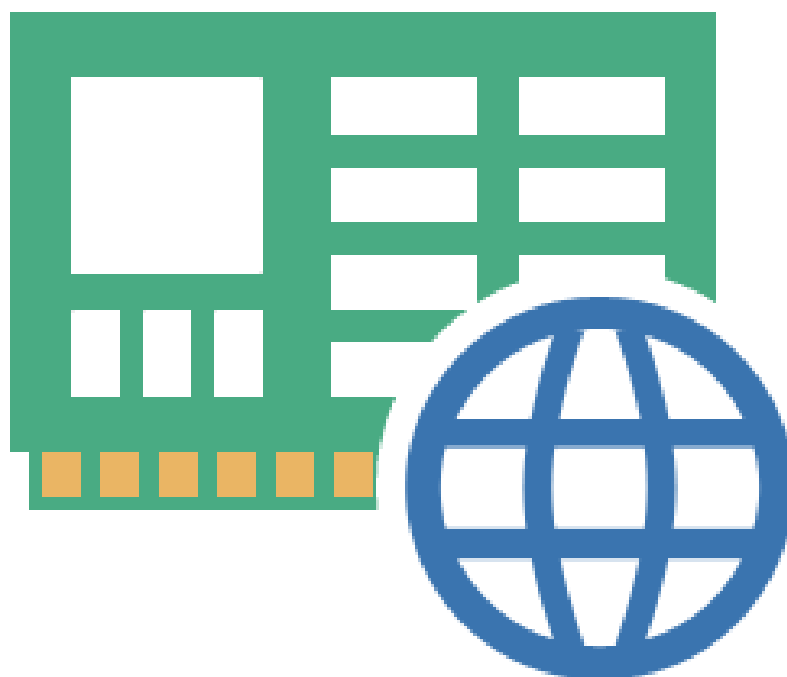


# Calliseum v 7.1

## *Universal telephony platform user's manual*



Artix Line, 22 Sharikopodshipnikovskaya st.,  
office 38, 109088, Moscow, Russia  
Tel: +7 (903) 711-6005  
[www.artix.ru](http://www.artix.ru), [www.artixline.com](http://www.artixline.com)



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# 1 Introduction

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Universal telephony platform “Artix Calliseum” integrates various phone services and is able to work with various type of lines: analog, ISDN PRI, BRI, SS7, virtual SIP and H.323.

Base services:

[Fax server ArtiFax](#)

[Audioconferencing service InterCall](#)

[Broadcasting service BroadsWord](#)

## 1.1 Key features

---

- **Various lines support.** The system supports analogue, E1, ISDN PRI, BRI, SS7, SIP, H.323 lines.
- **Various equipment support.** The system supports Dialogic, Eicon, Brooktrout, Pika boards.
- **Simple installation and configuration.** Friendly interface allows easily system configuring.
- **Database servers.** Built-in support of any Microsoft SQL Server starting from 2003 and newer, any Firebird starting from 2.5 and newer database servers.
- **Users' synchronization.** The system can have direct connection to MS Active Directory.
- **Basic phone services support.** The system has basic built-in phone services such as fax server, audio conferencing system and broadcasting service.
- **Scripts support.** The system administrator can write various scripts, which gives the system high flexibility.
- **Reliability.** Long testing allowed making this system highly reliable, working as a server application or service during many months or even years without rebooting.
- **Multuser access.** The system allows simultaneous access for both Windows and Web clients.
- **Mail handling.** The system works with email via POP3, SMTP and IMAP protocols. Extended MAPI integration allows connection to MS Exchange and Lotus Domino.
- **SMS handling.** The system is able to send and receive SMS messages via cell phones (GSM gateways) and SMPP servers.
- **Backup/restore.** Manual and automatic database backing up and restoring.
- **Optical recognition (OCR).** The system is able to recognize fax image files on any language.
- **Text-to-Speech technology.** The system is able to generate voice files using text files on the base of Microsoft SAPI.
- **Universal data import.** A user can import data from third-party data sources, including databases and text files.
- **Different clients.** The system resources can be accessed either through common Windows client or web client.
- **Reports export.** The system can export different data to HTML and text files. HTML files can have graphics and audio files embedded.

## 1.2 Fax server Artifax

### 1.2.1 Description

---

The main goal of the fax server is to centralize sending, receiving and storing fax documents.

#### Incoming faxes

Incoming faxes are received as multi-page TIFF files, converted to PDF stored in the mailboxes.

## Outgoing faxes

Outgoing faxes are sent as multi-page TIFF files, obtained from various user files including MS Office and Adobe PDF files.

### 1.2.2 Key features

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- **Virtual printer.** Faxes can be sent using “virtual printer” (PCL, PostScript or XPS) from any application under Windows x32 and x64.
- **Intellectual fax send handling.** Intellectual handling of outgoing faxes, including priorities and schedule.
- **Various file formats.** Fax server can prepare outgoing faxes from many file formats including all image, MS Office and Adobe Acrobat files. The files can be attached to email message to send by the fax server.
- **Fax broadcasting.** One fax can be sent to multiple destinations.
- **Notifications.** Various notification methods for a new incoming or outgoing fax message including email, phone, fax or SMS. The fax can also be printed or copied with a new name.

## 1.3 Audio Conferencing Bridge

### 1.3.1 Description

---

The main goal of the audio conferencing bridge is to connect many (up to 500) conferees per server and to allow them talking to each other.

### 1.3.2 Key features

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- **Various line types.** The system is able to conduct audio conferences using analogue, ISDN PRI, SIP, H.323 and SS7 lines up to 500 conferees per server.
- **Various ways of starting the audio conference.** A user can start an audio conference using a PC or a phone.
- **Various ways of managing the audio conference.** A user can control the audio conference using a PC or a phone.
- **Conferees notification.** The audio conference bridge is able to gather the conferees using outgoing calls
- **Incoming calls handling.** A conferee can enter the conference making call back to the bridge.
- **Conference security.** A conferee may be required authentication before entering the conference. Conferees have different conference privileges.
- **Conference schedule.** The conference can be started automatically by schedule.
- **Conference recording.** The conference can be recorded to audio file.
- **Conference reports.** A user can prepare and export finished conference statistics or listen to the recorded conference through a sound card.
- **Conferee control.** Conferees are able to control their status settings like audio volume or activity mode.
- **Sub conferences.** Sub conference can be created for private talk of some conferees.
- **Operator edition.** Administrator can specify the maximum number of active conferees for a user.
- **Echo cancellation and AGC.** Echo cancellation and automatic gain control for all conferees.
- **Visual active talkers.** The system can show three actually speaking conferees in online mode.



## 1.4 Broadcasting service BroadsWord

### 1.4.1 Description

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Artix BroadsWord system has been developed for mass notification of large number of subscribers. The main purpose of the system is to call, fax, SMS or email to everyone from a list and transmit voice, fax, SMS and email message.

### 1.4.2 Key features

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- ***A variety of notification methods.*** The system is able to broadcast messages using phones, faxes, SMS and Email.
- ***Combined messages.*** The system has built-in capabilities to create concatenated messages made of primitives that are sufficient for the vast majority of cases without using scripts.

## 1.5 Additional information

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Additional information can be obtained from “Artix Line” by phones or emails.

Tel.: +7 (903) 711-6005

Fax: +7 (903) 711-6005

Web: [www.artixline.com](http://www.artixline.com)

## 2 Calliseum installation

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### 2.1 Server and client part installation

---

1) Download distributives (login and password can be obtained from [artix@artix.ru](mailto:artix@artix.ru))

Server distributives:

Server + client, 32 bit

<ftp://artix.ru/cu32.rar>

Server + client, 64 bit

<ftp://artix.ru/cu64.rar>

Client distributives:

Client only (to install on the remote PC, if needed), 32 bit

<ftp://artix.ru/cuclient32.rar>

Client only (to install on the remote PC, if needed), 64 bit

<ftp://artix.ru/cuclient64.rar>

2) If the server is installed on virtual PC the network must be *bridged*

3) Install 3<sup>rd</sup> party TTS engines if needed

4) For SIP and H.323 lines:

- Download drivers:

Windows XP/2003:

<http://www.dialogic.com/files/hmp/hmpWindows/hmp30/su361/hmp3.0SU361.zip>

or

Windows7 and higher:

<http://www.dialogic.com/files/hmp/hmpWindows/hmp30/su361/win7win2K8hmp3.0SU361.zip>

- Install drivers, "Core runtime package" is required, others - optional.
- "Program/Dialogic HMP" folder is appeared in the menu.
- Send MAC address to [artix@artix.ru](mailto:artix@artix.ru) and you'll receive Dialogic license file, permanent if bought or temporary.
- Copy Dialogic lic file to:  
"c:\Program files\dialogic\hmp\data" for 32 bits OS  
or  
"c:\Program files (x86)\dialogic\hmp\data" for 64 bits OS
- From Dialogic folder run "HMP license manager", open lic file, activate it, message box will be shown.
- From Dialogic folder run "Configuration Manager (DCM)", select board icon, select menu item "device/restore defaults", select the correct license file.
- In "Configuration Manager (DCM)" in the board properties, "Physical" find its serial and send it to [artix@artix.ru](mailto:artix@artix.ru).
- Start the board, at the end it should look as started.
- If board is started set select menu item "Settings/System device autostart/Start System" to start Dialogic drivers automatically.

5) Install Artix Calliseum distributive

6) Copy Calliseum license file "artix9.lic" to:

"c:\Program files\Artix Calliseum\License" for 32 bits OS

or

"c:\Program files (x86)\Artix Calliseum\License " for 64 bits OS

7) "Programs\Artix Calliseum" folder is appeared.

8) Run "Administrator", login – "Administrator", password "Admin".

9) Installation is completed, start configuring

## 2.2 Text-To-Speech (TTS) engines installation

---

If you wish to use TTS for creating audio files from text files, in most cases it is necessary to install third party TTS engines for audio synthesis working with MS SAPI 5.1 and higher.

## 2.3 First start on the server

### 2.3.1 Database server selection

---

- **Internal database.** It could be either built-in Firebird SQL server 2.5 or external Microsoft SQL server 2008 or higher.
- **FB DB password.** “SYSDBA” password (default «masterkey»).
- **Architecture.** FB server architecture.
- **Server address (name).** MS SQL server name or IP address.
- **Transactions location.** MS SQL server transactions location, not used.
- **Isolation level.** MS SQL server isolation level, not used.
- **Authentication.** MS SQL server authentication method.
- **Logion, Password.** Login and password of “sa” user in case of the mixed authentication.

## 2.4 First start on the client

### 2.4.1 Search of the server

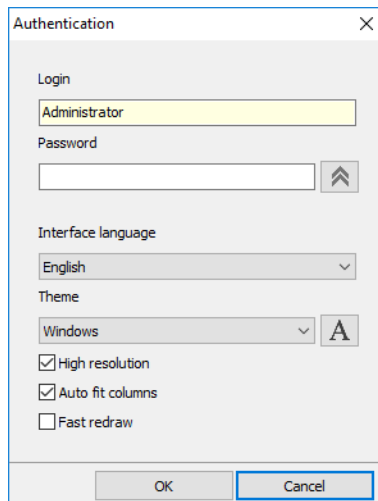
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- **Server address (name).** Calliseum server name or IP address. Call manager must be running on the server.
- **Search.** Tries to connect to the server and if succeeded allows going further.

## 3 Administrator

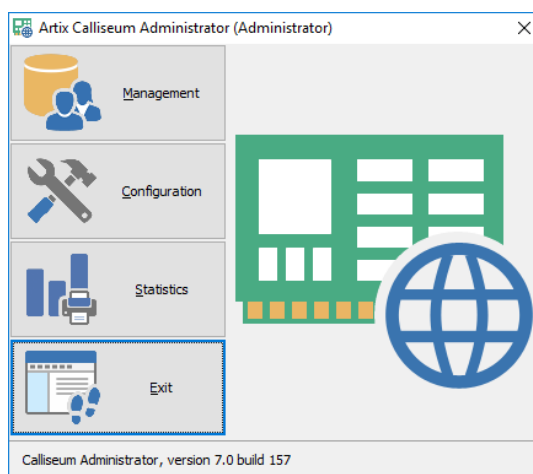
*Administrator* – server module for Calliseum configuring and management.

### 3.1 Authentication



- **Login.** «Administrator» only.
- **Password.** Administrator password, case sensitive.
- **Interface language.** All dialog windows language.
- **Theme.** Program visual style
- **Font.** System font.
- **High resolution.** Monitor is of high dpi and have larger fonts.
- **Auto fit columns.** When checked all columns width are aligned automatically.
- **Fast redraw.** When checked all lists are virtual, fast and no visual grouping.

### 3.2 Main window

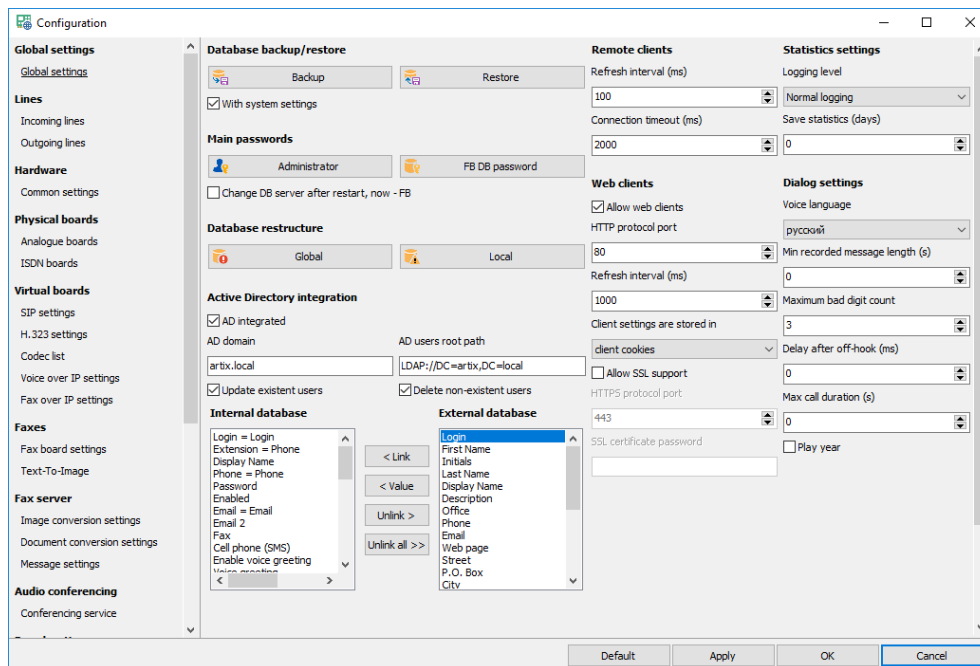


- **Management.** Opens client panels.
- **Configuration.** Opens configuration window.
- **Statistics.** Opens statistics windows
- **Exit.** Closes the program.

## 3.3 Configuration

- **Default.** Sets all settings of the current panel to default value.
- **Apply.** Saves settings without closing window.
- **Ok.** Saves settings and closes window.
- **Cancel.** Cancels all changes

### 3.3.1 Global settings



#### Database backup/restore

- **Backup.** Back up the database along with user files.
- **Restore.** Restores all data from archive including setting is “with system settings” is checked.

#### Main passwords

- **Administrator password.** Built-in Administrator password.
- **FB DB password.** Firebird «SYSDBA» account password.

#### Database restructure

- **Global restructure.** Removes and create a new database, all data are lost.
- **Local restructure.** Removes and restores indexes and other data, all data are restored.
- **Change DB server after restart.** After restart the database select window appears.

#### Active Directory integration

- **AD integrated.** When turned on the users are automatically retrieved from Active Directory when needed.
- **AD domain.** Active Directory domain name (dc).
- **AD users root path.** Domain container path where users are searched.

- **Update existent users.** When turned on the user information in the internal database is updated with every logging in.
- **Delete non-existent users.** When turned on the non-existent user is automatically deleted from the internal database.
- **Field links.** The links between internal and external fields are configured the same way as in [import](#).

## Remote clients

- **Refresh interval (ms).** Determines how often the remote client can be updated.
- **Timeout (ms).** IP connection timeout.

## Web clients

- **Allow web clients.** Allows using browser to access the system.
- **HTTP protocol port.** IP port for HTTP access.
- **Refresh interval (ms).** Polling frequency of web clients (ms).
- **Client settings are stored in.** Parameter determines where all client settings are stored - on the client or server side.
- **Allow SSL support.** When checked the system allows using protected HTTPS protocol.
- **HTTPS protocol port.** HTTPS port for protected client access through internet browsers.
- **SSL certificates password.** SSL certification files password (root.pem, key.pem, cert.pem).

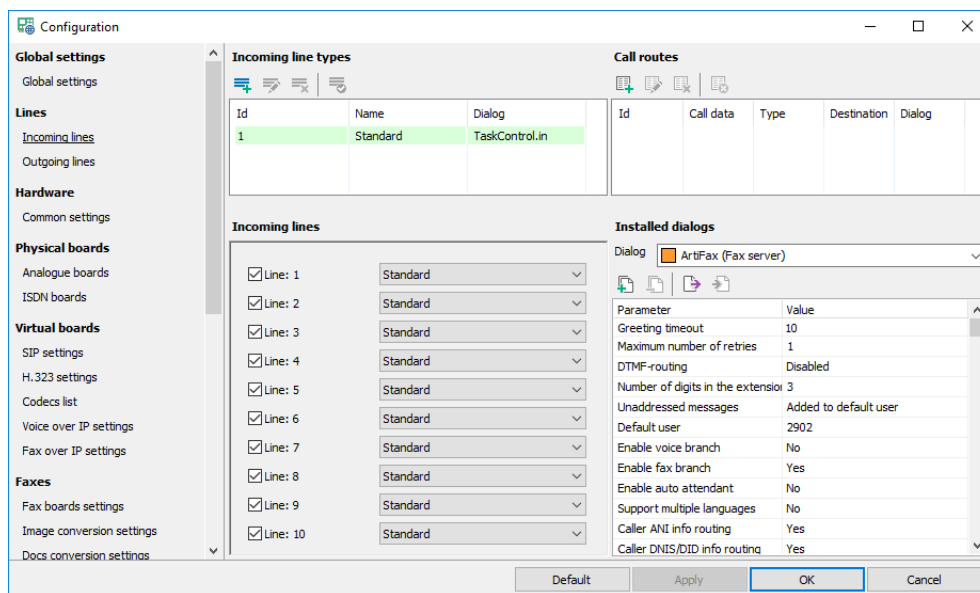
## Statistics settings

- **Logging level.** Affects the log files verbosity of the main log file *callman.log*.
- **Save statistics (days).** If not "0" removes old data from statistics.

## Dialog settings

- **Voice language.** Dialogs voice default language.
- **Min recorded message length (s).** Minimum allowable length of a recorded message (s).
- **Maximum bad digit count.** Maximum allowable number of bad digits entered by a subscriber.
- **Delay after off-hook (ms).** Delay after answering an incoming call (ms).
- **Max call duration (s).** Maximum allowable call duration in seconds (0 - unlimited).
- **Play year.** Use a year when playing dates.

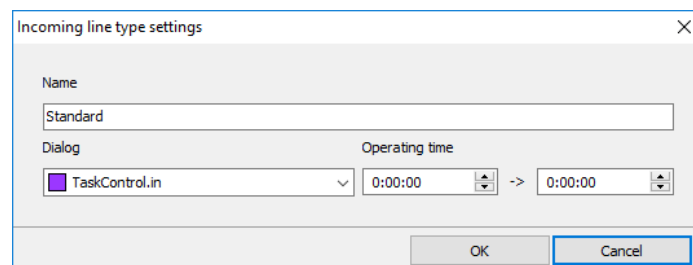
## 3.3.2 Incoming lines



### Incoming line types

- **Add.** Adds a new line type.
- **Modify.** Modifies the existing line type.
- **Delete.** Deletes selected line type.
- **Default.** Makes the current line type default.

### Incoming line type



- **Name.** Line type name.
- **Dialog.** Line type dialog.
- **Operating time.** Work period of the dialog.

### Call routes

- **Add.** Adds a new call route.
- **Modify.** Modifies the existing call route.
- **Delete.** Deletes selected call route.
- **Delete all.** Deletes all call routes.

## Call route settings:

- **Call data.** ANI or DNIS of the call.
- **Type.** Data type (ANI or DNIS).
- **Destination.** User login.
- **Lifetime (hours).** Call route lifetime, “0” – no limit.
- **Dialog.** Dialog to play with this route.
- **Fax route.** This route is fax only.
- **In blacklist.** Blacklisted call data.
- **Enabled.** Enables call route.

## Incoming lines

- **Enable line.** Enables incoming call handling.
- **Line type.** Line type of this line.

## Installed dialogs

### Common settings

- **Dialog.** Selects the dialog to configure.
- **Copy dialog.** Copies the current dialog.
- **Delete dialog.** Removes the dialog copy.
- **Export.** Exports dialog settings to a text file.
- **Import.** Imports dialog settings from the text file.

## Fax server (ArtiFax)

### Dialog algorithm

The dialog allows the callers send fax messages to the fax server. After answering a call, the system plays a general company greeting and prompts the caller to enter an extension. This behavior is affected by the DTMF routing and unaddressed messages parameters.

The caller has several attempts to enter the valid extension. After a correct extension is entered, the caller listens to a user personal greeting and then he is allowed sending a fax to the specified user.

### Specific settings

- **Greeting timeout (s).** Specifies the length of time system waits for a tone digit.
- **Maximum number of attempts.** Specifies the maximum of allowed bad extension typing counts.
- **DTMF routing.** Specifies how to use DTMF routing.



- 1) *Disabled*. No DMTF routing is made, extensions are not allowed.
- 2) *Standard*. Standard DTMF routing is enabled.
- **Number of digits in the extension**. Specifies the length of the PBX extension.
- **Unaddressed messages**. Specifies what to do with the unaddressed messages.
  - 1) *Discarded*. Unaddressed message is discarded.
  - 2) *Added to the user*. Unaddressed message is added to the default user.
- **Default user**. User to receive unaddressed messages.
- **Enable voice branch**. Enables accepting voice messages.
- **Enable fax branch**. Enables accepting fax messages.
- **Enable auto attendant**. Enables transferring incoming calls to the specified user
- **Support multiple languages**. The caller is able to select the dialog language.
- **Caller ANI routing**. Allows using ANI routing.
- **Caller DNIS routing**. Allows using DNIS routing.
- **Auto create ANI routes**. Enables automatic creating ANI call routes.
- **Auto create DNIS routes**. Enables automatic creating DNIS call routes.

