



Stonevoice Application Suite 2.2 User Guide

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Stonevoice Application Suite 2.2
User Guide Rev. 5 En
Applies to Stonevoice Application Suite ver. 2.2.0.B4
August, 10 2005

Introduction

The “Stonevoice Application Suite” is Stonevoice’s product for IP Telephony systems. It provides services that without it will be unavailable. Some of them concern the management of calls, like the answering machine or the music on hold, but others are intended for all users. Such services include the answering machine and the fax, which integrate seamlessly with the usual e-mail programs. The SAS (Stonevoice Application Suite) also allows the user to send SMS, to edit the built-in address book of the phone and to survey the costs of his/her phone calls. All the services included in the SAS are easily accessible and configurable through a clear Web interface which allows easy management of the product also to those who don’t have much confidence with PCs.

SSAM



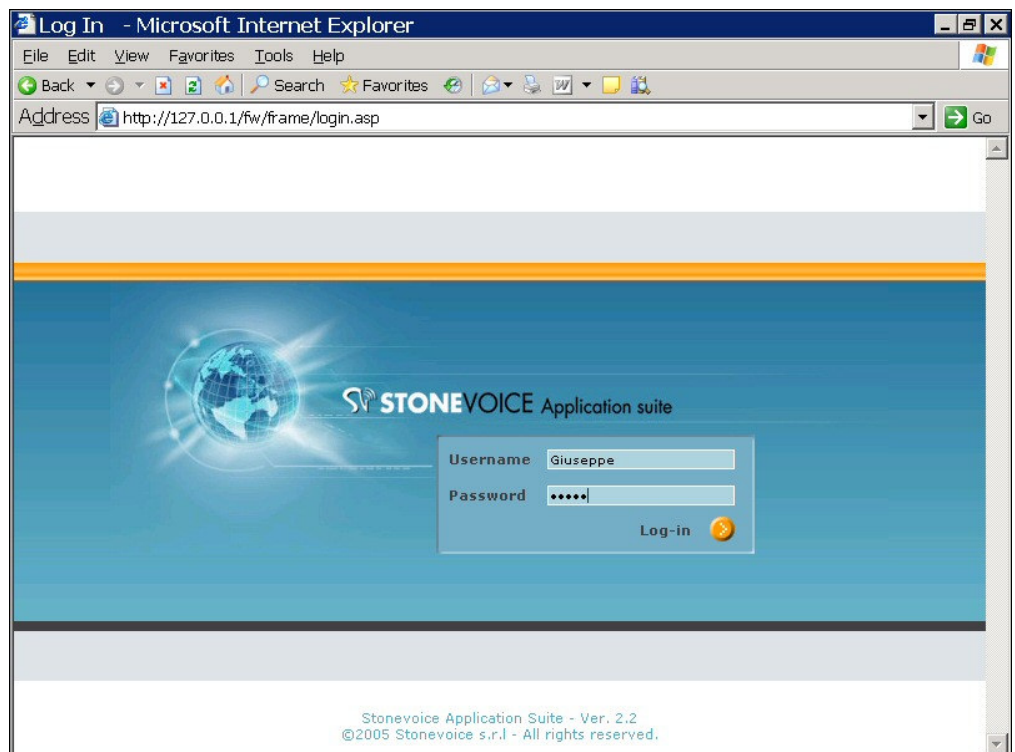
SSAM is the Voice-Mail. It collects the phone messages when you are unable to answer and informs you of the presence of a new message by reporting it on the phone display and by switching on the warning light of the receiver. SSAM brings several benefits compared to a usual answering machine. For instance, there are lots of ways to access to the voice box and to manage your messages according to your needs. You can connect to your voice box directly from your internal phone, whether it is an IP phone or not, simply by composing the number of your voice mail and entering the PIN when it will be asked. You can also access it from the outside with the same procedure. This can be very useful in case you are out of office and you need to listen to your messages.

So you can listen to, forward, save or delete the recorded messages, as you would do with an ordinary answering machine.

You can also record a custom message that who tries to contact you will hear in case you are unreachable. Even easier: you can supplement the automatic reply with your name and surname, by pronouncing them when the set-up procedure of your voice box will ask for it.

