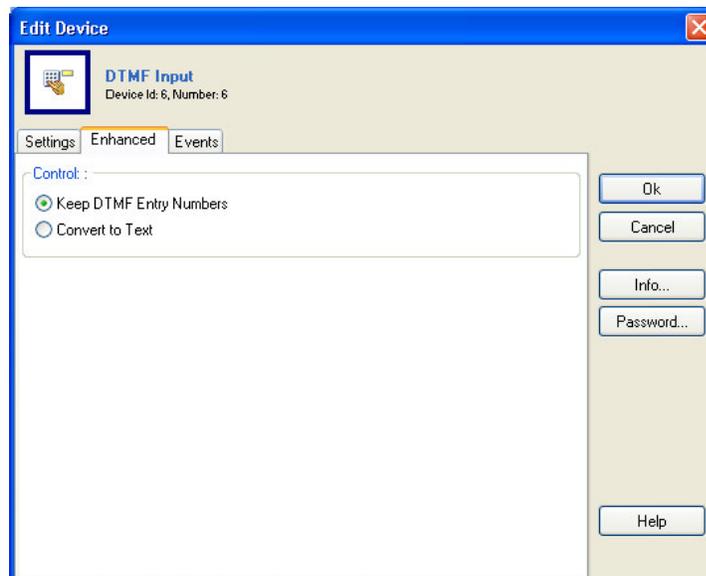
Have a look at the section "Variables" in this manual / help!

Tab "Settings":



The **Message** tells the caller to enter the desired information via his telephone keyboard. Note: You must tell the caller to confirm the input with a hash key (#). At the end of the DTMF Input the caller can be **Delivered to another Device**.

Tab "Enhanced":



DTMF inputs always consist of numbers ("0" to "9") and the star (*). The hash key terminates the input.

Calling-Us allows the input of characters. Activate the option **Convert to Text**.

The phone inputs will be handled like shown in this table:

1 New word, 1	2 A, B, C, 2	3 D, E, F, 3
4 G, H, I, 4	5 J, K, L, 5	6 M, N, O, 6
7 P, Q, R, S, 7	8 T, U, V, 8,	9 W, X, Y, Z, 9
* Delete input	0 Dot, 0	# Confirmation of the input.

Example: To enter the character "E" the caller must press the key 3 two times fast and consecutively. To enter a "W" the caller must press the key 9. To enter a "Z" the key 9 must be pressed four times.

To start a new word press the key 1 once. To delete the last input the caller must press *. The caller must press # to confirm the input.

If you need help about the tab "Filter Rules" you can find it under previous devices.

DTMF Pool

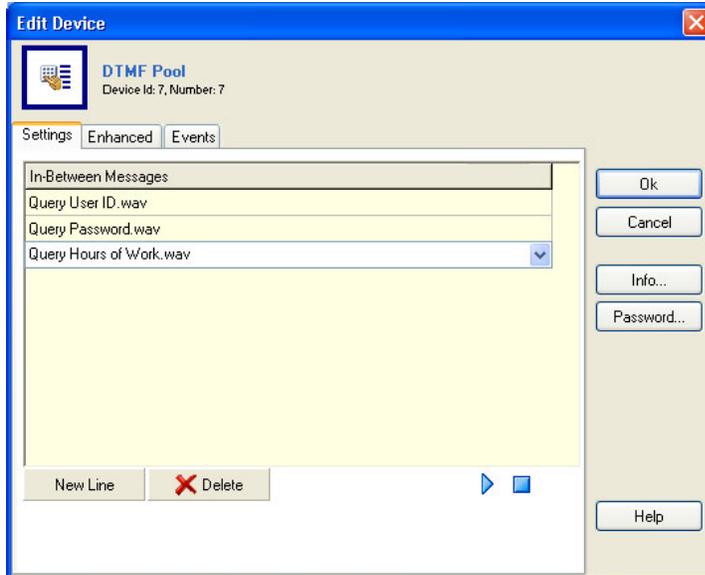
To collect data automatically you can use the DTMP Pool. In-between messages will ask the caller to enter the desired information. The data will be received via DTMP inputs. The result is a text file in the CSV file format which can be imported easily by database programs for later analysis.

Possible applications:

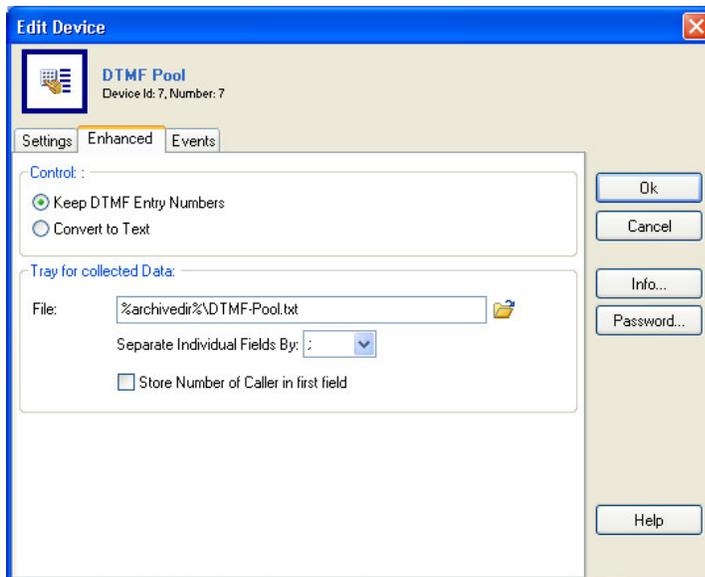
Calculation / Checking of working times

Automated surveys

Automated Transfer of scientific data from remote locations



With every **In-Between Message** you tell the caller which information he should enter next. Don't forget to inform him about the use of the hash key # for confirming his last input.



The collected DTMF inputs will be added to the **File** at the end of the call.

In the groupbox **Control** you can select the option **Convert to Text**.

The phone inputs will be handled like shown in this table:

1 New word, 1	2 A, B, C, 2	3 D, E, F, 3
4 G, H, I, 4	5 J, K, L, 5	6 M, N, O, 6
7 P, Q, R, S, 7	8 T, U, V, 8,	9 W, X, Y, Z, 9

*	0	#
Delete input	Dot, 0	Confirmation of the input.

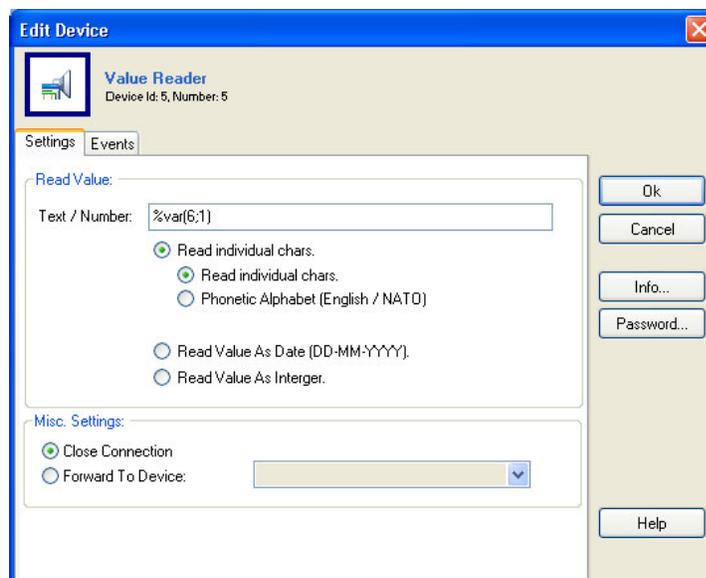
Example: To enter the character "E" the caller must press the key 3 two times fast and consecutively. To enter a "W" the caller must press the key 9. To enter a "Z" the key 9 must be pressed four times.

To begin a new word press the key 1 once. To delete the last input the caller must press *. The caller must press # to confirm the input.

If you need help about the tab "Filter Rules" you can find under previous devices.

Value Reader

With Value Reader Calling-U's can read texts or numbers in different formats and from different sources.



Enter the value in **Text / Number**.

You can use variables like `%var(x;y)`. This makes it possible to read values collected by other devices (e.g. DTMF Input).

You can also use values returned by internet server scripts (like PHP or ASP). In this case you must use the variable `%http(...)`.

Via the variable `%ini(...)` you can read values from ini files.

More information about variables is available in the chapter "Variables" in this manual / help!

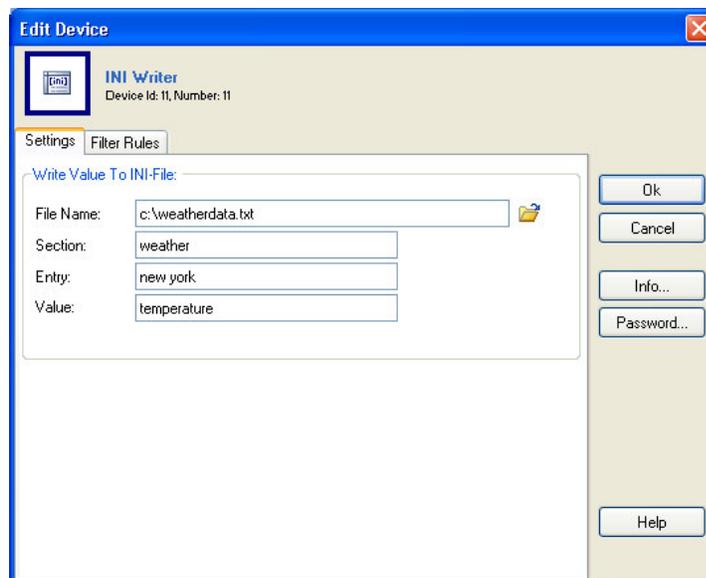
After the value has been read by the Value Reader you can **Close the Connection** or **Forward to another Device**.

If you need help about the tab "Filter Rules" you can find it under previous devices.

INI Writer

INI Writer writes data into ini files. If you are not familiar with ini formats you can find precise help on the internet. It is an easy way of organizing and storing data (much easier than XML and sufficient for a lot of programming tasks).

Note: You can use variables for all items of an ini file (like File Name, Section etc.)



The **File Name** specifies the ini file. **Section** and **Entry** specify where the **Values** will be written into the file. Each item can have up to about 200 characters.

Examples:

You can use variables like `%var(x;y)`.

You can also use values returned by internet server scripts (like PHP or ASP). In this case you must use the variable `%http(...)`.

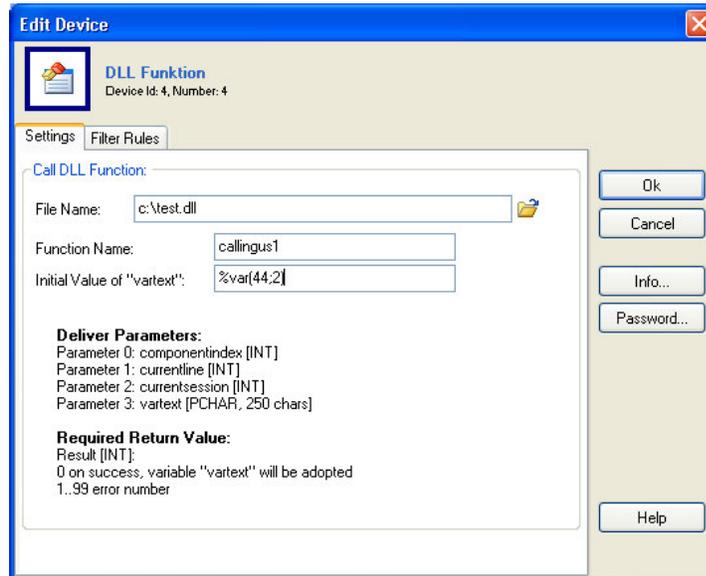
Via the variable `%ini(...)` you can read values from ini files.

More information about variables is available in the chapter "Variables" in this manual / help!

If you need help about the tab "Filter Rules" you can find it under previous devices.

DLL Function

DLL Function can execute functions in self-written DLL files.



Enter the **File Name** of the DLL

Enter the **Function Name** of the function you want to execute by Calling-Us.

You can transfer up to one string value to the function. Enter its value in the field **Initial Value of "vartext"**.

This means that you must define the function parameters as follows:

Parameter 0 (INT): Index of the calling device

Parameter 1 (INT): Current line

Parameter 2 (INT): Session Identifier

Parameter 3 (PCHAR): Variable text with max. 250 chars

Calling-Us expects the DLL function to return an Integer value (INT). The function must return 0 if the function has been executed correctly. In case of an error the function can return a customized error code between 1 and 99.