### Empty dialog (Null)

#### Dialog algorithm

This dialog is just a placeholder that performs no actions and even does not answer the call..

### Audioconferencing dialog (Confer)

#### Dialog algorithm

The dialog allows managing conference from incoming call.

#### Specific settings

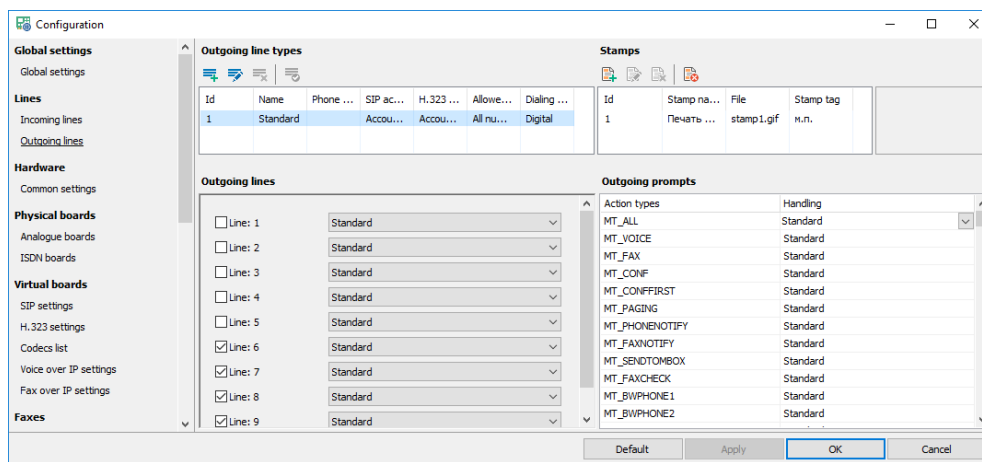
- **Ask for external Id first**. Enables using second dialog branch.
- **Enable operator dialog**. Enables the operator to start conference.

#### Operator capabilities

During the conference, the operator has most of the abilities to manage the conference. Every operator code begins with "0", and to speed up the command can be ended by the "#" key.

- **01[conferee extension]**. Adds a new conferee to the conference, e.g. the code "015678" means: call the conferee with the "5678" extension.
- **02[conferee extension]**. Removes the conferee from the conference, e.g. the code "025678" means: remove the conferee with the "5678" extension.
- **03[conferee extension]**. Change the conferee status, e.g. the code "325678" means: change status of the conferee with the "5678" extension.
- **04**. Stops the conference.
- **05**. Starts conference recording.
- **06**. Stops conference recording.

### 3.3.3 Outgoing lines



#### Outgoing line types

- **Add.** Adds a new line type.
- **Modify.** Modifies the existing line type.
- **Delete.** Deletes selected line type.
- **Default.** Makes the current line type default.

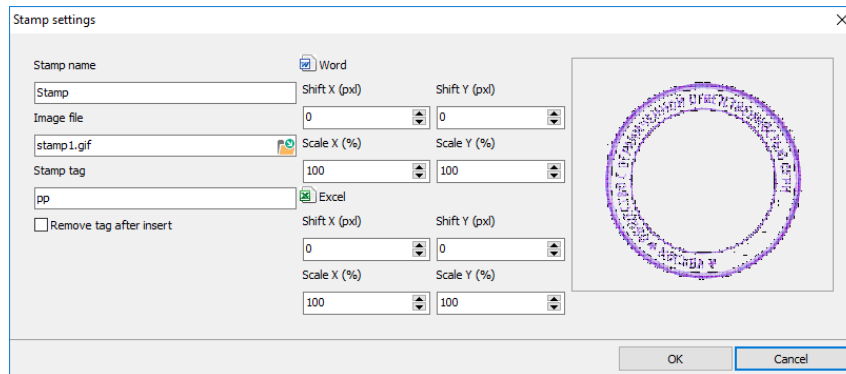
#### Outgoing line types

- **Name.** Outgoing line type name.
- **Phone prefix.** Specifies the phone prefix that is automatically added to any phone number.
- **Allowed numbers.** Specifies the phone number templates allowed for calling by this line according to SQL LIKE statement. Empty value means that “all calls” are allowed.
- **SIP account.** Specifies the SIP account that is used for dialing by SIP line assigned to this type.
- **H.323 account.** Specifies the H.323 account that is used for dialing by H.323 line assigned to this type.
- **Dialing mode.** Specifies whether the system should send pulse or tone digits while dialing. Obsolete, used for analogue lines only.
- **Local fax Id.** Local fax id for outgoing calls.
- **Protocol.** Specifies the IP protocol to use for outgoing calls.

#### Stamps

- **Add.** Adds a new stamp.
- **Modify.** Modifies selected stamp.
- **Delete.** Deletes selected stamp.
- **Delete all.** Deletes all stamps.

## Stamp settings



- **Stamp name.** Stamp name.
- **Image file.** Specifies the stamp image file.
- **Stamp tag.** Specifies the text tag where the stamp will be inserted.
- **Remove tag after insert.** Turns on/off tag removing after the stamp is inserted.
- **Excel.** Specifies MS Excel stamp insert settings
  - 1) *Shift X, Y.* Stamps positions shift in pixels.
  - 2) *Scale X, Y.* Stamps dimension scale in percent.
- **Word.** Specifies MS Word stamp insert settings
  - 1) *Shift X, Y.* Stamps positions shift in pixels.
  - 2) *Scale X, Y.* Stamps dimension scale in percent.

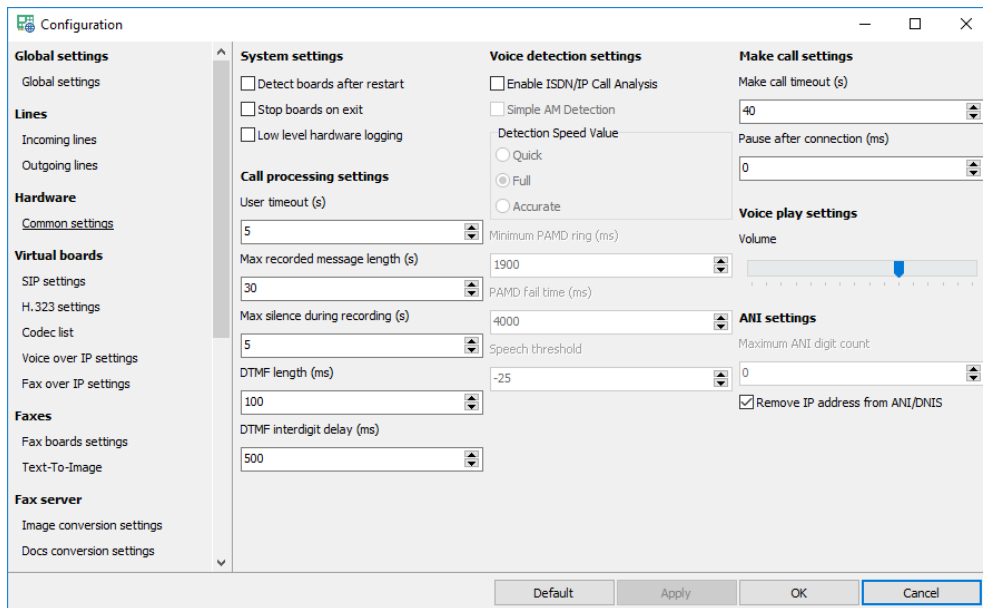
## Outgoing lines

- **Enable line.** Enables making outgoing calls.
- **Line type.** Line type of this line.

## Outgoing dialogs

- **Action type.** Outgoing action types, obsolete.
- **Handling.** Outgoing call handler, obsolete.

### 3.3.4 Common board settings



#### System settings

- **Detect boards after restart.** Administrator will update lines configuration after restart.
- **Stop boards on exit.** Call Manager stops the boards before exiting, after restarting it starts the boards again.
- **Hardware logging (cmlib.log).** Turns on/off hardware and VoIP logging to the "cmlib.log" file.

#### Call processing settings

- **User timeout(s).** Specifies maximum time the system waits for a tone digit.
- **Max recorded message length (s).** Specifies maximum length of a recorded message.
- **Max silence during recording.** Specifies maximum length of silence to stop file recording.
- **DTMF length (ms).** Digits duration during DTMF playback (ms).
- **DTMF interdigit delay (ms).** Time between digits during DTMF playback (ms).

#### Voice detection settings

- **Enable ISDN/IP Call Analysis.** Turns on/off using call progress analysis on digital lines.
- **Detection Speed Value.** Specifies human and simple AM detection speed value (Dialogic and Brooktrout):
  - 1) **Quick.** Quick look at connect circumstances.
  - 2) **Full.** Full evaluation of response.
  - 3) **Accurate.** Recommended setting. Does the most accurate evaluation detecting live voice as accurately as "Full" but is more accurate than "Full" (although slightly slower) in detecting an answering machine. Use "Accurate" when accuracy is more important than speed.
- **Minimum PAMD ring (ms).** Specifies minimum allowable ring duration for positive answering machine detection (Dialogic).
- **PAMD fail time (ms).** Specifies maximum time to wait for positive answering machine detection or positive voice detection after a cadence break (Dialogic).
- **Speech threshold.** Speech detection threshold (Pika).

## Make call settings

- **Make call timeout (s).** Specifies length of time to wait before deciding that the call is not answered.
- **Pause after connection (ms).** Specifies length of time to wait before message play is started.

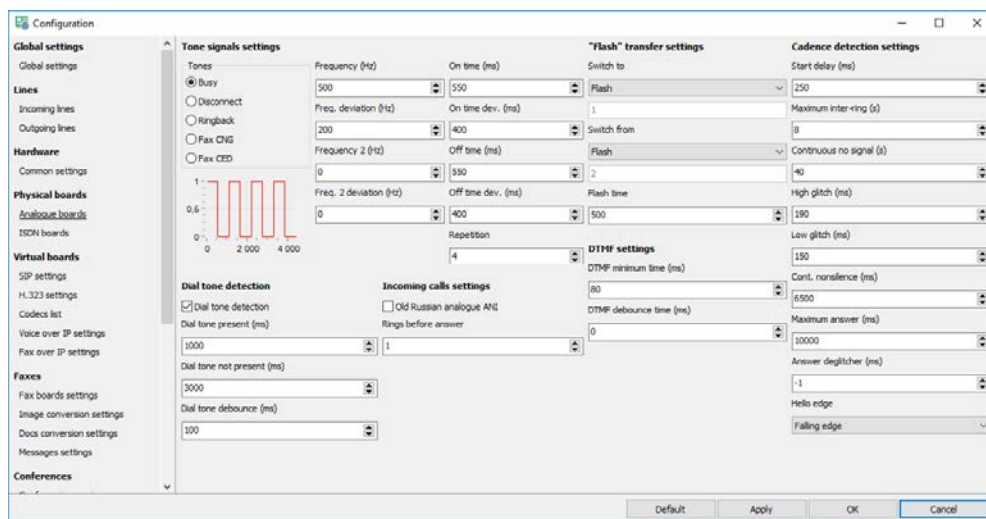
## Voice play settings

- **Volume.** Audio files volume gain (Dialogic).

## ANI settings

- **Maximum ANI digit count.** Specifies maximum digits of ANI to use in the dialogs.
- **Remove IP address.** Removes IP address from SIP and H.323 ANI data if present.

## 3.3.5 Analog boards



## Tone signal settings

### Tone

- **Busy.** Subscriber is busy (Dialogic, analogue).
- **Disconnect.** Subscriber hangs up (Dialogic, analogue).
- **Ringback.** Subscriber is being called (Dialogic, analogue).
- **Fax CNG.** Fax CNG on the line (Dialogic).
- **Fax CED.** Fax CED on the line (Dialogic).

### Individual signal settings:

- **Frequency (Hz).** Specifies the first frequency (in Hz) for the tone (Dialogic, analogue).
- **Freq. deviation (Hz).** Specifies the allowable deviation (in Hz) for the first frequency (Dialogic, analogue).
- **Frequency 2 (Hz).** Specifies the second frequency (in Hz) for the tone (Dialogic, analogue).
- **Freq. 2 deviation (Hz).** Specifies the allowable deviation (in Hz) for the second frequency (Dialogic, analogue).
- **On time (ms).** Specifies the length of time for which the cadence is on (Dialogic, analogue).
- **On time dev. (ms).** Specifies the allowable deviation for on time (Dialogic, analogue).
- **Off time (ms).** Specifies the length of time for which the cadence is off (Dialogic, analogue).

- **Off time dev. (ms).** Specifies the allowable deviation for off time (Dialogic, analogue).
- **Repetition.** Specifies the number of repetitions for the cadence (Dialogic, analogue).

### Flash transfer settings

- **Switch to, Switch from.** Specify tone digits for direct and back transfer (analogue lines only).
- **Flash time.** Specifies length of the “flash” signal if required (analogue lines only).

### DTMF settings

- **DTMF minimum time (ms).** Minimum time for DTMF to be present during playback to be considered valid (ms).
- **DTMF debounce time (ms).** Minimum time for DTMF to be present during recording to be considered valid (ms).

### Dial tone detection settings

- **Enable dial tone detection.** Enables dial tone detection on the lines
- **Dial Tone Present (ms).** Specifies length of time that a dial tone must be continuously present (Dialogic, analogue).
- **Dial Tone Not Present (ms).** Specifies maximum length of time to wait before declaring dial tone failure (Dialogic, analogue).
- **Dial Tone Debounce (ms).** Specifies maximum gap allowed in an otherwise continuous dial tone before it is considered invalid (Dialogic, analogue).

### Incoming call settings

- **Old Russian analogue ANI.** Enables Russian old ANI on the line.
- **Rings before answer.** Specifies number of rings to wait before connection is established.

### Cadence detection settings

- **Start delay (ms).** Specifies the delay after dialing has been completed and before starting analysis for cadence detection, frequency detection, and positive voice detection (Dialogic)
- **Maximum inter-ring (s).** Specifies maximum time to wait between consecutive ringback signals before deciding that the call has been connected (Dialogic, analogue).
- **Continuous No Signal (s).** Specifies the maximum time of silence (no signal), allowed immediately after cadence detection begins. If exceeded, a “no ringback” is returned (Dialogic, analogue).
- **High Glitch.** Specifies the maximum nonsilence period to ignore. Used to help eliminate spurious nonsilence intervals (Dialogic, analogue).
- **Low Glitch.** Specifies the maximum silence period to ignore. Used to help eliminate spurious silence intervals (Dialogic, analogue).
- **Continuous Non-silence.** Specifies the maximum length of the first or second period of non-silence allowed. If exceeded, a “no ringback” is returned (Dialogic, analogue).
- **Maximum Answer.** Specifies the maximum allowable length of answer size. When answer size exceeds this value, a “connect” is returned (Dialogic, analogue).
- **Answer Deglitcher.** Specifies the maximum silence period allowed between words in a salutation (Dialogic, analogue, obsolete, not used).
- **Hello Edge.** Specifies the point at which a “connect” will be returned (Dialogic, analogue):
  - 1) *Rising Edge.* Immediately when a “connect” is detected.
  - 2) *Falling Edge.* After the end of the salutation.

### 3.3.6 ISDN boards

- **Origination.** Specifies origination number that is used for outgoing calls.
- **Numbering type.** Specifies calling and origination number types:
  - 1) *Unknown.* Transparent number type
  - 2) *International.* International number for international call (verify availability with service provider).
  - 3) *National.* National number for call within national numbering plan (accepted by most networks).
  - 4) *Local.* Subscriber number for a local call (verify availability with service provider).
- **Numbering plan.** Specifies calling and origination number plans:
  - 1) *Unknown.* Unknown number plan.
  - 2) *ISDN (E.164/E.163).* International number for international call (verify availability with service provider).
  - 3) *Telephony (E.164).* Telephony numbering plan.
- **Dialing mode.** Specifies ISDN dialing mode:
  - 1) *Enblock.* Number is complete.
  - 2) *Overlap.* Number is not complete.
- **Use ISDN "intrusion".** Turns on/off using ISDN intrusion for outgoing calls.

### 3.3.7 SIP settings

The screenshot shows the 'Configuration' window for Artix Calliseum. The 'SIP settings' tab is selected. Under 'Global settings', 'SIP settings' is expanded. The 'Common settings' section includes: 'Enable SIP' (checked), 'Display' (Artix SIP phone), 'User Agent' (Artix User-Agent), 'DTMF signaling mode' (All types), 'Local port' (5060), and 'Transport protocol' (UDP). The 'Accounts' section shows 'Accounts number' (1) and 'Account 1' settings: 'Connection type' (Proxy without registration), 'Phone (Extension)' (100), 'Destination number type' (Transparent), 'Destination number plan' (Unknown), 'Registrar domain' (localhost), and 'Registrar port' (5060). At the bottom are buttons for 'Default', 'Apply', 'OK', and 'Cancel'.

- **Enable SIP.** Turns on/off using SIP.

#### Common settings

- **Display.** SIP display name.
- **User Agent.** SIP user agent.
- **DTMF signaling mode.** Specifies how tone digits are sent and received.
  - 1) *All modes are available.* The system can use any mode.
  - 2) *Out-of-band (RFC 2833).* DTMF digits are sent and received in the RTP stream as defined in RFC 2833.
  - 3) *In-band.* DTMF digits are sent and received in-band via standard RTP transcoding.
- **Use proxy.** Turns on/off using SIP proxy.
- **Proxy address.** Specifies proxy address.
- **Proxy port.** Specifies proxy port.
- **Transport protocol.** Specifies SIP transport protocol.
  - 1) *UDP.* SIP messages use UDP protocol.
  - 2) *TCP.* SIP messages use TCP protocol.
  - 3) *TLS.* SIP messages use TLS protocol.
- **Local port.** Specifies local port.
- **Allow re-INVITE.** Allows using re-INVITE method for fax sessions.
- **Allow session timers.** Allows using session timers to remove hanged SIP connections.
- **Enable fast start.** Enables fast connection.

#### Accounts

- **Accounts number.** Specifies the number of SIP accounts.

#### Account settings

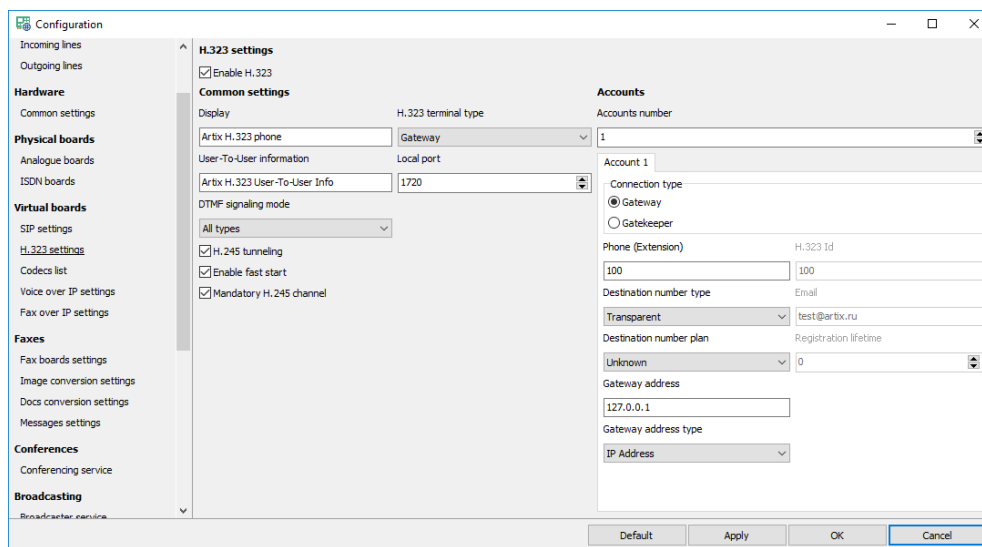
- **Connection type.** Specifies connection type:
  - 1) *Proxy without registration.* Proxy does not require authentication.
  - 2) *Proxy with registration.* Proxy requires authentication.



3) *Proxy with Registrar*. Proxy does not require authentication, Registrar requires authentication.

- **Phone**. SIP account phone.
- **Destination number type**. Destination phone number type.
- **Destination number plan**. Destination phone number plan.
- **Registrar domain**. SIP account Registrar domain name.
- **Registrar port**. SIP account Registrar domain port.
- **User alias**. SIP account name.
- **User password**. SIP account password.
- **Realm**. SIP realm.
- **Registration lifetime**. Registration lifetime.

### 3.3.8 H.323 settings



- **Enable H.323**. Turns on/off using H.323.

#### Common settings

- **Display**. Specifies H.323 display name.
- **Use-To-User information**. Specifies H.323 user-to-user information.
- **DTMF signaling mode**. Specifies how tone digits are sent and received.
  - 1) *All modes are available*. The system can use any mode.
  - 2) *Out-of-band (RFC 2833)*. DTMF digits are sent and received in the RTP stream as defined in RFC 2833.
  - 3) *In-band*. DTMF digits are sent and received in-band via standard RTP transcoding.
  - 4) *Alphanumeric*. DTMF digits are sent and received in H.245 UII Alphanumeric messages.
- **Local port**. Specifies local port.
- **H.323 terminal type**. Specifies H.323 terminal type:
  - 1) *Terminal*. An endpoint on an IP network that supports the real-time, two-way communication with another H.323 entity. A terminal supports multimedia coders/decoders (codecs) and setup and control signaling.
  - 2) *Gateway*. Provides the interface between a packet-based network (for example, an IP network) and a circuit-switched network (for example, the PSTN). A gateway translates communication procedures and formats between networks. It handles call setup and teardown and the compression and packetization of voice information.

- **Enable fast start.** Enables fast connection.
- **H.245 tunneling.** Turns on/off using tunneled signaling message capability, that is documented in Annex M of the ITU-T recommendations for H.323. This capability allows DSS/QSIG/ISUP messages to be encapsulated in common H.225
- **Mandatory H.245 channel.** Turns on/off mandatory H.245 channel establishment in fast start connections.

