



Quick Start Guide

For

One Number Service with Voicemail

Last Modified:	08/18/2011
Document type:	MKT
Status:	Released
Revision:	1.0
Document No.:	300-0801-001

Copyright © 2011 by XOP Networks, Inc.

All Rights Reserved

NOTICE

The information contained in this document is subject to change. Changes will occur only in accordance with formal change control procedures.

This document contains proprietary information, which is protected by copyright laws. All rights are reserved. No part of this document may be photocopied, reproduced or translated to another language or program language without prior written consent of XOP Networks, Inc.

The information contained herein has been prepared by XOP Networks, Inc., solely for use by XOP Networks' employees, agents and customers. Dissemination of the information and/or concepts contained herein to other parties is prohibited without XOP Networks' prior written consent.

Copyright 2011 **XOP NETWORKS INC. All rights reserved.**

REVISION HISTORY

DATE	REVISION	AUTHOR	COMMENTS
8/15/2011	0.1	James Park	draft
8/17/2011	0.2	Chris Bussey	MRD related comments
8/18/2011	1.0	James Park	Released

TABLE OF CONTENTS

1	DOCUMENT ORGANIZATION	4
2	BACKGROUND	4
3	ONE NUMBER SERVICE OVERVIEW	4
3.1	TELEPHONE COMPANY ADMINISTRATIVE WEB PORTAL INTERFACE.....	5
3.2	VOICEMAIL SUBSCRIBER SET	5
3.2.1	<i>Creating a Voicemail Subscriber set.....</i>	<i>6</i>
3.2.2	<i>Adding Subscribers to the Subscriber Set</i>	<i>6</i>
3.2.3	<i>Adding Individual Subscribers to a Voicemail Subscriber Set</i>	<i>7</i>
3.2.4	<i>Bulk Uploading Subscribers to a Voicemail Subscriber Set</i>	<i>8</i>
3.3	SHARED SCHEDULES.....	8
3.3.1	<i>Creating a Shared Schedule.....</i>	<i>8</i>
3.4	SERVICE SELECTION RULES	8
4	SUBSCRIBER'S VMVIEW WEB PORTAL INTERFACE.....	10
4.1	LOGGING INTO VMVIEW	10
4.2	USING VMVIEW	10
4.2.1	<i>Settings</i>	<i>10</i>
4.2.2	<i>Schedules.....</i>	<i>11</i>
4.2.3	<i>Hunt Numbers</i>	<i>12</i>
4.2.4	<i>Reports.....</i>	<i>12</i>

1 DOCUMENT ORGANIZATION

This document is organized into the following major sections:

- Document Organization
- Background
- One Number Service Overview
- Telephone Company Administrative web portal interface
- Subscriber's VMView web portal interface