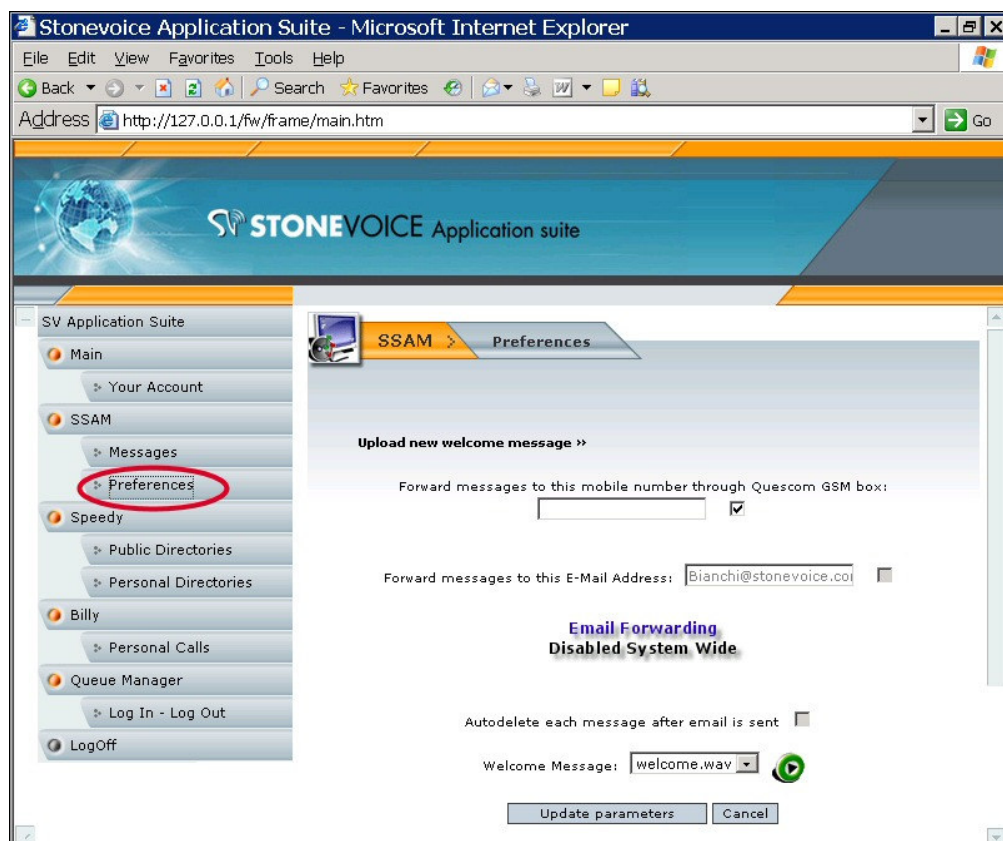
The Web Interface

The true innovation that SSAM brings is that it lets you manage the voice box directly by the Web. You just have to enter the Application Suite address in the address bar of your web browser. This is different from company to company but is always available. Ask your system administrator for it. The SAS will ask you to enter username and password, so ask the administrator for them also.



By accessing SSAM via Web you can listen to all the recorded messages, delete them or save them on the hard-disk of your computer. You can edit the custom prompt message by loading a .wav file or by using a preset one.

Thanks to SSAM you may also choose to receive an e-mail every time someone leaves a message for you, with the message itself attached to the e-mail in the form of an audio file. You just have to enter the e-mail address that will receive the messages:



SSAM also gives you the opportunity to delete the saved messages once the e-mail is successfully sent. This is in order to avoid that the phone would signal the presence of new messages when you are already aware of them.

You also have the opportunity to enable the message notification through SMS to be informed about the presence of new messages that wait to be listened to, just entering a mobile phone number.

SSAM is an easy and functional way to listen and manage your messages everywhere, at any time and no matter the way you have access to them.

SPEEDY



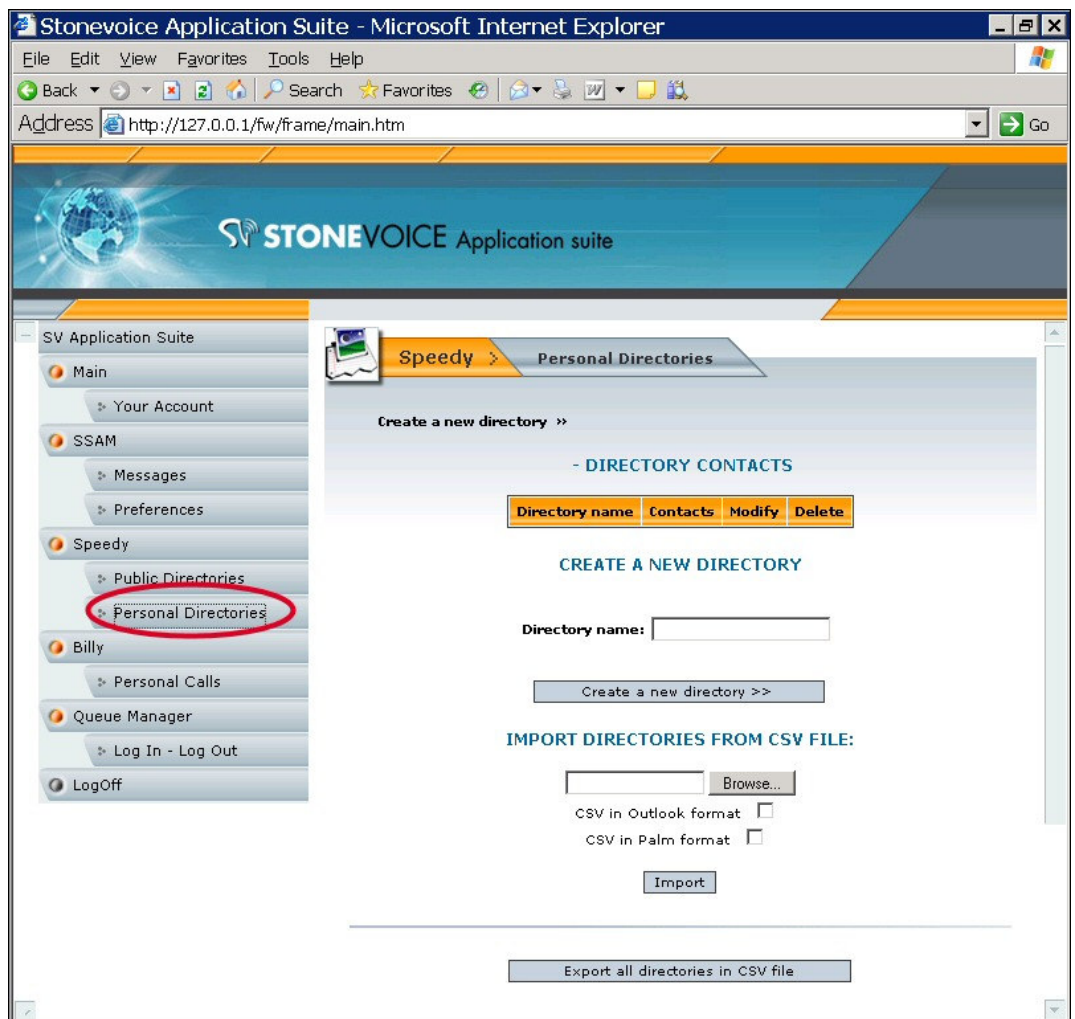
Speedy is the phone address book service. It adds to your phone a comfortable tool that lets you search for a contact, edit it, delete it, add it to a group and, of course, call it. Speedy provides both public directories (which, for example, may hold emergency numbers) and personal directories.