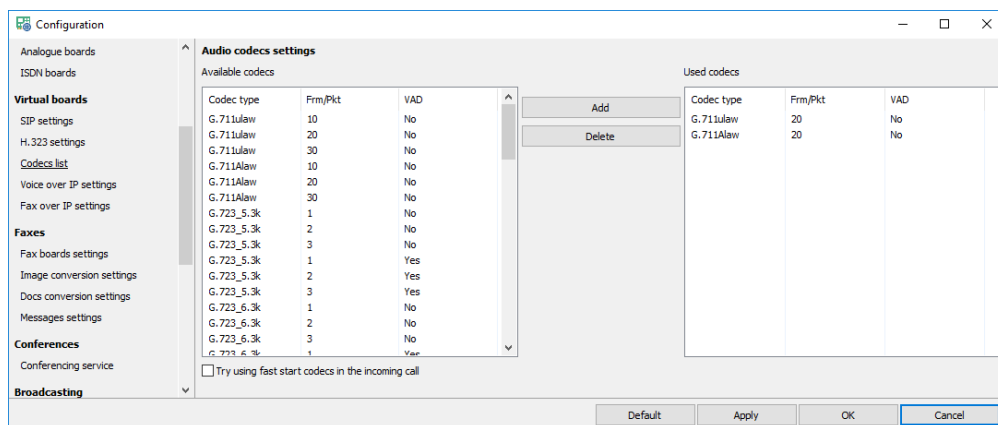
## Accounts

- **Accounts number.** Specifies the number of SIP accounts.

## Account settings

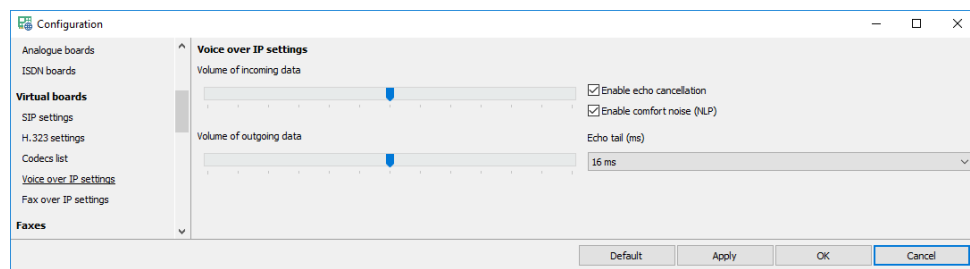
- **Connection type.** Specifies H.323 connection type
  - 1) *Gateway* - simple interface with no authentication.
  - 2) *Gatekeeper* - gateway with authentication.
- **Phone.** Specifies account H.323 phone.
- **H.323 Id.** Specifies account H.323 Id.
- **Email.** Specifies account H.323 email.
- **Registration lifetime.** Registration lifetime.
- **Destination number type.** Destination phone number type.
- **Destination number plan.** Destination phone number plan.
- **Gateway address.** The address of the H.323 registration server.
- **Gateway address type.** The address type of the H.323 registration server.

## 3.3.9 Codecs



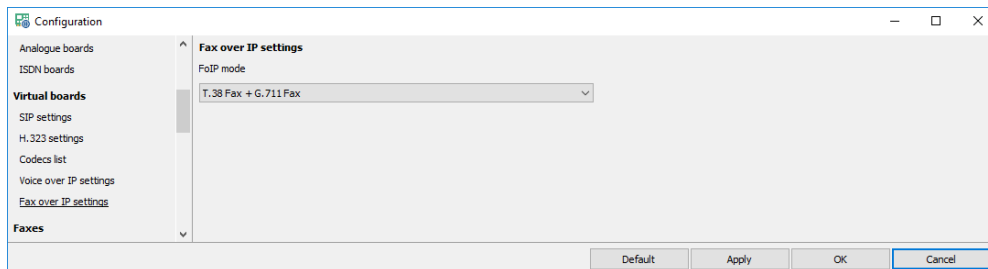
- **Available codecs** All codecs available in the system.
- **Used codecs.** Codecs used in the system.
- **Try using fast start codecs.** Allows the system to change used codecs according to the remote request during fast start.

### 3.3.10 Voice over IP settings



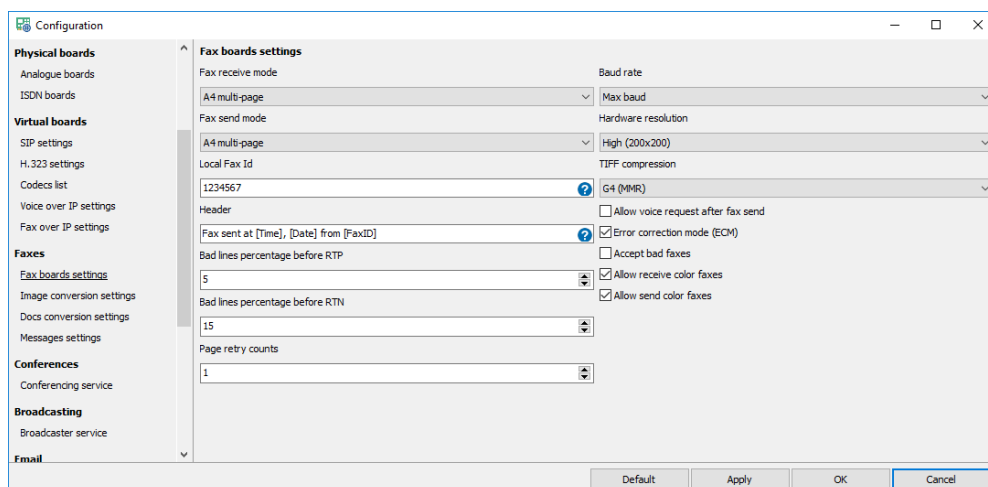
- **Volume of incoming data.** Specifies the incoming data volume gain.
- **Volume of outgoing data.** Specifies the outgoing data volume gain.
- **Enable echo cancellation.** Turns on/off using echo cancellation during conversation.
- **Enable comfort noise (NLP).** Turns on/off using NLP during conversation.
- **Echo tail (ms).** Specifies echo tail length for echo cancellation.

### 3.3.11 Fax over IP settings



- **FoIP mode.** Specifies fax transmission/reception mode:
  - 1) *Disabled.* No fax is allowed.
  - 2) *G.711 Fax only.* Only G.711 fax is enabled.
  - 3) *T.38 Fax + G.711 Fax.* Both fax connection methods are allowed. T.38 has higher priority.
  - 4) *T.38 Fax only.* Only T.38 fax is enabled.

### 3.3.12 Fax board settings

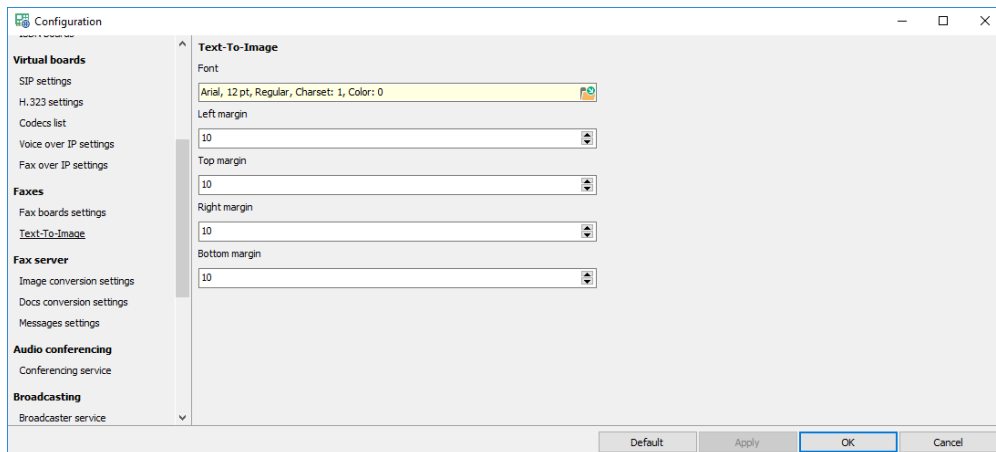


- **Fax receive mode.** Specifies fax receive mode:
  - 1) *Long page.* Receives one long page document.

2) *A4 multi-page*. Receives one A4 multi-page document.

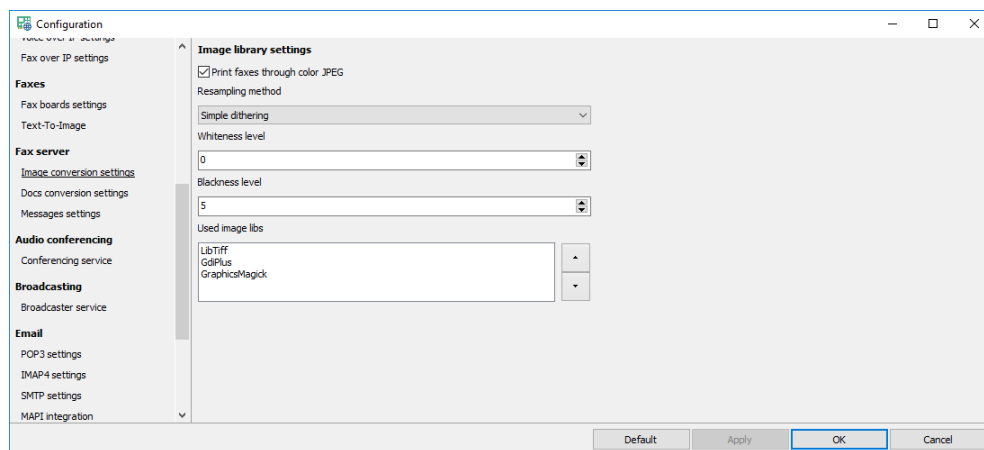
- **Fax send mode**. Specifies fax send mode:
  - 1) *Long page*. Sends one long page document.
  - 2) *A4 multi-page*. Sends one A4 multi-page document.
- **Fax Id**. Specifies fax id used for transmission.
- **Header**. Specifies a text to insert before the image.
- **Page retry counts**. Specifies number of retries for unsuccessful transmit.
- **Bad lines percentage before RTN**. Specifies percentage of acceptable bad scan lines before RTN is returned.
- **Bad lines percentage before RTP**. Specifies percentage of acceptable bad scan lines before RTP is returned.
- **Baud rate**. Specifies transmit and receive baud rate.
- **Hardware resolution**. Specifies image resolution for all fax data during fax transmission.
- **TIFF compression**. Data transmission/reception encoding scheme for TIFF files:
  - 1) *G3, MH*. Modified Huffman.
  - 2) *G3, MR*. Modified Read.
  - 3) *G4, MMR*. Modified Modified Read.
- **Allow voice request after fax send**. Turns on/off voice request after the fax is sent.
- **Error correction mode**. Turns on/off hardware ECM.
- **Accept bad faxes**. Turns on/off accepting fax files received with errors.
- **Accept bad faxes**. Turns on/off accepting fax files received with errors.
- **Allow receive color faxes**. If the option is turned on the system can receive color faxes.
- **Allow send color faxes**. If the option is turned on the system can send color faxes.

### 3.3.13 Text-to-Image



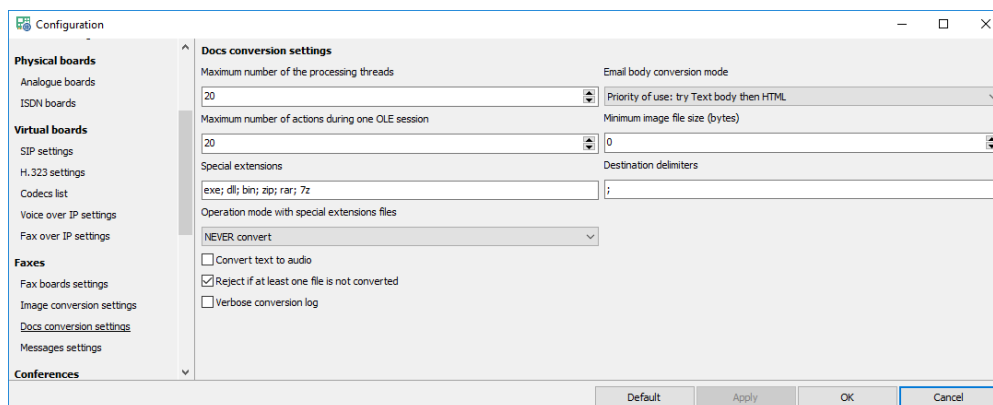
- **Font**. Specifies font to use for conversion.
- **Margins**. Specify margins of the converted image.

### 3.3.14 Image conversion settings



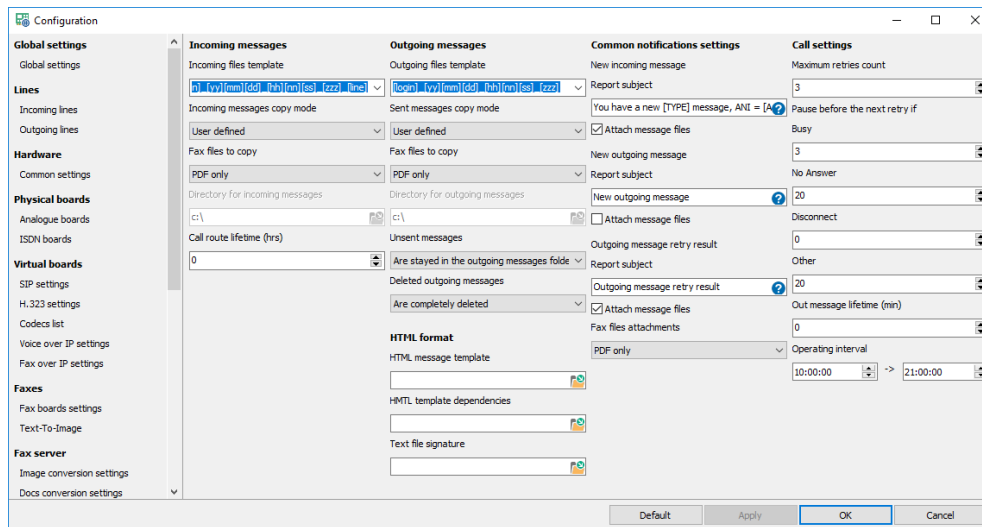
- **Print faxes through color JPEG.** Printing fax through color JPEG takes more time but allows fine-tuning of the color to b/w image conversion.
- **Resampling method.** Specifies the image conversion method to prepare required images.
- **Whiteness level.** Specifies the whitening gain level.
- **Blackness level.** Specifies the blackening gain level.
- **Used image libs.** Specifies the priorities of graphics libraries used for conversion.

### 3.3.15 Document conversion settings



- **Maximum number of the processing threads.** Maximum number of the thread that process MS Office documents.
- **Maximum number of actions during one OLE session.** Maximum of file count allowed to convert in one OLE session (for MS Office documents).
- **Special extensions.** Files with special extension are handled differently.
- **Operation mode with special extensions files.** Special extension files handling mode.
- **Convert text to audio.** When checked whenever text file is received it is converted to an audio file for sending voice message.
- **Reject if at least one file is not converted.** When checked rejects the message if at least one file is not converted.
- **Verbose conversion log.** When checked the conversion log file (conv.log) is more verbose.
- **Email body conversion mode.** Specifies how to handle message body.
- **Minimum image file size (bytes).** Specifies the minimal size of images to convert (e.g. for rejecting company logo etc).
- **Destination delimiters.** Multiple destinations symbol delimiter.

### 3.3.16 Message settings



#### Incoming messages

- **File name template for incoming messages.** Specifies the template to use when a new incoming message is recorded.
  - 1) *[dd]* – current date
  - 2) *[mm]* - current month
  - 3) *[yy]* – current year (two digits)
  - 4) *[yyyy]* – current year (four digits),
  - 5) *[hh]* - current year (two digits)
  - 6) *[nn]* - current minute
  - 7) *[ss]* - current second
  - 8) *[zzz]* - current millisecond
  - 9) *[line]* – line
  - 10) *[id]* – global message Id
  - 11) *[Login]* - user login
- **Incoming message copy mode.** Specifies how the system should handle incoming messages.
- **Fax files to copy.** Specifies what files should be copied.
- **Directory for incoming messages.** Directory where incoming messages will be copied.
- **Call route lifetime (hours).** Default call route lifetime in hours (0 - unlimited).

#### Outgoing messages

- **File name template for outgoing messages.** Specifies the template to use when a new outgoing message is recorded.
  - 1) *[dd]* – current date
  - 2) *[mm]* - current month
  - 3) *[yy]* – current year (two digits)
  - 4) *[yyyy]* – current year (four digits),
  - 5) *[hh]* - current year (two digits)
  - 6) *[nn]* - current minute
  - 7) *[ss]* - current second
  - 8) *[zzz]* - current millisecond
  - 9) *[line]* – line
  - 10) *[id]* – global message Id

## 11) [Login] - user login

- **Outgoing message copy mode.** Specifies how the system should handle outgoing messages.
- **Fax files to copy.** Specifies what files should be copied.
- **Directory for outgoing messages.** Directory where outgoing messages will be copied.
- **Unsent messages.** Specifies how the system should handle unsent outgoing messages.
- **Deleted outgoing messages.** Specifies how the system should handle manually deleted outgoing messages.

## HTML format

- **HTML message template.** Specifies the HTML template to use for all outgoing email messages. There will be no HTML body when empty.
- **HTML template dependencies.** Specifies the HTML template dependencies (e.g. images) used for composing HTML message.
- **Text file signature.** Specifies a text file to attach to every email message.

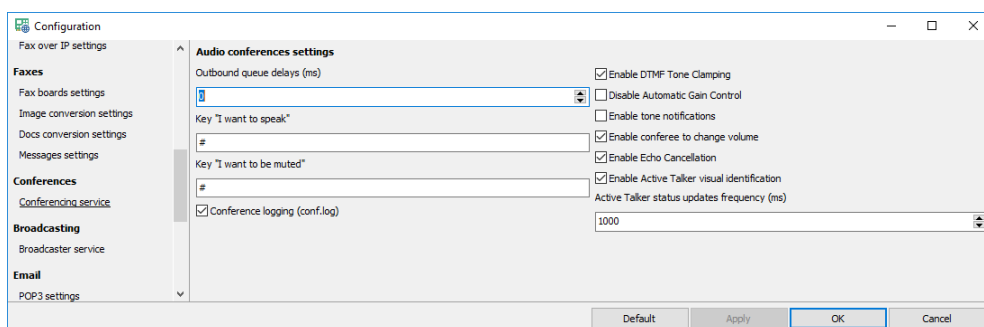
## Common notification settings

- **Report subject.** Specifies email subjects for different notifications.
- **Attach message files.** Turns on/off message attachment for different notifications.
- **Fax files attachments.** Specifies the type of fax files to use in notifications.

## Call settings

- **Maximum retry count.** Specifies the maximum allowable retry count when sending fax server messages, If this value is reached, the message is considered as “Unsent”.
- **Pause before the next retry if.** Specifies the pause in minutes before the next outgoing call retry if the called party is not reached for different reasons.
- **Outbound message lifetime (min).** Outgoing message lifetime before it is automatically deleted.
- **Operating interval.** Outgoing calls operating interval, if the times are equal - no limit.

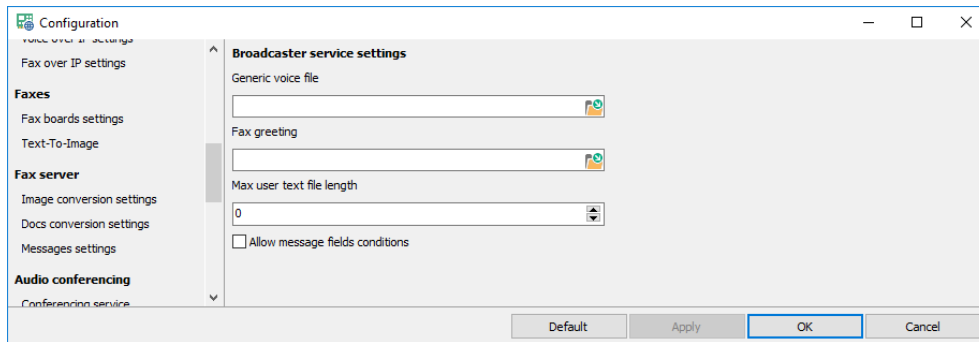
## 3.3.17 Conferencing service



- **Outbound queue delays (ms).** Specifies delay between two consecutive outgoing phone calls for the conferees. Obsolete and is not used.
- **Key “I want to speak”.** Specifies the phone key by which the conferee informs the operator about his desire to change his status to “Speaking”.
- **Key “I want to be muted”.** Specifies the phone key by which the conferee informs the operator about his desire to change his status to “Mute”.
- **Conference logging (conf.log).** Turns on/off logging to “conf.log” file.
- **Enable DTMF Tone Clamping.** Turns on/off DTMF tone clamping.
- **Disable Automatic Gain Control.** Turns on/off AGC.

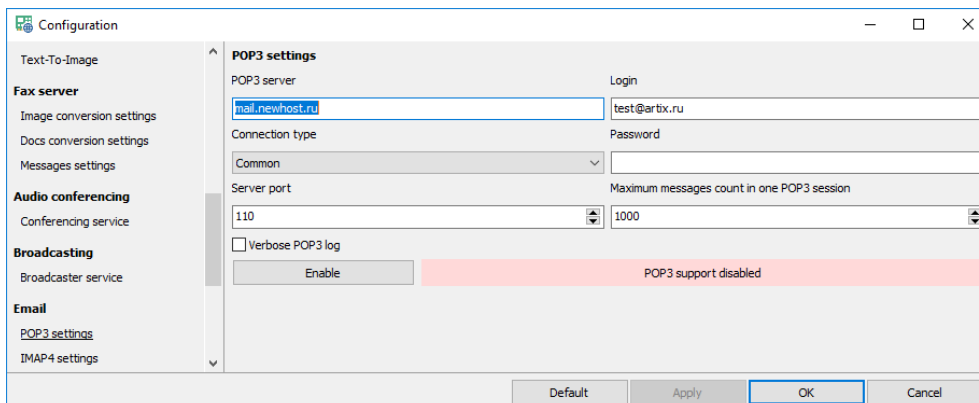
- **Enable tone notifications.** Turns on/off tone notifications when a conferee is added or removed.
- **Enable conferee to change volume.** Turns on/off allowing the conferee to change his volume.
- **Enable Echo Cancellation.** Turns on/off echo cancellation.
- **Enable Active Talker visual identification.** Turns on/off visual display of active talkers.
- **Active Talker status update frequency (ms).** Specifies the refresh interval of Active Talker status updates (ms).

### 3.3.18 Broadcaster service



- **Generic voice file.** Specifies the voice file to play before any voice message.
- **Fax greeting.** Specifies the voice file to play before fax transmission if a human is detected.
- **Max user text file length.** Maximum symbol count in user text file (0 - no limit).
- **Allow message field conditions.** Enables using task message field conditions.

### 3.3.19 POP3 settings



- **POP3 server, Port, Login, Password, Connection type.** Standard POP3 connection settings.
- **Maximum message count in one POP3 session.** Specifies maximum downloaded message count from the mail server in one session.
- **Verbose POP3 log.** When checked the POP3 log file (pop3.log) is more verbose.
- **Enable.** Checks and enables POP3 server connection.



