

User Manual



snom 4S

SIP Media Server

Version 2.01

snom 4S Media Server Version 2.01 User Manual

© 2002 snom technology Aktiengesellschaft. All Rights Reserved.

This document is supplied by snom technology AG for information purposes only to licensed users of the snom 4S media server and is supplied on an „AS IS“ basis, that is, without any warranties whatsoever, express or implied.

Information in this document is subject to change without notice and does not represent any commitment on the part of snom technology AG. The software described in this document is furnished under a license agreement and may be used only in accordance with the terms of that license agreement. It is against the law to copy or use this software except as specifically allowed in the license. No part of this document may be reproduced, republished or retransmitted in any form or by any means whatsoever, whether electronically or mechanically, including, but not limited to, by way of photocopying, recording, information recording or through retrieval systems, without the express written permission of snom technology AG.

Introduction

A media server can significantly help to improve your productivity. It allows you to record messages, establish conferences and automatically dispatch calls. It also plays music when you or the person who called you have to wait and explains when something goes wrong.

Using the media server is easy. All you need to do is call a number that has been given to you. If you need to enter something, just press the key on your phone. The media server understands DTMF.

If you are using Microsoft Messenger, you can enter your digits as "message" in the bottom part of the conversation window. You can enter several digits in this field and will then need to press enter.

As this is a user manual, and none of our users have the time to work through hundreds of pages, we have tried to keep everything as concise as possible. So simply take a few minutes to read through this short manual and you can start to enjoy using the media server!

Sincerely,

Dr. Christian Stredicke

Nicolas Peter-Pohland



Table of Contents

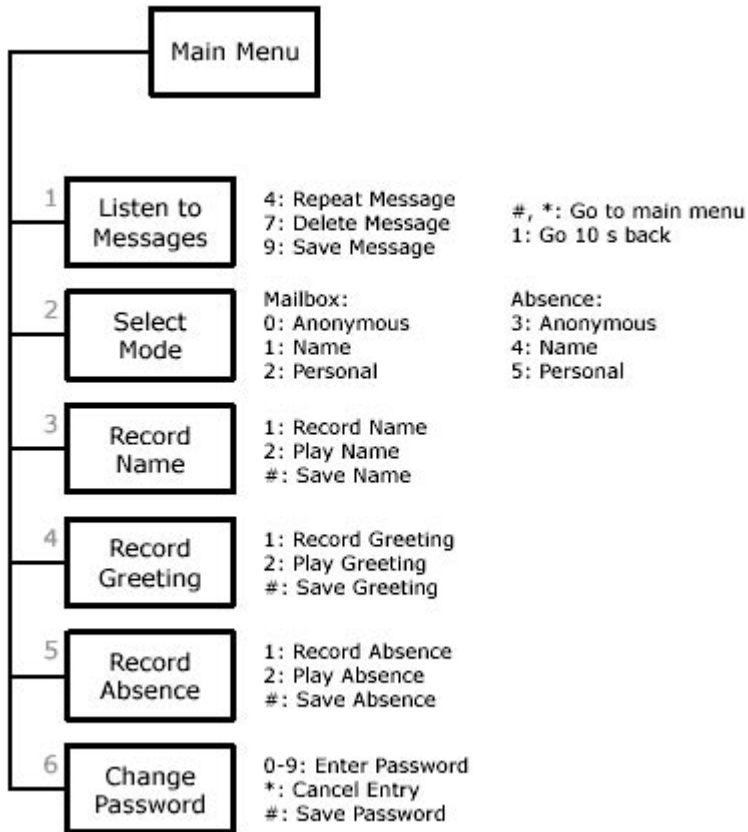
Introduction	3
Mailbox	9
Mailbox	10
Calling your Mailbox	10
Listening to Messages	10
Changing your Password	11
Selecting the Mailbox Mode	12
Receiving Notifications.....	12
Conferencing	13
Simple Conference	13
Protected Conference	13
Auto Attendant	15
Announcement Message	15
Changing the Password	15
Setting the Operator Number	16
Setting the Answer Delay	16



Mailbox

Mailbox Control

1



Mailbox

Voicemail is a powerful way of enabling easy communication when you are not available or don't want to be disturbed. In order to use your mailbox, you need to know how to reach it and set up at least your name

1

Calling your Mailbox

Normally, when somebody calls the mailbox it will give a welcome message and ask the caller to leave a message. This is typically the case when someone calls who should not have access to the mailbox.