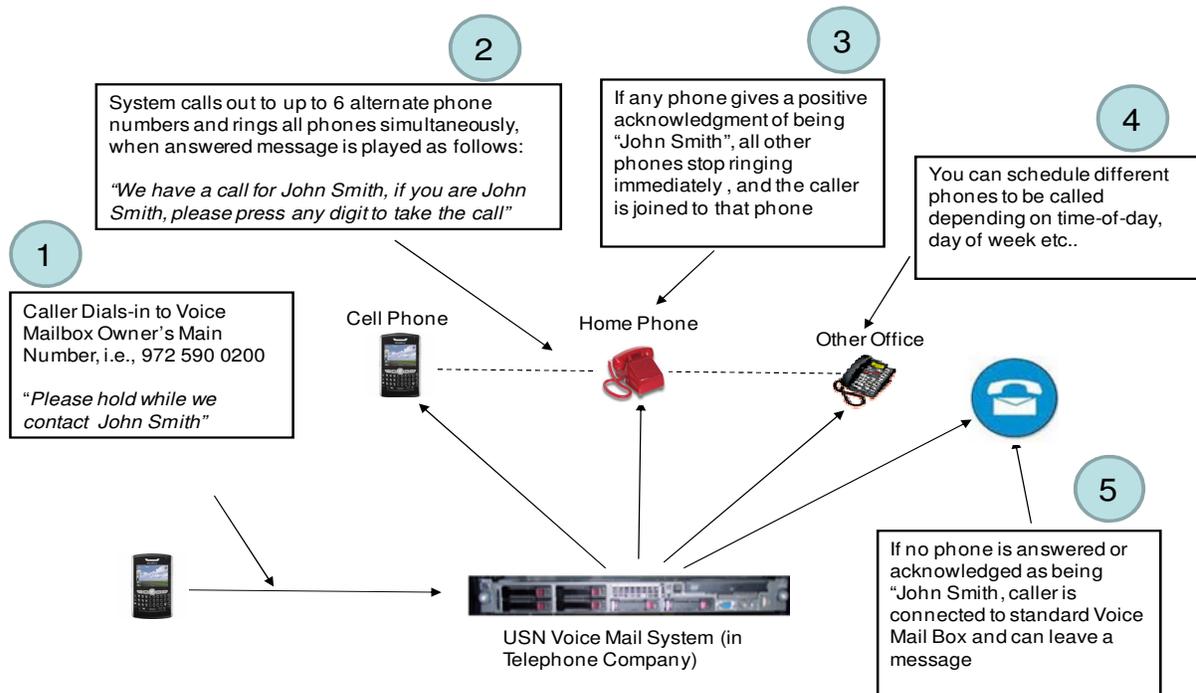
2 BACKGROUND

This document provides a Quick Start Guide for the Voicemail with One Number Service. The associated software is distributed as XOP Networks' Software Release 5.3.

3 ONE NUMBER SERVICE OVERVIEW

The XOP Networks' One Number Service provides the capability to divert calls made to the primary subscriber's phone number to up to six alternate numbers. The subscriber defined numbers will be called simultaneously, and when one of the numbers is answered, a message is played to confirm that the recipient is valid and then the caller is automatically connected to the valid recipient. If none of the alternate numbers is answered by a valid recipient, the caller is connected to a standard voice mail box, whereupon a message may be left and later retrieved by the subscriber.

Service Overview



The system also provides the capability, to select the alternate numbers based on time-of-day, day-of-week, etc. For example, a call to the primary number during lunch hour of the working week would generate calls to the primary subscriber's cell phone, their home phone, and their administrator's desk phone. During week-ends the calls would go only to the person's home phone.

The subscriber who has elected the One Number service is able to program the various numbers to be called, and configure the time of day routing, called schedules, via a simple-to-use web portal. Once set-up, no further action is required, unless changes to numbers and schedules are needed.

The system also provides a separate web portal to allow the telephone company to set-up the various voicemail subscriber features and privileges, e.g., mail-box user names and password, prime numbers, message retrieval options, maximum messages allowed, maximum message length, etc.

3.1 TELEPHONE COMPANY ADMINISTRATIVE WEB PORTAL INTERFACE

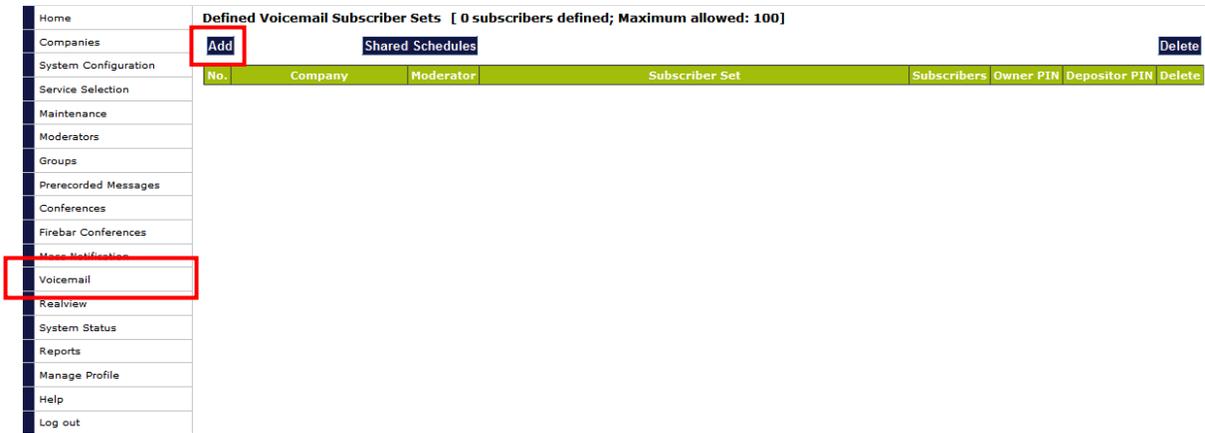
The XOP Voicemail solution is configured by the System Admin through the Administrative GUI. The end customers (subscribers) have a separate web portal called VMView that allows them to manage their mailbox, retrieve messages, delete messages, upload greetings and perform other similar functions. These same functions are available through a DTMF driven menu as well.