### 3.3.20 IMAP4 settings

- **IMAP4 server, Port, Login, Password, Connection type.** Standard IMAP4 connection settings.
- **Maximum message count in one IMAP4 session.** Specifies maximum downloaded message count from the mail server in one session.
- **Verbose IMAP4 log.** When checked the IMAP4 log file (imap4.log) is more verbose.
- **Inbox folder.** Specifies IMAP4 Inbox folder.
- **Enable.** Checks and enables IMAP4 server connection.

### 3.3.21 SMTP settings

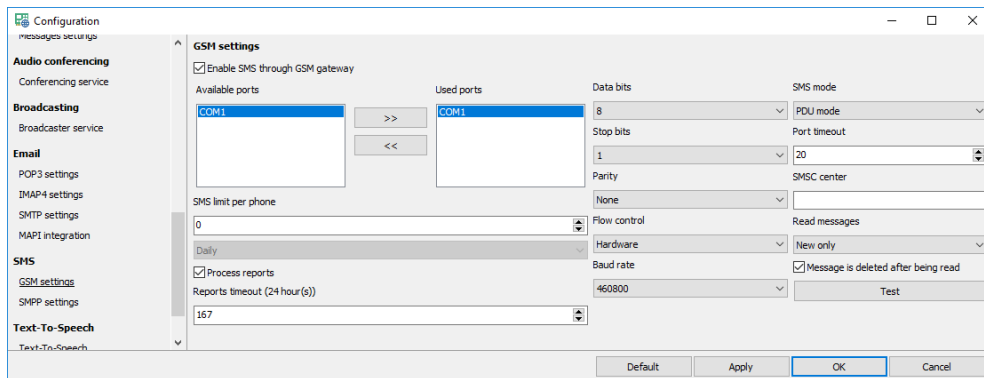
- **SMTP server, Port, Authentication, Login, Password, Connection type.** Standard SMTP connection settings.
- **Encoding, Reply name, Reply address.** Common outgoing email message settings.
- **Verbose SMTP log.** When checked the SMTP log file (smtp.log) is more verbose.
- **Enable.** Checks and enables SMTP server connection.

### 3.3.22 MAPI integration

- **Delete read MAPI messages.** Turns on/off deleting of previously read messages

- **Verbose MAPI log.** When checked the MAPI log file (mapi.log) is more verbose.
- **Enable.** Checks and enables MAPI session connection.

### 3.3.23 GSM settings



- **Enable SMS through GSM phone/modem.** Enables using GSM phone or modem for sending and receiving SMS messages.
- **Available ports.** List of available COM ports.
- **Used ports.** List of all COM ports where GSM modems are connected. You can manage this list using ">>" and "<<" buttons for adding ports from "Available ports" or removing them.
- **Data bits, Stop bits, Port timeout, Parity, Flow control, Baud rate.** Specify COM port settings. They should be the same for all GSM phones.
- **SMSC center.** Specifies a different SMSC center from the one specified in the phone.
- **Read messages.** Allows reading SMS messages from the phone.
- **Delete after message is read.** Turns on/off deleting message after it is read.
- **SMS mode.** Specifies SMS mode:
  - 1) *PDU mode.* Messages will be sent and received with PDU encoding. It is the most common way; all cell phones support this mode.
  - 2) *Text mode.* Messages will be sent and received with various standard encoding e.g. UTF-8. It is the less common way, not all cell phones support this mode.
- **SMS limit per phone.** Specifies limit of sent messages for each phone. Message count can be calculated:
  - 1) *Daily.* On daily basis.
  - 2) *Monthly.* On monthly basis.
- **Process reports.** Turns on/off processing message send reports to make sure that the message is delivered.
- **Reports timeout.** Specifies length of time to wait before deciding that the message sent, but not delivered.
- **Test.** The button is for testing modem properties.

### 3.3.24 SMPP settings

#### Common settings

- **Destination number plan, Destination number type.** Plan and type of the destination phone number.
- **Process reports.** When checked the system is waiting for the delivery report.
- **Reports timeout (min).** Waiting time of the delivery report in minutes.
- **Unicode (UTF-16).** Text messages encoding.
- **Verbose SMPP log.** When checked the SMPP log file (smpp.log) is more verbose.

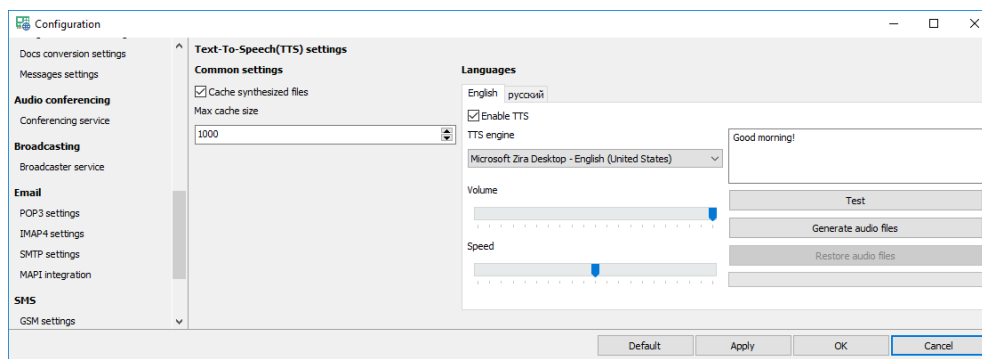
#### Accounts

- **Accounts number.** Specifies the number of SMPP accounts.

#### Account settings

- **Enable SMPP server.** Enables using this account for sending SMS.
- **SMPP server name.** Description of the server.
- **Server address, Server port, Login, Password.** Standard SMPP connection settings.
- **SMPP client identifier.** Identifies the SMPP client requesting to bind with the SMPP server.
- **Source number plan, Source number type.** Plan and type of the source phone number.
- **Origination.** Source phone number.
- **Max SMS length.** Specifies maximum symbol count in text message (0 - no limit).
- **SMPP server timeout (ms).** SMPP server IP connection timeout.
- **Message status query interval (s).** Interval between system queries to SMPP server to check status of undelivered messages (0 - no queries).
- **Server status query interval (s).** Interval between system queries to SMPP server for refreshing connection (0 - no queries).

### 3.3.25 Text-To-Speech (TTS)



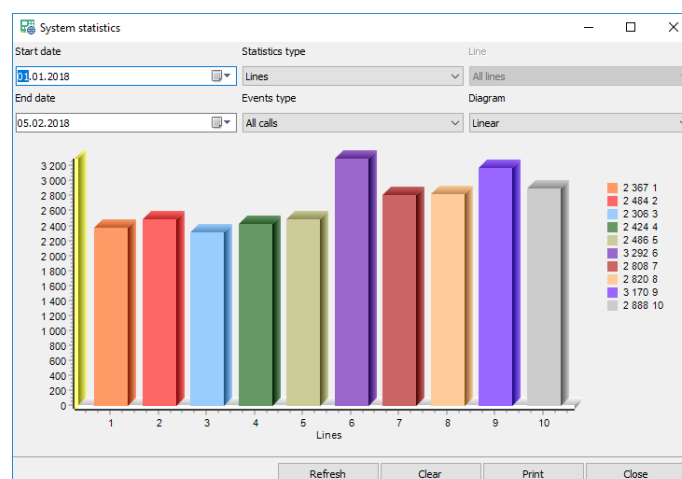
#### Common settings

- **Cache synthesized files.** Turns on/off caching of the generated voice files.
- **Max cache size.** Specifies maximum file count in the cache.

#### Languages

- **Enable TTS.** Turns on/off using TTS for selected language.
- **TTS engine.** Specifies the TTS engine to use for generating voice files of this language.
- **Volume.** Specifies the volume gain level of speech.
- **Speed.** Specifies the speed gain level of speech.
- **Test.** Plays generated test message.
- **Generate audio files.** When pressed all audio files of this language will be regenerated from the source text files.
- **Restore audio files.** When pressed all audio files of this language will be restored to the prerecorded files.

## 3.4 Statistics



- **Start date, End date.** Statistics interval.
- **Statistics type.** Statistics display mode:
  - 1) *Lines* – horizontal axis is “lines”
  - 2) *Results* – horizontal axis is “results”
- **Events type.** Statistics events type:

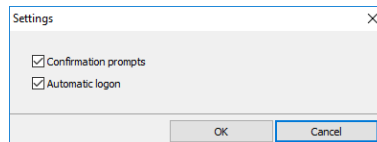
- 1) *All calls*— diagram shows all data
- 2) *Outgoing only*— diagram shows only outgoing calls
- 3) *Incoming only* — diagram shows only incoming calls

- **Lines.** Specifies the lines to use in the diagram.
- **Diagram.** Visual style of the diagram.
- **Refresh.** Refreshes statistics data.
- **Clear.** Removes all statistics data.
- **Print.** Prints diagram.

## 3.5 Management

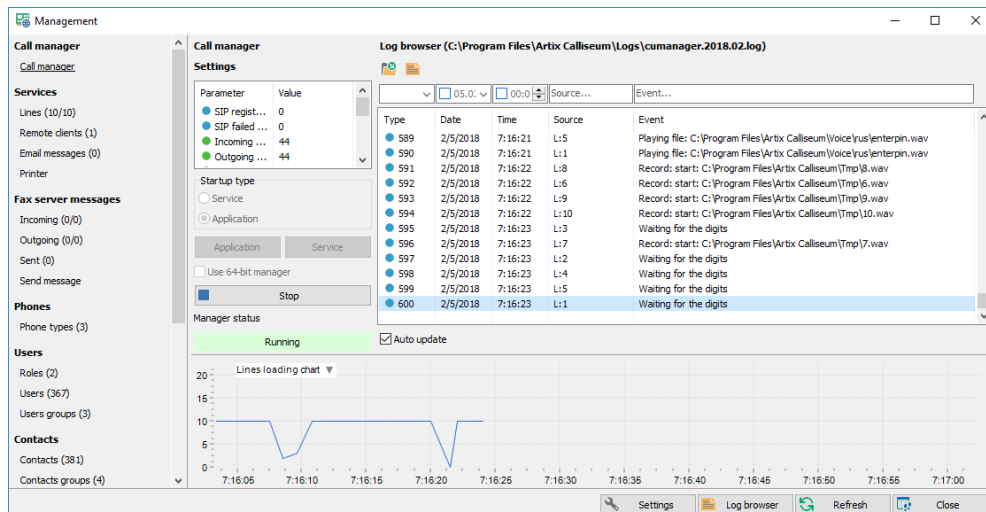
- **Settings.** Shows *Administrator* settings.
- **Log browser.** Opens external log file browser.
- **Refresh.** Refresh *Call manager* data.
- **Close.** Closes window.

### 3.5.1 Settings



- **Confirmation prompts.** When checked the system requires confirmations on various actions.
- **Automatic logon.** When checked *Administrator* starts without authentication prompt.

### 3.5.2 Call manager



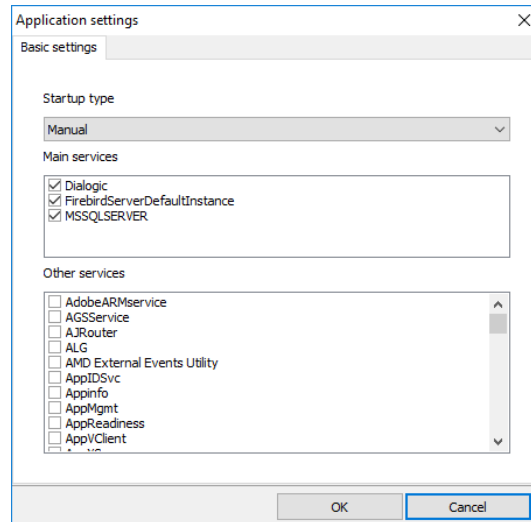
#### Settings

- **Parameter list.** Main *Call Manager* settings.
- **Startup type.** Specifies *Call Manager* startup mode.
- **Use 64 bit Manager.** When checked starts 64-bit *Call Manager*.
- **Start/Stop.** Starts or stops *Call Manager*.

## Log browser

- **Open.** Opens a log file.
- **Log browser.** Runs the external Log files browser.

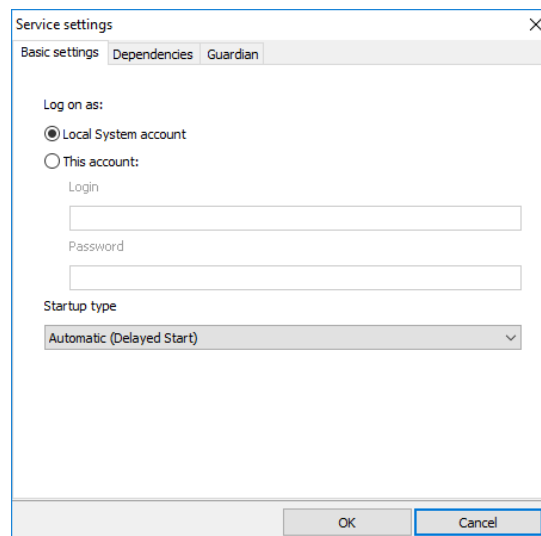
## Application



- **Startup mode.** Specifies startup mode for the application:
  - 1) *Automatically.* Application is started automatically when the Windows user is logged on.
  - 2) *Manually.* Application is started manually.
- **Main services, Other services.** Dependencies that must be started prior to *Call Manager*.

## Service

### Basic settings



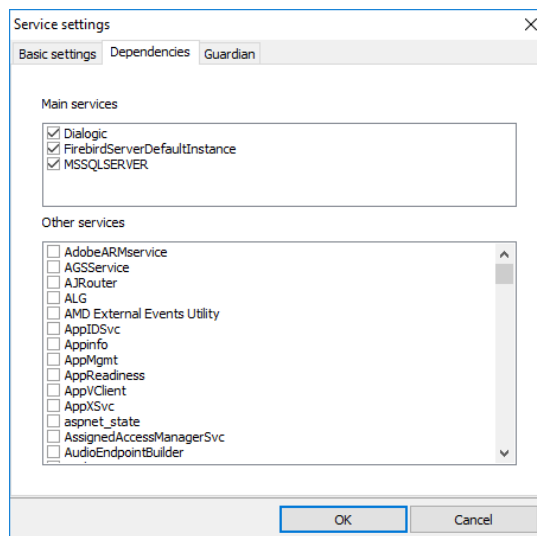
- **Log on as.** Specifies system account to use for starting the “*Call manager*” service
  - 1) *Local System account* - built-in account, extended MAPI and network directories are unavailable for the service

2) *This account* - any Windows user account with “*Login*” and “*Password*”, privileges for the service are the same as for the user

- **Startup mode.** Specifies startup mode for the service:

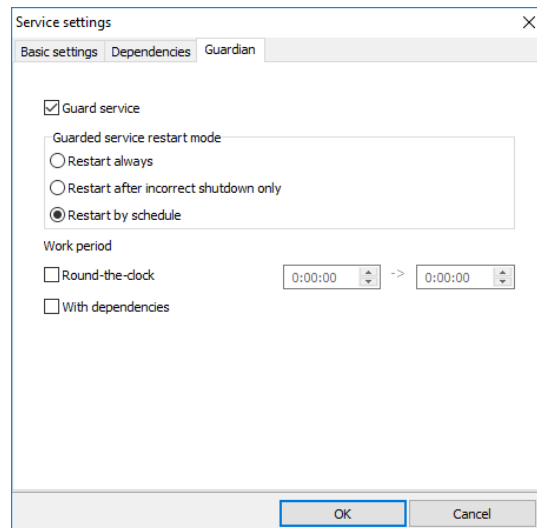
- 1) *Automatic (Delayed Start)* - service is started automatically with lowest priority
- 2) *Automatic* - service is started automatically
- 3) *Manual* - service is started manually

## Dependencies



- **Main services, Other services.** Dependencies that must be started prior to *Call Manager*.

## Guardian

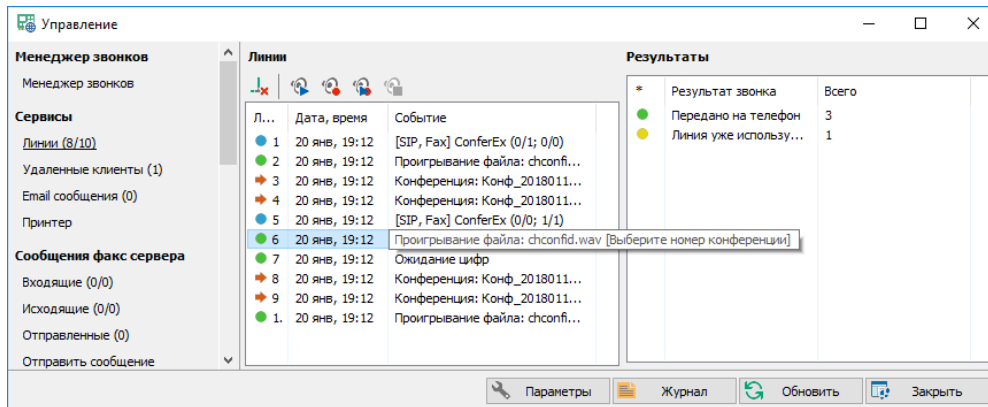


- **Guard service.** Installs and runs *Guardian* service.
- **Guarded service restart mode.** Specifies *Guardian* actions when *Call manager* service is stopped:
  - 1) *Restart always* - *Call manager* service will be restarted no matter for the reason it is stopped
  - 2) *Restart after incorrect shutdown only* - *Call manager* service will be restarted if it is stopped abnormally or hangs

3) *Restart by schedule* - *Call manager* service will be started and stopped according to schedule.

- **Work period.** Specifies start time and stop time of the *Call Manager*.
- **With dependencies.** Allows *Guardian* automatically starting of the “*Call manager*” dependent services

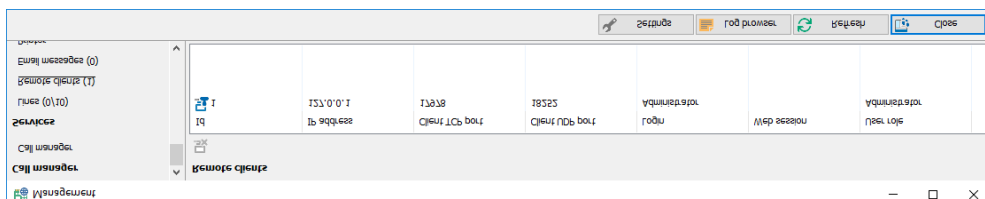
### 3.5.3 Lines



#### Lines

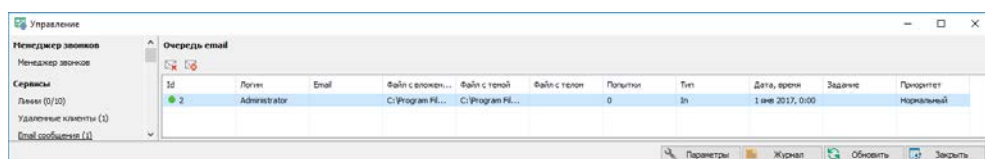
- **Terminate call.** Terminates the call on the current line.
- **Listening and recording.** Enables listening or recording the selected line:
  - 1) *Listen* - outputs voice data in the current line to an audio card
  - 2) *Record* - saves voice data in the current line to a file
  - 3) *Listen and record* - *Listen* and *Record* simultaneously
  - 4) *Stop recording/listening* - stops listening and recording

### 3.5.4 Remote clients



- **Disconnect client.** Disconnects the remote client from the server.

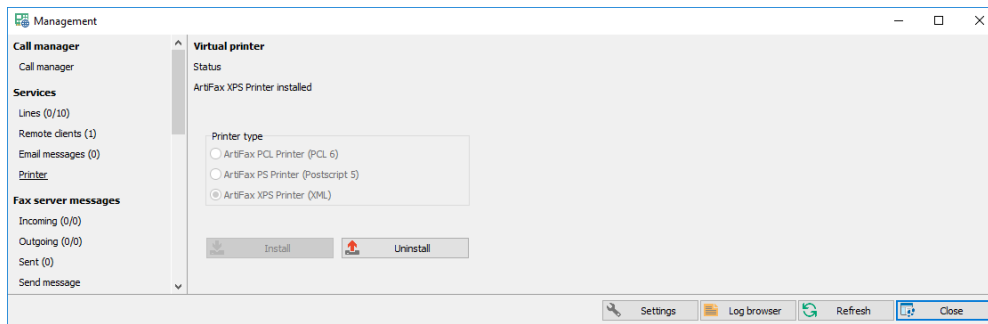
### 3.5.5 Email messages



- **Delete, Delete all.** Deletes email messages.

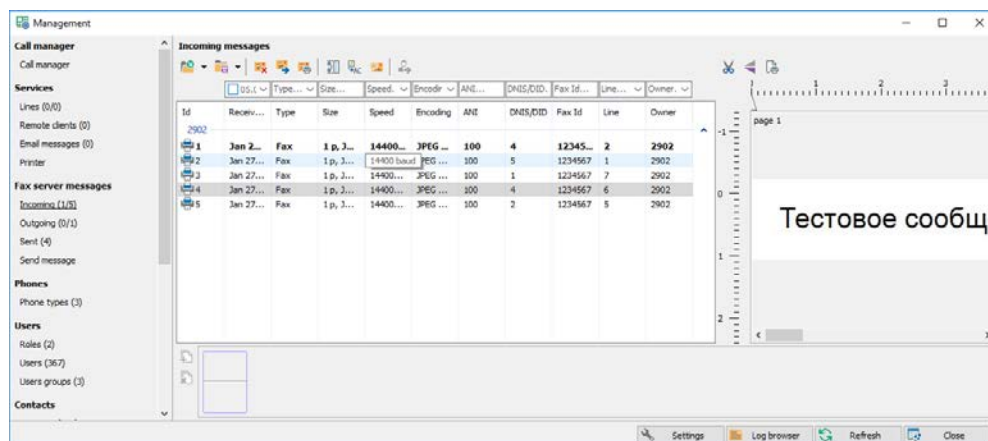


### 3.5.6 Virtual printer



- **Printer type.** Specifies the printer language to use:
  - 1) *Artifax PCL Printer.* Works on all Windows version using PCL 6 language.
  - 2) *Artifax PS Printer.* Works on all Windows version using Adobe PostScript 5 language. Better to use it when most of the printing documents are Adobe Acrobat PDF files.
  - 3) *Artifax XPS Printer.* Works on Windows from Vista and higher using XPS language. Modern MS language, better to use it for Windows 7 and higher.
- **Install, Uninstall.** Install or uninstall virtual printer.