It lets you create the contacts, and the directories that store them, directly by the PC and then consult them on the phone.

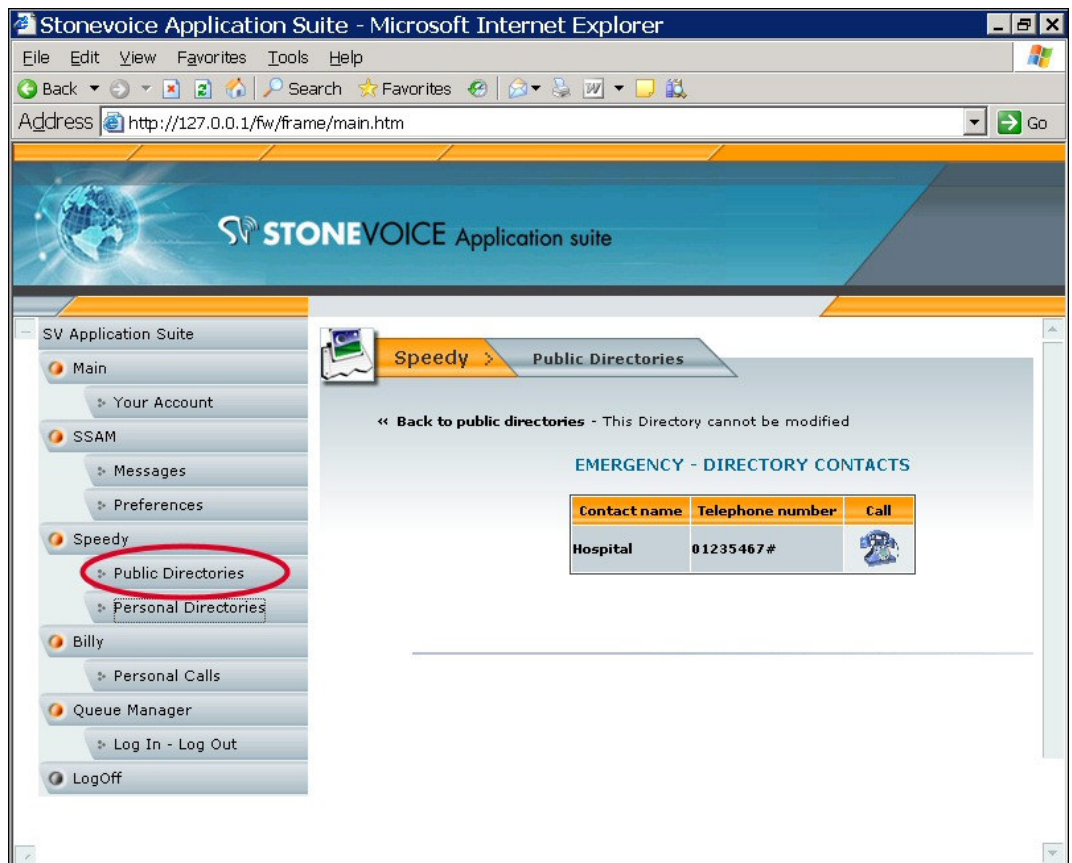
The management of the public directories will be administrator's concern, but they will be accessible to everyone. The management of the private ones will be available to each user (only the owner can view his or her personal contacts, of course).

To access Speedy's Web interface you just have to enter the Application Suite http address in the address bar of the browser. This is different from company to company but is always available. Ask your system administrator for it.