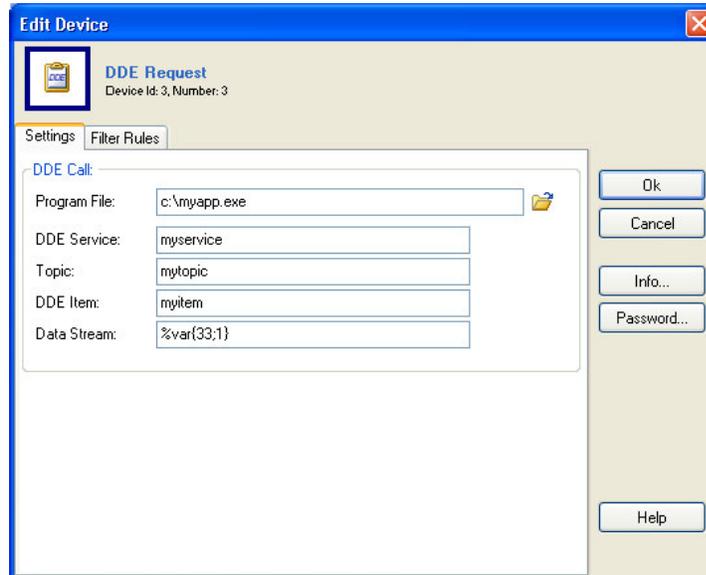
If the return value is 0 (success) the variable "vartext" will be assigned to variable 1 of the DLL function device.

Request an example Delphi source here: support@media21.de.

If you need help about the tab "Filter Rules" you can find it under previous devices.

DDE Request

DDE Request can make requests to self-programmed applications via the (old) DDE interface.



Enter the **Program File** name of your application (programmed with Visual Basic, Visual C++, Delphi or other).

Specify the name of the **DDE Service**. Enter **Topic** and **DDE Item**.

You can send a string to the DDE service. This string is entered into the field **Data Stream**.

Examples:

You can use variables like `%var(x;y)`.

You can also use values returned by internet server scripts (like PHP or ASP). In this case you must use the variable `%http(...)`.

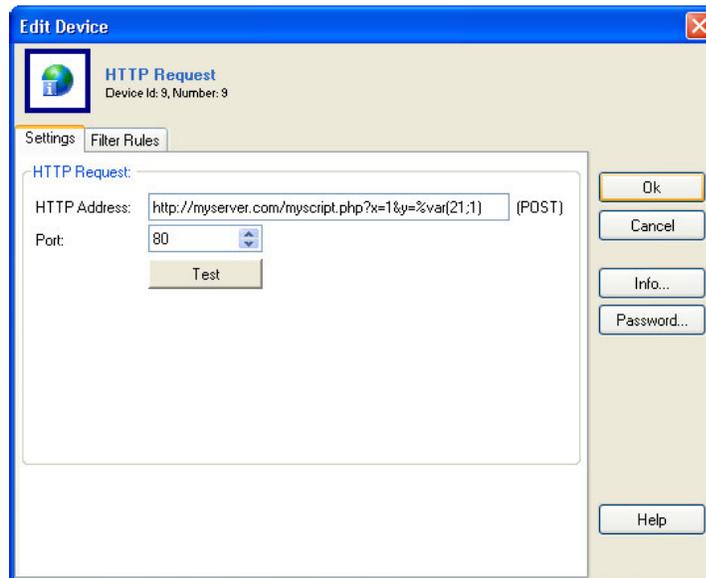
Via the variable `%ini(...)` you can read values from ini files.

More information about variables is available in the chapter "Variables" in this manual / help!

If you need help about the tab "Filter Rules" you can find it under previous devices.

HTTP Request

With the HTTP Request device Calling-us can send HTTP requests to other servers. This enables Calling-U's to execute server scripts (like PHP or ASP) on local or servers in the internet. You can pass various parameters within the URL. The resulting string of a HTTP request is available in the HTTP Request's variable after the request.



Enter the **HTTP Address** of your script. You can pass parameters by adding them to the URL as you know it from a webbrowser::

`http://xxx/skript.php?value1=111&value2=222&value3=333`

You can only use variables in the adress string. Examples:

You can use variables like `%var(x;y)`.

You can also use values returned by internet server scripts (like PHP or ASP). In this case you must use the variable `%http(...)`.

Via the variable `%ini(...)` you can read values from ini files.

More information about variables is available in the chapter "Variables" in this manual / help!

If required you can use a special **Port** for the request.

By clicking onto Test you can make a request to the server. The returned value will be available in the device's variable 1 later.

If you need help about the tab "Filter Rules" you can find it under previous devices.

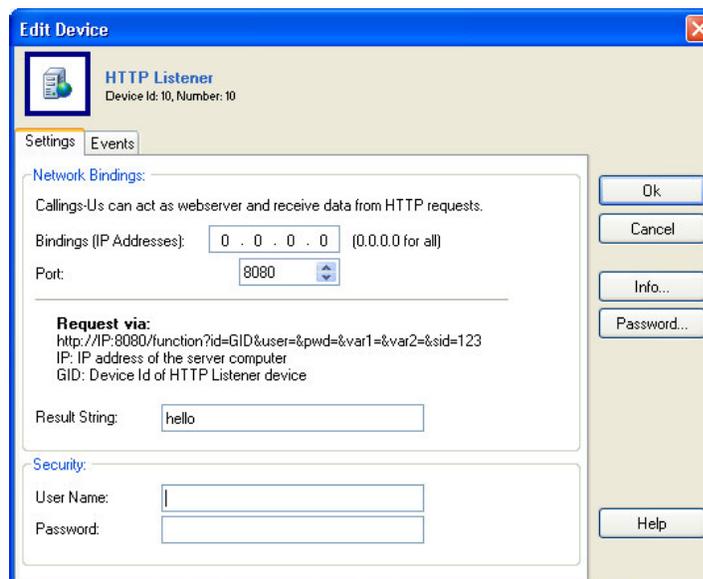
HTTP Listener

HTTP Listener is an integrated webserver devices. With the HTTP Listener Calling-Us can listen to incoming HTTP requests from your local network or or from the internet.

And yes, you can even initiate requests from your local webbrowser (like Internet Expolrer, Firefox, Mozilla,Opera etc.) or from other scripts (e.g. PHP, ASP etc.)!

Possible scenarios:

- Callback feature for a Website
- Data transfer (SMS, Fax etc.) initiated by a website visitor etc.



To avoide abuse you can limit the **Bindings (IP Addresses)** to specific address rooms. "0.0.0.0" means that the HTTP Listener will listen to requests from all IP addresses.

Calling-Us listens on one **Port**.

Requests must have this format:

```
http://IP:8080/function?id=GID&user=xxx&pwd=yyy&var1=zzz&var2=qqq&sid=123
```

Descriptions of the single items:

IP: IP address or hostname of the computer where Calling-Us Server (service Calling-Us Run-Module) is running.

8080: Port. This port must match the specified port in the HTTP Listener device.

id: Device ID of the concerned HTTP Listener in your configuration. It is possible that different HTTP Listeners exist in

one configuration simultaneously. You find the Device ID in the "Edit Device" dialogue of each HTTP Listener.

user: User Name, if entered in the **Security** group box.

pwd: Password, must match when a user name has been entered.

var1 and var2: You can set the variables 1 and 2 of the HTTP Listener device. When adding events to the HTTP Listener the events can use the committed variable values.

sid: Identification number for the current session (Session-Id). Via the session-id the calling script can see which result belongs to which request.

Hint: user, pwd, var1, var2 and sid are optional parameters.

Examples for requests:

http://192.168.1.100:8080/function?id=3

http://192.168.1.100:8080/function?id=3&user=peter&pwd=Hzt66

http://192.168.1.100:8080/function?id=3&user=peter&pwd=Hzt66
&var1=089123456

http://192.168.1.100:8080/function?id=3&var1=089123456

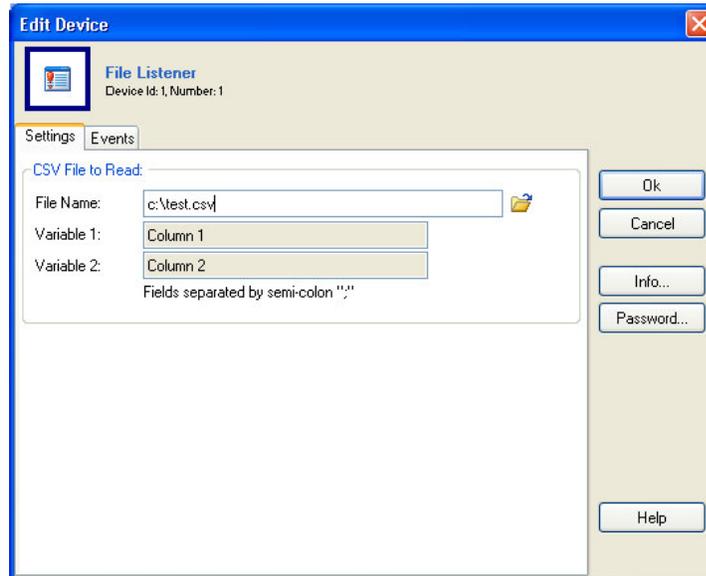
http://192.168.1.100/function?id=3&var1=089123456&sid=101

In the "Events" tab you put in those devices you want to execute their action on a HTTP request. In those devices you can then address the variables of the HTTP Listener.

If you need help about the tab "Filter Rules" you can find it under previous devices.

File Listener

File-Listener recognizes changes on files and triggers an action.



Enter the **File Name** of the file to be checked.

The file must be a textfile in the CSV format.

The value in the first column will be assigned to the first variable of the File Listener device. The value in the second column will be assigned to the second variable.

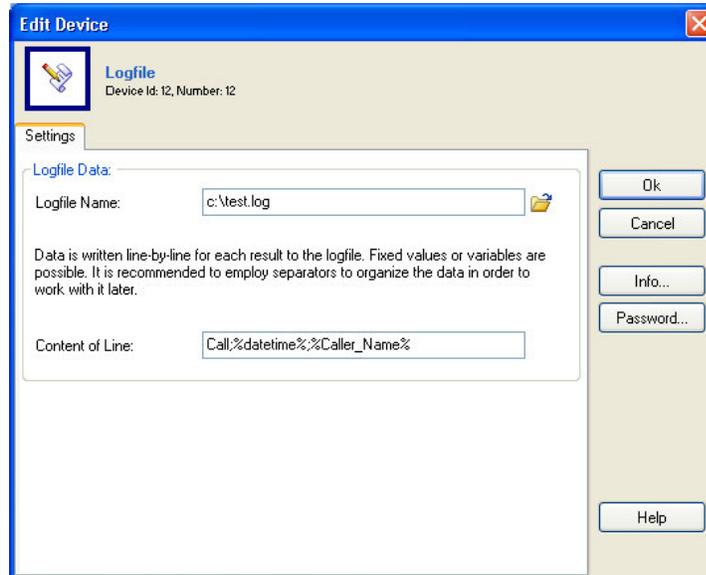
In the "Events" tab you put in those devices you want to execute their action on a file change. In those devices you can then address the variables of the File Listener.

More information about variables is available in the chapter "Variables" in this manual / help!

If you need help about the tab "Filter Rules" you can find it under previous devices.

Logfile

The Logfile helps you logging special events. Each event produces one row in the specified protocol file.



Enter the name of the protocol file in the field **Logfile Name**.

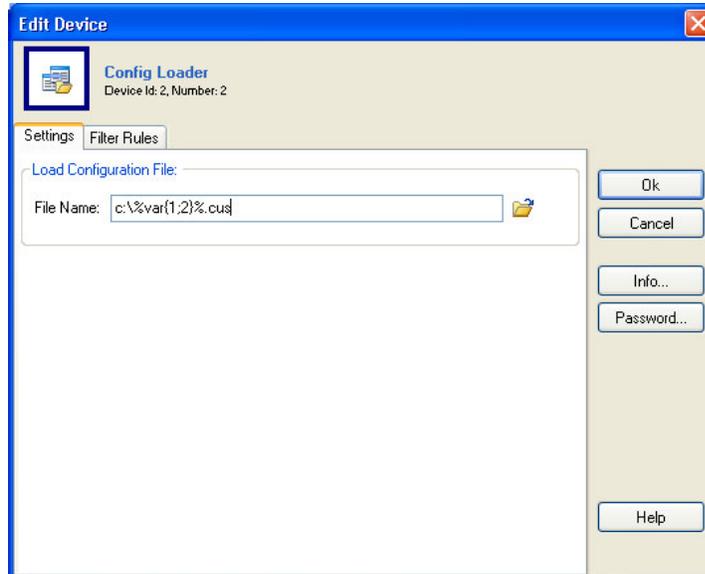
In the field **Content of Line** you enter the element which should be listed per event. You can use variables and separate each item with a semi-colon to produce a good-handable logfile.

More information about variables is available in the chapter "Variables" in this manual / help!

If you need help about the tab "Filter Rules" you can find it under previous devices.