### 3.5.7 Messages



#### Message list

- **Open.** Opens message file in the external program.
- **Save.** Saves message file under different name.
- **Delete.** Deletes selected messages.
- **Forward.** Forwards message to another user or email.
- **Print.** Prints the selected message.
- **Normalize.** Normalizes image files.
- **Recognize.** Makes OCR recognition and stores text to a file.
- **Mark as unread.** Marks selected messages as unread.
- **Notify user.** Makes manual user notification about the selected message.
- **Modify.** Modifies message.
- **Resend.** Resends selected messages.

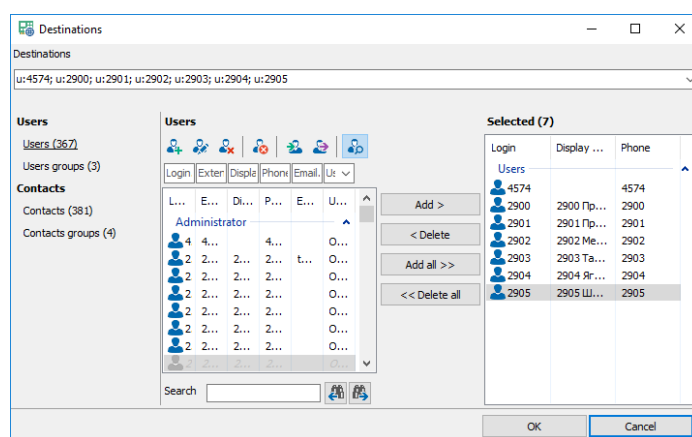
## Single page panel

- **Split page.** Splits the fax page on two.
- **Rotate page.** Rotates the fax page on 180 grads.
- **Print page.** Prints the fax page.

## Multiple pages panel

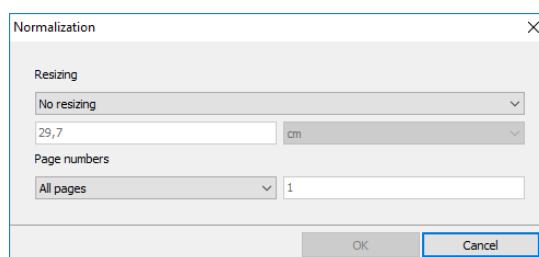
- **Merge pages.** Merges selected pages to a single page.
- **Delete pages.** Deletes selected pages.

## Destinations



- **Destinations.** Edit field for specifying destinations delimited by “;”. Each destination may have a prefix to specify its type:
  - 1) *u:Login* - user
  - 2) *ug:Group name* – user group
  - 3) *c: Login* - contact
  - 4) *cg:Group name* – contact group
  - 5) *v:Phone number* or *p:Phone number* – phone for voice message
  - 6) *f:Phone number*– phone for fax message
  - 7) *e:Email*– Email address
  - 8) *s:Phone number* – phone for SMS
  - 9) *id:Text* – task description
  - 10) *sp:Page* – first page
  - 11) *ep:Page* – last page
- **Add, Add all, Delete, Delete all.** Modify the destination list.

## Message normalization



- **Resizing.** Repaginates all files in the message to fit the specified page length.

- **Page numbers.** Page numbers delimited by “;” and started from “1” to include in the output message.

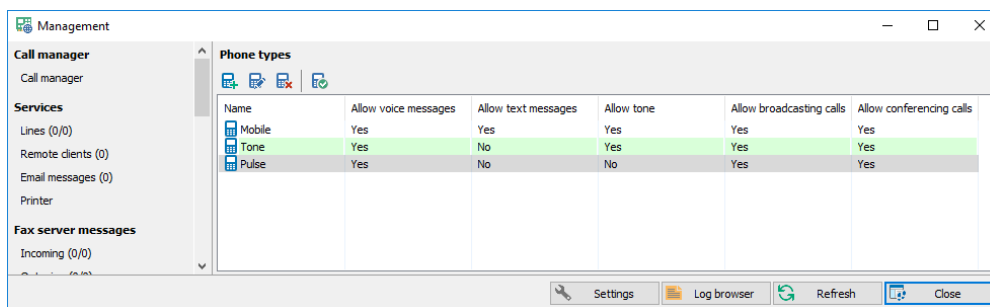
## Outgoing message editor

- **Phone, Retry, Date, Time, Priority, Task.** Specify new message settings.

### 3.5.8 Send message

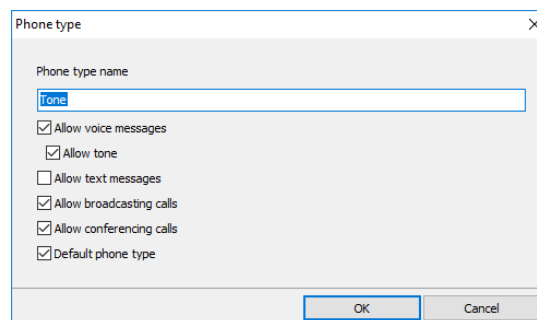
- **Destinations.** Specifies message destinations divided by “;”. The button on the right opens a destination selection window.
- **Files.** Specifies message files to send divided by “;”. The button on the right opens a local file selection dialog.
- **Preferable send time.** Specifies when the first retry should be made:
  - 1) *Send immediately* - the message will be started to send as soon as the server has a free line to call
  - 2) *Send later* - the message will be started to send at a specified date and time.
- **Date and time to send.** Specifies date and time to send.
- **Priority.** Message priority.
- **Task.** Task description.
- **Pages selection, Pages range.** Specify the first and the last page of the Word, Excel and Acrobat documents to send.
- **Send.** Sends the message to the server.

### 3.5.9 Phone types



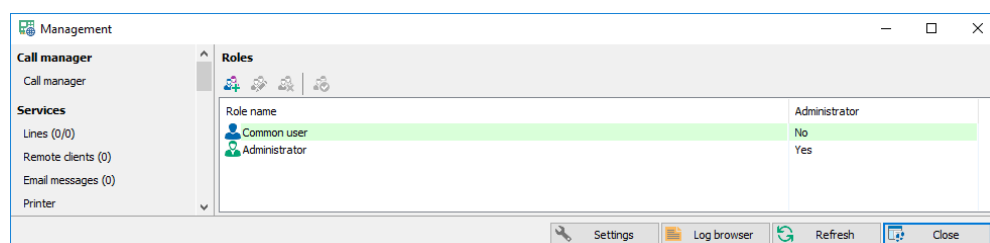
- **Add.** Adds a new phone type.
- **Modify.** Modifies the existing phone type.
- **Delete.** Deletes the selected phone type.
- **Default.** Makes the current phone type default when creating a new contact.

#### Phone type



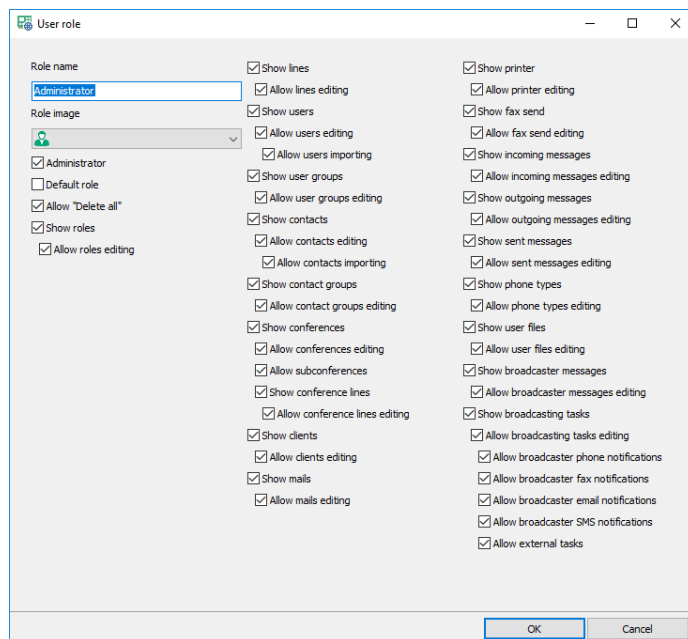
- **Phone type name.** Description of the phone type.
- **Allow voice messages.** Allows sending voice messages to the phones of this type.
- **Allow tone.** Phones of this type are able to play DTMF tones.
- **Allow SMS.** Allows sending SMS to the phones of the type.
- **Allow broadcasting calls.** Allows sending broadcasting messages to the phones of the type.
- **Allow conferencing calls.** Allows calling to the phones of the type when gathering the conference.
- **Default phone type.** This phone type is default to use when creating a new contact.

### 3.5.10 Roles



- **Add.** Adds a new role.
- **Modify.** Modifies the existing role.
- **Delete.** Deletes the selected role.
- **Default.** Makes the current role default when creating a new contact.

## Role



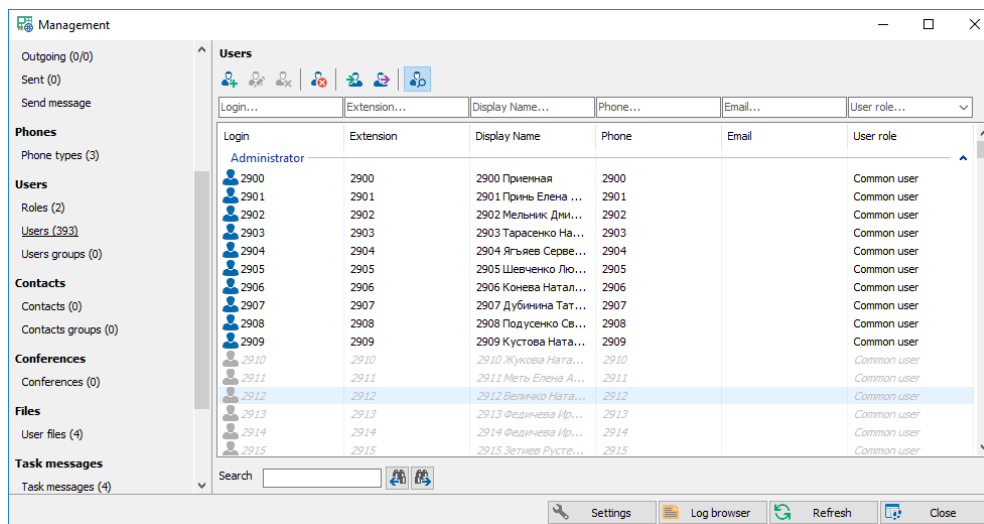
The 'User role' dialog box contains the following fields and options:

- Role name:** A text field with 'Administrator' entered.
- Role image:** A dropdown menu showing a user icon.
- Permissions (checkboxes):**
  - ☒ Administrator
  - ☐ Default role
  - ☒ Allow "Delete all"
  - ☒ Show roles
  - ☒ Allow roles editing
  - ☒ Show lines
  - ☒ Allow lines editing
  - ☒ Show users
  - ☒ Allow users editing
  - ☒ Allow users importing
  - ☒ Show user groups
  - ☒ Allow user groups editing
  - ☒ Show contacts
  - ☒ Allow contacts editing
  - ☒ Allow contacts importing
  - ☒ Show contact groups
  - ☒ Allow contact groups editing
  - ☒ Show conferences
  - ☒ Allow conferences editing
  - ☒ Allow subconferences
  - ☒ Show conference lines
  - ☒ Allow conference lines editing
  - ☒ Show clients
  - ☒ Allow clients editing
  - ☒ Show mails
  - ☒ Allow mails editing
  - ☒ Show printer
  - ☒ Allow printer editing
  - ☒ Show fax send
  - ☒ Allow fax send editing
  - ☒ Show incoming messages
  - ☒ Allow incoming messages editing
  - ☒ Show outgoing messages
  - ☒ Allow outgoing messages editing
  - ☒ Show sent messages
  - ☒ Allow sent messages editing
  - ☒ Show phone types
  - ☒ Allow phone types editing
  - ☒ Show user files
  - ☒ Allow user files editing
  - ☒ Show broadcaster messages
  - ☒ Allow broadcaster messages editing
  - ☒ Show broadcasting tasks
  - ☒ Allow broadcasting tasks editing
  - ☒ Allow broadcaster phone notifications
  - ☒ Allow broadcaster fax notifications
  - ☒ Allow broadcaster email notifications
  - ☒ Allow broadcaster SMS notifications
  - ☒ Allow external tasks

Buttons: OK, Cancel

- **Role name.** Role description.
- **Role image.** Icon of this role.
- **Allow «Delete all».** When checked the users of this role have access to "Delete all" buttons.
- **Show/Allow....** Various option to configure the access right of the users.

### 3.5.11 Users



The 'Users' management window displays a list of users with the following columns: Login, Extension, Display Name, Phone, Email, and User role. The 'Administrator' role is selected in the dropdown menu.

Login	Extension	Display Name	Phone	Email	User role
Administrator					Administrator
2900	2900	2900 Приемная	2900		Common user
2901	2901	2901 Принь Елена ...	2901		Common user
2902	2902	2902 Мельник Дин...	2902		Common user
2903	2903	2903 Тарасенко На...	2903		Common user
2904	2904	2904 Ягьяев Серге...	2904		Common user
2905	2905	2905 Шевченко Лю...	2905		Common user
2906	2906	2906 Конева Ната...	2906		Common user
2907	2907	2907 Дубинина Тат...	2907		Common user
2908	2908	2908 Подусенко Св...	2908		Common user
2909	2909	2909 Кустова Ната...	2909		Common user
2910	2910	2910 Жукова Ната...	2910		Common user
2911	2911	2911 Меть Елена А...	2911		Common user
2912	2912	2912 Величко Ната...	2912		Common user
2913	2913	2913 Федичева Ир...	2913		Common user
2914	2914	2914 Федичева Ир...	2914		Common user
2915	2915	2915 Зетиев Русте...	2915		Common user

Buttons: Settings, Log browser, Refresh, Close

- **Add.** Adds a new user.
- **Modify.** Modifies the existing user.
- **Delete.** Deletes selected users.
- **Delete all.** Deletes all users according to the filter.
- **Import.** Imports users from different sources.
- **Export.** Exports users to text or HTML files.
- **Search.** Hides/shows search panel.

## User

### Main user settings

The screenshot shows the 'User settings' dialog box with the 'Main user settings' tab selected. The left sidebar lists settings categories: Main, Contacts, Incoming messages, Outgoing messages, Additional, Stamps, and Conferences. The main area contains the following fields:

- Login:** Text field with value '102'.
- Extension:** Text field with value '102'.
- Display Name:** Empty text field.
- Password:** Empty password field.
- User role:** Dropdown menu showing 'Common user'.
- Enabled:** Checked checkbox.

At the bottom right are 'OK' and 'Cancel' buttons.

- **Login.** Specifies the unique user login.
- **Extension.** Specifies the unique user digital extension.
- **Password.** Specifies user password.
- **Display name.** Specifies user full name.
- **User role.** Specifies user role.
- **Enabled.** Turns on/off the user.

### Contacts

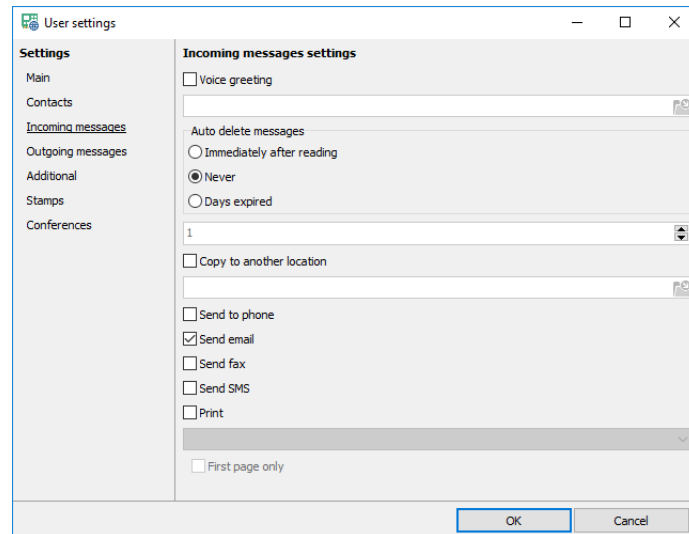
The screenshot shows the 'User settings' dialog box with the 'User contact fields' tab selected. The left sidebar is the same as in the previous image. The main area contains the following fields:

- Phone:** Text field with value '2902'.
- Email address:** Empty text field.
- Email address 2:** Empty text field.
- Fax:** Empty text field.
- Cell phone (SMS):** Empty text field.
- User ANI:** Empty text field.

At the bottom right are 'OK' and 'Cancel' buttons.

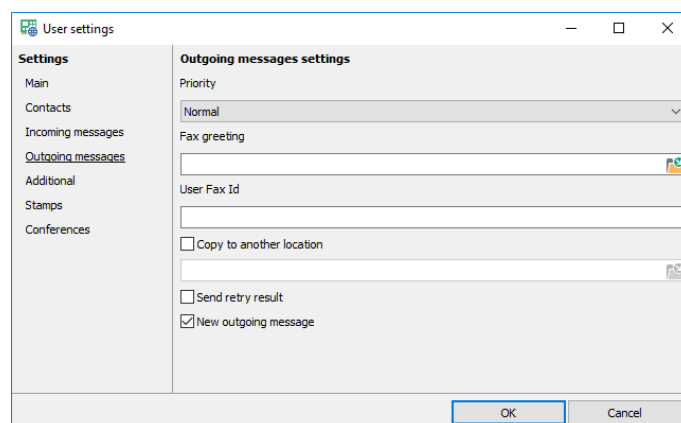
- **Phone.** Specifies the user phone.
- **Email address.** Specifies the user primary email address.
- **Email address 2.** Specifies the user secondary email address.
- **Fax.** Specifies the user fax.
- **Cell phone (SMS).** Specify the user cell phone for sending text messages.
- **User ANI.** Specifies user ANI for outgoing calls if not empty.

## Incoming messages



- **Voice greeting.** Specifies the user personal audio greeting file.
- **Auto delete messages.** Specifies when the system should automatically delete the old user messages:
  - 1) *Immediately after reading* - the message will be deleted after being read.
  - 2) *Never* - the message will never be deleted automatically.
  - 3) *Days expired* - the message will be deleted after the specified amount of days is expired.
- **Copy to another location.** Turns on/off copying incoming message files to the specified directory.
- **Send to phone.** Turns on/off phone notification.
- **Send email.** Turns on/off email notification.
- **Send fax.** Turns on/off fax notification.
- **Send SMS.** Turns on/off SMS notification.
- **Print.** Turns on/off automatic printing of the incoming fax message.
- **First page only.** Turns on/off printing the first page only.

## Outgoing messages



- **Priority.** Specifies the user priority.
- **Fax greeting.** Specifies the user personal audio greeting file before sending a fax.
- **User Fax Id.** Specifies the user Fax Id used for a fax message.
- **Copy to another location.** Turns on/off copying outgoing message files to the specified directory.
- **Send retry result.** Turns on/off email notification when the retry is made.

- ***New outgoing message.*** Turns on/off email notification when a new outgoing message is added to the queue.

## Additional

- ***Account, Contact info, Company, Address.*** Additional user fields.

## Stamps

- ***Available stamps.*** Available list of stamps.

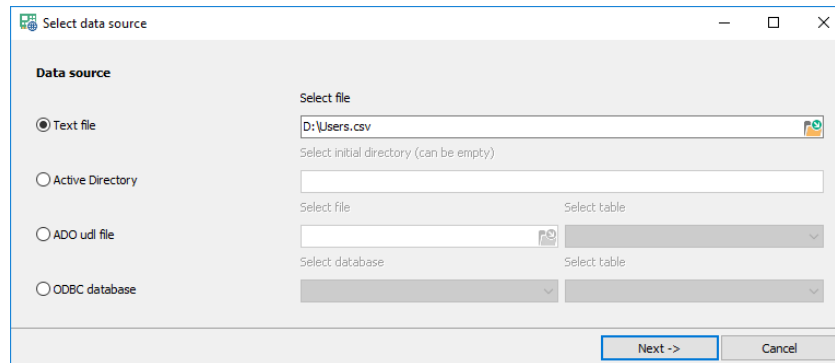
## Conferences

- ***Maximum conferee count.*** Specifies the maximum conferee count available for the user in all active conferences where he is the owner.



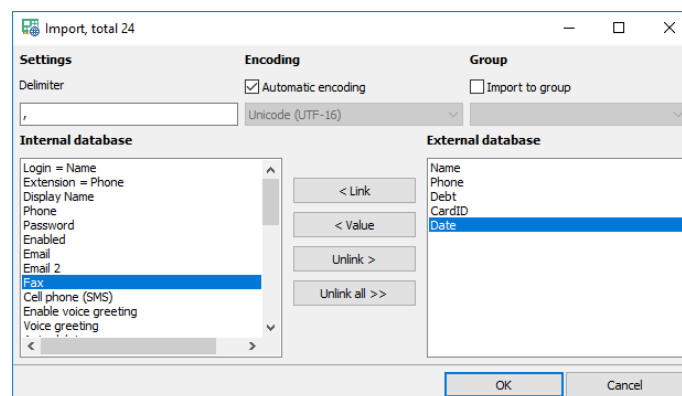
## Data import

### Data source



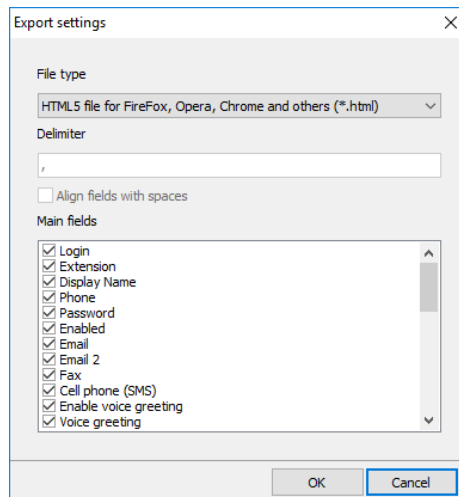
- **Text file.** When selected data will be imported from a text file with where each rows contains delimited users data.
- **Active Directory.** When selected data will be imported from Active Directory starting from any branch.
- **Ado udl file.** When selected data will be imported from the database with connection settings stored in udl file.
- **ODBC database.** When selected data will be imported from the database registered in ODBC.