Here you can see the page which lists the public directories of a user. You may add a new directory, or a new contact into an existing directory. It will open and show you all the contacts it stores.



This is an example of how Speedy's interface looks like, with the list of public contacts that the administrator entered and that every user can view.



Every change or setting carried out through the Web interface is instantly copied on your phone.

Speedy can import the contacts from Outlook, or from other e-mail software, or export them to a CSV (Comma Separated Values) file, which can be easily processed by a number of programs, like Microsoft Excel.

It is also possible to add, delete, and modify contacts directly from the phone.

You may also call the contact directly from the Web interface! You just have to click on the phone-shaped icon next to the number.

Speedy is a very quick and easy way to manage your phone index book; this gives the name. The addition the Web interface allows the management of the directories with a simple click, and even to call a number without raising the receiver.

BILLY

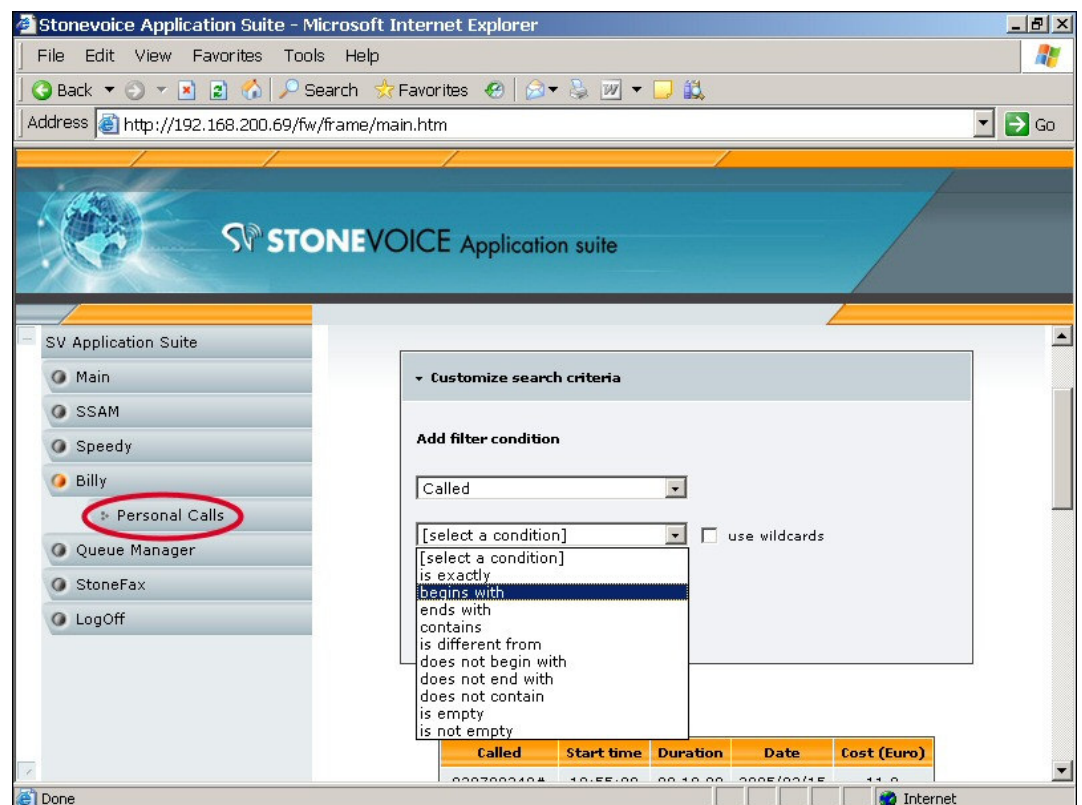


Billy is the part of SAS which collects call statistics. For each call Billy records the caller identifier, the called number, when the call began, the total length of the call and the date.

Billy checks both the inbound and outbound calls, and let you analyse them by defining customizable filters. Obviously you can select what should appear in the report by applying that filters.

To access Billy's Web interface you just have to enter the Application Suite address in the address bar of your web browser. This is different from company to company but is always available. Ask your system administrator for it.

This is an example of how Billy looks like and of some filters you can apply in order to find the call you need:



Billy replies to requests with a table displaying all the calls it was able to find according to the applied filters. You can choose how many elements should appear per page (5, 10, 20 or 50) and order them according to your needs. You can sort them ascending or descending by clicking respectively once or twice the name of the category on the table heading.

Called	Start time	Duration	Date	Cost (Euro)
029789249#	10:55:08	00.18.98	2005/02/15	11,8
029789249#	13:35:39	00.00.48	2005/02/16	0,5
029789249#	13:32:50	00.00.08	2005/02/18	0,1
029789249#	12:14:20	00.01.67	2005/03/11	1,29
029376971#	11:48:40	00.02.27	2005/03/15	1,49

Calls 1-5 of 315 [<< 1 2 3 4 5 >>]

Show 5 calls per page
5
10
20
50

Selected calls

Export as CSV Export as PDF

Like the other SAS applications, Billy let you export the collected data in .CSV format (Comma Separated Values) or generate a graph and save it in .PDF format.