3.2 VOICEMAIL SUBSCRIBER SET

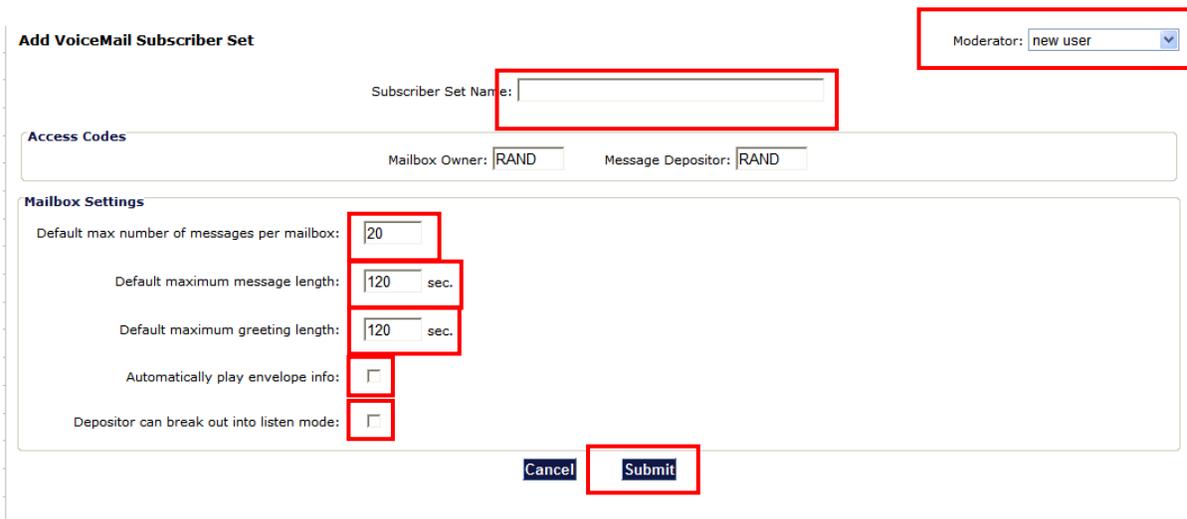
The XOP USN arranges voicemail subscribers into groups called subscriber sets. This allows for greater flexibility in the handling of subscribers.

3.2.1 Creating a Voicemail Subscriber set

From the Home page select Voicemail from the left menu or select the  icon which will bring you to the Defined Voicemail Subscriber Sets page. Select Add at the top left.



Now give the subscriber set a Name, assign it to a Moderator and set the default values for maximum number of messages per mailbox, maximum message length, and maximum greeting length. Then select whether the envelope information, i.e., time received, length, etc., should play automatically or only if requested using the 5 key. Then select “Depositor can break out into listen mode” if you want subscribers to be able to check their messages by pressing * during their greeting. Lastly, click Submit to save the Subscriber Set.



3.2.2 Adding Subscribers to the Subscriber Set

Once a Subscriber Set has been created, Subscribers can be added to it individually or via Bulk Upload using a CSV file. First click on the number in the Subscribers column.

<ul style="list-style-type: none"> Home Companies System Configuration Service Selection Maintenance Moderators Groups Prerecorded Messages Conferences Firebar Conferences Mass Notification Voicemail Realview System Status Reports Manage Profile Help Log out 	<p>Defined Voicemail Subscriber Sets [0 subscribers defined; Maximum allowed: 100]</p> <p style="text-align: right;">Add Shared Schedules Delete</p> <table border="1"> <thead> <tr> <th>No.</th> <th>Company</th> <th>Moderator</th> <th>Subscriber Set</th> <th>Subscriber PIN</th> <th>Owner PIN</th> <th>Depositor PIN</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>8</td> <td></td> <td>XOPInc</td> <td>Uni-Cut Test Set</td> <td style="border: 2px solid red;">0</td> <td>88486</td> <td>47504</td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	No.	Company	Moderator	Subscriber Set	Subscriber PIN	Owner PIN	Depositor PIN	Delete	8		XOPInc	Uni-Cut Test Set	0	88486	47504	<input type="checkbox"/>
No.	Company	Moderator	Subscriber Set	Subscriber PIN	Owner PIN	Depositor PIN	Delete										
8		XOPInc	Uni-Cut Test Set	0	88486	47504	<input type="checkbox"/>										