### Field links



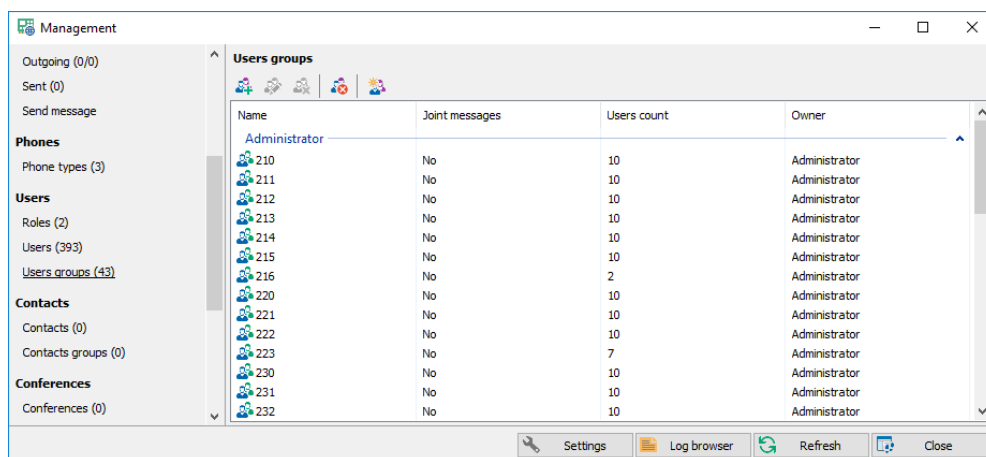
- **Encoding.** Encoding of a text file, it can be either “automatic” or of a specific code page.
- **Delimiter.** Delimiter between two consecutive fields of a text file.
- **Group.** All imported users/contacts will be added to the group.
- **Link, Value, Unlink, Unlink all.** Allows creating connections between fields from the internal and external databases.

## Data export



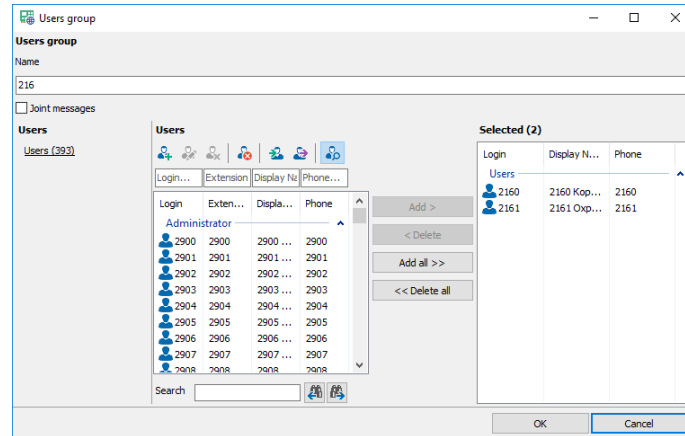
- **File type.** Specifies export file type. Possible values are:
  - 1) *Text files “.txt”* - export file is a text file
  - 2) *Excel files “.csv”* - export file is an Excel CSV file
  - 3) *HTML4 files “.html”* - export file is an HTML4 file better viewed in MS Internet Explorer
  - 4) *HTML5 files “.html”* - export file is an HTML5 file better viewed in all other modern web browsers
- **Delimiter.** Specifies field delimiter for the text files. For CSV files, the delimiter has the predefined value (“;”), for HTML files delimiter is not needed.
- **Align fields with spaces.** Specifies whether the fields of the text files are aligned or not.
- **Main fields.** Users table field list where you can specify the fields to be shown in the report.

### 3.5.12 User groups



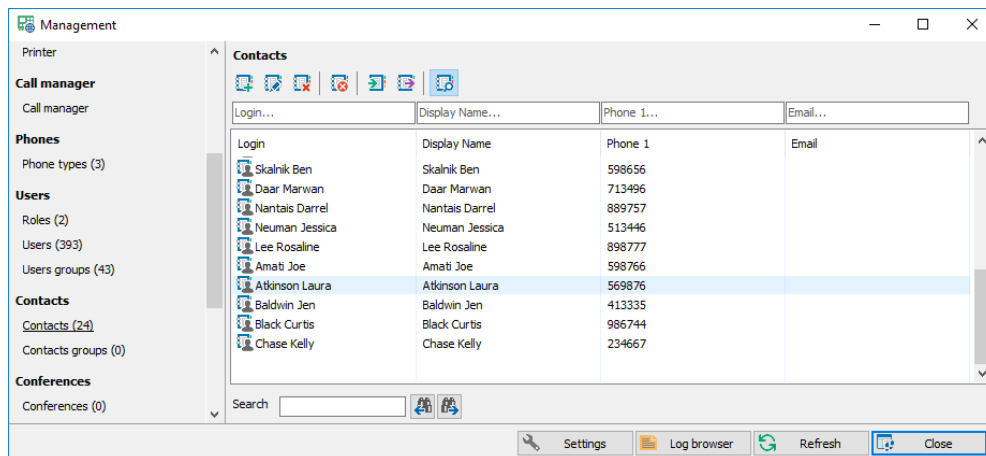
- **Add.** Adds a new user group.
- **Modify.** Modifies the existing user group.
- **Delete.** Deletes selected user groups.
- **Delete all.** Deletes all user groups.
- **Auto group.** Automatically groups the users.

## Group



- **Name.** Group description.
- **Joint messages.** Users of the group can see messages of all group members.

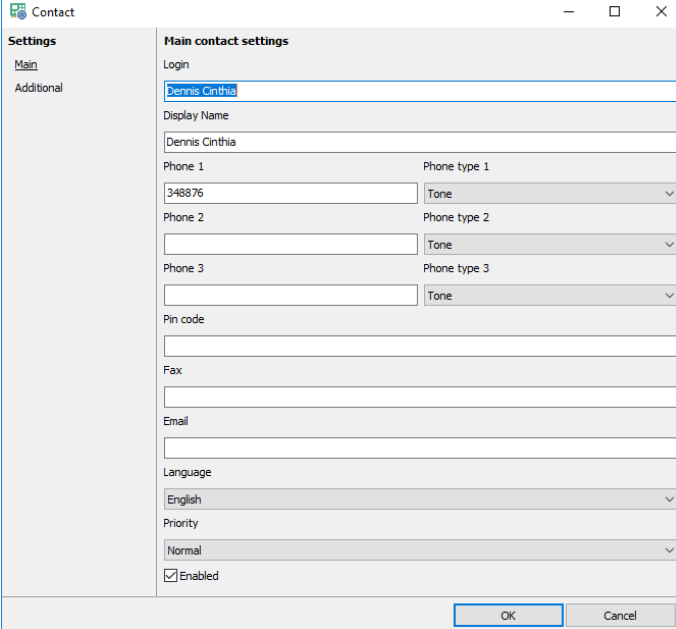
### 3.5.13 Contacts



- **Add.** Adds a new contact.
- **Modify.** Modifies the existing contact.
- **Delete.** Deletes selected contacts.
- **Delete all.** Deletes all contacts according to the filter.
- **Import.** Imports contacts from different sources.
- **Export.** Exports contacts to text or HTML files.
- **Search.** Hides/shows search panel.

## Contact

### Main contact settings



The screenshot shows a window titled 'Contact' with a sidebar on the left containing 'Settings', 'Main', and 'Additional'. The 'Main' tab is selected, displaying the 'Main contact settings' form. The form includes the following fields and options:

- Login:** A text field containing 'Dennis Cinthia'.
- Display Name:** A text field containing 'Dennis Cinthia'.
- Phone 1:** A text field containing '348876'.
- Phone type 1:** A dropdown menu with 'Tone' selected.
- Phone 2:** An empty text field.
- Phone type 2:** A dropdown menu with 'Tone' selected.
- Phone 3:** An empty text field.
- Phone type 3:** A dropdown menu with 'Tone' selected.
- Pin code:** An empty text field.
- Fax:** An empty text field.
- Email:** An empty text field.
- Language:** A dropdown menu with 'English' selected.
- Priority:** A dropdown menu with 'Normal' selected.
- Enabled:** A checkbox that is checked.

At the bottom right of the window are 'OK' and 'Cancel' buttons.

- **Login.** Specifies the unique contact login.
- **Display name.** Specifies contact full name.
- **Phone 1, Phone 2, Phone 3.** Specify contact phones.
- **Phone type 1, Phone type 2, Phone type 3.** Specify contact phones type.
- **Pin code.** Specifies contact password.
- **Fax.** Specifies contact fax.
- **Email.** Specifies contact email.
- **Language.** Specifies contact language.
- **Priority.** Specifies contact priority.
- **Enabled.** Turns on/off the contact.

## Additional contact fields

The 'Contact' window displays a form for configuring additional contact fields. The form is organized into two main sections: 'Main' and 'Additional'. The 'Additional' section contains the following fields:

- Account** and **Department**: Text input fields.
- Address** and **Management**: Text input fields.
- Company** and **Passport**: Text input fields.
- Contact info** and **Position**: Text input fields.
- Number 1, 2, 3**: Text input fields for phone numbers.
- Date 1, 2, 3**: Date selection fields (calendar icon).
- Time 1, 2, 3**: Time selection fields (dropdown arrow).
- String 1, 2, 3**: Text input fields for additional strings.

At the bottom of the window are 'OK' and 'Cancel' buttons.

- **Account, Department, Address, Management, Company, Passport, Contact info, Position.** Various contact fields.
- **Number 1,2,3, Date 1,2,3, Time 1,2,3, String 1,2,3.** Individual contact settings.

## 3.5.14 Contact groups

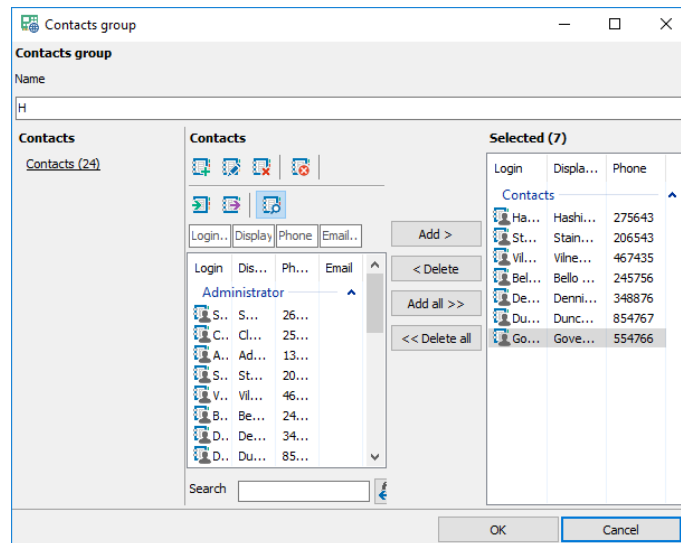
The 'Management' window displays a table of 'Contacts groups'. The table has three columns: 'Name', 'Contacts count', and 'Owner'. The 'Name' column includes a list of groups, with 'Administrator' at the top and several groups labeled A through V below it. The 'Contacts count' column shows the number of contacts in each group. The 'Owner' column shows the owner of each group, all of whom are 'Administrator'.

Name	Contacts count	Owner
Administrator		
A	3	Administrator
B	3	Administrator
C	2	Administrator
D	3	Administrator
G	1	Administrator
H	1	Administrator
L	2	Administrator
N	2	Administrator
O	1	Administrator
P	1	Administrator
S	4	Administrator
V	1	Administrator

At the bottom of the window are buttons for 'Settings', 'Log browser', 'Refresh', and 'Close'.

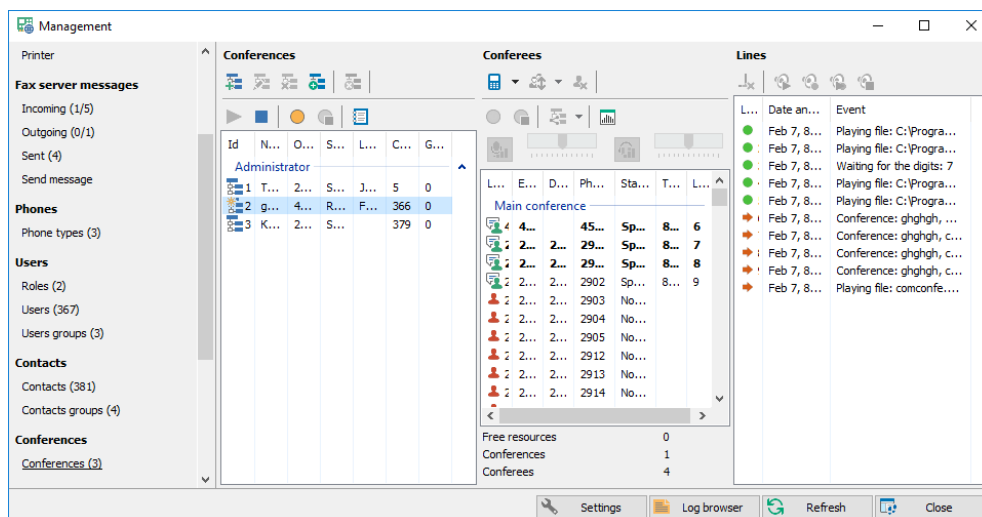
- **Add.** Adds a new contact group.
- **Modify.** Modifies the existing contact group.
- **Delete.** Deletes selected contact groups.
- **Delete all.** Deletes all contact groups.
- **Auto group.** Automatically groups the contacts.

## Group



- **Name.** Group description.

## 3.5.15 Conferences



### Conference list

- **Add.** Adds a new conference.
- **Modify.** Modifies the existing conference.
- **Delete.** Deletes selected conferences.
- **Clone.** Copies the conference to a new one.
- **Delete all.** Deletes all conferences.
- **Start, Stop.** Starts or stops the conference.
- **Record: start, Record: stop.** Starts and stops conference recording.
- **Report.** Opens data export window.

## Conference settings

### Basic settings

The screenshot shows the 'Conference settings' dialog box with the 'Basic settings' tab selected. The left sidebar contains links for 'Settings', 'Basic settings', 'Conferees', 'Conferees settings', 'Runtime settings', and 'Schedule'. The main area contains the following fields:

- Name:** A text field containing 'Conf\_20180207\_165139'.
- Conference password:** An empty text field.
- Voice Id:** An empty text field with a small icon to its right.
- End voice file:** An empty text field with a small icon to its right.
- Language:** A dropdown menu currently set to 'English'.
- External Id:** A text field containing '4'.

At the bottom right are 'OK' and 'Cancel' buttons.

- **Name.** Specifies the conference name.
- **Conference password.** Specifies the conference password.
- **Voice id.** Specifies the voice file, which is used to identify the conference.
- **End voice file.** Specifies the voice file to be played when the conference is stopping.
- **Language.** Specifies the conference language.
- **External Id.** Specifies the unique conference Id to give access to the conference by its Id.

### Conferees

The screenshot shows the 'Conference settings' dialog box with the 'Conferees' tab selected. The left sidebar contains links for 'Settings', 'Basic settings', 'Conferees', 'Conferees settings', 'Runtime settings', and 'Schedule'. The main area is divided into several sections:

- Users:** Shows 'Users (367)' and 'Users groups (3)'.
- Contacts:** Shows 'Contacts (381)' and 'Contacts groups (4)'. Below this is a table with columns 'Login', 'Display', 'Phone', and 'Email'. The table lists several contacts, including an 'Administrator' and various numbered contacts (e.g., 2901, 2902, 2903, 2904, 2905, 2915, 2916, 2917, 2918). A search bar is at the bottom of this section.
- Status:** A dropdown menu currently set to 'Speaking'.
- Operator:** A dropdown menu currently set to '2901'.
- Selected (5):** A table showing the selected contacts. It has columns 'Login', 'Display ...', and 'Phone'. The selected contacts are 2901, 2902, 2903, 2904, and 2905.

At the bottom right are 'OK' and 'Cancel' buttons.

- **Status.** Status of currently adding conferees.
- **Add, Add all, Delete, Delete all.** Modify the conferee list.
- **Operator.** Specifies the first conferee.

## Conferee settings

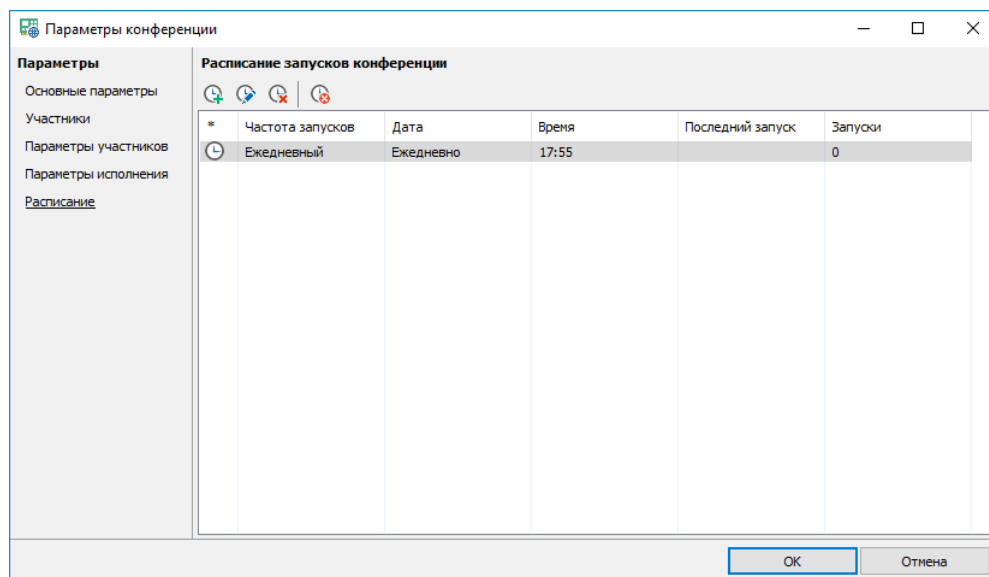
- **Those who can enter the conference.** Specifies who can participate in the conference:
  - 1) *Registered conferees only* - only specified conferees can participate in the conference
  - 2) *Registered users only* - all registered users can participate in the conference
  - 3) *All callers* - the conference is for everyone
- **Maximum conferee count.** Specifies the maximum number of conferees allowed in this conference. No conferee can join the conference if this limit is reached ("0" – no limits).
- **Password check mode.** Specifies the mode of the conference authentication.
- **Conferee logins are unique.** Turns on/off allowing joining the conference multiple conferees with the same login.
- **Start by any conferee.** Turns on/off the conference mode where it can be started by any conferee who automatically becomes the operator of the started conference.
- **Unregistered conferees are active.** Specifies the initial status of the unregistered conferees.
- **Stop without operator.** Turns on/off automatic conference stopping if the operator leaves the conference.
- **Use ANI for identification.** ANI (Caller ID) is used for identification the caller by the extension or phone.

## Runtime settings



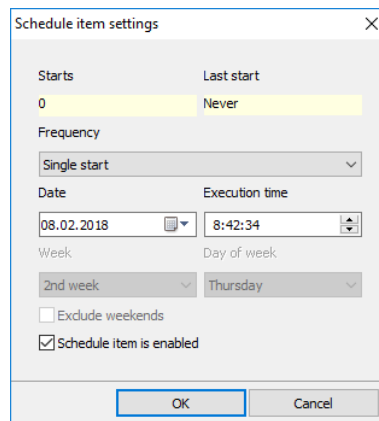
- **Record channels are selected.** Specifies how the system should select the conference recording line:
  - 1) *Automatically, one record file only* - the recording line is selected automatically
  - 2) *Manually, one record file only* – the recording line is selected manually from the conferee list
  - 3) *Manually, multiple record files* - recording lines are selected manually from the conferee list.
- **Waiting parameters, Wait time, Conferee count.** Specifies whether the system should wait for the conferees to be gathered before starting the conference:
  - 1) *Immediate start* - the conference is started immediately after the operator is connected
  - 2) *Wait no longer than (s)* - the conferences waits for the specific length of time in seconds and then starts the conference. If all conferees are gathered before the time is expired, it starts immediately (“0” no waiting)
  - 3) *Wait until conferee count >=* - the conferences waits for the specific number of conferees and then starts the conference. If all conferees are gathered before the time is expired, it starts immediately (“0” no waiting).
- **Copy records to directory.** Turns on/off copying conference record files to the specified directory.
- **Enable paging.** Turns on/off PBX paging notification before the conference is started.
- **Paging prefix.** Specifies the phone number that is used for PBX paging.
- **Notify conferees by phone.** Turns on/off calling the conferees at the start of the conference.
- **Allow switching passive to active.** Turns on/off allowing the conferees to change their status manually by pressing the specific keys on the phone (default “\*”).
- **Redial on disconnect.** Turns on/off re-calling the conferee if the call is disconnected.

### Conference start schedule



- **Add.** Adds a new schedule item.
- **Modify.** Modifies the existing schedule item.
- **Delete.** Deletes selected schedule items.
- **Delete all.** Deletes all schedule items.

### Schedule item



**Schedule item settings**

Starts: 0      Last start: Never

Frequency: Single start

Date: 08.02.2018      Execution time: 8:42:34

Week: 2nd week      Day of week: Thursday

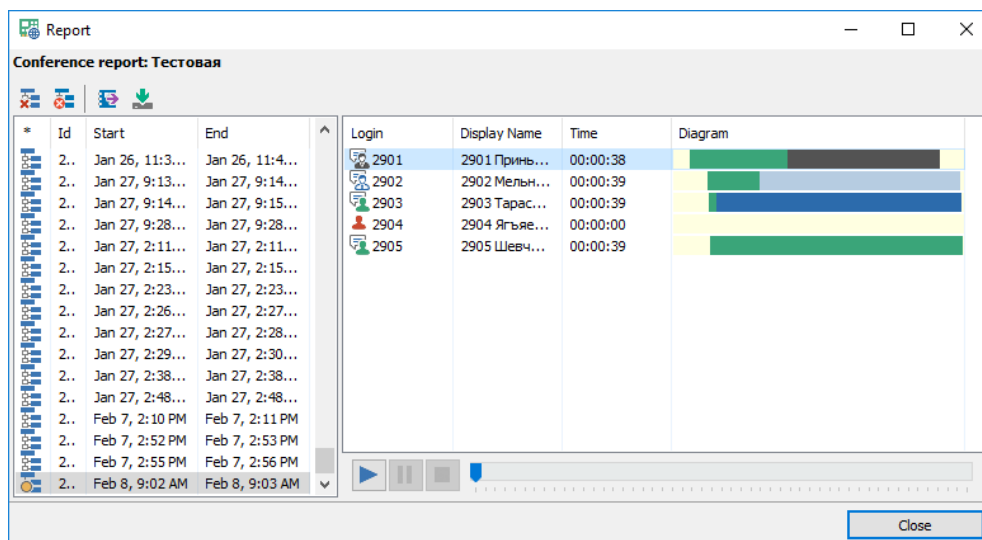
☐ Exclude weekends

☒ Schedule item is enabled

OK      Cancel

- **Frequency.** Specifies how often the conference will be started.
- **Date, Execution time, Week, Day of week, Exclude weekends.** Specify dates and times of the conference start.
- **Schedule item is enabled.** Turns on/off the schedule item.