Config Loader

With Config Loader you are able to replace complete configurations by another one with just a call, an HTTP request or by many other events.



Config Loader loads the configuration (.cus file) with the **File Name**. The exchange will take place when all currently running calls are terminated.

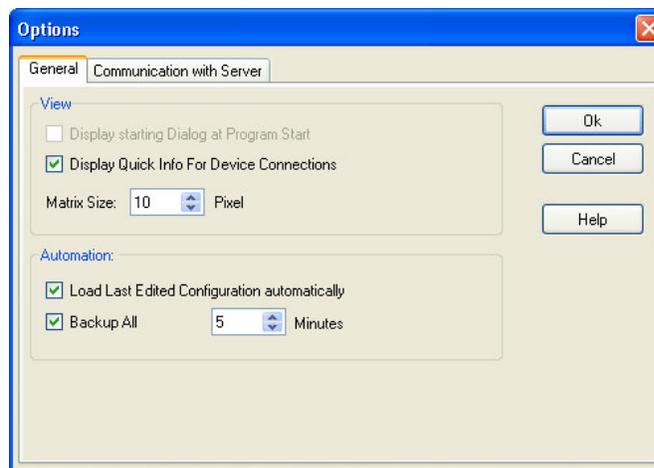
Configuration Editor

On the next pages you will find a detailed explanation of the dialogues of Calling-Urs Configuration Editor.

Options

You find the "Options" dialog in the menu **Extras**.

Tab "General":



Display starting Dialogue at Program Start switches the Welcome Dialog of Configuration Editor on or off.

At the connection lines between the devices small texts describe the threads. You can display them by activating the option **Display Quick Info for Device Connections**.

You can set the **Matrix Size** for aligning devices while moving over the work space.

Option **Load last edited Configuration automatically** returns to the last loaded configuration at the next program start.

If you have large configurations can make sure that you always have a backup copy by activating the option **Backup All ... Minutes**.

Tab "Communication with Server":

The screenshot shows a Windows-style dialog box titled "Options" with a close button in the top right corner. It has two tabs: "General" and "Communication with Server". The "Communication with Server" tab is active. It contains two main sections: "Client Data" and "Connection".

- Client Data:** Includes a text box for "Client Name" containing "admin" and a password box for "Password" containing masked characters "xxxxxx".
- Connection:** Includes a text box for "Server Name / IP Address" containing "192.168.1.13" with a "Test" button to its right. Below it is a dropdown menu for "Port Configuration Editor" set to "55801". At the bottom of this section are two buttons: "Default (local)" and "Default (remote)".

On the right side of the dialog, there are three buttons: "Ok", "Cancel", and "Help".

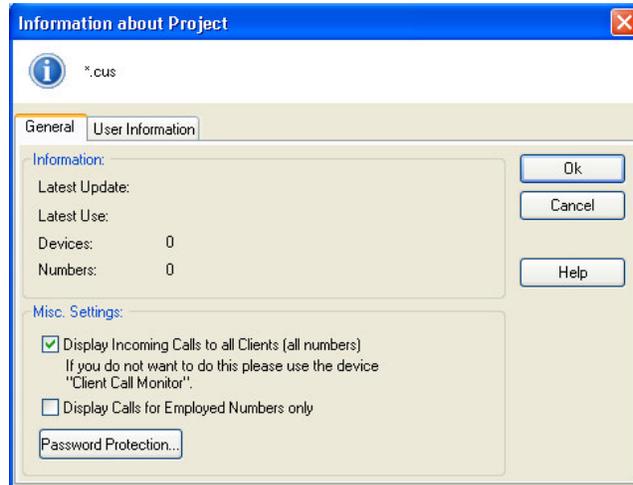
Client Name is the name of the Calling-Us user who will be able to load configurations from and to the Calling-Us server. In Calling-Us Settings you set the rights for the users for being allowed to change configurations.

In the groupbox **Connection** you enter the Server Name / IP Address of the computer where the Calling-us Server runs. By clicking onto **Test** you execute a ping test – nothing more.

Default value of **Port Configuration Editor** is "55801".

Information about Project

In the dialog "Information about Project" you can see and set some general data about the configuration currently loaded .



Switching off the option **Display Incoming Calls to all Clients (all numbers)** results in no call signalling. In this case you can use the device Client Call Monitor to display an incoming call on a specific number on a specific client.

You can save the complete configuration with a **Password Protection**.

Device tabs



The device tabs are located in the upper right of Configuration Editor's main window.

Deactivated devices (grey) are not available for use because of an insufficient license file on the server.

Variables

You can use the following variables with nearly all text boxes in all devices:

Date / Time	
%dateinv%	Current date, format: YYYY-MM-DD
%date%	Current date, format: DD-MM-YYYY (e.g. 1-12-2005)
%time%	Current time, HH-MM-SS (e.g. 3-00-00)
%datefixed%	Current date, format: DD-MM-YYYY (e.g. 01-12-2005)
%timefixed%	Current time, HH-MM-SS (e.g. 03-00-00)
%datetime%	Current time and date, HH-MM-SS DD-MM-YYYY
%shorttime%	Current time, HH-MM-SS (z.B. 0:03)
%dayofweekstr%	Day of week (e.g. Monday)
%dayofweek%	Index of day of week (0 – Sunday, 1 – Monday,... 7 – Saturday)
%day%	Current day of month (1...31)
%month%	Current month (1..12)
%year%	Current year (2007)
%hour%	Current hour (e.g. "10" at 10 o' clock and 5 minutes)
%minute%	Current minute (e.g. "5" at 10 o' clock and 5 minutes)
%second%	Current second
Directories	
%archivedir%	Archive folder
%recfaxdir%	Received faxes
%recomldir%	Received Emails
%recwavdir%	Received voice messages
%sendwavdir%	Sent voice messages
%sendfaxdir%	Sent faxes
%sendemldir%	Sent Emails
%protodir%	Protocol folder
%userdir%	User data folder
Communication line:	
%Line%	Index of the currently uses B channel(1..X)
%Line_CalledMSN%	Called Number
%Line_ISDNService%	ISDN service
%Line_NbPlan%	ISDN number plan
%Line_NbType%	ISDN number type

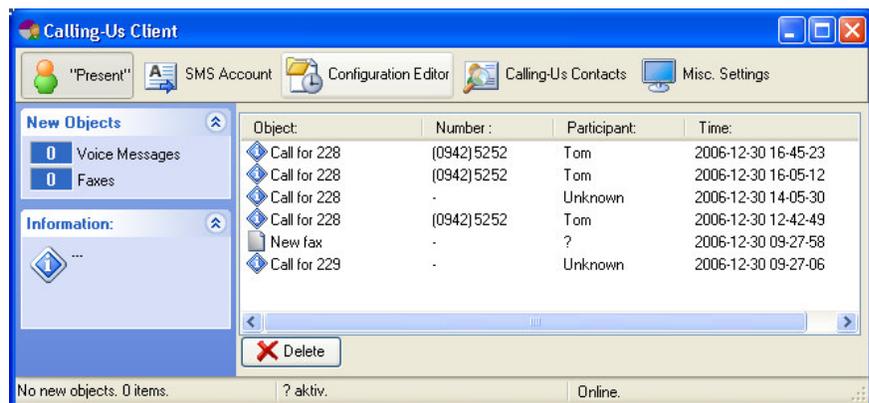
%Line_CmpName%	Name of the current device
%Line_SessionID%	Session ID
User inputs:	
%Do1%	(internal)
%DTMF%	DTMF Input
User data:	
%Caller_Nr%	Number of the caller from Contact list (Phone)
%Caller_MobileNr%	Number of the caller from Contact list (Mobile Phone)
%Caller_FaxNr%	Number of the caller from Contact list (Fax)
%Caller_FaxStationId%	Station Id of the fax device
%Caller_Country%	Country of the caller
%Caller_City%	City of the caller
%Caller_Name%	Name of the caller (from Contact list)
%Caller_SimpleNr%	Transmitted number
%Caller_AdvNr%	Formatted number of the caller
Devices:	
%VAR{device-id;varindex(1/2)}	<p>This variable returns device-dependent values:</p> <p>Anwering Machine, Var. 1: File name of the recording.</p> <p>Menu Selection, Var. 1: Selected DTMF input.</p> <p>Connect Device, Var. 1: Connection duration in seconds.</p> <p>Fax Inbox, Var. 1: File name of received fax.</p> <p>Password Security, Var. 1: Selected DTMF input.</p> <p>Email Inbox, Var. 1: File name of received Email.</p> <p>Email Inbox, Var. 2: Subject of received Email.</p> <p>Number Changer, Var. 1: New Number</p> <p>SMS via Phone, Var. 1: Number</p> <p>SMS via Phone, Var 2: SMS text</p> <p>Callback, Var. 1: Callback number</p> <p>Callback, Var. 2: Destination number</p> <p>DTMF Input, Var. 1: DTMF iingabe</p> <p>DLL Request, Var. 1: Return value of the DLL function (vartext)</p> <p>HTTP Request, Var. 1: Return value of the called document</p> <p>DDE Call, Var. 1: Return value</p> <p>HTTP Listener, Var. 1: Value of "var1"</p> <p>HTTP Listener, Var. 2: Value of "var2"</p> <p>File Listener, Var. 1: First item</p> <p>File Listener, Var. 2: Second item</p> <p>e.g.: %VAR{3;1} returns the value of variable 1 of the device with device Id 3.</p>
External Variables:	
%INI{file;section;entry;default}	<p>Reads a value from an ini file (Windows standard ini file).</p> <p>e.g.: %INI{C:\test.ini;mysection;myentry;mydefault} returns the value of the entrv "mventrv" in section "mvsection" of the</p>

	file "C:\test.ini".
<code>%CSV{file;search_text;search_column; return_index;default}</code>	<p>Reads a value from a text file in CSV format.</p> <p>e.g.: <code>%CSV{C:\test.txt;mysearch;2;4;default}</code> searches the row with the value "mysearch" in column 2. Returns the value of the fourth.</p>
<code>%HTTP{address;timeout_msec(optional); port(optional)}</code>	<p>return the value of a HTTP request.</p> <p>e.g.: <code>%HTTP{http://www.test.com?param1=1;5000;80}</code> return the value of an HTTP request to address "http://www.test.com". Parameter "param1" with value "1" will be sent to the server. If there is no result after 5 seconds the result will be an empty string. Port used is "80".</p>

Calling-Us Client

Introduction

Calling-Us Client informs users about incoming call, new voice messages, new faxes and a lot of more.



Faxes and SMS will be sent via the Calling-us Client as well.

Usage

Start

By default Calling-Us Client automatically launches with the user login to Windows.

When running the Calling-Us Client is visible in the Windows task bar:



You can open the Client by clicking onto the "C" in the Windows Taskbar.

If the Client icon isn't visible in the task bar please launch it via Windows START – All Programs – Calling-Us MAX – Client.

SMS Sending



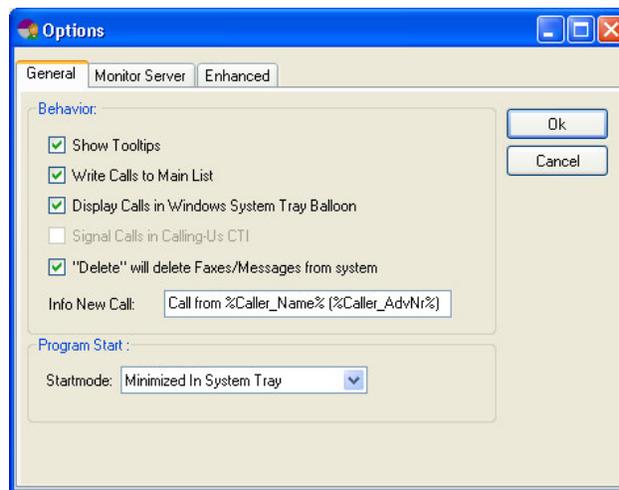
Via the button "SMS" you can send a short message to a mobile number.

Contacts

The "Contacts" dialog is explained in details later in this manual / help.

Options

Tab "General":



Show Tooltips displays or hides the text descriptions in the toolbar of Client's main window.

You can **Write Calls to Main List** with this option.

Additionally, you can **Display Calls in Windows System Tray Balloon**.

The option **Signal Calls in Calling-Us CTI** has no function.

At the bottom of the call list in the main window there is the button **Delete**. This button deletes items from the list. To delete the associated received voice messages or faxes you must activate the option **"Delete" will delete Faxes/Messages from system**.

In the field **Info new Call** you enter the text of the tray balloon message for incoming calls. You can use variables here!