This will bring up the Voicemail Subscribers List

Voicemail Subscribers: Uni-Cut Test Set [Moderator: XOPInc] [0 subscribers defined]

[Add](#) [Bulk Upload](#) Find: [Find](#) [Cancel](#) [Delete](#)

No.	ID	Subscriber	Subscriber #	Boxes	New	Saved	Max Msgs	Max Len	Delete
-----	----	------------	--------------	-------	-----	-------	----------	---------	--------

Now select either Add or Bulk Upload

3.2.3 Adding Individual Subscribers to a Voicemail Subscriber Set

Clicking the Add button will bring up the Subscriber Add Page.

Add VoiceMail Subscriber: Uni-Cut Test Set [Moderator: XOPInc]

Subscriber Settings

Name: Number: Circuit-Grp: [More](#) Forward-To: Max Msgs: Max Msg Len: sec Max Greeting Len: sec

Enable One Number Service:

Subscriber's Mailboxes (1)

ID	Enabled	Email	Access Code	Web Password	New	Saved
0	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="text"/>	<input type="text"/>		
1	<input type="checkbox"/>	<input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="text"/>	<input type="text"/>		
2	<input type="checkbox"/>	<input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="text"/>	<input type="text"/>		
3	<input type="checkbox"/>	<input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="text"/>	<input type="text"/>		
4	<input type="checkbox"/>	<input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="text"/>	<input type="text"/>		
5	<input type="checkbox"/>	<input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="text"/>	<input type="text"/>		
6	<input type="checkbox"/>	<input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="text"/>	<input type="text"/>		
7	<input type="checkbox"/>	<input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="text"/>	<input type="text"/>		
8	<input type="checkbox"/>	<input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="text"/>	<input type="text"/>		
9	<input type="checkbox"/>	<input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="text"/>	<input type="text"/>		

[Cancel](#) [Submit](#)

Please refer to the Enhanced Voicemail User Guide 5.2 for more explanation on the fields on this screen. This guide only addresses the changes related to the One Number Service.

One number service is only active for subscribers that have the 'Enable One Number Service' box checked. Note: A One Number Service equipped mailbox does not support sub-mail boxes.

3.2.4 Bulk Uploading Subscribers to a Voicemail Subscriber Set

Subscribers can be bulk uploaded using a CSV file with the following format. This is the same format as described in the User Guide with the addition of the ONENUM column to indicate if One Number service is active or not.

```
#RECORDTYPE, ID, PHONE, CIRCUITGROUP, NAME, MAXMSG, MAXMSGLEN, MAXGREETING, PIN, E
MAIL, ONENUM
SUBSCRIBER, customer-001, 5551212, GX5000-1, John Smith, 20, 120, 120, 1234,
abc@def.com, yes
ALTERNATE-NUMBER, customer-001, 8041212, GX5000-2
SUBSCRIBER, customer-002, 5551213, 5ESS-2, Ron Miller, 20, 120, 120, 1234,
aaa@bbb.com, Yes
```

3.3 SHARED SCHEDULES

The system allows the Admin or designated Moderator to create Shared Schedules to help subscribers get started with the One Number Service. For example, an Admin may define shared Schedules for Weekdays and Weekends.

3.3.1 Creating a Shared Schedule

From the Defined Voicemail Subscriber Sets, select Shared Schedules, which will bring up the Schedule List.

Schedule List

Name	Delete
	Delete

Click Add to open the Schedule Form

Schedule Form

Add Delete Name : Timezone : (GMT-06:00) Central Time (US & Canada) ▼

Begins Ends Days Recurrence Duration

August 16, 2011 August 17, 2011 Days Su M T W Th F Sa All Day ▼

Submit Cancel

Give the schedule a name, in this case Weekdays. Confirm that the time zone is set to the local time zone. Then click on the Calendar icon by Ends and select the month December and the year 2030. Depending on your browser, you may have to select the last year shown, 2021 then reopen the year selection to see the next range of years. Now click on the 31st. Leave the Days selection as it is. Then click on the buttons for Monday – Friday. You can leave the duration as All Day or if you prefer, select custom and then specify the typical working hours for your area.

