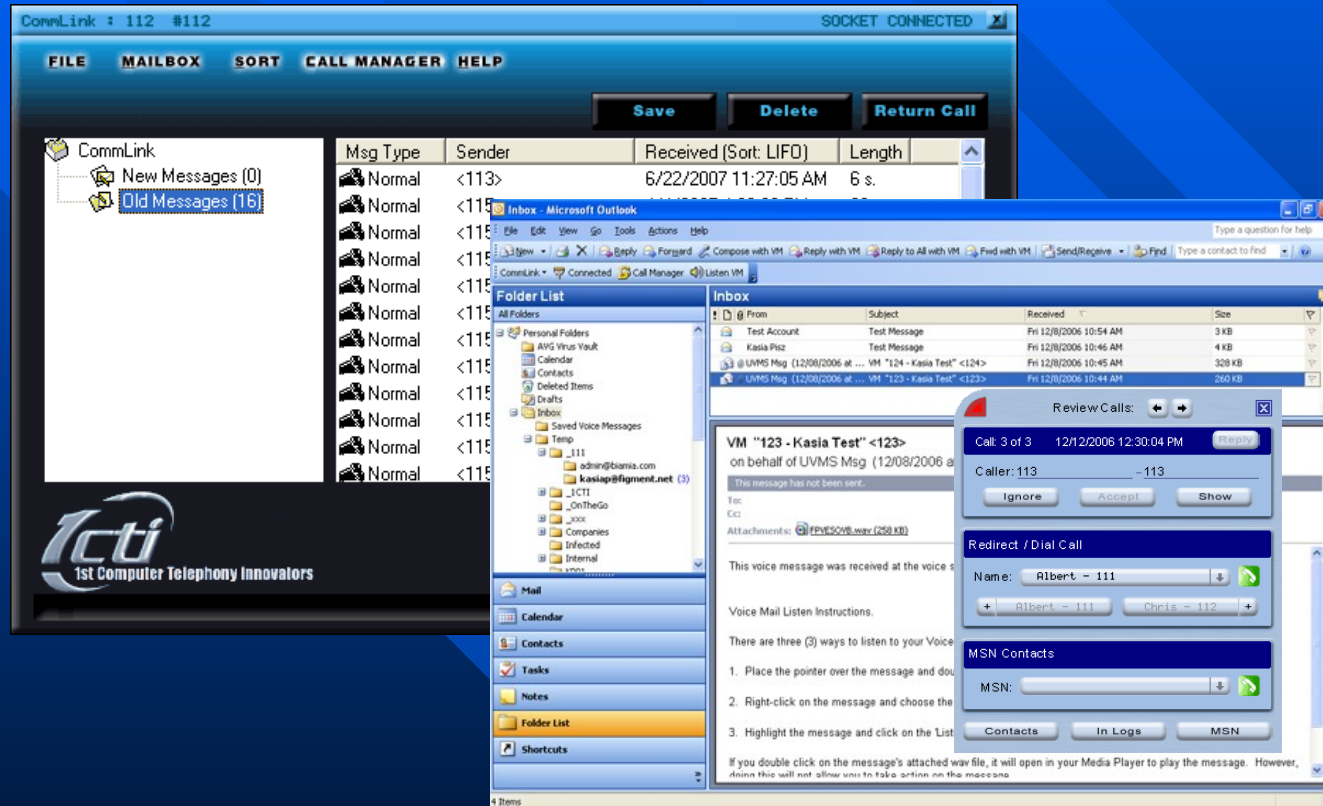


# CommLink® Lite for Outlook® and Stand-Alone Version



## User Tutorial

Press the Up & Down Arrow keys, or Left Mouse Click to progress through Tutorial.

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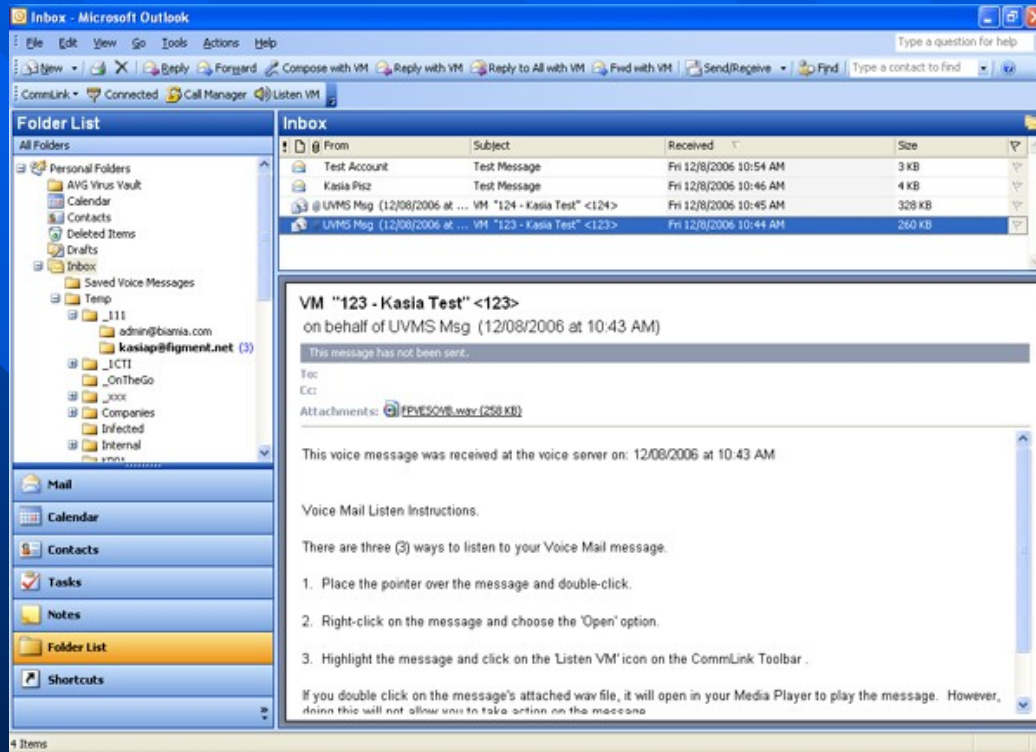
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- Features