Billy provides to each user of the phone system the means to have a detailed list of his/her phone traffic. The ease and the speed make Billy in an essential tool for those who need phone traffic monitoring but don't have much time to deal with it.

STONEFAX



StoneFax is an application that allows the users of an IP telephony system to send, receive and manage FAXES. The usual fax system is now outdated. With StoneFax you do not receive or send faxes by an external device (the old “phone that scans and prints”) anymore, but now you can do it directly from your PC, saving time and paper. Thanks to StoneFax, every employee can send and receive faxes directly by his/her e-mail client (for example: Outlook, Outlook Express, Lotus Notes...), or by Web. You can also send a fax directly from any program, simply by printing it using the handy Print-to-Fax function.

So the process of sending and receiving a fax becomes faster and fits automatically in the everyday working practices.

E-mail

When StoneFax receives a fax for you, a notification e-mail will appear on your e-mail client; the fax is attached to the message. Now you may want to open it at once or to save it on the hard-disk and read it later.

When you have to send a fax you behave as if you should send an ordinary e-mail: you open your mail client, create a new message and send it to the special StoneFax address (ask the administrator for it).

StoneFax will receive your e-mail, will convert it into a fax and send it to the addressee you choose.

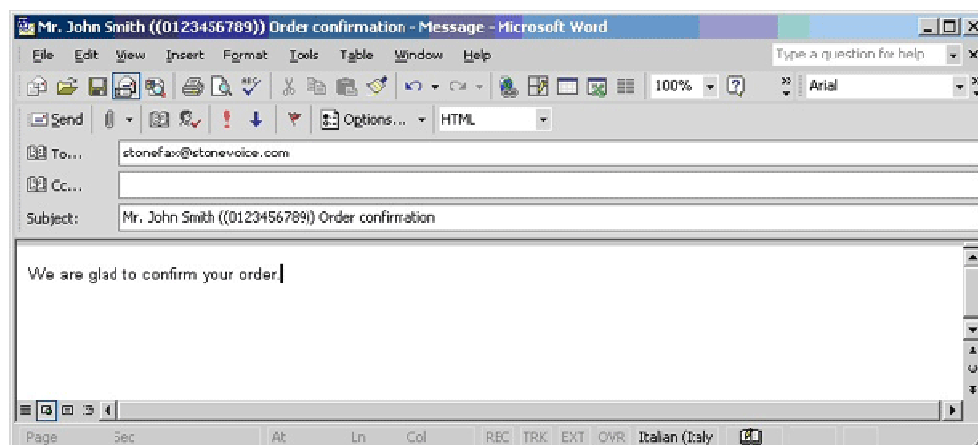
The name and the number of the receiver must be specified in the “subject” text box of your e-mail. You must enter the name of the receiver, followed by his fax number put between double brackets, in this way:

John Smith ((012345678))

If you need to specify a subject for the fax, you can put it after the double brackets:

John Smith ((012345678)) Order Confirmation

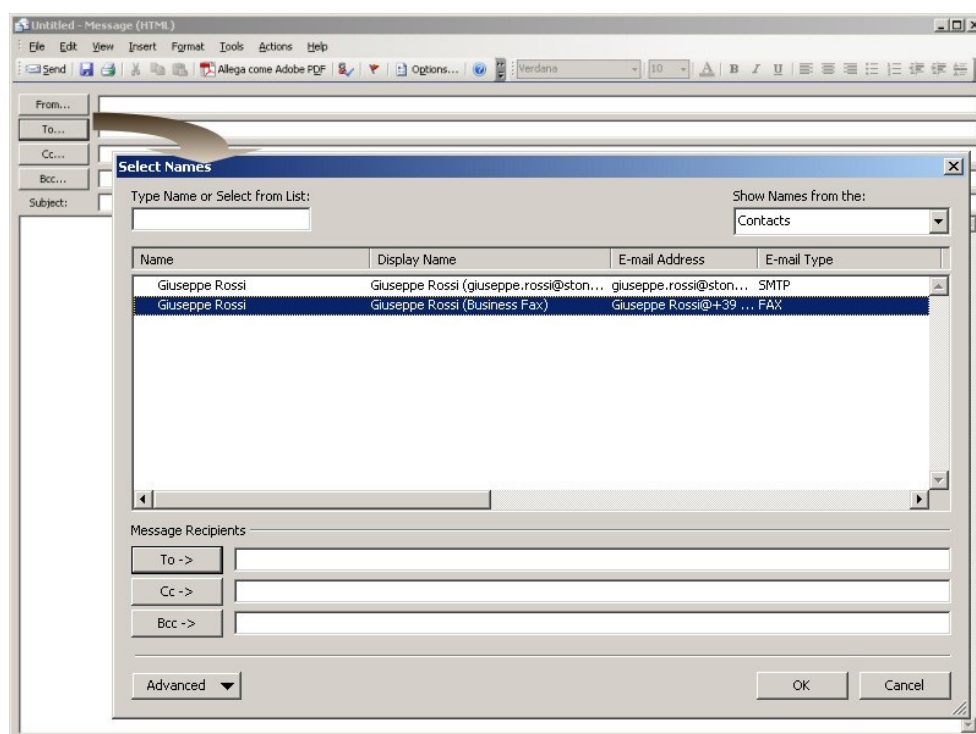
It will be displayed in the heading:



The text of the e-mail will from the body of the fax. If you like, you can attach any type of document (in the same way you attach a file to an e-mail), which StoneFax will send as the fax body. You can attach only one document for each e-mail.