## Reports



**Report**

**Conference report: Тестовая**

	* Id	Start	End	Login	Display Name	Time	Diagram
	2..	Jan 26, 11:3...	Jan 26, 11:4...	2901	Принь...	00:00:38	
	2..	Jan 27, 9:13...	Jan 27, 9:14...	2902	Мельн...	00:00:39	
	2..	Jan 27, 9:14...	Jan 27, 9:15...	2903	Тарас...	00:00:39	
	2..	Jan 27, 9:28...	Jan 27, 9:28...	2904	Ягьяе...	00:00:00	
	2..	Jan 27, 2:11...	Jan 27, 2:11...	2905	Шевч...	00:00:39	
	2..	Jan 27, 2:15...	Jan 27, 2:15...				
	2..	Jan 27, 2:23...	Jan 27, 2:23...				
	2..	Jan 27, 2:26...	Jan 27, 2:27...				
	2..	Jan 27, 2:27...	Jan 27, 2:28...				
	2..	Jan 27, 2:29...	Jan 27, 2:30...				
	2..	Jan 27, 2:38...	Jan 27, 2:38...				
	2..	Jan 27, 2:48...	Jan 27, 2:48...				
	2..	Feb 7, 2:10 PM	Feb 7, 2:11 PM				
	2..	Feb 7, 2:52 PM	Feb 7, 2:53 PM				
	2..	Feb 7, 2:55 PM	Feb 7, 2:56 PM				
	2..	Feb 8, 9:02 AM	Feb 8, 9:03 AM				

Close

- **Delete.** Deletes selected reports.
- **Delete all.** Deletes all reports.
- **Export.** Exports the report to text or HTML file.
- **Download.** Exports the report and prepares archive to download.

## Conferee list

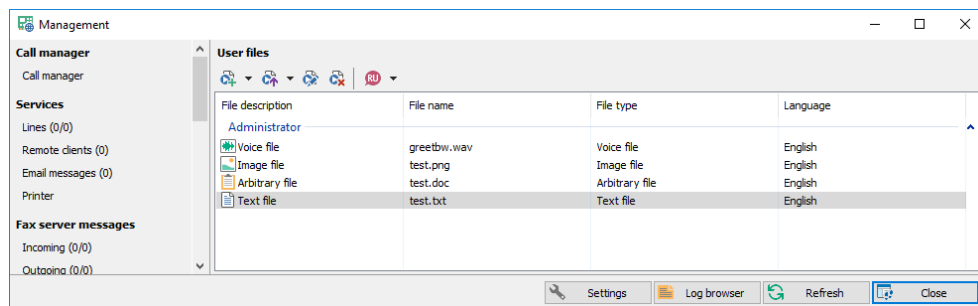
- **Call conferee.** Calls to the existing conferee.
- **Call the phone.** Opens a [conferees windows](#) to select *users*, *contacts* or *phones* to call. If the contact has several phones the system will try to use them all.
- **Change status.** Changes status of the selected conferees Possible values are:
  - 1) *Mute* – the conferee hears all except coach, nobody hears him
  - 2) *Speaking* – the conferee hears all except coach, everybody hears him
  - 3) *Coach* – the conferee hears all, only pupil hears him, in the conference can be only one coach
  - 4) *Pupil* – the conferee hears all, everybody hears him
- **Delete.** Removes selected conferees.

- **Record: start, Record: stop.** Starts or stops conference recording.
- **Sub conference.** Extracts from the main conference several conferees to create a sub-conference where these conferees can talk privately,:
  - 1) *Start* – removes the selected conferees from the main conference and creates a sub conference.
  - 2) *Add* – Adds a conferee to sub conferences from the main conference
  - 3) *Delete* – Removes selected conferees from the sub conferences and returns them to the main conference
  - 4) *Stop* – stops sub conference, all participants return to the main conference
- **Voting.** Shows/hides voting panel where all conferees can vote by pressing the phone keys.

## Line list

Additional lines panel, the same as [lines](#) panel.

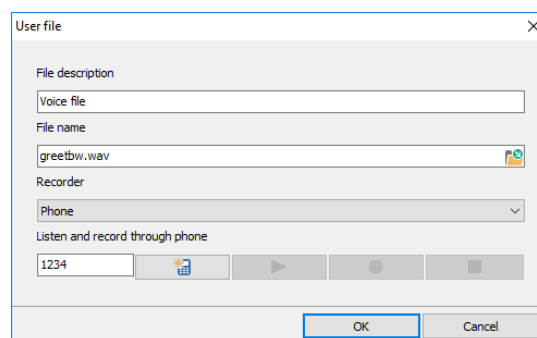
## 3.5.16 User files



- **Add.** Creates a new user file.
- **Upload.** Uploads existing local file and adds it as new user file.
- **Modify.** Modifies the existing user file.
- **Delete.** Deletes selected user files.
- **Language.** Sets the language of a new user file.

## User file settings

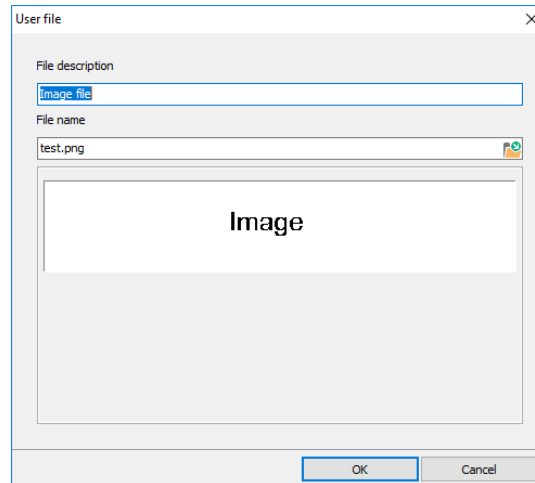
## Audio file



- **File description.** Specifies the user file name.
- **File name.** Physical file name on the server, accessible for all users when adding a new user file. If name is already used, it is automatically changed to a new unique one. Users with *Administrator* rights can select the existing files on the server.

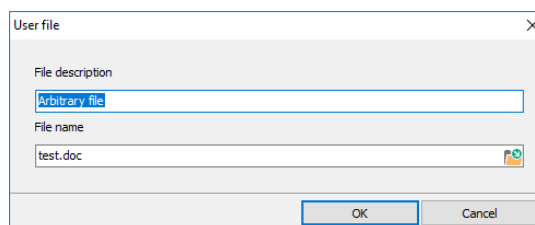
- **Recorder.** Device for recording files.
  - 1) *Sound card* – record will be made from a client audio card
  - 2) *Phone* – record will be made on the server side from the phone.

## Image file



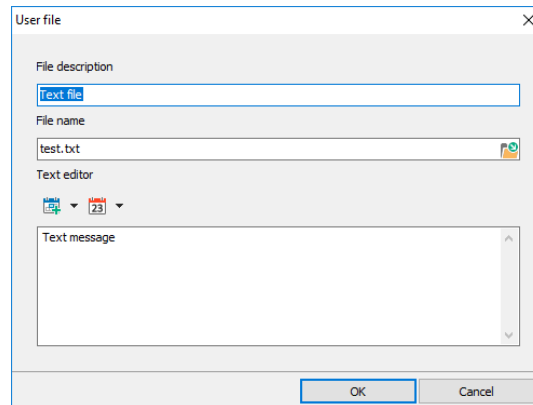
- **File description.** Specifies the user file name.
- **File name.** Physical file name on the server, accessible for all users when adding a new user file. If name is already used, it is automatically changed to a new unique one. Users with *Administrator* rights can select the existing files on the server.

## Arbitrary file



- **File description.** Specifies the user file name.
- **File name.** Physical file name on the server, accessible for all users when adding a new user file. If name is already used, it is automatically changed to a new unique one. Users with *Administrator* rights can select the existing files on the server.

## Text file

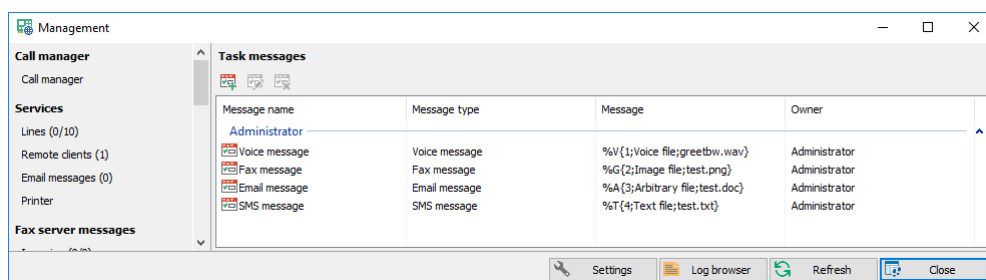


The 'User file' dialog box contains the following fields and controls:

- File description:** A text input field containing 'Text file'.
- File name:** A text input field containing 'test.txt'.
- Text editor:** A section with a small icon and a dropdown menu showing '23'.
- Text message:** A large text area for entering a message.
- Buttons:** 'OK' and 'Cancel' buttons at the bottom right.

- **File description.** Specifies the user file name.
- **File name.** Physical file name on the server, accessible for all users when adding a new user file. If name is already used, it is automatically changed to a new unique one. Users with *Administrator* rights can select the existing files on the server.
- **Insert contact field.** Selects and inserts a contact table field to replace it with real data before sending message.
- **Insert common field.** Selects and inserts a common field (date and time) to replace it with real data before sending message.

## 3.5.17 Task messages



The 'Task messages' window shows a list of messages with the following columns: Message name, Message type, Message, and Owner.

Message name	Message type	Message	Owner
Administrator			
Voice message	Voice message	%V{1;Voice file;greetbw.wav}	Administrator
Fax message	Fax message	%G{2;Image file;test.png}	Administrator
Email message	Email message	%A{3;Arbitrary file;test.doc}	Administrator
SMS message	SMS message	%T{4;Text file;test.txt}	Administrator

At the bottom of the window are buttons for Settings, Log browser, Refresh, and Close.

- **Add.** Creates a new task message.
- **Modify.** Modifies the existing task message.
- **Delete.** Deletes selected task messages.

## Task message settings

### Voice message

- **Message name.** Specifies the task message name.
- **Message type.** Type of the message, selectable when creating a new task message.
- **Message format.** Voice message is constructed using files and database fields:
  - 1) *Add voice file* – adds a voice user file
  - 2) *Add text file* – adds a text user file, before played, inserted database fields are filled with actual values and audio file is generated using TTS
  - 3) *Add money field* – adds a money field, various currencies are available
  - 4) *Add number field*– adds a number field, numbers can be played by groups
  - 5) *Add date field* – adds a date field
  - 6) *Add time field* – adds a time field, seconds may be played or not
  - 7) *Add string field* – adds a text field, when played audio file is generated using TTS
  - 8) *Delete the last field* – removes the last inserted field
- **Test contact.** Generates a full audio file for the selected contact and plays it through audio card

### Fax message

- **Message name.** Specifies the task message name.
- **Message type.** Type of the message, selectable when creating a new task message.
- **Message format.** Fax message is constructed using files:
  - 1) *Add image file* – adds an image user file
  - 2) *Add text file* – adds a text user file, before sent, inserted database fields are filled with actual values and image file is generated using image libraries
  - 3) *Delete the last field* – removes the last inserted field
- **Test contact.** Generates a full image file for the selected contact and shows it in the view panel

## Email message

The screenshot shows the 'Task message' dialog box with the following fields and options:

- Message name:** Email message
- Message type:** Email message (selected from a dropdown)
- Email message:** A section with a checkbox and a red 'X' icon, and a label 'File or database field'.
- File or database field:** A list of two items:
  - 1 3;Arbitrary file;test.doc
  - 2 3;Arbitrary file;test.doc
- Buttons:** OK and Cancel at the bottom right.

- **Message name.** Specifies the task message name.
- **Message type.** Type of the message, selectable when creating a new task message.
- **Message format.** Email message is constructed using files:
  - 1) *Add arbitrary file* – adds an arbitrary user file
  - 2) *Delete the last field* – removes the last inserted field

## SMS message

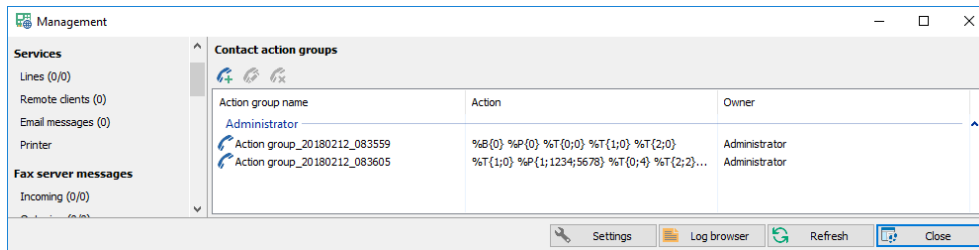
The screenshot shows the 'Task message' dialog box with the following fields and options:

- Message name:** SMS message
- Message type:** SMS message (selected from a dropdown)
- SMS message:** A section with a checkbox and a red 'X' icon, and a label 'File or database field'.
- File or database field:** A list of two items:
  - 1 4;Text file;test.txt
  - 2 4;Text file;test.txt
- View message:** A section with a dropdown menu showing 'Clark Arthur' and a text area containing 'Text message' and 'Text message'.
- Buttons:** OK and Cancel at the bottom right.

- **Message name.** Specifies the task message name.

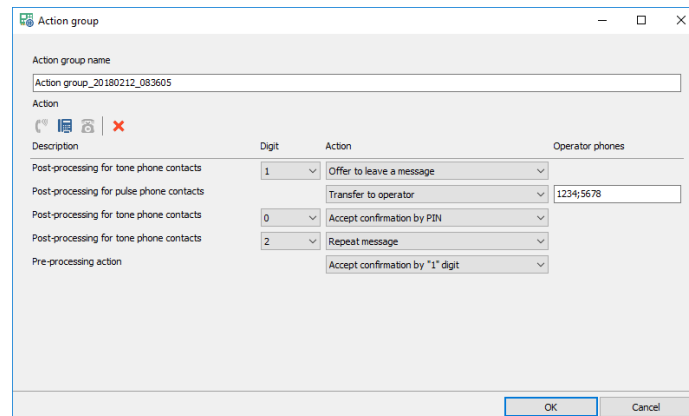
- **Message type.** Type of the message, selectable when creating a new task message.
- **Message format.** SMS message is constructed using files:
  - 1) *Add text file* – adds a text user file, before sent, inserted database fields are filled with actual values
  - 2) *Delete the last field* – removes the last inserted field
- **Test contact.** Generates a full text file for the selected contact and shows it in the view panel

### 3.5.18 Action groups



- **Add.** Creates a new action group.
- **Modify.** Modifies the existing action group.
- **Delete.** Deletes selected action groups.

#### Action group settings

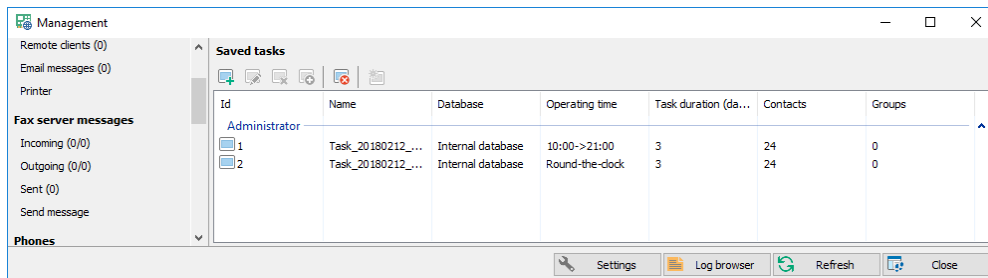


- **Action group name.** Specifies the action group name.
- **Action group format.** Action group is constructed using different contact actions:
  - 1) *Pre-processing action*– adds field with possible contact actions available before playing message
  - 2) *Post-processing tone phone action*– adds field with possible contact actions available after playing message for tone phone contacts
  - 3) *Post-processing pulse phone action*– adds field with possible contact actions available after playing message for pulse phone contacts
- **Digit.** Phone key, possible values 0, 1, 2...9, \*, #, T (timeout).
- **Action.** System reaction:
  - 1) *Offer to leave a message* – the system offers to leave a message
  - 2) *Transfer to operator* – the system transfers the call to one of the specified phones
  - 3) *Repeat message* – the system repeats the message
  - 4) *Accept confirmation* – the system is notified that the message is received



- 5) *Accept confirmation by «1» digit* – the system is notified that the message is received when the subscriber presses «1» key
  - 6) *Accept confirmation by PIN* – the system is notified that the message is received when the subscriber enters his pin code
  - 7) *Accept digit and hang up*– the system accepts digit, stores it and then finished the call
  - 8) *Say “Invalid key”* – the system says “invalid key”
  - 9) *Unsubscribe from further announcements* – the system disables the subscriber
- **Operator phones.** Operator phones delimited by “;”

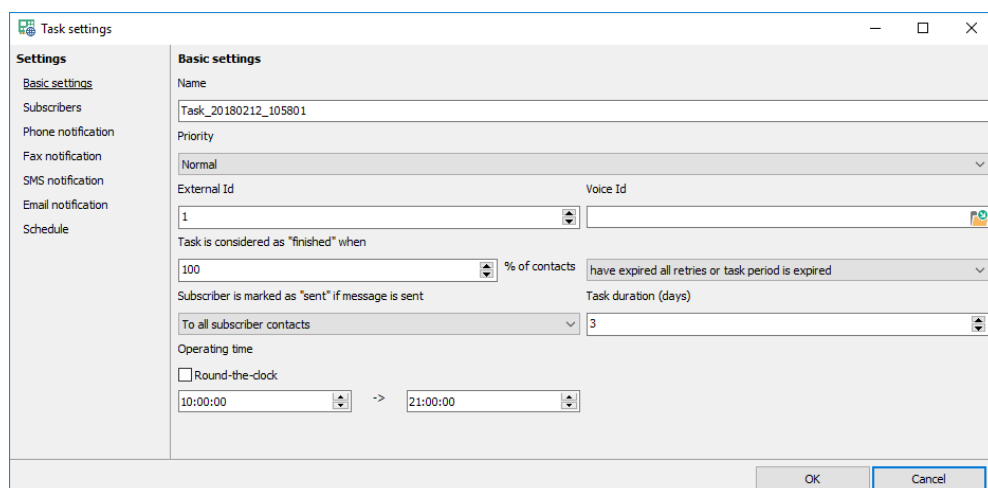
### 3.5.19 Saved tasks



- **Add.** Adds a new saved notification task.
- **Modify.** Modifies the existing saved task.
- **Delete.** Deletes selected saved tasks.
- **Clone.** Copies the saved task to a new one.
- **Delete all.** Deletes all saved tasks.
- **Start.** Starts the saved task, new active task is created.

### Saved task settings

#### Basic settings



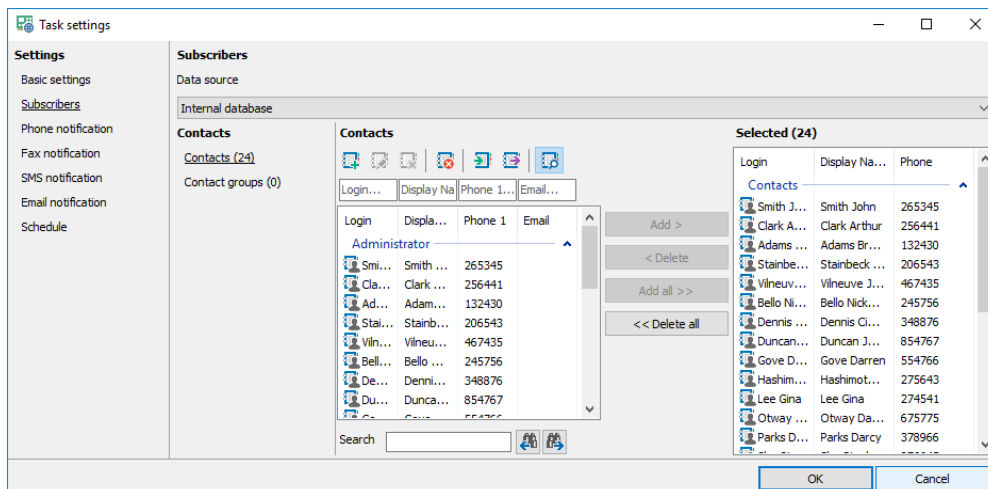
- **Name.** Specifies the saved task name.
- **Priority.** Priority of the saved task.
- **External Id.** Specifies the unique saved task Id to give access to the task by its Id.
- **Voice id.** Specifies the voice file, which is used to identify the saved task.
- **Task is considered as "finished" when.** Defines part of the subscribers to meet one of the criterions when task is considered as “finished”. Possible values are:

- 1) *All retries are spent*
- 2) *All retries are spent or task period is expired*
- 3) *Task period is expired*
- **Subscriber is marked as "sent" if message is sent.** Specifies the criterion of contact notification success.
  - 1) *To all subscriber contacts* - means that a subscriber should receive the message to all his available contacts
  - 2) *To one subscriber contact* - means that for a subscriber it is enough to receive the message only to one, any contact
  - 3) *To one subscriber contact of each type* - means that a subscriber should receive the message to all available contacts of each type (phone, fax, email or SMS)
- **Task duration (days).** Specifies the working days of the task.
- **Operating time.** Specifies the working period of the task.