# CommLink® Lite for Outlook®\*



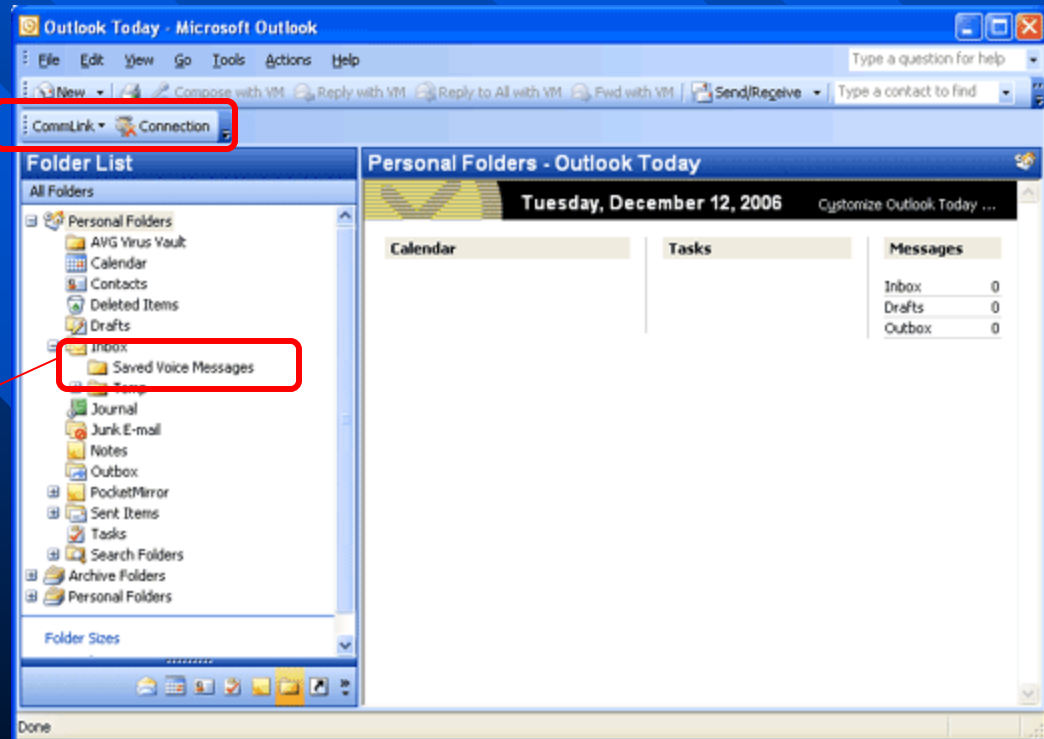
CommLink® Lite for Outlook and Asterisk is loaded with easy to use features and operations to make your communication's management a snap. Point-and-click to handle your calls, your messages, and your mailbox setup. Manage your Asterisk voicemail messages, mailbox settings, incoming calls and outdial contacts from Outlook application for one-stop efficiency and higher-level business communication productivity. The CommLink® Lite and Outlook integration synchronizes directly with Asterisk voicemail server and allows for simple and quick voicemail review and management.

\*Note: Requires Outlook® version 2000 or higher with minimum of Windows 2000 SP4

# Outlook Changes

After CommLink® Lite install, Outlook will have an additional toolbar and a new folder under the Inbox.

New tool bar for controlling CommLink® Lite



New "Saved Voice Messages" folder, which stores saved messages.

# Network Configuration

**CommLink Network Configuration** [X]

**Voice Mail Connection**

Web URL Location of CommLink PHP file:  
192.168.3.200/commlink.php [Override]

**Voice Mail Info**

Mailbox: 100 Password: [xxxx] [Test Login]

**Call Control / Screen Pop Info**

AMI Server Host: 192.168.3.200 AMI Port: 5038 [Test Register]

AMI Username: manager AMI Password: [xxxxxxxx]

Hands-Free Enabled (Must be supported by Phone)

Incoming Call Settings:

My Extension Number: 100 Redirect Context: default Hands-Free Extension: 8100

Outgoing Call Settings:

Desk Phone Channel: SIP/100 Originate Context: default

Hands-Free Phone Type:  Polycom  Aastra  Adtran  Other

Custom Variables: SIPADDHEADER=Alert-Info: \info=alert-autoanswer

[OK] [Cancel]

CommLink HTTP Integration found!

Asterisk server address and location of commlink.php file.

Asterisk Voicemail Mailbox and Password for synchronizing voice messages with Outlook.

AMI information, which will be used for screen popups.

Desktop Phone Extension of phone which should ring on outgoing and incoming calls.

Desktop Phone Extension of phone which should ring on incoming calls.

Extension to be used for outgoing calls.