3.4 SERVICE SELECTION RULES

There are two PINs associated with a Voicemail Subscriber Set - the Owner PIN and the Depositor PIN. The Owner PIN is used to allow the subscriber to retrieve messages directly. The Depositor PIN tells the system that the caller is going to leave a message. These PIN's are automatically entered by Service Selection rules attached to DNIS numbers. For example, after 4 rings, a call is forwarded to the voicemail at (222) 555-1111. There will be a Service Selection rule that activates the voicemail in Depositor mode in response to the call to (222) 555-1111. Meanwhile a subscriber can dial the "back door" number to the voicemail (222) 555-2222 and the Service Selection rule will activate the

voicemail in Owner mode, which means that it will prompt for a mailbox and the PIN, instead of dialing out or prompting to record a message.

4 SUBSCRIBER'S VMVIEW WEB PORTAL INTERFACE

The subscriber will access their web portal at the assigned URL, e.g., findme.telco.com.

4.1 LOGGING INTO VMVIEW

The subscriber will enter their Mailbox phone number, which is the subscriber's primary phone number and the Password assigned when the account was created. Subscribers can change the password at any time via this interface.

The Mailbox sub-box number is not used by One Number Service subscribers and should be left set to "0"

4.2 USING VMVIEW

A subscriber with basic Voicemail service will see two tabs – Messages and Settings. Three new tabs appear if the subscriber has One Number Service; Schedules, Hunt Numbers, and Reports.

© 2011 XOP Networks, Inc.

4.2.1 Settings

The following section describes the various setting and options for the VM/One Number service:

Mailbox	Enable Email Forwarding	Forwarding Email Address	Enable Access Code	Access Code	Web Password
0	<input checked="" type="checkbox"/>	support@xopnetworks.com	<input checked="" type="checkbox"/>

1. **Time Zone settings:** Set this box to the appropriate time zone for your location

2. **Try to Forward calls to “number”:** A checked box and phone number will forward all calls to this number, and effectively stop the One Number service.
3. **Enable email forwarding:** A checked box and an email address will enable the system to send email alerts of Voice Messages to the recipients email.
4. **Enable Access Code:** Sets the access code to be used when dialing in to the Voice mail Retrieval Number.
5. **Web Password:** Sets the login password for a subscriber’s access to the VMVIEW web portal.
6. **Submit:** Click this button to save changes.
7. **Personal Greeting & Voice Signature:** Sets the message and identification message that the caller will hear. Click on the “Loudspeaker” icon to hear current recordings. To make a recording or change existing recordings, follow the following steps:
 - From any phone, dial into the “**Voice Mailbox Retrieval Number**” provided by the Telephone Company admin.
 - When prompted, enter your temporary “**Voice Mail Retrieval Password**” given by the Telephone Company admin.
 - To set up your mailbox, press **3**. Then:
 - Press **1** to change the Voice Mail Retrieval Password.
 - Press **2** to change the **voice signature**. You can record a new signature, keep the one you have recorded, or delete the voice signature.
 - Press **3** to change the **greeting**. You can record a new greeting, keep the one you have recorded, or delete the greeting.
 - Press **8** to return to the main menu.
 - Press **9** to end the call.

When completed, review your recordings by clicking on the “Loudspeaker” icon.

4.2.2 Schedules

This is where customers will define their own personal schedules or view the details of the Shared Schedules that were pre-created by the Admin. Shared Schedules are indicated by the lack of a “delete check box”. Subscribers can not edit or delete Shared Schedules.

The subscriber would follow the same steps to add a schedule. The screen looks a little different.

Messages Settings Schedules Hunt Numbers Reports Logout

Schedule name: Timezone: (GMT-06:00) Central Time (US & Canada)

Add **Delete**

Dates and times for this schedule

Begin Date	End Date	Recurrence	Duration	
<input type="text" value="August 16, 2011"/>	<input type="text" value="September 30, 2030"/>	Monthday 1st M of Sep	All Day	<input type="checkbox"/>
<input type="text" value="November 1, 2011"/>	<input type="text" value="November 30, 2030"/>	Monthday 3rd T of Nov	All Day	<input type="checkbox"/>
<input type="text" value="August 16, 2011"/>	<input type="text" value="December 25, 2030"/>	Date Dec 25	All Day	<input type="checkbox"/>

Submit **Cancel**

In the above example, the first line is Labor Day till 2030, the next line is Thanksgiving till 2030, and the last line is Christmas till 2030. The additional lines are added to the schedule using the Add button. The Begin Date or End Date can be left blank to indicate no Begin Date or no End date respectively.