If you call your own mailbox, obviously you don't want to leave a message, but want to listen to your messages and maybe change your settings. Your system operator will set up your mailbox in such a way that the mailbox will automatically detect when you are calling. However, if you are calling from an anonymous number, the mailbox will need your password. In this case, just type in your 4-digit code when you hear the announcement text. The mailbox will then go to the user mode, just as if you had called from your own phone.

TIP

If you have not received a password, try 0000; this is the default password. You should then set up your password first, so that nobody else can guess your password.

Listening to Messages

When you enter your mailbox and new messages are available, the mailbox will start to read them for you. In this mode, you can press 7 to delete a message, 4 to start reading the message again, 9 to store the message and 1 to go back 10 seconds (e.g. if you want to note down

a telephone number). If you want to stop listening to messages, press # or *.

Changing Welcome Message

The mailbox uses a anonymous default message to welcome a caller. However, it is good practice to record a personal welcome message or at least your name. You should do this when you set up the mailbox. When you are in the main menu of the mailbox, press "3" (for using the main menu, see also the illustration on the previous page). You then come to the Record Name mode of the mailbox. To start recording your name, press "1" and terminate your entry with the pound key ("#"). You will then be back in the Record Name mode. You can listen to your recording by pressing the "2" key. If your press the pound key, your name will be saved.

When back in the main menu, select the mailbox mode by pressing „2". You will hear the options for using the mailbox. As you have just recorded your name, you should choose option "1" for using your name. If your mailbox password is already set up, this will be all you need to do to enable your mailbox. The next paragraphs are only important to you if you want to use more features of the mailbox.

Changing your Password

To change your password, choose "6" from the main menu. All you need to do is enter your new password and save it with the pound key. The mailbox will read your entry back to you so as to check that no mistake has been made during the entry. Take care to remember your password, as forgetting it could make it difficult for you to reach your mailbox again.

If you have entered the password menu but do not want to change your password, press the star key and your old password will be used.

Selecting the Mailbox Mode

1 It is more personal to record a complete welcome message yourself. You can do this in a similar way to recording your name by pressing "4" in the main menu. You then need to activate the "personal greeting mode" in the Select Mode menu with the key "2". If you don't want to use any personalized messages, choose mode "0" and a standard greeting will be used. However, with the standard greeting the caller will not be able to determine which mailbox he or she has called. If you don't want to record any messages, you can select one of the three absence modes. The anonymous absence mode ("3") uses a standard message where the caller cannot identify the mailbox. Mode „4“, where a standard message together with your name is used, is therefore preferable. If you want to record a message such as "I'm on holiday, I'll be back in October", you should record your absence message with option "5" from the main menu and select mode "5".

Receiving Notifications

When someone leaves a message on your mailbox, you should get a "message waiting indication". Usually you will see a special symbol on your screen or an LED blinking, depending on the type of telephone used. All you need to do is to call your mailbox and listen to the new messages.

The media server will say who called and when the recording was made. By default, it will only play the new messages. When listening to a message, you have the following options: "4" will start playing the message again (helpful if you want to note down telephone numbers etc.), "7" will delete the message and "9" will save the message. If any more messages are available, the media server will start reading out the next message.

Conferencing

Conferencing is another highly productive service of the media server. The media server supports conferences with many participants, the number depending on the license and the processor power of the computer where the media server runs.

Simple Conference

Setting up a simple conference is easy. Your system operator will set up some accounts that you can call if you want to set up a conference. All you need to do is call that number. Any time another person has joined the conference, the media server will play a short announcement such as “someone has joined the conference”.