Phone settings for Hands-Free feature.

# Voice Mail Properties

Name, which will be displayed for other people.

Play the message envelope (date/time) before playing the voicemail

Read back caller's telephone number prior to playing the incoming message, and just after announcing the date and time the message was left.

Email address where notifications of new voicemails are sent to.

Page or mobile email address where short notifications of new voicemails are sent to

Properties

Display Name: Kasia Pisz Password: xxxx

Envelope Playback  Leaving Message Review

Say CallerID  Say Duration

Say Duration Min. (m)

Email Address: kasiapisz@1cti.com Include VM Attachment

Pager Address: someno@provider.com Delete VM After Notification

OK Cancel

Password used to access the voicemail system; it can contain only numbers.

Allows a caller to review their message before committing it to a mailbox.

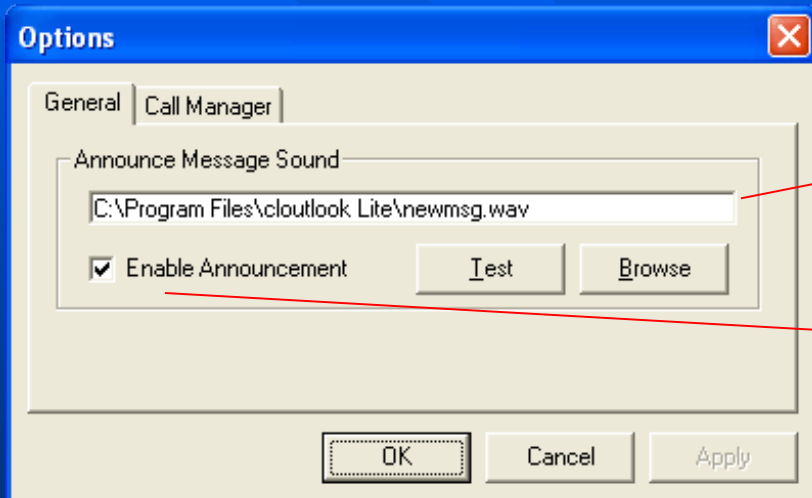
Duration information before a message.

Specify the minimum duration to say, measured in minutes.

Option to attach voicemails to notification emails.

If selected the message will automatically be deleted from the voicemail inbox. Provides functionality that allows a user to receive their voicemail via email alone.

# CommLink® Options

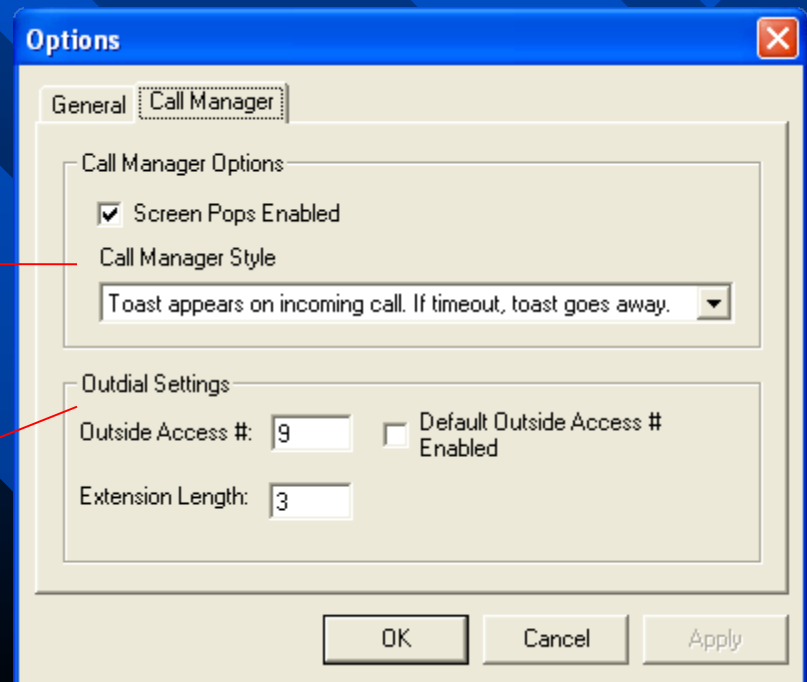


General Options allow to change and preview the message notification sound, which plays when a new voice message is received. Current sound file can be previewed by clicking the Test button.

Allows to disable Message Notification Sound, by simply un-checking the Enable Announcement box.

Call Manager options allows to enable and disable screen pops and choose a screen pop style. The styles are further explained on Screen Pop Options page.

Outdial Settings are used to define prefix numbers for outgoing calls.



# Speed Dial/Transfer

This list is utilized in Call Manager and toast pop ups for placing calls and transferring incoming calls.

The screenshot shows a dialog box titled "Speed Dial/Transfer" with a close button (X) in the top right corner. The dialog contains the following elements:

- Description:** A text input field with a red arrow pointing to it from the annotation "Description or location of extension; for example, a person's name."
- Destination Extension:** A text input field with a red arrow pointing to it from the annotation "Extension number."
- Speed Dial/Transfer List:** A list box containing two entries: "Albert <111>" and "Chris <112>". A red arrow points to this list from the annotation "Listing of existing contacts."
- Buttons:** A vertical stack of buttons on the right side: "New", "Save", "Move Up", "Move Down", and "Delete". Red arrows point from these buttons to their respective annotations on the right.
- Bottom Buttons:** "OK" and "Cancel" buttons at the bottom of the dialog.