Tab "Monitor Server":

The screenshot shows the 'Options' dialog box with the 'Monitor Server' tab selected. The 'Client Data' section contains a 'Client Name' field with the value 'admin' and a 'Password' field with asterisks. The 'Connection' section contains a 'Server Name' field with the value 'localhost' and a 'Test' button. Below the 'Server Name' field are five dropdown menus: 'Reception Port (POP3)' set to 55802, 'Sending Port (SMTP)' set to 55803, 'Monitoring Port (Server)' set to 55804, 'Calling-Us Contacts' set to 12007, and 'Return Line for Contacts' set to 12008. At the bottom of the dialog are two buttons: 'Default (local)' and 'Default (remote)'. The dialog also has 'Ok' and 'Cancel' buttons on the right side.

You enter the **Client Name** here.

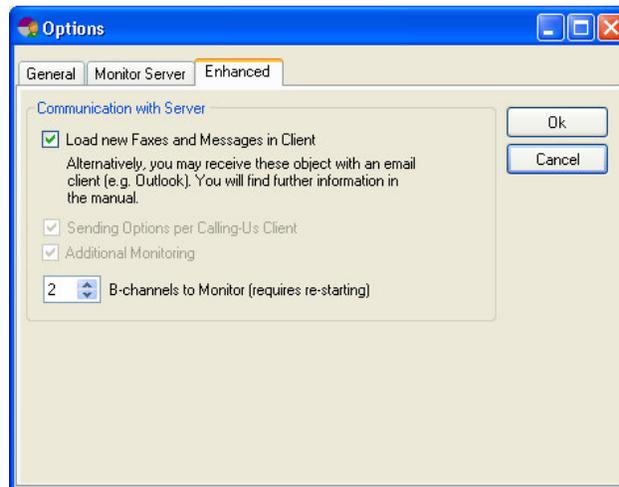
Attention: Make sure not to use a client name in more than one client! Otherwise the sending or receive confirmation and messages will be assigned to clients randomly or may even be lost.

Every client name must be entered in the Calling-Us Settings on the Calling-Us server computer.

The **Server Name** must be the machine name or the IP address of the computer running Calling-us server. **Test** makes a ping test to the entered address. It does not check user names or passwords.

The default **Ports** should not be changed in most cases. You can always reset them by clicking onto one of the **Default** buttons.

Tab "Enhanced":



Activate the option **Load new Faxes and Messages in Client** if you want to receive these objects in the client. Alternatively, you can receive them with an Email client programm like Microsoft® Outlook®. Then you must uncheck this option.

Important: To make a client receive new voice messages or faxes, a Client Inbox device must be created in the currently loaded configuration!

The number of **B-channels to Monitor** influences the number of channels the local Calling-us Client displays. It does not show the number of lines actually available by the license of the server.

Calling-Us Settings

Introduction

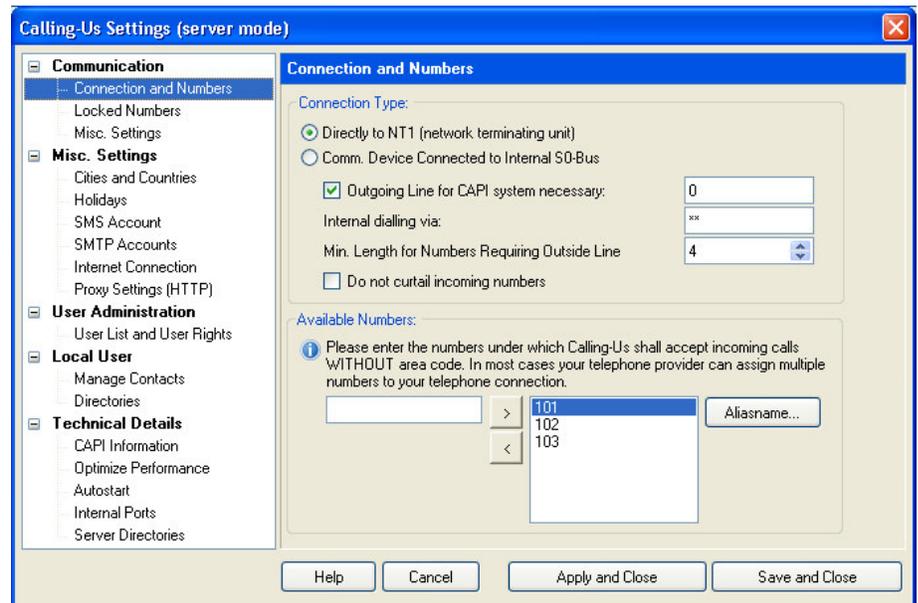
In Calling-Us Settings you configure the most global settings for a lot of Calling-Us features.

You start Calling-Us Settings in the Windows menu "START – All Programs – Calling-Us MAX – Settings".

See next page for the details!

Settings

Connection and Numbers



Select your Connection Type:

1. Comm. hardware (like ISDN card) connected to network termination adapter directly (NT1)

In this case please use option **Directly to NT1 (network termination unit)**.

2. Comm. hardware (like ISDN card) on internat S0 bus of your telephone system:

If your communication hardware is directly connected to the internal S0 bus of your telephone system please use option **Comm. Device Connected to internal S0 Bus**. Then you must enter the pre-number for the **Outgoing Line for CAPI**.

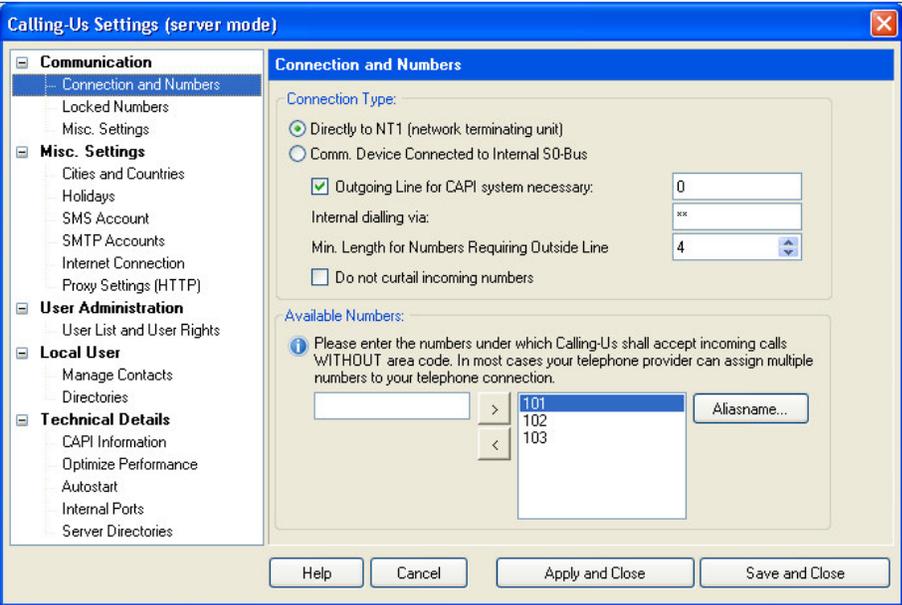
Your telephone system may need special numbers or chars for **Internal Dialing**.

Attention: Some telephone systems transmit a zero too much or too less with incoming calls. If you miss a zero at the beginning of an incoming number activate the option **Do not curtail incoming numbers**.

3. Calling-Us uses Voice-over-IP CAPI

Activate the option die Option **Directly to NT1 (network termination unit)** in this case.

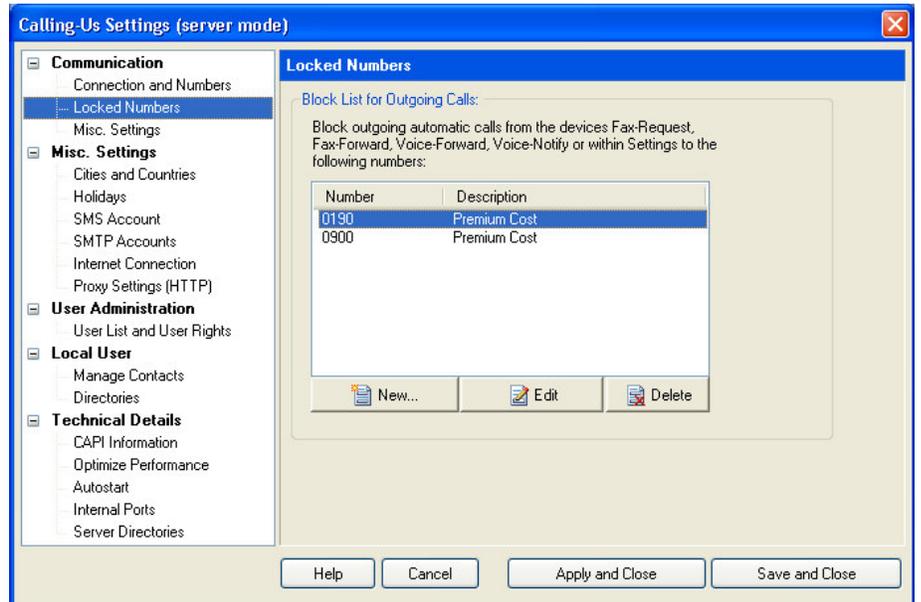
Enter available numbers:



In the groupbox **Available Numbers** you should enter all numbers which your telephone provider assigned to your telephone connection (without area codes).

Note: If you're connected to the internal S0 bus you enter the internal numbers under which which Calling-Us should react to incoming calls.

Locked Numbers

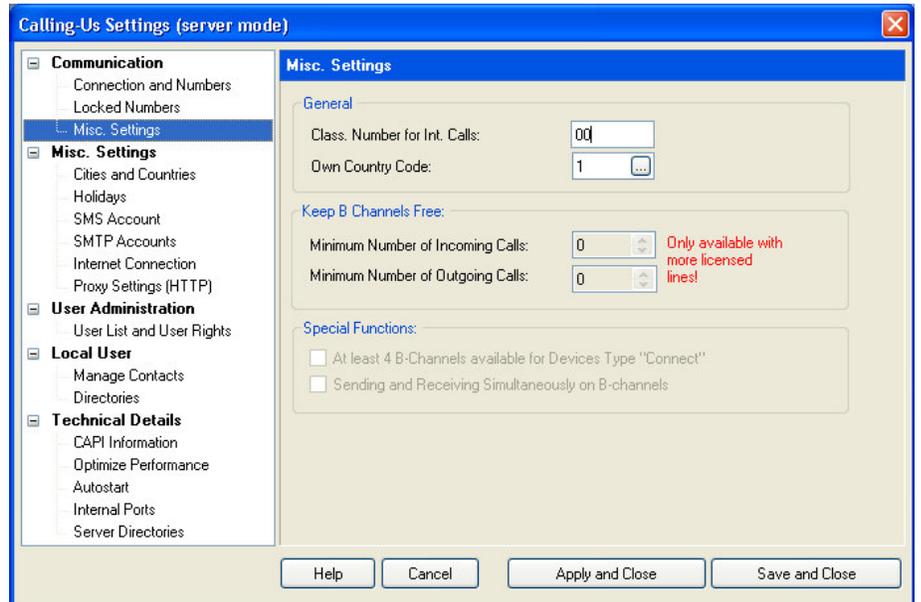


On different occasions Calling-Us establishes connections to remote numbers or services.

The costs will be collected by the telephone provider in most cases. To avoid abuse or high telephone fees you can enter parts of expensive numbers in the **Block List for Outgoing Calls**. Calling-Us will not make a call to those numbers. Make sure to run a test before you trust your settings!

By default the numbers 0190 and 0900 are prohibited.

Misc. Settings

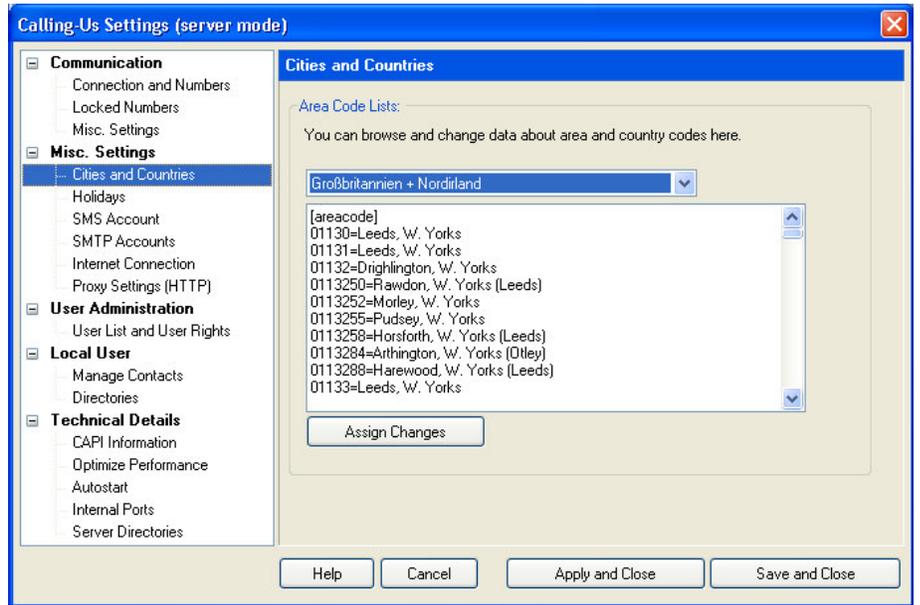


In the groupbox **General** you enter the Class. Number for international Calls. Make sure that your **Own Country Code** number is entered. This is important – not only for the correct identification of incoming calls!