Protected Conference

It is also possible to set up a conference that requires authorization. When you call the conference number, you first need to enter the password for the conference. You need to tell the other conference participants the password as well, as otherwise they will not be able to join the conference. This conference mode is helpful when the conference server runs on a publicly available number and you want to make sure nobody else can join the conference. The password needs to be set up at the web interface of the media server. You will need to contact your administrator to set up a password protected conference. The conference can stay open for months; when nobody is actually “in” the conference, it does not consume any resources.

2

Auto Attendant

The auto attendant is another way of significantly increasing your productivity. In a company, many calls are destined to a specific extension, and in some areas companies have only one central number. This number should be redirected to the auto attendant. All the auto attendant does is read the number of the extension and forward the call to that number. If the caller does not enter a number, the auto attendant redirects the call to an operator number. The first time you call the auto attendant, you will go directly to the main menu. It is important that you set up the auto attendant, as otherwise it might give a strange impression to those calling your company.

Announcement Message

The first thing you should do is record the announcement message. To do this, press "1" in the main menu. Like in the mailbox, you can start recording with "1" and terminate the recording with the pound key. To listen to your recording, press 2. We recommend asking a "real" attendant to do the recording and to write down your welcome message before recording it. Typical messages could look like: "Thank you for calling XYZ Incorporated. At any time, enter the extension code of the person you want to call and press the pound key. Press zero to get connected to the operator".

Changing the Password

The second thing you should do is change the password. Remember that callers from the outside can change your settings if they know the password. In order to do this, select "2" from the main menu. The dialog is the same as with the mailbox.

Setting the Operator Number

In order to use the default target with the “0” key, you must set up a default number. If this has not already been done by the administrator in the web interface, you can also do it with the key “3” in the main menu of the auto attendant. The dialog for entering the operator number is nearly the same as for changing the password. The only difference is that you need to terminate your entry with the pound key, as the auto attendant does not know how many digits the operator number has.

Setting the Answer Delay

The auto attendant usually picks up the call as soon as possible. However, if you use a forking SIP proxy, the call might first go to another destination and only if that destination does not pick up the call should the auto attendant get the call. This feature allows a “real” attendant to answer the call and talk to the caller.

Setting the answer delay is similar to setting the operator number. Just select the main menu item number “4” to change the answer delay.

3

Reader's Feedback

snom technology AG welcomes your evaluation of this manual and any suggestions you may have. These help us to improve the quality and usefulness of our documentation.

Please send your comments and suggestions to:

snom technology AG

Attention: Marketing Department

Pascalstr. 10B, 10587 Berlin, Germany

FAX: +49 (30) 3990 7839

Manual Name: User Manual, snom 4S SIP Media Server

Software Version: 2.01 2002

	Excellent	Good	Fair	Poor
How would you rate the manual overall?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the installation instructions effective?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the Configuration Instructions effective?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the manual properly organized?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the illustrations usefull and easy to understand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the suggested and default values useful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the index useful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Did you find any errors in the manual? (Please reference page and paragraph)_____

How might we improve this manual?_____

Name_____ Title_____

Company Name_____ Telephone ()_____

Thank you for taking time to fill out this form.



snom 4S SIP Media Server
User Manual
Version 2.01
© 2002, snom technology AG
All rights reserved.
Subject to change without notice.

Europe & ROW:

snom technology AG
Pascalstr. 10B
10587 Berlin, Germany
Phone: +49 (30) 39833-0
mailto:info@snom.com
http://www.snom.com
sip:info@snom.com

USA and Americas:

snom USA Representation
ABP International, Inc.
1203 Crestside Dr.
Coppell, Texas 75019, USA
Phone: +1-972-831-0280
sip:usa@snom.com
mailto:usa@snom.com

India and SAARC:

snom technology (India) Pvt Ltd.
No. 417, International Trade Tower
Nehru Place, New Delhi-110019
Phone: +91 11 26234097
Fax: +91 11 26234079
http://www.snomindia.com
mailto:info@snomindia.com
sip:india@snom.com