Annotations on the right side of the dialog:

- New button:** New button allows to enter new numbers by clearing Description and Destination Extension fields.
- Save button:** Saves new number or if an existing number is selected in the list, applies changes.
- Move Up/Down buttons:** The Up and Down buttons are used to sort speed dial/transfer numbers in the list.
- Delete button:** Deletes an entry from the speed dial/transfer list .



# Screen Pop Options

## Call Manager Screen Pop

On an incoming call, Call Manager will pop up in the centre of screen and remain open until it is manually closed.



Ignore an incoming call.

If Hands-Free feature is enabled, the Accept button will answer the call on speaker phone.

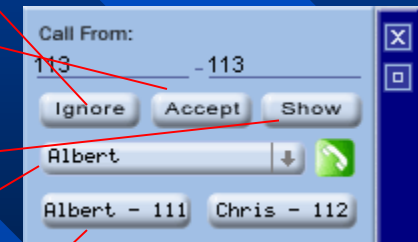
Preview contact info as Outlook contact card.

Redirect incoming call to another extension from speed dial/transfer list.

Single click redirect incoming call by clicking one of the favourites buttons.

## Toast Screen Pop

On an incoming call, the notification pop up will appear in the bottom right corner of the screen and will disappear if the call is ignored or answered.



# Call Manager Features

Incoming call indicator light, will flash bright red when a new call comes in.

Previous and next arrow buttons are used for viewing received calls log.

Call information (call number, time of call, caller number and display name). Call Manager keeps a log of last 30 calls, which can be viewed by clicking on previous and next arrows.

This list shows contacts which have been added through Speed Dial/Transfer.

The "In Logs" button will show a log of all incoming calls

Opens Outlook's contact list.



Reply button performs an outdial to currently displayed caller id number

Preview contact info as Outlook contact card, two things may happen when you click on Show Contact:

- 1) Contact information for currently displayed extension will show
- 2) Option to create new contact or modify/add to existing contact

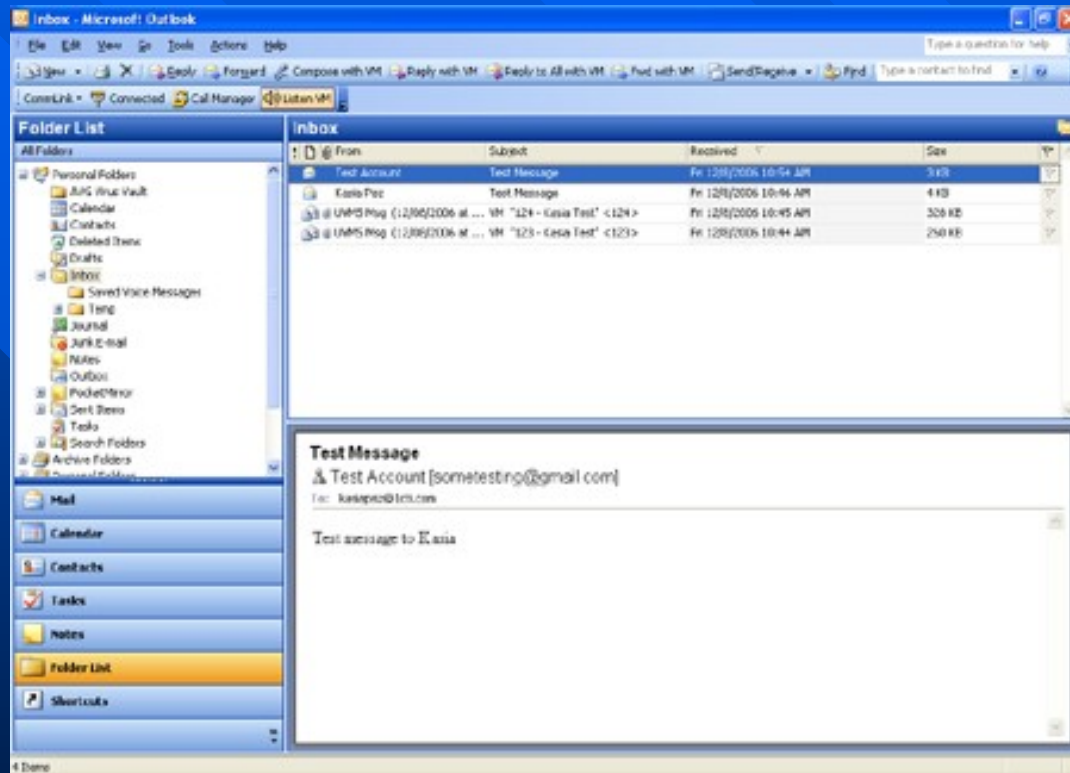
This list displays MSN contacts with Outlook contact information.

Dials contact from above MSN contact list.

Opens the MSN Messenger window.