## Subscribers

- **Data source.** Specifies the data source for getting list of subscribers.
  - 1) *Internal database* – subscribers are part of the contacts table
  - 2) *External database* - subscribers are from the external database using SQL queries
  - 3) *External text file* - subscribers are from the external text file formatted the same way as required for the [import](#)

## Internal database



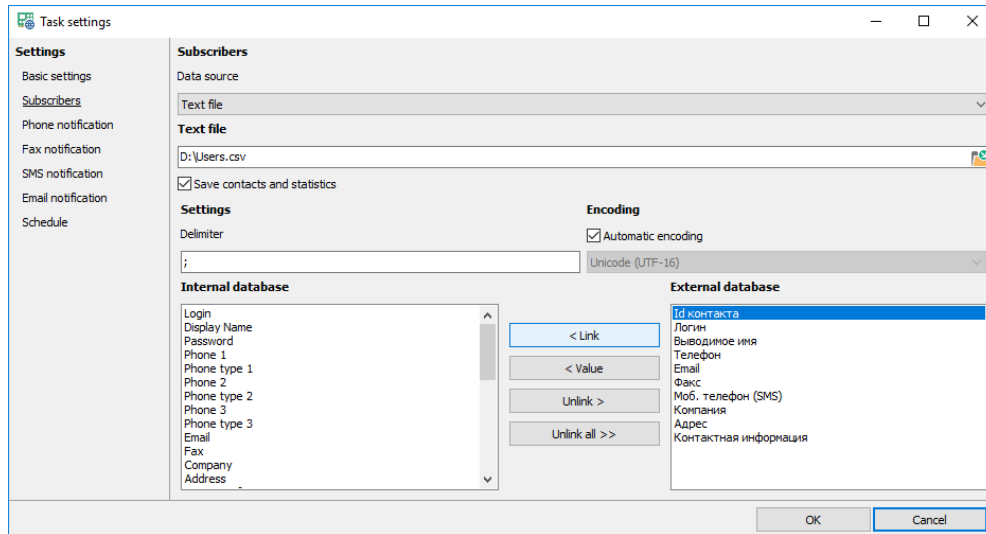
- **Add, Add all, Delete, Delete all.** Modify the subscriber list.

## External database

The screenshot shows the 'Task settings' window with the 'Subscribers' tab selected. The 'Data source' is 'External database'. Under the 'External database' section, the 'Type' is 'ODBC alias'. The 'File' field is empty. The 'Alias' field is empty. The 'Login' field is empty. The 'Password' field is empty. There are four SQL file paths: 'SQL-select' (Select.txt), 'SQL-update after SQL-select' (UpdateSelect.txt), 'SQL-update/insert for successful calls' (UpdateSuccess.txt), and 'SQL-update/insert for failed calls' (UpdateFailure.txt). A 'Test' button is at the bottom right.

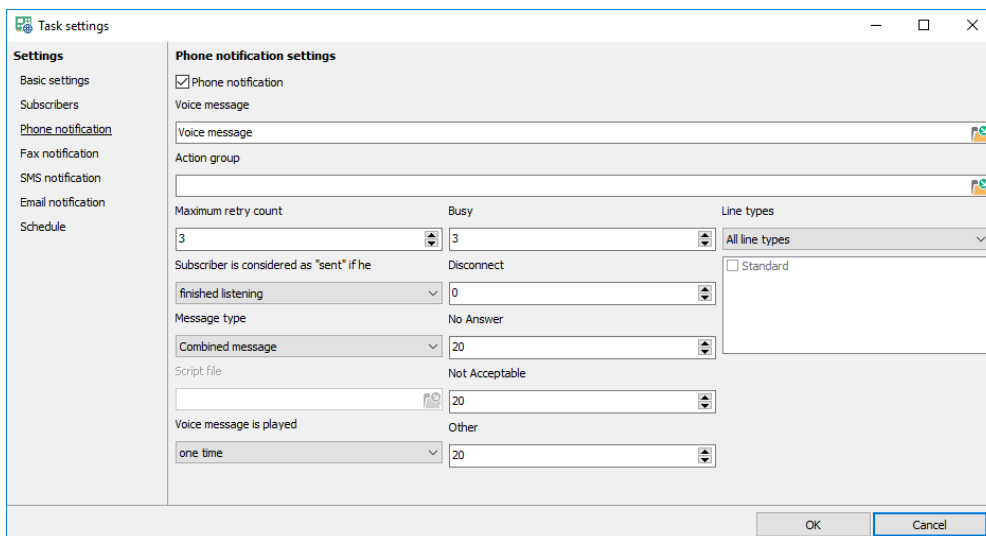
- **Type.** Specifies the database type:
  - 1) *ODBC alias* – DB connection is ODBC alias
  - 2) *ADO udl file* - DB connection is ADO udl file
- **File.** ADO udl file name.
- **Alias, Login, Password.** ODBC alias connection settings.
- **SQL files.** SQL files that are executed when notification task is active:
  - 1) *SQL-select* – selects subscriber list, fields are the same as in *ActiveTaskContacts* and *Contacts* tables of the internal database
  - 2) *SQL-update after SQL-select* – updates the external table right after executing *SQL-select*, e.g. to mark currently selected contacts
  - 3) *SQL-update/insert for successful/failed retries*– update the external table when retry is finished
- **SQL parameters.** Possible SQL parameters:
  - 1) *:resultCode (type- Integer)* – retry result, positive value if retry was successful and negative if not
  - 2) *:ResultString (type- WideString)* – text value of retry result
  - 3) *:ContactId (type- Int64)* – subscriber Id
  - 4) *:ContactLogin (type- WideString)* – subscriber login
  - 5) *:ContactName (type- WideString)* – subscriber name
  - 6) *:Phone (type- WideString)* – subscriber phone
  - 7) *:EMail (type- WideString)* – subscriber email
  - 8) *:Fax (type- WideString)* – subscriber fax
  - 9) *:Time (type- DateTime)* – retry time
  - 10) *:Date (type- Date)* – retry date
  - 11) *:DateTime (type- DateTime)* – retry date and time
  - 12) *:ListenedTime (type- Float)* – listen time in seconds
  - 13) *:ListenStarted (type- SmallInt)* – 1 – listen is started, 0 – not started
  - 14) *:ListenFinished (type- SmallInt)* – 1 – listen is finished, 0 – not finished
  - 15) *:Confirmed (type- SmallInt)* – 1 – message is confirmed, 0 –not confirmed
  - 16) *:Unsubscribed (type- SmallInt)* – 1 – unsubscribed, 0 –not unsubscribed
  - 17) *:Recorded (type- SmallInt)* – 1 – message recorded, 0 –not recorded
  - 18) *:Transferred (type- SmallInt)* – 1 – the subscriber was transferred to operator, 0 –not transferred
- **Test.** Tests DB connection and checks SQL queries.

## Text file



- **Text file.** Text file name.
- **Save contacts and statistics.** When checked the contacts are physically imported to the system.
- **Connection settings.** Connection settings are the same as in the [import](#) from a text file.

## Phone notification



- **Phone notification.** Enables using phone notification to send a voice message.
- **Voice message.** Message from the [task message](#) list.
- **Action group.** Action group from [action group](#) list.
- **Maximum retry count.** Specifies the maximum number of retries for sending the voice message to a single phone.
- **Subscriber is considered as "sent" if he.** Defines criterion whether subscriber received a voice message or not. Possible values are:
  - 1) *Is connected* – the phone connection established.
  - 2) *Started listening* – the subscriber started listening to the message.
  - 3) *Finished listening* – the subscriber finished listening to the message.
  - 4) *Left a personal message*– the subscriber left a voice message
  - 5) *Confirmed the message*– the subscriber confirmed message reception

- 6) *Left a message and made confirmation* – the subscriber confirmed message reception and left a message
- 7) *Never, always consider as "unsent"* – the subscriber cannot do anything to stop message reception
- **Message type.** The type of the voice message:
  - 1) *Combined message* – common message from the task messages table
  - 2) *Script* – voice message is not used, the script prepares audio files in its code. When the system reaches the subscriber the script is started, it can play files, money numbers etc.
- **Script file.** Name of the script file.
- **Interval between retries.** Specifies the next retry delay when the last one was unsuccessful for different reasons:
  - 1) *Busy* – the subscriber is busy
  - 2) *Disconnect* – the subscriber hangs up
  - 3) *No Answer* – the subscriber is not responding
  - 4) *Not Acceptable* – the subscriber is not available
  - 5) *Other* – any other result
- **Line types.** Specifies the types of outgoing line type to use with phone notification.

## Fax notification

The screenshot shows the 'Task settings' window with the 'Fax notification settings' tab active. The 'Settings' sidebar on the left includes 'Basic settings', 'Subscribers', 'Phone notification', 'Fax notification' (selected), 'SMS notification', 'Email notification', and 'Schedule'. The main configuration area contains the following elements:

- Fax notification settings:**
  - ☒ Fax notification
  - Fax message: [Text field]
  - Maximum retry count: [3] (dropdown)
  - Fax failed: [20] (dropdown)
  - Line types: [All line types] (dropdown)
  - ☐ Standard

At the bottom right, there are 'OK' and 'Cancel' buttons.

- **Fax notification.** Enables using fax notification to send a fax message.
- **Fax message.** Message from the [task message](#) list.
- **Maximum retry count.** Specifies the maximum number of retries for sending the fax message to a subscriber fax.
- **Interval between retries.** Specifies the next retry delay when the last one was unsuccessful for different reasons:
  - 1) *Fax failed* – fax transmission is failed for any reason
- **Line types.** Specifies the types of outgoing line type to use with fax notification.

## SMS notification

The screenshot shows the 'Task settings' dialog box with the 'SMS notification settings' tab selected. The left sidebar lists settings categories: Basic settings, Subscribers, Phone notification, Fax notification, SMS notification (selected), Email notification, and Schedule. The main area contains the following settings:

- SMS notification settings**
  - ☒ SMS notification
  - SMS message: [text input field]
  - Maximum retry count: [1] (dropdown menu)
  - SMS not sent: [0] (dropdown menu)
  - SMS not delivered: [0] (dropdown menu)

At the bottom right are 'OK' and 'Cancel' buttons.

- **SMS notification.** Enables using SMS notification to send a SMS message.
- **SMS message.** Message from the [task message](#) list.
- **Maximum retry count.** Specifies the maximum number of retries for sending the SMS message to a single subscriber phone.
- **Interval between retries.** Specifies the next retry delay when the last one was unsuccessful for different reasons:
  - 1) *SMS not sent* –message is not sent for different reasons
  - 2) *SMS not delivered* –message is sent but not delivered, this time starts counting when delivery report timeout is expired

## Email notification

The screenshot shows the 'Task settings' dialog box with the 'Email notification settings' tab selected. The left sidebar lists settings categories: Basic settings, Subscribers, Phone notification, Fax notification, SMS notification, Email notification (selected), and Schedule. The main area contains the following settings:

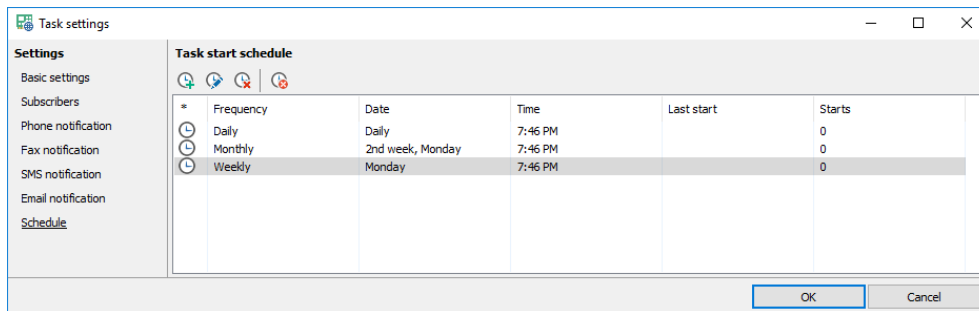
- Email notification settings**
  - ☒ Email notification
  - Email message: [text input field]
  - Maximum retry count: [1] (dropdown menu)
  - Email not sent: [0] (dropdown menu)
  - Subject: [Message for [CONTACTLOGIN]] (text input field)

At the bottom right are 'OK' and 'Cancel' buttons.

- **Email notification.** Enables using email notification to send an email message.
- **Email message.** Message from the [task message](#) list.
- **Maximum retry count.** Specifies the maximum number of retries for sending email message to a subscriber email address.
- **Interval between retries.** Specifies the next retry delay when the last one was unsuccessful for different reasons:
  - 1) *Email not sent* –sending email is failed for any reason

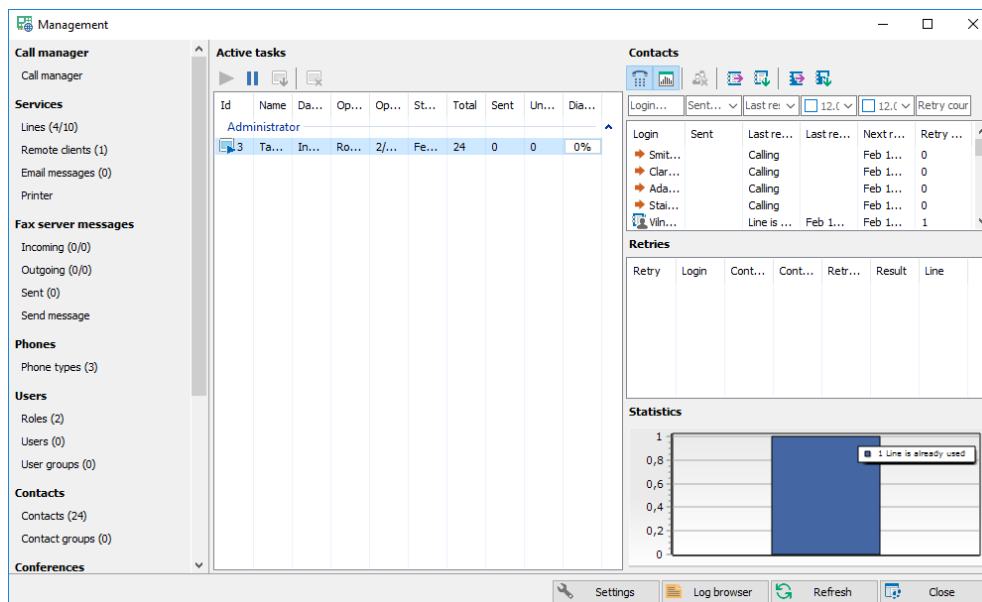
- **Subject.** Specifies the email subject.

## Task start schedule



The panel is the same as [conference start schedule](#).

## 3.5.20 Active tasks



## Active task list

- **Continue, Stop.** Pauses and continues execution of the selected tasks.
- **Finish.** Finished execution of the selected paused tasks.
- **Delete.** Deletes the selected paused tasks.

## Contact list

- **Show retry list panel.** Shows panel with all retries of the selected subscriber.
- **Show statistics chart panel.** Shows chart with all retry results of all subscribers.
- **Delete.** Deletes selected subscribers from the task.
- **Prepare brief report.** Prepares [export file](#) with the subscriber notification results according to the filter. The report has not information regarding individual retries, only "Sent" or "Not sent". In the end the export file is opened in the 3<sup>rd</sup> party HTML viewer.
- **Download brief report.** Acts the same way as "prepare" but in the end archives and offers to store under different name instead.

- **Prepare full report.** Prepares [export file](#) with the subscriber retry results according to the filter. The report has all information regarding individual retries. In the end the export file is opened in the 3<sup>rd</sup> party HTML viewer.
- **Download full report.** Acts the same way as “prepare” but in the end archives and offers to store under different name instead.

### 3.5.21 Finished tasks

The screenshot shows the 'Management' application window. The left sidebar contains a tree view with categories like Fax server, Phones, Users, Contacts, Conferences, Files, Task messages, and Broadcasting. The main area is divided into two panels: 'Finished tasks' and 'Contacts'.

**Finished tasks panel:** A table with columns: Id, Name, Da..., Op..., Wo..., Total, Sent, Un..., Dia..., and a percentage. The table lists tasks for an 'Administrator' and various users, showing their status and completion percentage.

**Contacts panel:** A table with columns: Login, Sent, Last re..., Last result, and Retry coun. It lists contacts with their login names, sent status, last result, and retry count.

**Retries table:** A table with columns: Retry, Login, Contact, Cont..., Retry..., Result, and Line. It shows retry details for a specific contact.

**Statistics:** A bar chart showing the distribution of results. The legend indicates: 4 Not sent to phone, 192 Rejected by operator, and 187 Sent to phone.

#### Finished task list

- **Restart.** Restarts selected tasks with “*unsent*” subscribers.
- **Delete.** Deletes selected tasks.

#### Contact list

The panel is the same as active task [contact list](#).

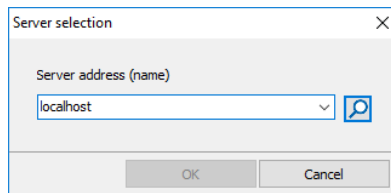


## 4 Client

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### 4.1 Server selection

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- **Server address (name).** IP-address or network name of the server.
- **Search.** Searches the server and tries to connect.

### 4.2 Authentication

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Authentication window is the same as [authentication window](#) in *Administrator*, *login* field is editable.

### 4.3 Main window

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Main window is the same as [Management panel](#) in *Administrator* with the exception of:

- 1) [Call manager](#) panel is absent
- 2) *Log browser* button is absent

#### 4.3.1 Settings

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Settings window is the same as [Settings window](#) in *Administrator* with the exception of new parameters:

- **Select server after restart.** Opens the [Server selection window](#) after restart.
- **“Close” button hides.** When checked “Close” button hides the client to the system notification panel.

## 5 Virtual printer

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When Calliseum is installed it is automatically installs virtual Artifax printer. Further it can reinstalled in [Virtual printer panel](#). After printing of any document to Artifax printer MS Windows automatically shows the client program that looks like a single [Send message panel](#) with the exception of new parameters:

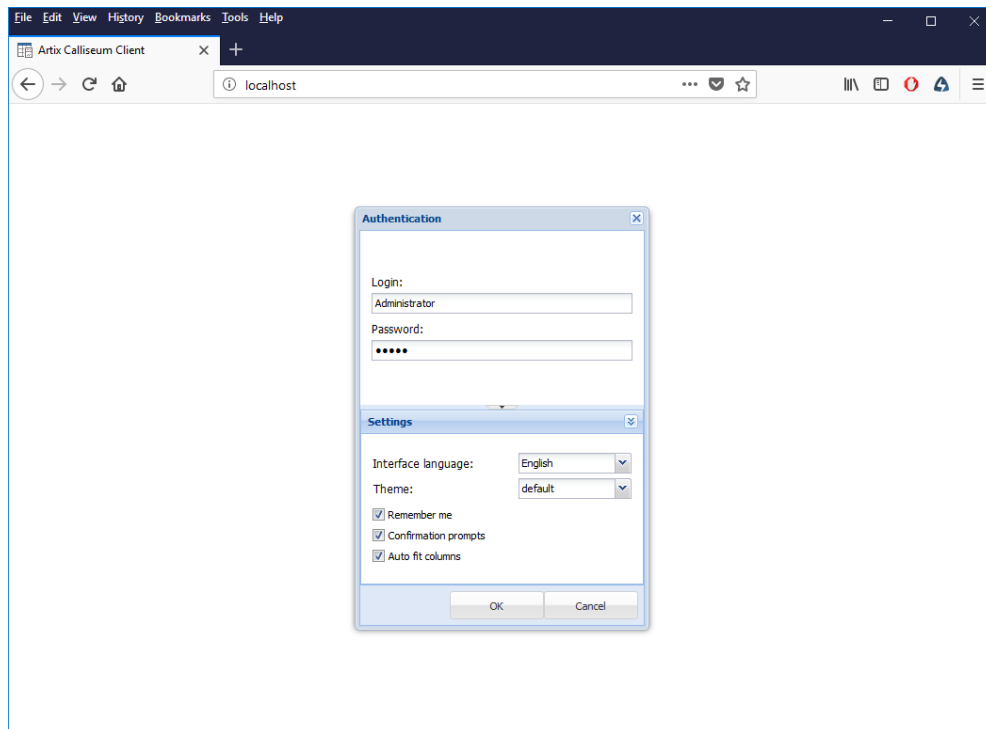
- **Login**. User login.
- **Password**. User password.

## 6 Web client

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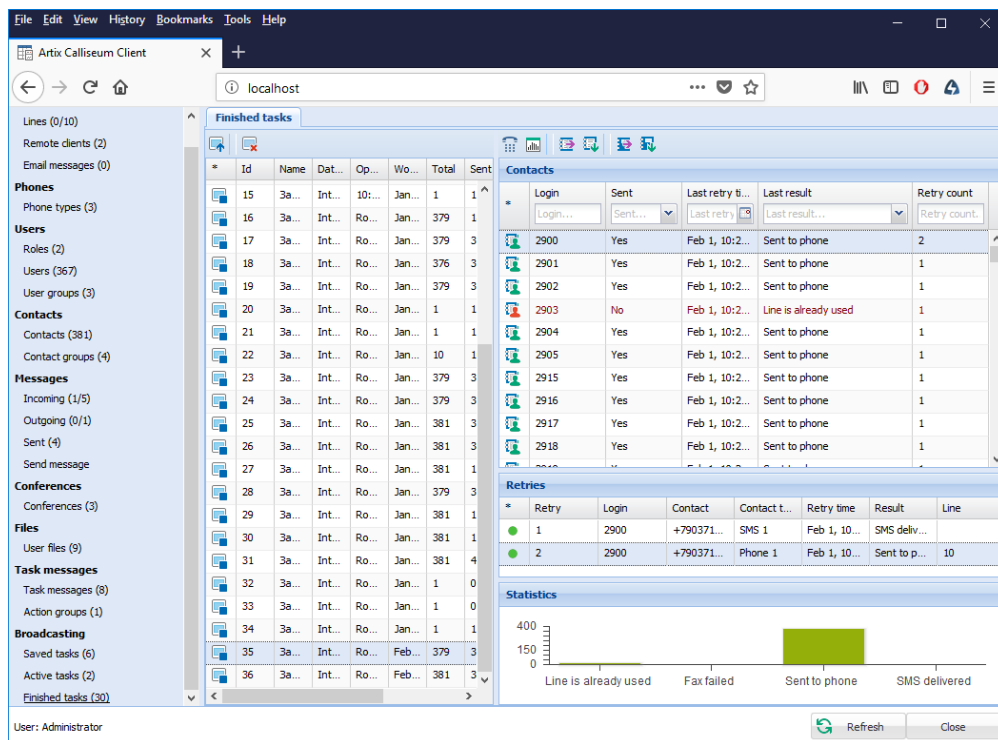
### 6.1 Authentication

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- **Login.** User login.
- **Password.** User password, case sensitive.
- **Interface language.** All dialog windows language.
- **Theme.** Program visual style
- **Remember me.** Stores all client settings.
- **Confirmation prompts.** When checked the system requires confirmations on various actions.
- **Auto fit columns.** When checked all columns width are aligned automatically.

## 6.2 Main window



Main window is the same as [Management panel](#) in *Administrator* with the exception of:

- 1) [Call manager](#) panel is absent
- 2) [Log browser](#) button is absent
- 3) [Settings](#) panel is absent
- 4) [Virtual printer](#) panel is absent
- 5) [Line listening and recording](#) is unavailable
- 6) [Record from microphone](#) is unavailable.