With **Minimum Number of Incoming or Outgoing Calls** you define how many channels should be reserved for calls.

Sending and receiving Simultaneously on B-channels is currently only supported by the ISDN hardware from AVM: B1, C2 and C4 and GERDES PrimuX series.

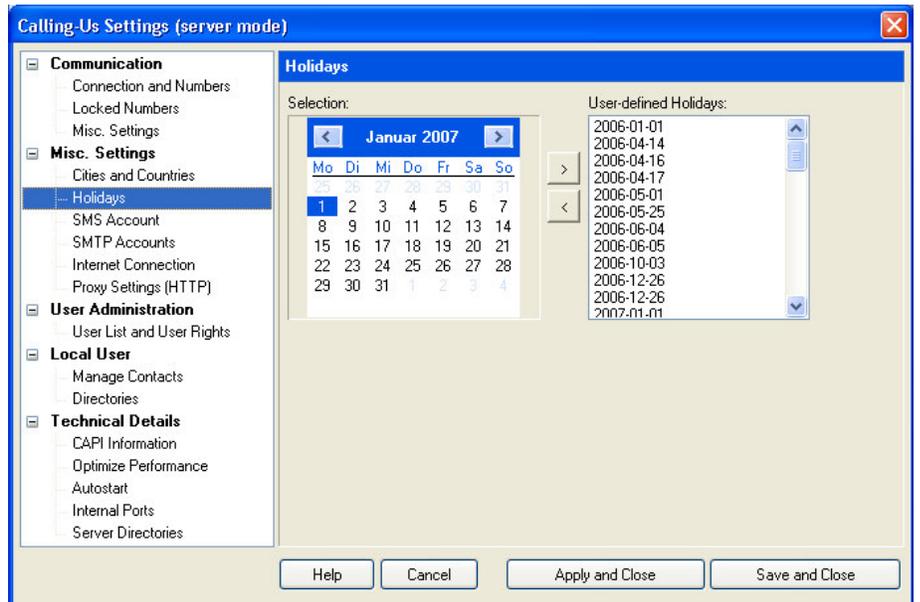
Cities and Countries



First select in the upper listbox the information database where you want to make changes.

After making changes in the list below click onto **Assign Changes** to save them permanently.

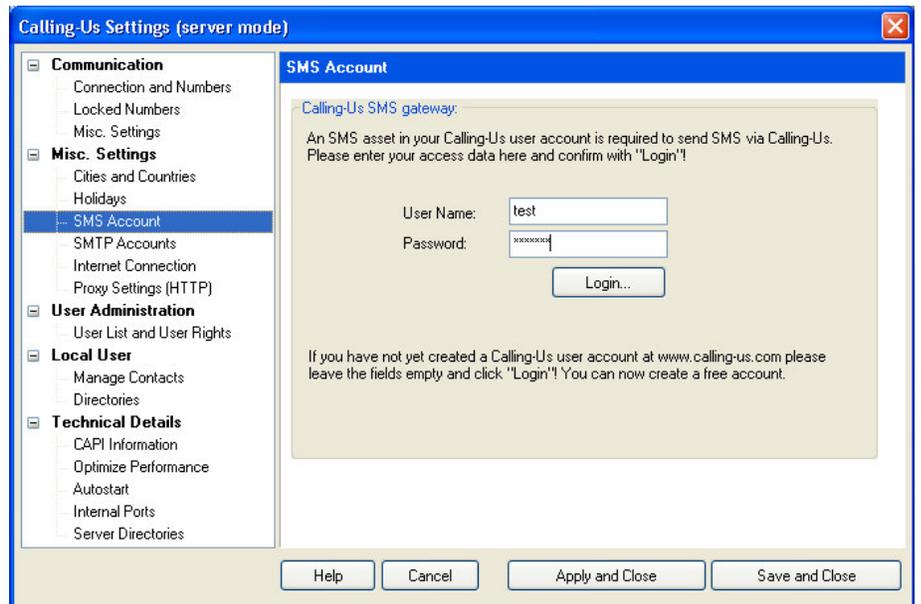
Holidays



In Configuration Editor you can specify destinations for caller and data flows depending on holidays.

In the list **User-defined Holidays** you specify which holidays are holidays in your country. Please note: The default list contains Germany's holidays.

SMS

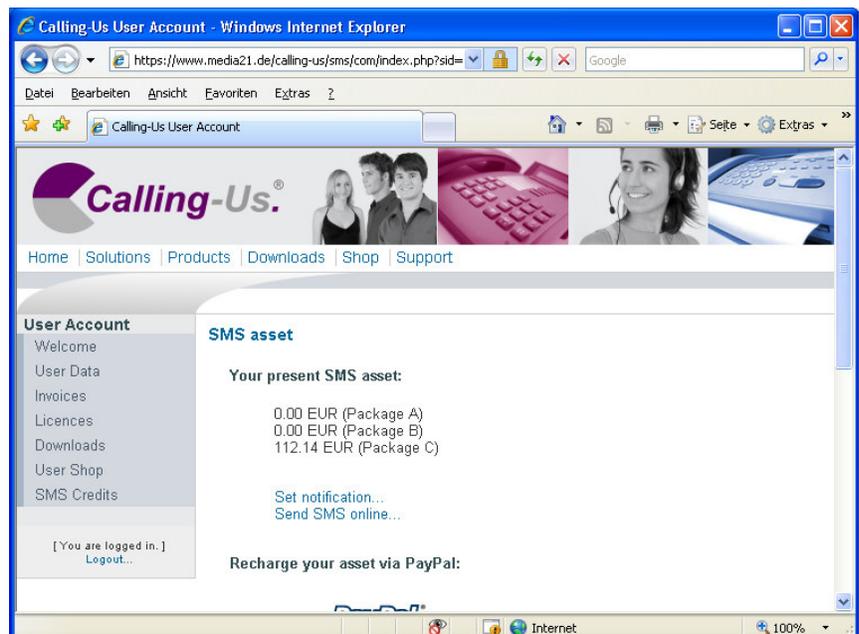


On the page **SMS** you must enter your **User Name** and your **Password** of your Calling-Us online user account. Otherwise you will not be able to send SMS with any Calling-Us device.

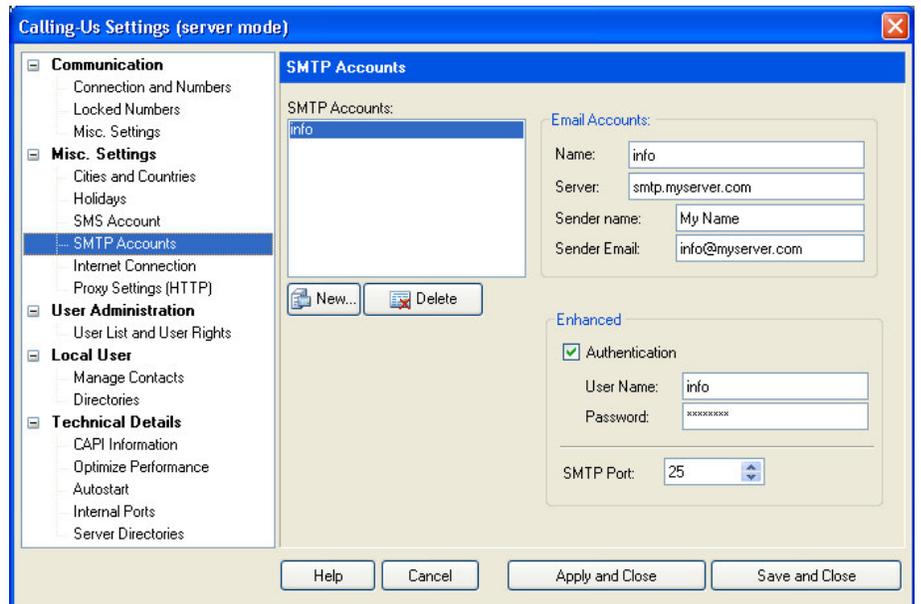
You will receive the data by registering yourself for the Calling-Us user account on the website or you can receive the data from media21 after an order.

Important: To be able to send SMS you must ensure that your SMS contingent is loaded. Click onto **Login** in the above dialogue and click onto the **SMS Credits** menu to view your credits.

Online user account:



SMTP Accounts



If you want to send Emails from Calling-Us devices you must enter at least one SMTP account here.

Click onto **New...**

Then enter a **Name** of the SMTP account. This name can be chosen freely.

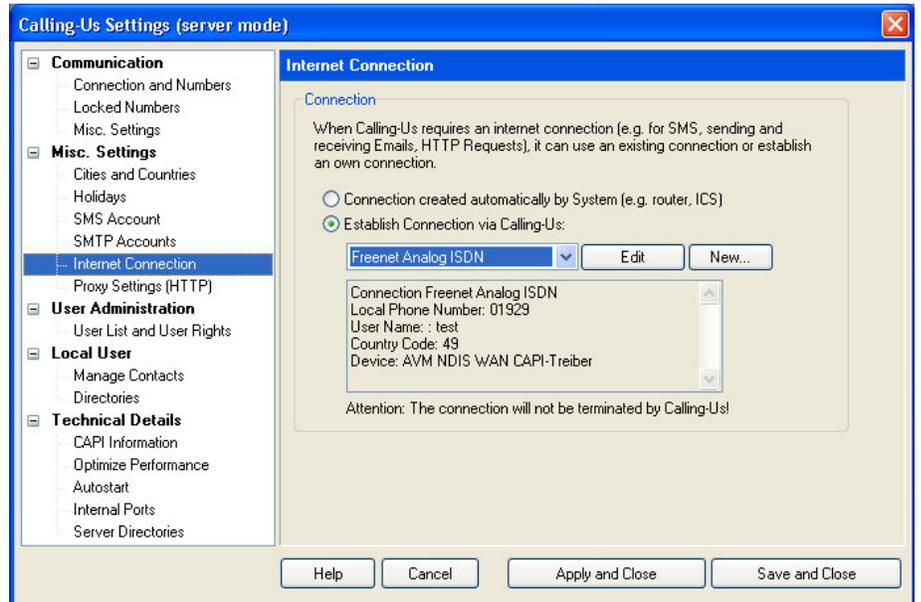
Enter the **Server** name or IP address. You can enter a **Sender Name**.

Note: Don't forget to enter a **Sender Email** address. Some providers don't send the Email without this address!

If a previous POP3 authentication is required to be able to send Emails you must activate the checkbox **Authentication** and enter the data of the associated POP3 account.

SMTP Port is "25" by default.

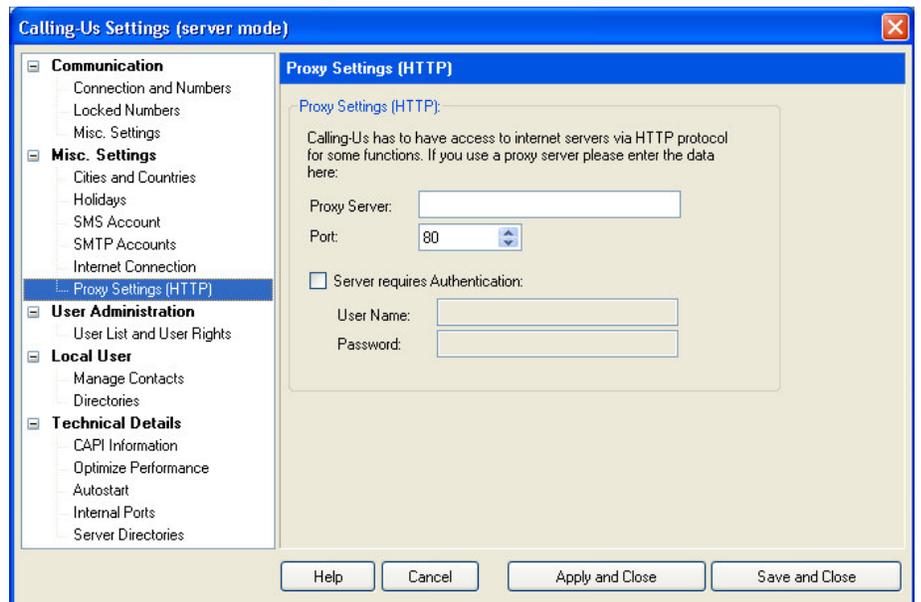
Internet Connection



Not implemented currently:

Calling-Us requires an automatically establishing internet connection. Disconnection should be handled automatically by the system if desired.