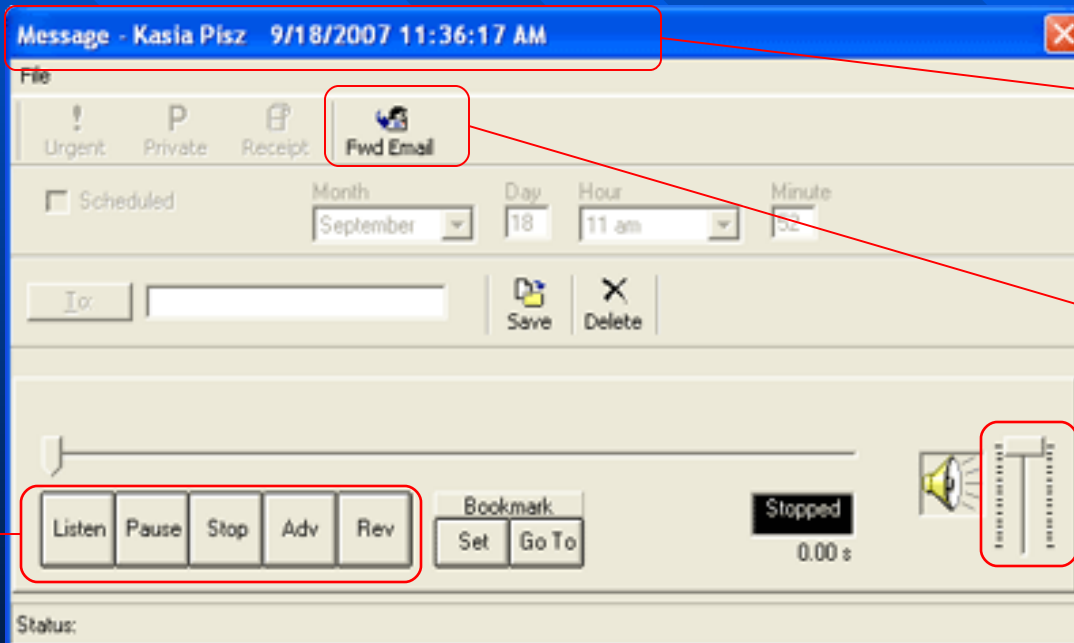
# Listening to Voice Mail



## To Listen to your voice messages:

- Highlight the voice message you want to hear.
- Press the Listen to VM button, double-click on the message or right-click and select open. (See next page for Listen screen)
- After listening to the message, you can keep it in the Inbox, in effect “keeping message as New” in your voice mailbox, or save it in Saved Voice Messages folder.

# Voice Mail Listen Screen



Message information.

You can use CommLink® to forward a voice message as an email attachment. (Click on the "Fwd Email" button for more help)

During playback, control the message volume with the slide bar.

While listening to the message, you can pause, stop, rewind, advance and reverse.

# Listen Screen Action Buttons

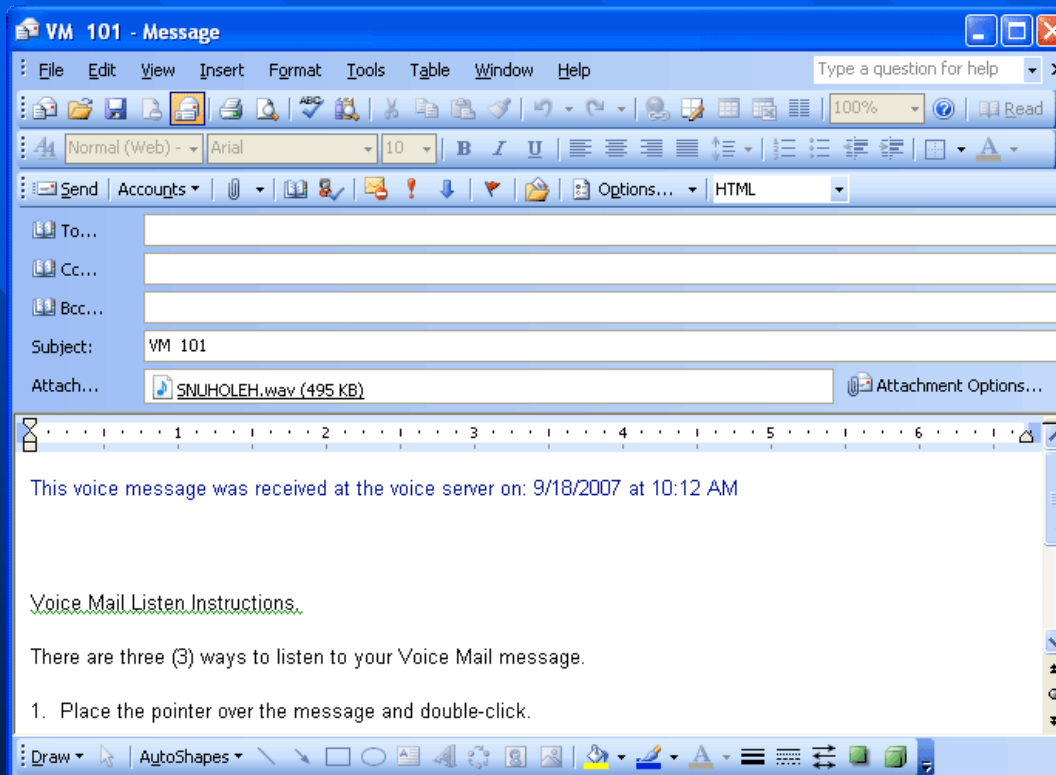


Save: moves message to Saved Folder in Outlook and Old Messages in your Voice Mailbox.

Delete: removes message from Inbox. Places message in Delete folder in Outlook and Recycle Bin in Voice Mailbox.