Outlook

Microsoft Outlook gives the option to install the Fax-Mail Transport, a tool that makes sending a fax even easier. Thanks to it, it is possible to exploit the address book's contacts; namely, the fax number. In order to send a fax to one of your contacts, you just have to create a new e-mail message, click the "To..." button and choose his/her name from the list. It is no more needed to fill in the subject box with the double brackets. The rest works as usual.

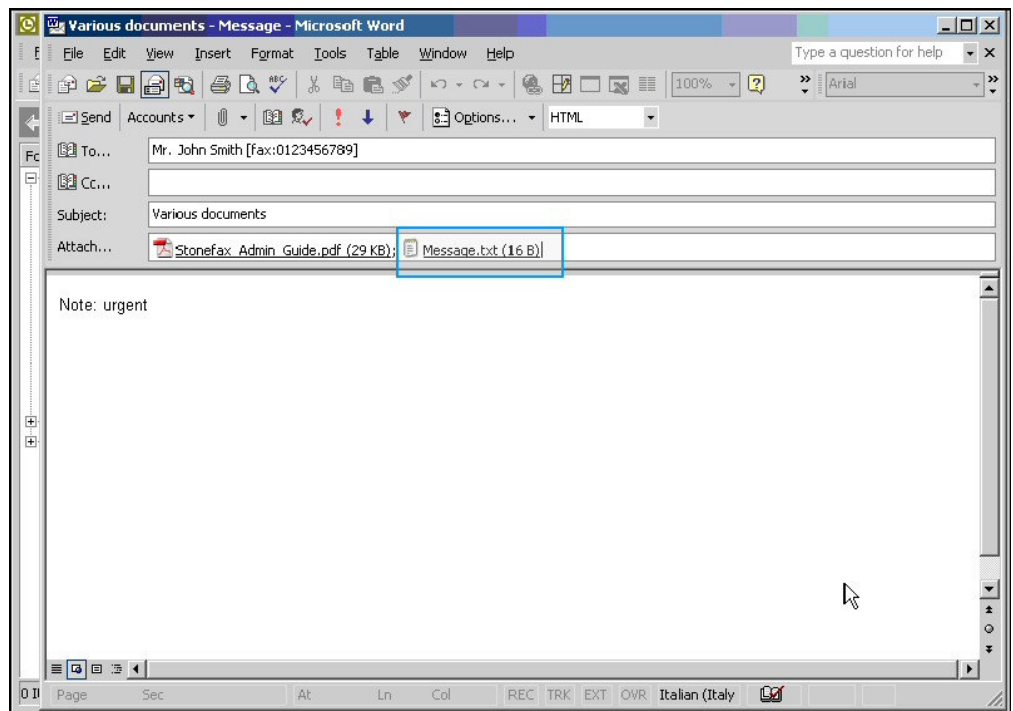


If the name and the fax number of the contact you wish to send the fax to should not be included in the address book, you can insert the fax number directly in the "To..." box like this:

John Smith [fax: 09876875]

Other benefits that the Fax-Mail Transport brings are: attaching more than one document to your message, and sending the fax to more than one receiver at the same time.

Once the fax is sent, you'll receive a confirmation e-mail. You can choose whether the confirmation mail should have a copy of the sent fax attached to it by modifying your personal options by the Web interface.