Proxy Settings (HTTP)

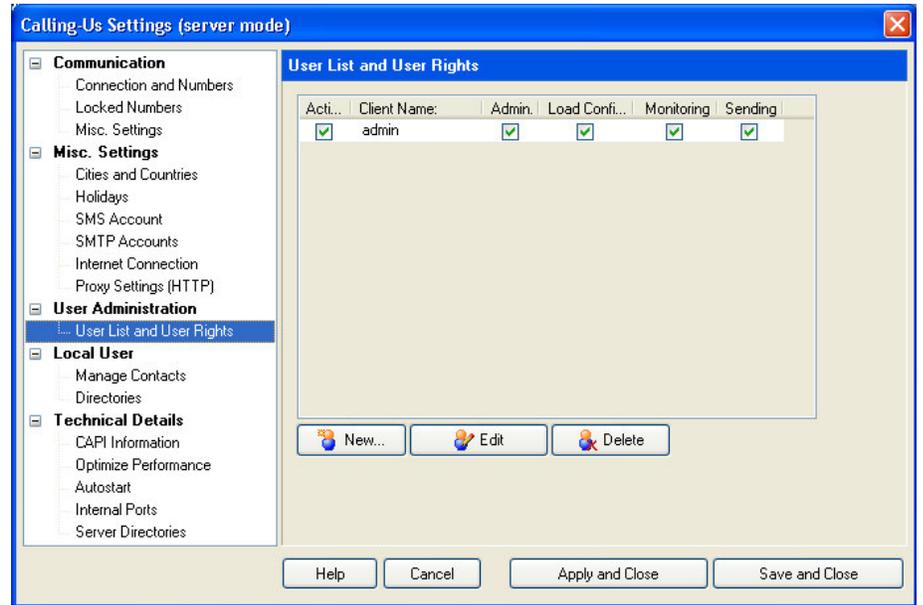


Calling-Us sends SMS via the internet to the SMS gateway. Some other functions (like device HTTP Request) need access to internet.

If your internet traffic runs over a **Proxy Server** enter its name or IP address here. Enter the **Port**.

Activate **Server requires Authentication** if the server does require a **User name** and **Password**.

User List and User Rights



Note: Users of Calling-Us Standard or Office should not change the name of the client "admin"!

Users of Calling-Us Professional or Enterprise can create additional users if additional clients are licensed.

For every client who should be able to login into Calling-Us Server an entry must be created in the **User List**.

Info: Versions Calling-Us Professional and Enterprise can be expanded with client licenses.

If you add a client via the button **New** you can enter the desired user name and set the associated rights:

An administrator has all rights automatically.

The following rights are available:

Load Config.:

The user can activate (=upload) configurations from a Configuration Editor in the Calling-Us Server. And they can download the currently running configuration from the server.

Monitoring:

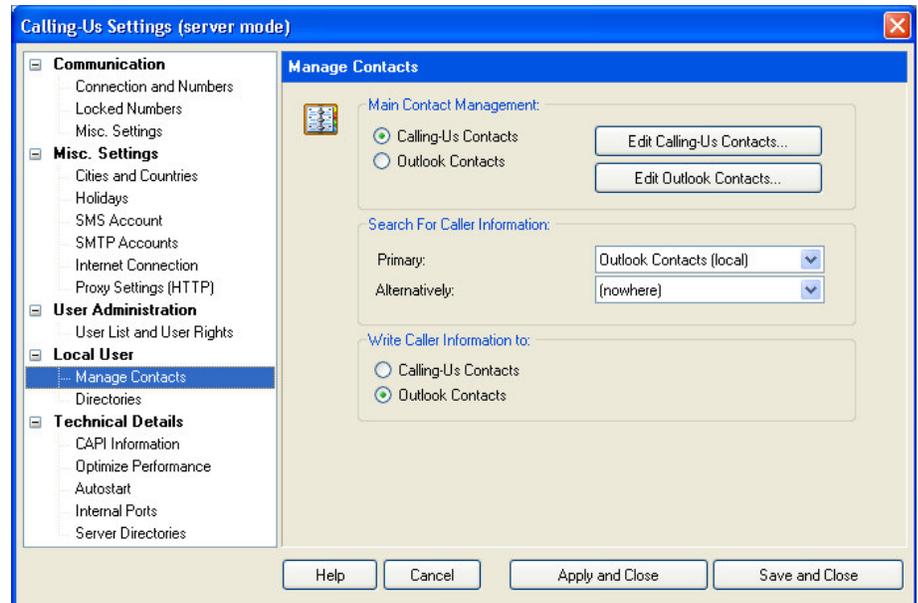
With Monitoring the user can read all log information from all running tasks and devices. This is done in Calling-Us Client: Button **Misc. Settings – View Logfile**. This feature causes high

network usage and needs extra system resources. Therefore not too many users should be able to monitor the log.

Sending:

To be able to send faxes, SMS or voice messages the client must have the Sending right.

Manage Contacts



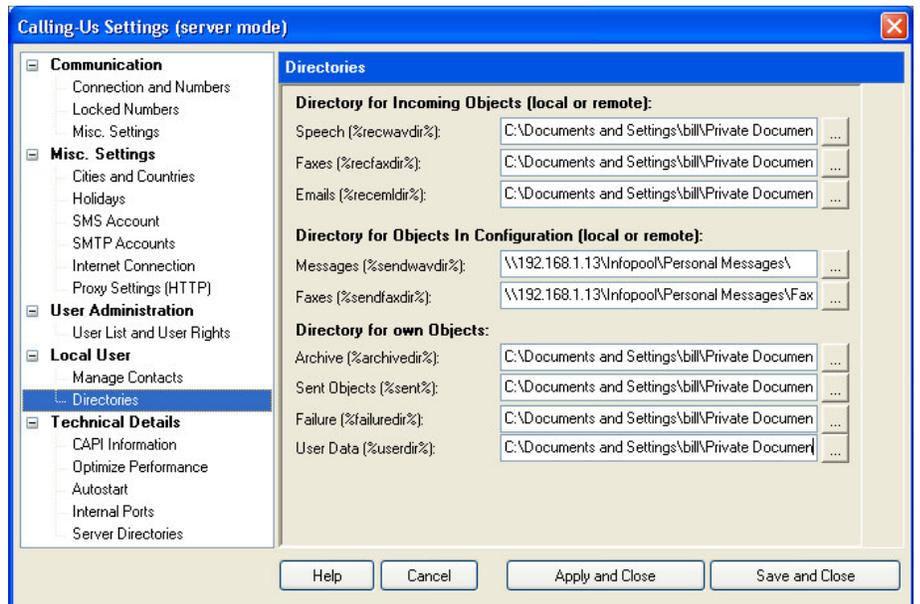
Calling-Us MAX can manage contacts in the server based Calling-Us Contacts or in the local Outlook Contacts. Read more about that in the next chapter on page 203.

In the groupbox **Main Contact Management** you specify your preferred Calling-Us contact management. This refers to all dialogues where you can select fax or phone numbers for outgoing calls.

On incoming calls Calling-Us can **Search for Caller Information** in the Outlook or Calling-Us Contacts or nowhere. Only select the places where the information could be found. Otherwise performance of the Calling-Us Server will be poor.

In Calling-Us Client the user can click onto the menu **Save Number to Contacts** in the call list. Contacts will be saved in the Contacts folder you selected in the groupbox **Write Caller Information to**.

Directories

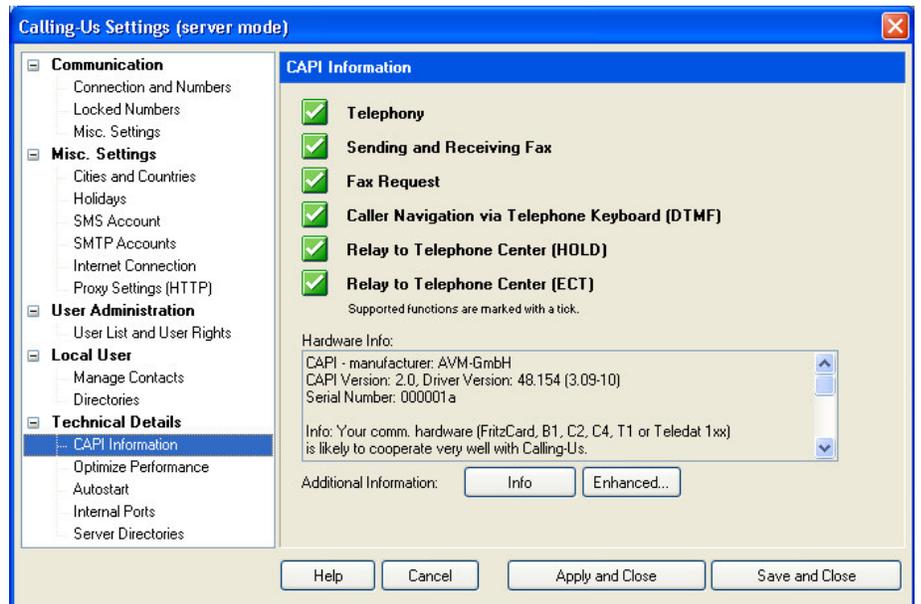


In section **Directory for Incoming Objects** you enter the directory for storing received voice messages, faxes and Emails. Those variables are available in the variables `%recwavidir%`, `%recfaxdir%` and `%reecemldir%` later.

The **Directories for Objects in Configuration** tell Calling-Us where to find the files for sending if no explicit folder is specified.

Note for Network clients: A user who wants to edit configurations on a remote computer rather than on the Server should enter the server folders in section **Directories for Objects in Configuration**. This allows them to play and view the files before. Make sure to set these directories for network sharing on the server before.

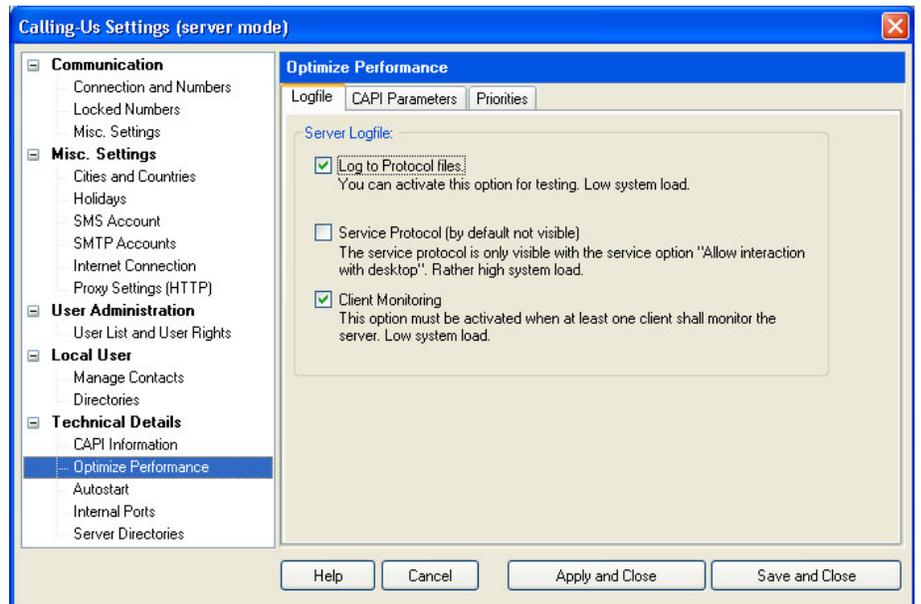
CAPI Information



In CAPI Information you see which features are supported by the locally installed CAPI interface (from your ISDN hardware or Voice-over-IP CAPI).

It is recommended that all features show the green tick.

Optimize Performance



Tab "Logfile":

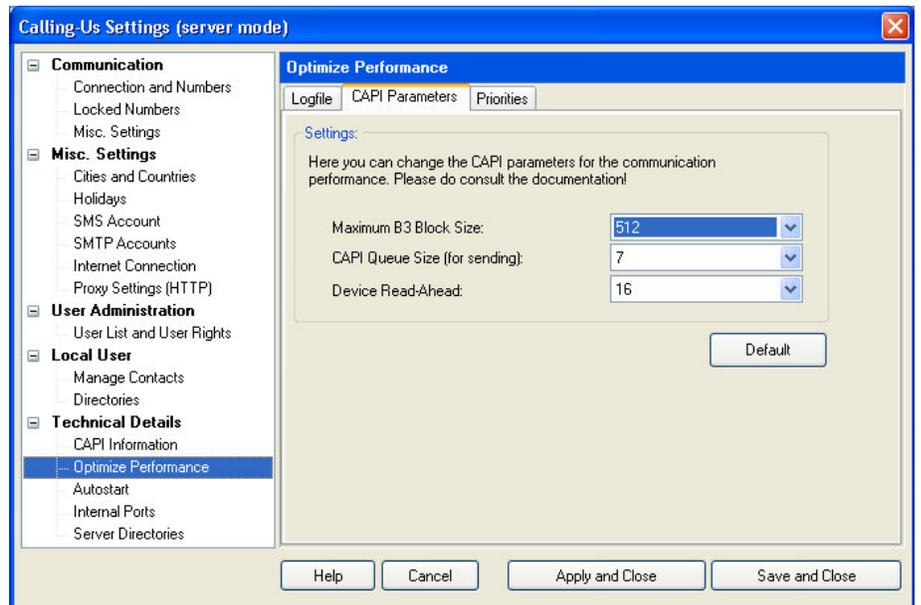
Calling-Us MAX Server offers different protocol features.