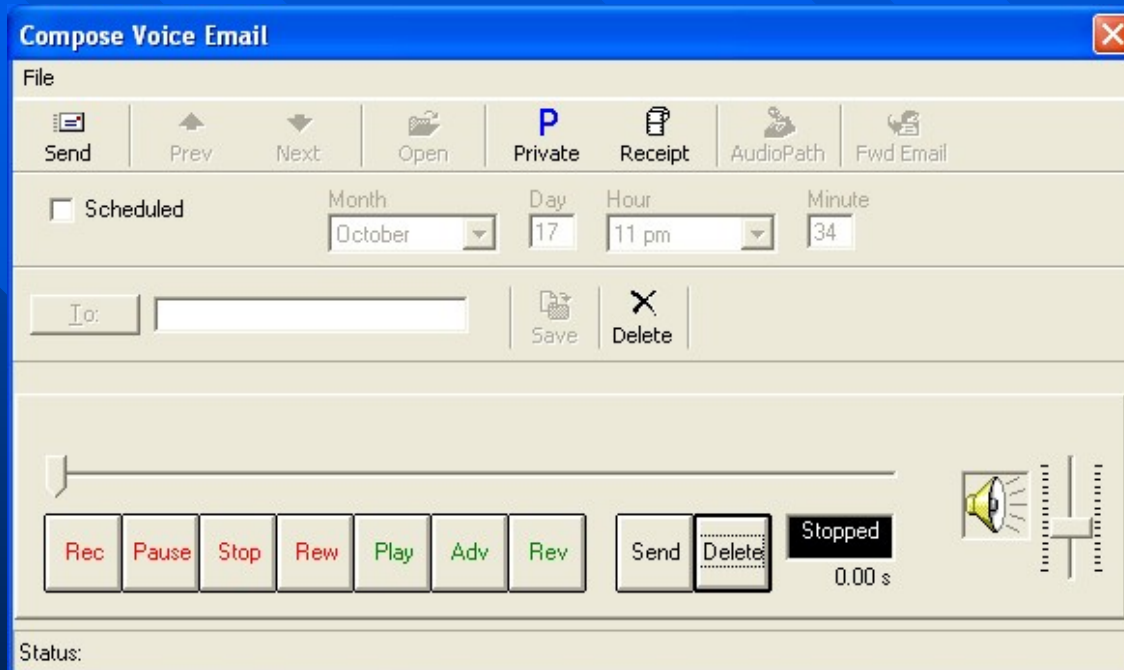
# Forwarding a Voice Message



## To Forward a voice message as an email.

- Select voice message to be forwarded
- Press the Forward button
- Identify the recipient(s) of your email
- Click the Send button

# Sending VM Wave File Via Email



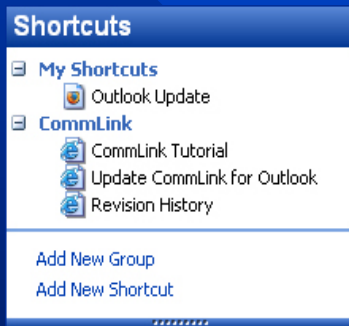
## To Send a Voice Message Wave File via Email:

- Press the Compose with VM button from the CommLink® toolbar in Outlook.
- Press Rec button and begin recording. Press Stop when complete.
- You must use a PC Microphone (Audio Path Mode is not supported)
- Press Send to attach recording & then follow standard email format.
- Check Scheduled for future delivery, and input desired delivery date & time.

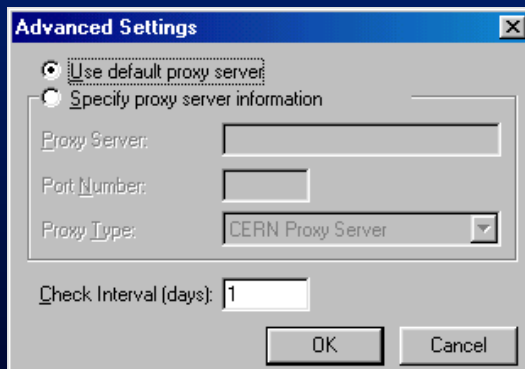
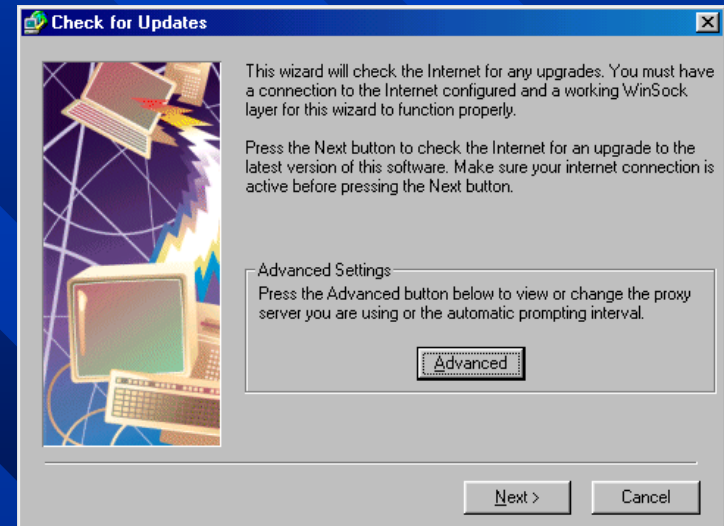
# Updating CL Outlook

**\*\*\* IMPORTANT \*\*\***

**For multi-user systems and/or domain controllers installation, uninstallation and updates must be performed by a user with local administrative privileges.**



From the CommLink® shortcuts, you access this tutorial and the CommLink® Updates tool.



Select the Advanced Settings to adjust how often you would like to look for updates over the Internet. Please contact your network administrator if you need to adjust your proxy server.