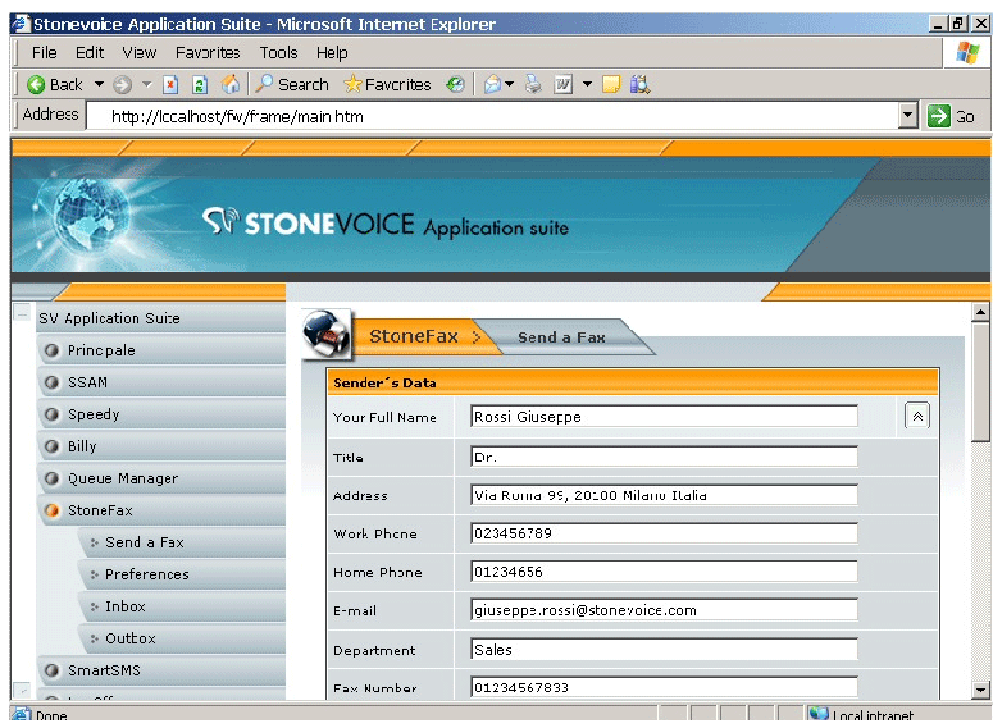


Web Fax

StoneFax let you manage your fax through a functional Web interface. To access the StoneFax Web interface you just have to enter the Application Suite address in the address bar of your web browser. This is different from company to company but is always available. Ask your system administrator for it.

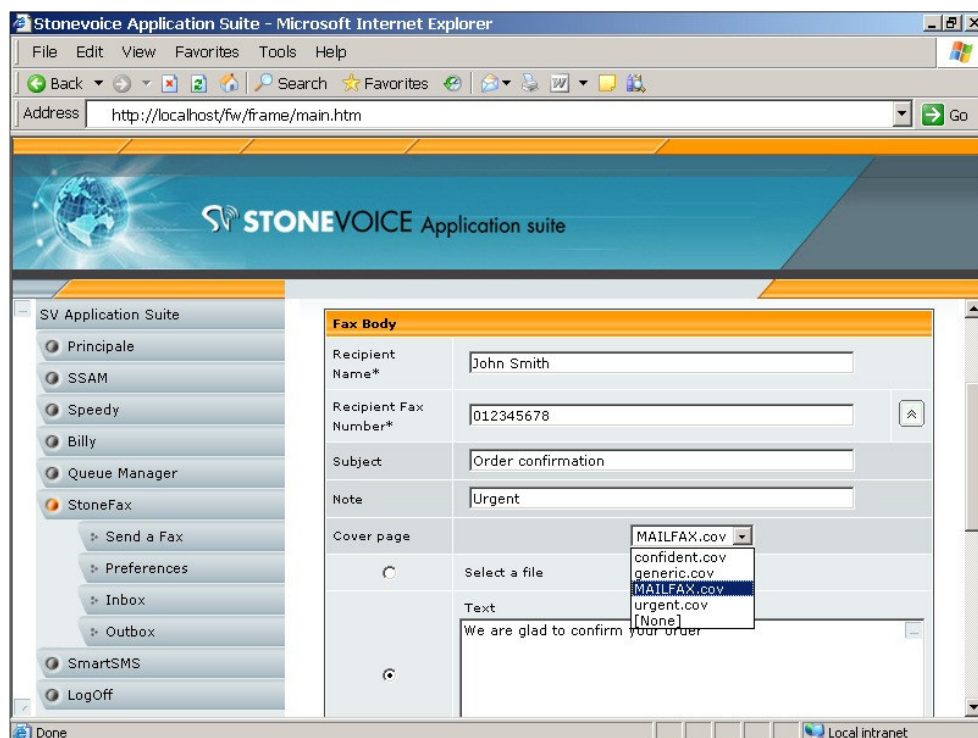
Select "Send a fax". A form will show up and you'll fill in the required data and select the suitable options.

In the first part (sender's data) you should insert your name and surname, and check if the rest of the information is accurate.