4.2.3 Hunt Numbers

The subscriber can define up to six phone numbers to be dialed simultaneously when their main number is not answered. The six numbers can not contain duplicates or the original number. For each number the subscriber can select which Schedules that number is to be called during in the “Dial this number on” column on the left side, or not called during by selecting the schedule in the “Except on” column on the right.

The Test function allows the subscriber to pick a date and time and see what numbers will be called. If the correct numbers are not displayed, the subscriber can adjust the schedules as necessary.

Messages Settings Schedules **Hunt Numbers** Reports Logout

Cancel **Test** **Save**

#	Hunt Number	Dial this number on	Except on
1	<input type="text" value="206"/>	<input checked="" type="checkbox"/> 8 AM till 1 pm <input checked="" type="checkbox"/> After 1pm to 8 pm <input type="checkbox"/> All day every day <input type="checkbox"/> Custom Schedule <input type="checkbox"/> Holidays Example <input type="checkbox"/> Moderator <input type="checkbox"/> New Add	<input type="checkbox"/> 8 AM till 1 pm <input type="checkbox"/> After 1pm to 8 pm <input type="checkbox"/> All day every day <input type="checkbox"/> Custom Schedule <input type="checkbox"/> Holidays Example <input type="checkbox"/> Moderator <input type="checkbox"/> New Add
2	<input type="text" value="4693606061"/>	<input type="checkbox"/> 8 AM till 1 pm <input checked="" type="checkbox"/> After 1pm to 8 pm <input type="checkbox"/> All day every day <input type="checkbox"/> Custom Schedule <input type="checkbox"/> Holidays Example <input type="checkbox"/> Moderator <input type="checkbox"/> New Add	<input type="checkbox"/> 8 AM till 1 pm <input type="checkbox"/> After 1pm to 8 pm <input type="checkbox"/> All day every day <input type="checkbox"/> Custom Schedule <input type="checkbox"/> Holidays Example <input type="checkbox"/> Moderator <input type="checkbox"/> New Add
3	<input type="text"/>	<input type="checkbox"/> 8 AM till 1 pm <input type="checkbox"/> After 1pm to 8 pm <input type="checkbox"/> All day every day <input type="checkbox"/> Custom Schedule <input type="checkbox"/> Holidays Example <input type="checkbox"/> Moderator <input type="checkbox"/> New Add	<input type="checkbox"/> 8 AM till 1 pm <input type="checkbox"/> After 1pm to 8 pm <input type="checkbox"/> All day every day <input type="checkbox"/> Custom Schedule <input type="checkbox"/> Holidays Example <input type="checkbox"/> Moderator <input type="checkbox"/> New Add
4	<input type="text"/>	<input type="checkbox"/> 8 AM till 1 pm <input type="checkbox"/> After 1pm to 8 pm <input type="checkbox"/> All day every day <input type="checkbox"/> Custom Schedule <input type="checkbox"/> Holidays Example <input type="checkbox"/> Moderator <input type="checkbox"/> New Add	<input type="checkbox"/> 8 AM till 1 pm <input type="checkbox"/> After 1pm to 8 pm <input type="checkbox"/> All day every day <input type="checkbox"/> Custom Schedule <input type="checkbox"/> Holidays Example <input type="checkbox"/> Moderator <input type="checkbox"/> New Add
5	<input type="text"/>	<input type="checkbox"/> 8 AM till 1 pm <input type="checkbox"/> After 1pm to 8 pm <input type="checkbox"/> All day every day <input type="checkbox"/> Custom Schedule <input type="checkbox"/> Holidays Example <input type="checkbox"/> Moderator <input type="checkbox"/> New Add	<input type="checkbox"/> 8 AM till 1 pm <input type="checkbox"/> After 1pm to 8 pm <input type="checkbox"/> All day every day <input type="checkbox"/> Custom Schedule <input type="checkbox"/> Holidays Example <input type="checkbox"/> Moderator <input type="checkbox"/> New Add
6	<input type="text"/>	<input type="checkbox"/> 8 AM till 1 pm <input type="checkbox"/> After 1pm to 8 pm <input type="checkbox"/> All day every day <input type="checkbox"/> Custom Schedule <input type="checkbox"/> Holidays Example <input type="checkbox"/> Moderator <input type="checkbox"/> New Add	<input type="checkbox"/> 8 AM till 1 pm <input type="checkbox"/> After 1pm to 8 pm <input type="checkbox"/> All day every day <input type="checkbox"/> Custom Schedule <input type="checkbox"/> Holidays Example <input type="checkbox"/> Moderator <input type="checkbox"/> New Add