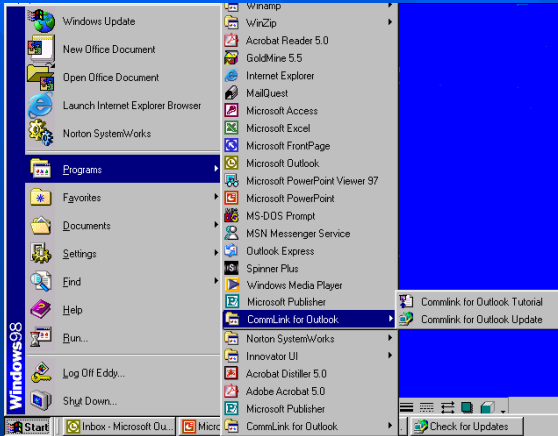
The Updates tool keeps your CommLink® current with the latest technological features and advances.



# Updating CL Outlook from Desktop

You can also update the CL Outlook from the desktop.

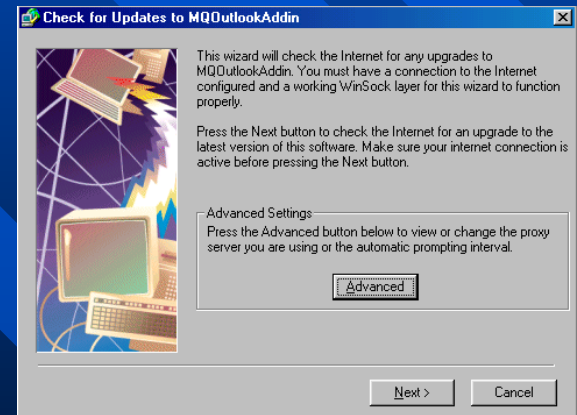
- Close you Outlook application.
- Go to Start, Programs and select CommLink® Update.



Press the Next button to check for available updates.

If your CL Outlook is at the latest version, you are notified and there is no further action required.

If your CL Outlook requires updating, follow the prompts to begin the download. After the download is complete, press the "Finish" button at the appropriate screen to execute the update install.



## MQOutlookAddin Installation

Initializing Wise Installation Wizard...

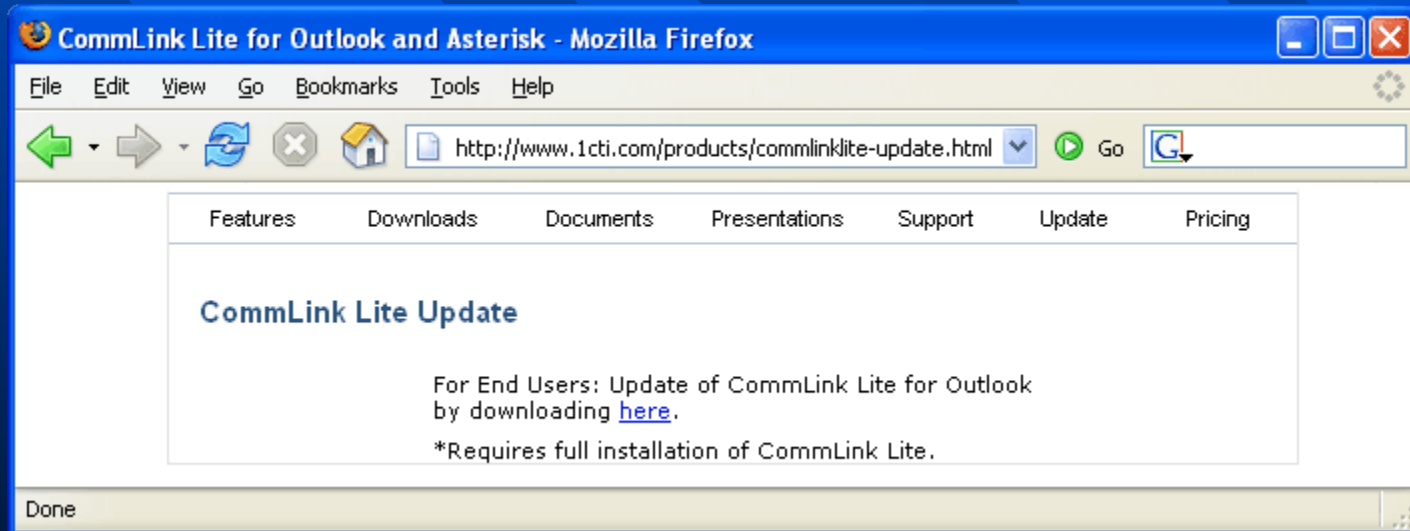
When you see this box, the CL Outlook update is installing to your pc.

You must restart your computer to activate new version.