The option **Log to Protocol files** creates a logfile for each day in the protocol directory. You should use this feature only if you want to analyze strange errors while running your configurations. You should send this logfile to media21 in case of a bug report. Don't use this feature in normal usage because of performance issues.

The Option **Service Protocol** can stay switched off in most scenarios when the Calling-Us Server runs as invisible system service. The Service Protocol window is only visible if you start the server manually (bin\callrun.exe).

Client Monitoring allows clients to view the server protocol remotely. This is a standard task for the system administrator and should not be turned off.

Tab "CAPI Parameters"



The default settings of Calling-Us MAX are targeted for the most common system configurations of today's computers. This ensures that Calling-Us runs on most computers without problems.

Here you can optimize the performance of Calling-Us MAX and adjust its behaviour to your system. This may be reasonable if you use a very powerful machine (e.g. Dual Core, Dual XEON or better) or a very slow machine (e.g. Pentium III).

Wrong or at least not optimal settings here may result in

1. very big **delays or echo** when using the Connect device,
2. not playing voice messages in various devices like Answering Machine, Menu Selection etc.
3. or crashes of the Calling-Us Server in the worst case.

Information: In general, you can optimize the performance of Calling-Us MAX by running less other applications. Close other CAPI using applications!

Maximum B3 Block Size:

Possible values: 128 to 2048

Influence: This value influences nearly all devices and functions of Calling-Us.

Description: This value defines the maximum size of a data block. If you hear big delays in voice messages you should lower the Maximum B3 Block Size as low as possible on your system. But take care and do not set it too low because lower settings result in higher CPU load.

Recommendation: If you are not sure about setting this values or you if don't have problems with big delays set the value to 2048. On Pentium III systems you might want to try 1024. On Pentium IV with 2 GHz or higher you may try 512. Smaller values of 256 or even 128 may only be possible on the most powerful systems with no other applications running.

CAPI Queue Size:

Possible values: 1 to 7

Influence: This value influences nearly all devices and functions of Calling-Us.

Description: CAPI Queue Size defines the size of the CAPI buffer while sending voice data. To ensure a continuous flow of data Calling-Us can transfer up to seven data blocks to the CAPI interface without confirmation. This results in a lower CPU load. On the other hand sent data blocks cannot be stopped from being sent. That causes a delay in special devices when the soud signal should be stopped in order to execute the next operation.

Recommendation: A high CAPI Queue Size results in a continuous data stream. But there is no possibility for Calling-Us to cancel sending of already transmitted blocks. Therefore there might be a high post-play time when a message has to be stopped. This may be noticed in the device Menu Selection (when a DTMF selection should be executed while the voice message is still running) or in the Connect device (when the waiting loop should be stopped because of successful connection to the remote party). To reduce the post-roll time of a voice message reduce the Maximum B3 Block Size (Prevoius point) and the CAPI Queque Size. The more porwerful the CPU is the lower this value can be set.

Device Read-Ahead:

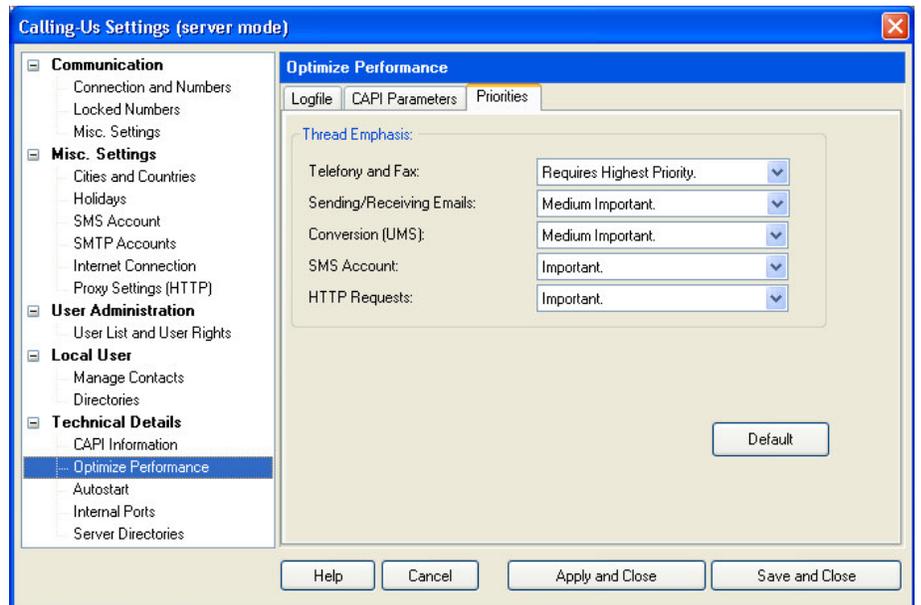
Possible values: 2 to 2048

Influence: This value influences nearly all devices and functions of Calling-Us.

Description: This value defines the number of data blocks which is loaded to the sending buffer on playing voice messages.

Recommendation: If you selected a small value for the Maximum B3 Block Size (previous) you should select higher values for the Device Read-Ahead. With a Maximum B3 Block Size of 2048 you should set the Device Read-Ahead to 16 blocks ($2048 * 16 = 32\text{KBytes}$).

Tabs "Priorities":

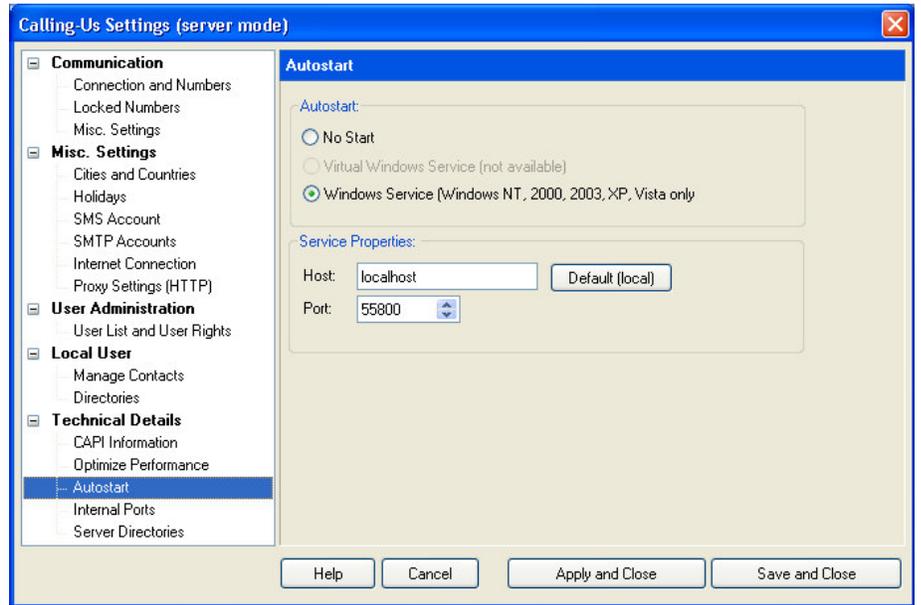


In the groupbox Thread Emphasis you can fine-tune the Calling-Us Server.

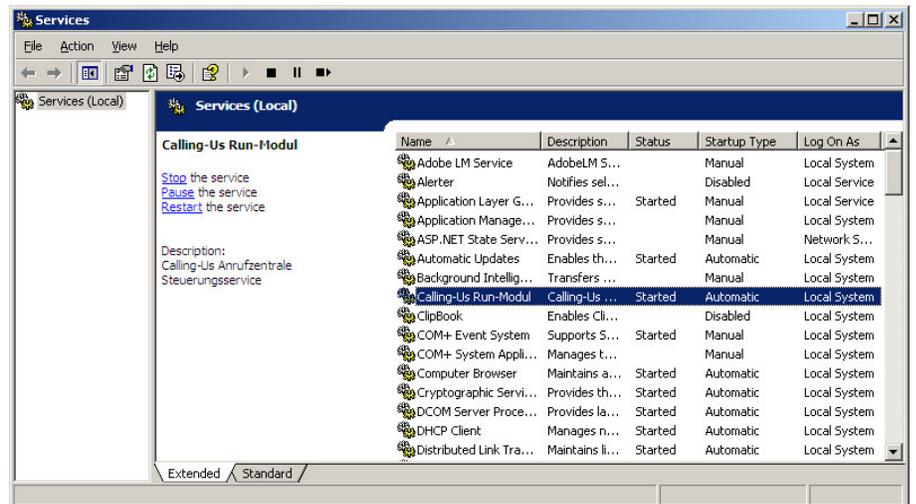
Based upon the importance of single tasks in your current configuration you can set some tasks to be handled with a higher priority than others.

Attention: If you're satisfied with the performance of the system you shouldn't change the thread priorities. You should especially make sure that you do not set the priorities for Telephony and Fax too low.

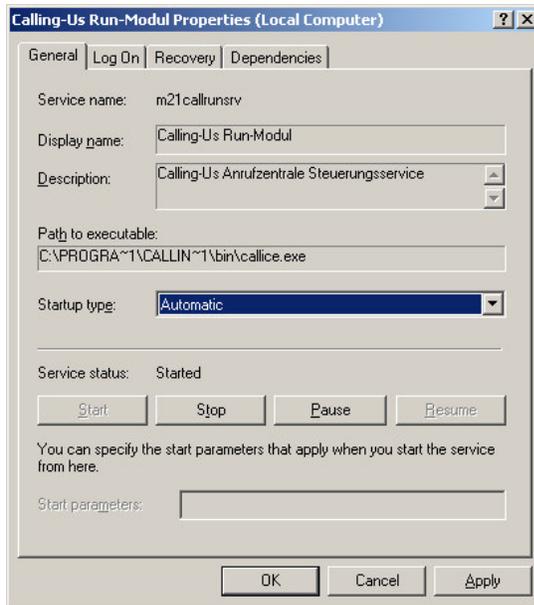
Autostart



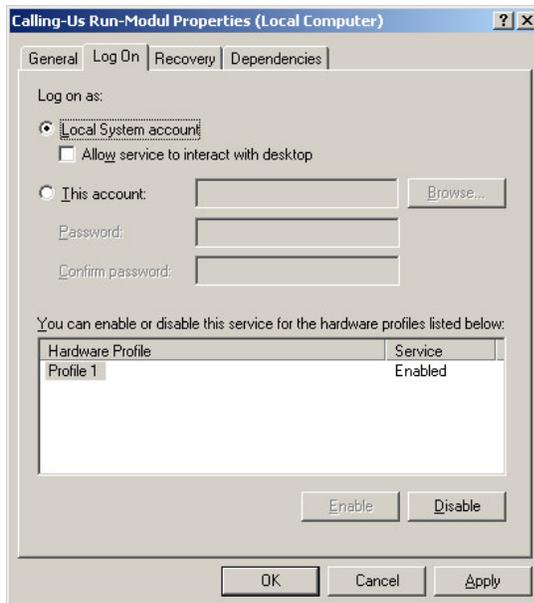
By default the Calling-Us Server always starts as Windows Service. More detailed settings are possible in the Windows Services Panel (Control Panel – Administration – Services):



The Calling-Us Service is displayed as "Calling-Us Run-Modul" here.



In the tab **Log On** you can specify the startup type of the service.