4.2.4 Reports

There are two reports available to the subscriber. The Summary report shows a count of how many calls were made and the results of those calls. The Details report shows the results on a per number called basis.

Messages	Settings	Schedules	Hunt Numbers	Reports	Logout
					Delete
Start Time	End Time	Reports		Delete	
Wed Aug 10 2011 07:35:23 PM	Wed Aug 10 2011 07:36:04 PM	Summary	Details	<input type="checkbox"/>	
Wed Aug 10 2011 07:28:14 PM	Wed Aug 10 2011 07:28:52 PM	Summary	Details	<input type="checkbox"/>	
Wed Aug 10 2011 07:27:42 PM	Wed Aug 10 2011 07:27:44 PM	Summary	Details	<input type="checkbox"/>	

4.2.4.1 Example Summary Report

Voice Mail Summary Report

One Number Test Set

Number of inbound calls: 1
 Number of outbound call attempts: 2
 Number of calls cancelled: 0
 Number of users contacted: 1
 Number of answers, but hung up early: 1
 Number of no-answers: 0
 Number of busy lines: 0
 Number of bad numbers: 0

[Close](#)

- The Number of inbound calls is always going to be 1. This indicates that an inbound call was received.
- The Number of outbound calls shows how many of the 6 possible numbers were dialed.
- The Number of cancelled calls shows outbound calls that were ended by the system because the inbound call hung up, or one of the other calls was answered
- The Number of users contacted will also be 1 in most cases, as soon as the call is accepted all other outbound calls are cancelled.
- The Number of answers but hung up early indicates that the call was answered but a digit was not entered to accept the call.
- The Number of no answers is the calls made that were not answered.
- The Number of busy lines is the number of lines that returned busy when dialed.
- The Number of bad numbers is calls where an error was encountered.

4.2.4.2 Example Details Report

	A	B	C	D	E	F	G	H	I
1	Source	Destination	Direction	Called At	Connected At	Disconnected At	Time (min)	Outcome	Additional Info
2	268	819 IN	N/A		2011-08-10 19:35:23 CDT	2011-08-10 19:36:01 CDT	0.6	INBOUND	
3	261	4693606061	OUT	2011-08-10 19:35:23 CDT	2011-08-10 19:35:49 CDT	2011-08-10 19:36:04 CDT	0.2	CANCELLED	
4	261	206	OUT	2011-08-10 19:35:23 CDT	2011-08-10 19:35:41 CDT	2011-08-10 19:36:04 CDT	0.4	CANCELLED	

- The Source column shows the Caller ID of the call. On an outbound call, this will be the subscriber's main number.
- The Destination column shows the number dialed. The outbound calls should match the Hunt Numbers scheduled for when the inbound call was received.
- The Direction column indicates if the call was IN which is a call answered by the Voicemail or OUT which is a call placed by the Voicemail.
- The Called At column shows the time and date the OUT bound calls were placed.
- The Connected At column shows the time and date that the Voicemail answered an IN bound call or that an OUT bound call was answered.
- The Disconnected At column shows the end time of the call. This is either when the Voicemail Cancelled or disconnected the call or when the Person who answered it hung up.
- The Time column shows the delta between Connected At and Disconnected At giving the duration of the call
- The Outcome column shows the result of the call. The possible Outcomes are:
 - INBOUND – Call inbound to the system
 - CANCELLED – Voicemail stopped this call because time expired or another line accepted the inbound call
 - CONTACTED -- Call was answered and a digit was received to accept the inbound call
 - ANSWERED BUT NOT CONTACTED – Call was answered but no digit was received
 - NO ANSWER – Call was not answered
 - BUSY – Line was Busy
 - ERROR – An error occurred with the call