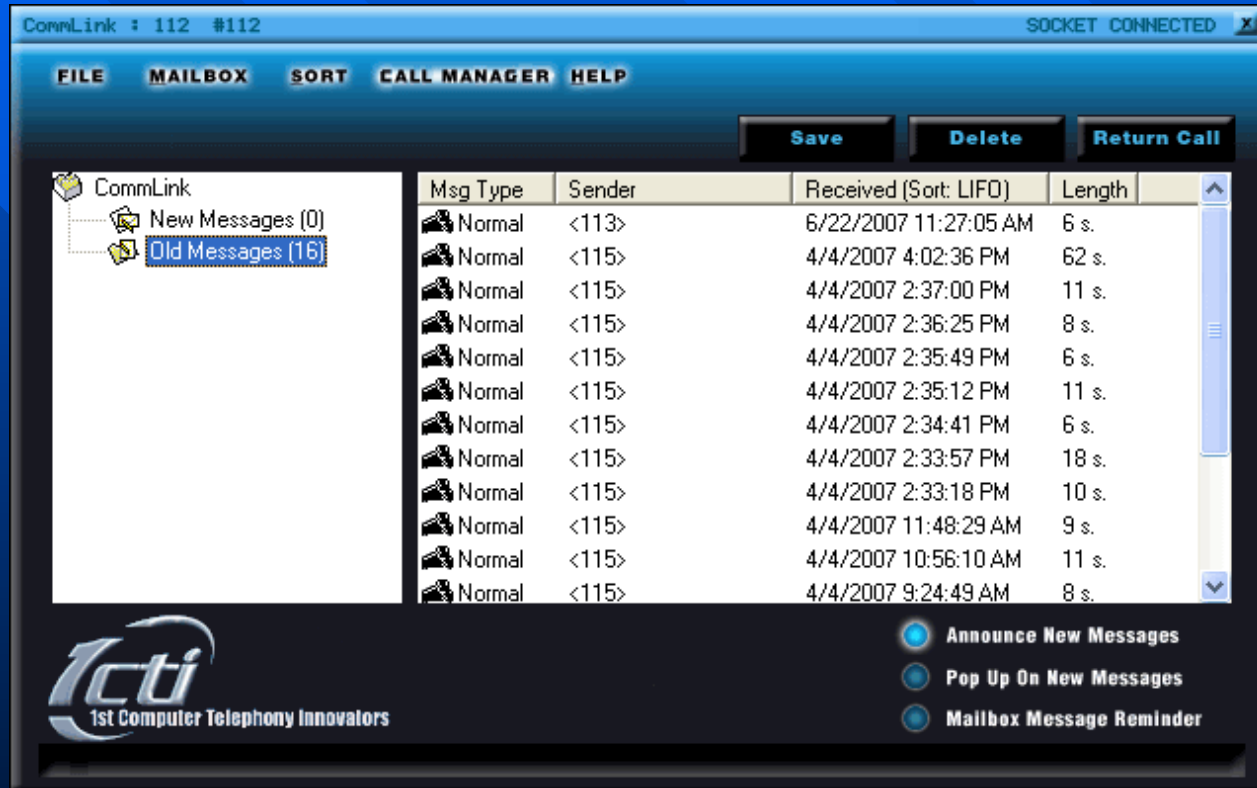
# Updating from the HTTP Site

You can also update CL by downloading from 1CTI's website.

Go to <http://www.1cti.com/products/commlinklite-update.html>



# CommLink® Lite Stand-Alone

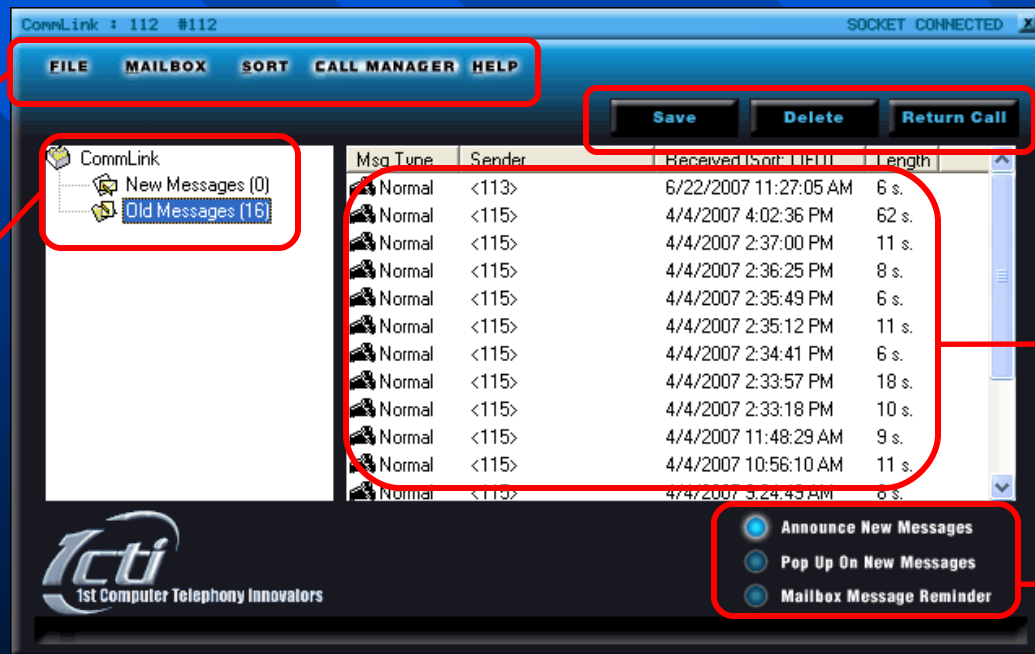


The CommLink® Lite Stand-Alone version synchronizes directly with voicemail server and allows for simple and quick voicemail review and management. It allows you to manage your voicemail messages as well as mailbox settings. Additional features include call and message notification, incoming call management, and outdialing capabilities.

# CommLink® Lite Stand-Alone Features

Menu bar allows to control Initial Setup, Configuration and mailbox Options.

Displays message folders.



Buttons for reviewing and controlling messages.

Message list display.

Options to control message notification