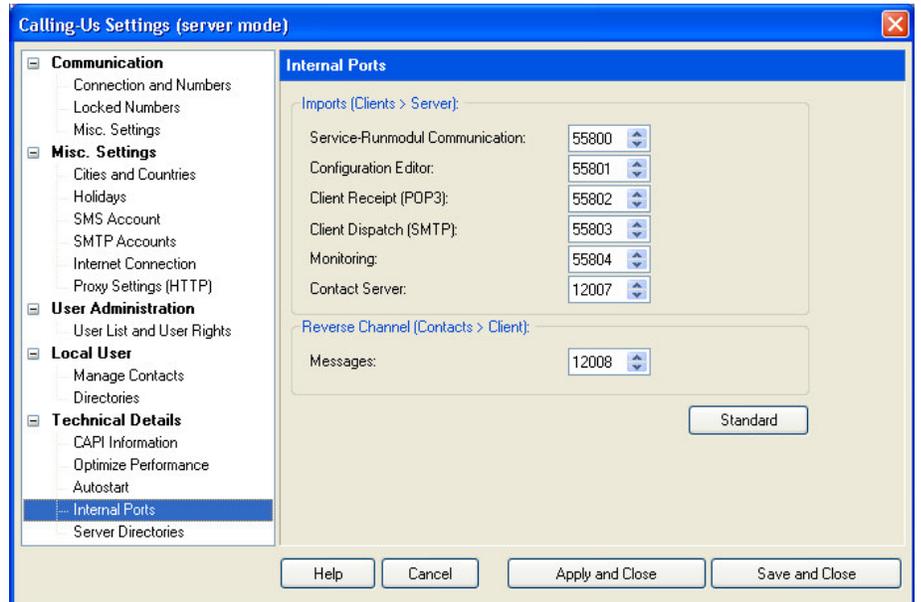


If you want the Calling-Us Server so that it has access to printers or files in network folders you must assign a user (or better: administration) account to the service:

Select **This account** and enter the user name at the right side and the associated **password** below.

Important: The account of the user must have a password assigned to it. Otherwise the service start will fail.

Internal Ports



Calling-Us Server communicates with Calling-Us Clients, with the Configuration Editor and with the Service module.

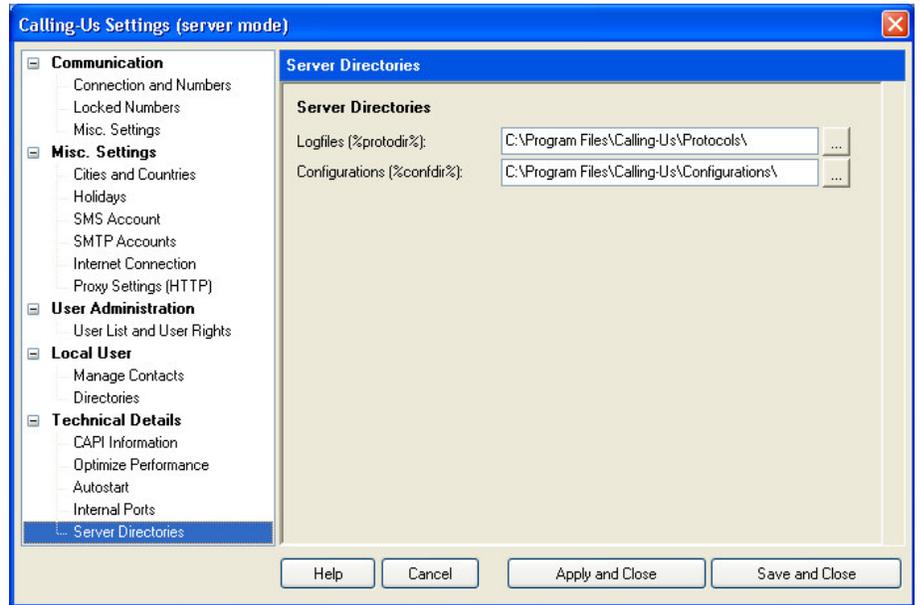
This communication takes place over the TCP/IP protocol. Every communication pipe requires a special port ID which is the "address".

In the screenshot above you see the port values used.

In most cases you needn't change these ports.

A change is only necessary if another application is using one of these ports. Or you can set the values for POP3 to "110" and for SMTP to "25", which are the default values for Email traffic. No other mailserver will work then!

Server Directories



The **Server Directories** only affect the local directories on the server. This should not be changed.

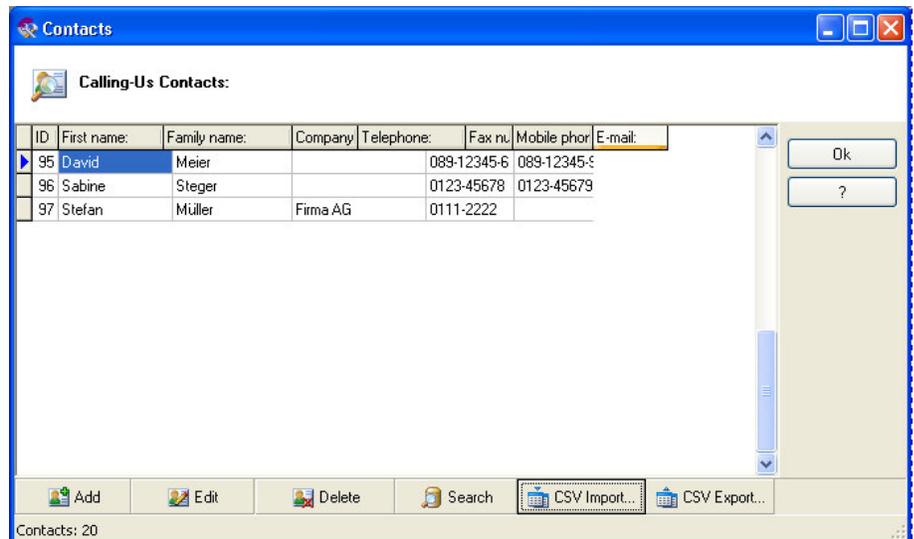
Contact management

Introduction of Calling-Us Contact management

Calling-Us Contacts

Calling-Us Contacts offer a central server-based contact management solution for all network clients. In Calling-Us Contacts you manage all phone, fax- and mobile numbers. All users have access to all saved contact information at the same time.

Calling-Us Contacts are part of all Calling-Us MAX applications and can be used for number selection and for caller identification.



The Calling-Us internal Contact list can be filled with data manually or via CSV data import..

Supported number formats

+1 (123) 456789

+1 (0)123 456789

(0123) 456789

Number format for internal calls:

**123

123

Outlook Contacts

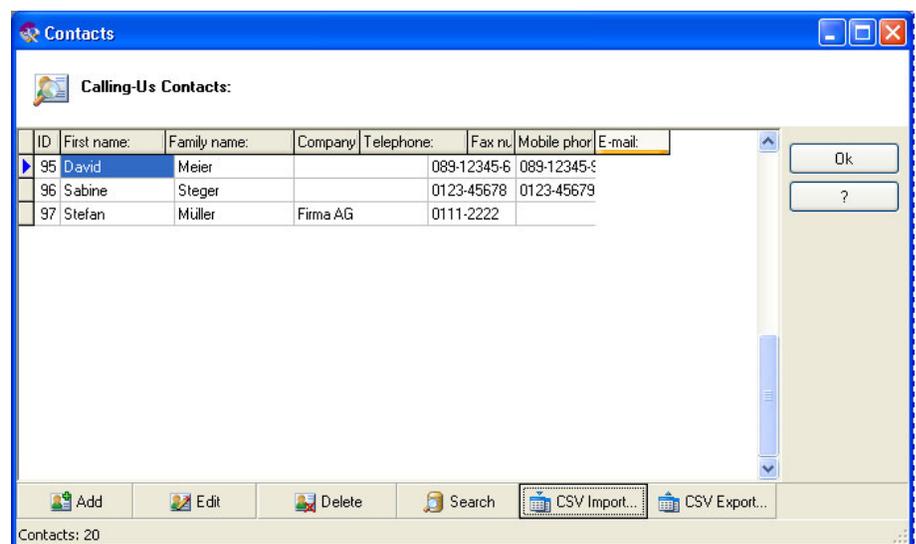
Alternatively, you can use Outlook Contacts. Outlook Contacts are local. That means: Every user has their own local contacts.

Contact Settings

Important settings for Contact management are done in the Calling-Us Settings described earlier in this manual / online help.

Calling-Us Contacts

In Calling-Us Contacts you manage all phone, fax- and mobile numbers. All users have access to all saved contact information at the same time.



Add new entries

1. Click onto the button **Add**.

Dependent on your selected main contact management a dialogue appears where you can enter the new contact information.

Dialog box titled "Contact Inforamtion" with the following fields:

- First Name: David
- Family Name: Summer
- Company: media21
- Telephone: +1234567890
- Fax Number: +1234567899
- Mobile Phone: (empty)
- Email: (empty)
- Hint: (empty)

Buttons: Ok, Cancel

2. Enter first name, family name, phone, fax and mobile number.

Import data

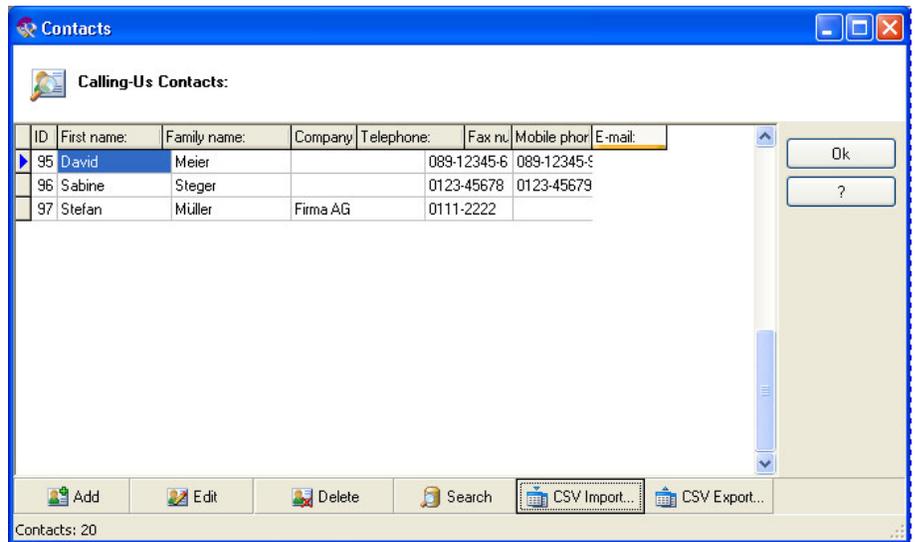
If you want to import data from another database or another program you can use the import feature of Calling-U's MAX.

Step 1

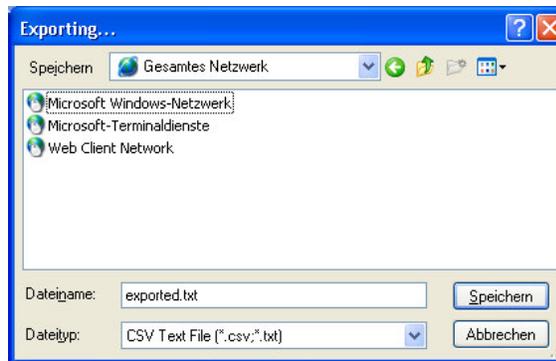
Export the data from the existing database into a textfile:

1. Open the database or other application with the contact information.
2. Have a look at the application's documentation to see how to export the data. In most cases this will be done by using the menu **File / Database – Export**.
3. The exported file format must be set to CSV text file. If you can specify which fields to export you should select the following ones:
 - First name
 - Family name
 - Phone number
 - Fax number
 - Mobile number

Step 2



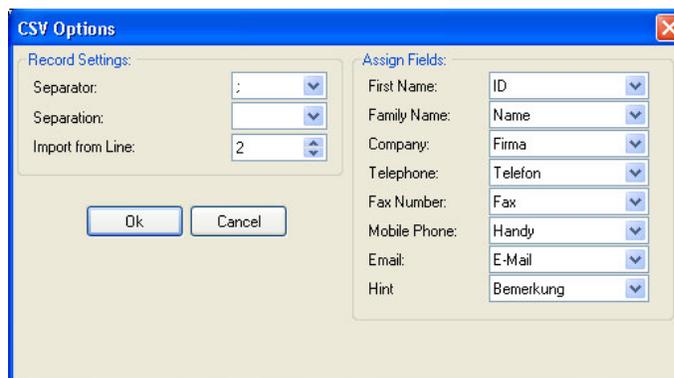
1. Click onto the button **CSV Import** in the Calling-Us Contacts dialogue.



1. Select the previously exported text file.

Step 3

Calling-Us tries to identify the correct import settings depending on the first line in the selected text file. The automatically determined selection is displayed:



1. Change the **Separator**, if necessary.

2. Change the **Separation character**. This may be quotation marks.
3. Specify the starting line for the import (**Import from Line**).
4. In the groupbox **Assign Fields**, you associate the fields with the appropriate column of the CSV file.

Info: Set the field association to **(not available)** if the required field type is not available in the CSV file.

5. Confirm your settings with **Ok**.

Importing may take several minutes.

Outlook Contacts

General

Calling-Us can use caller information in a locally installed Microsoft Outlook ® for caller identification.

If Calling-Us Server should have access to Outlook data for being able to fill variables like %Caller_Name% etc Outlook must be installed on the Server computer. Don't forget to assign appropriate rights to the Server service in order to be able to access Outlook data.

Outlook usage

Please read the documentation of Outlook to familiarize yourself with it!

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