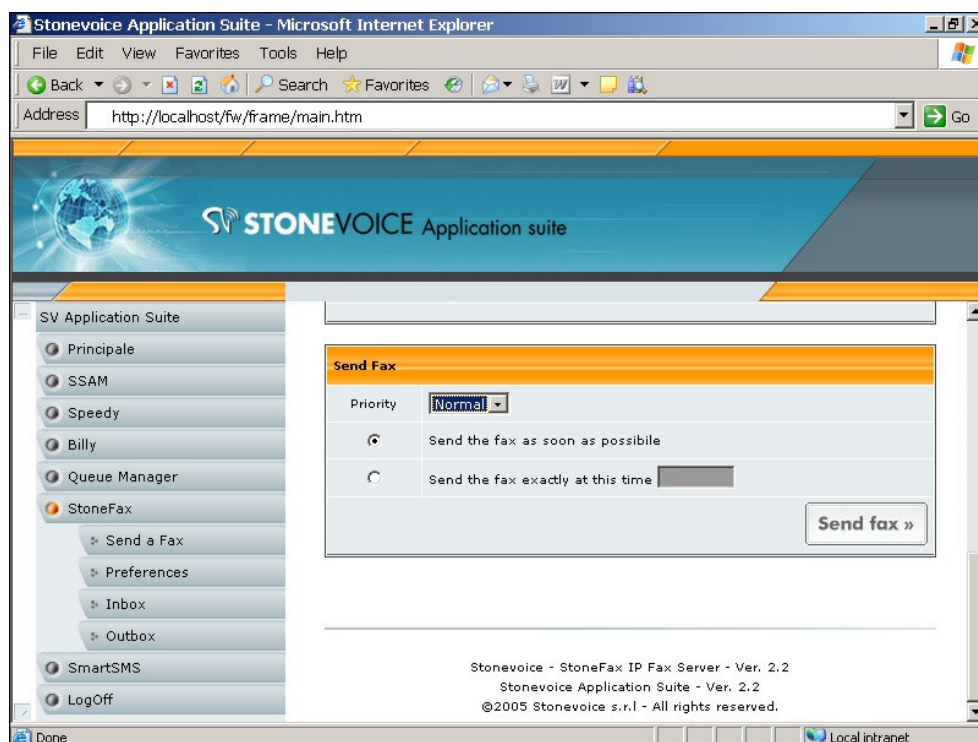


Only two fields are mandatory: the receiver's name and his/her fax number. However, the interface proposes additional fields, like a note

or a subject to be displayed on the cover page. You can choose the cover page from a drop down menu:

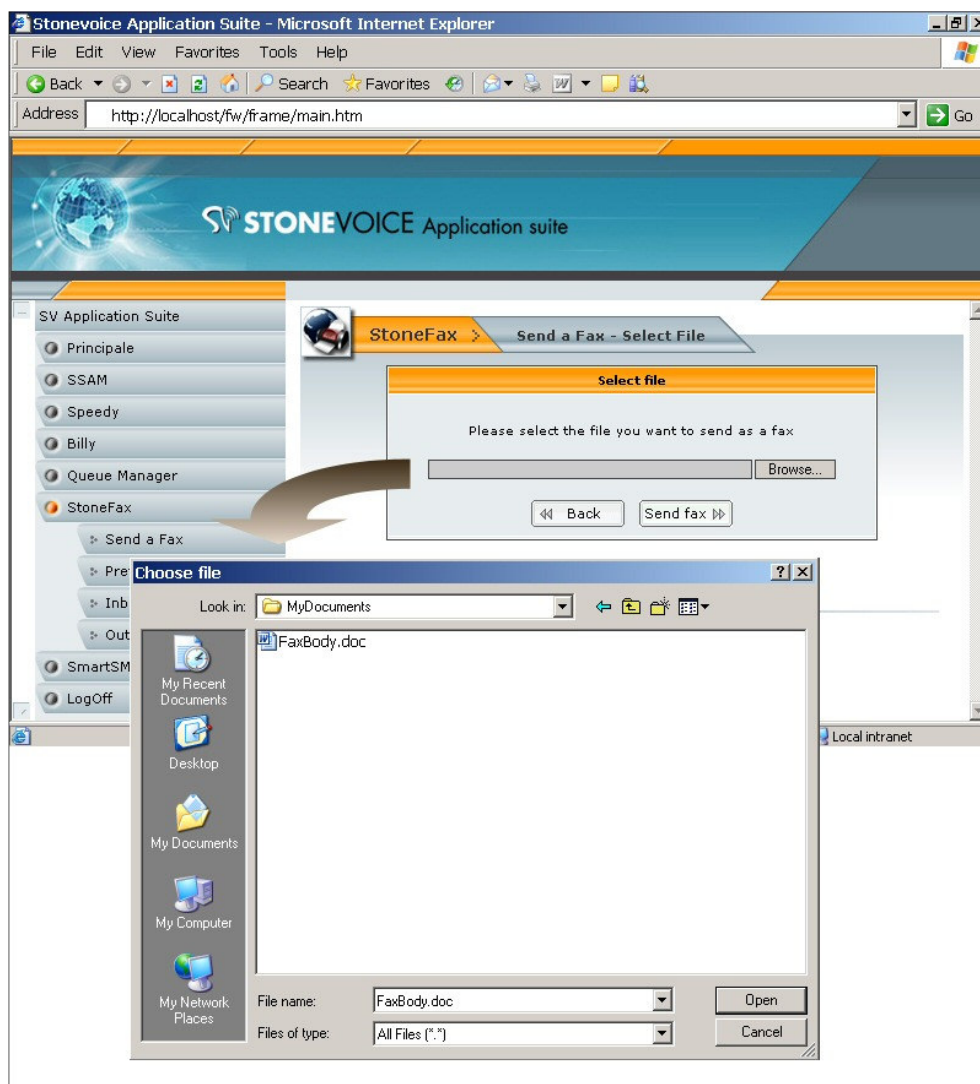


In the last part you have to fill in, you may choose the priority, whether you wish to receive a confirmation e-mail, maybe with a copy of the fax attached to it (in this case you have to enter the e-mail address) and finally whether you wish to send it right away or at a definite time.



Speaking of the fax body, you can enter it yourself or load it from a file. In this case the button down to the right, which had the caption “Send Fax”, will change to “Select File” and will bring you to a second

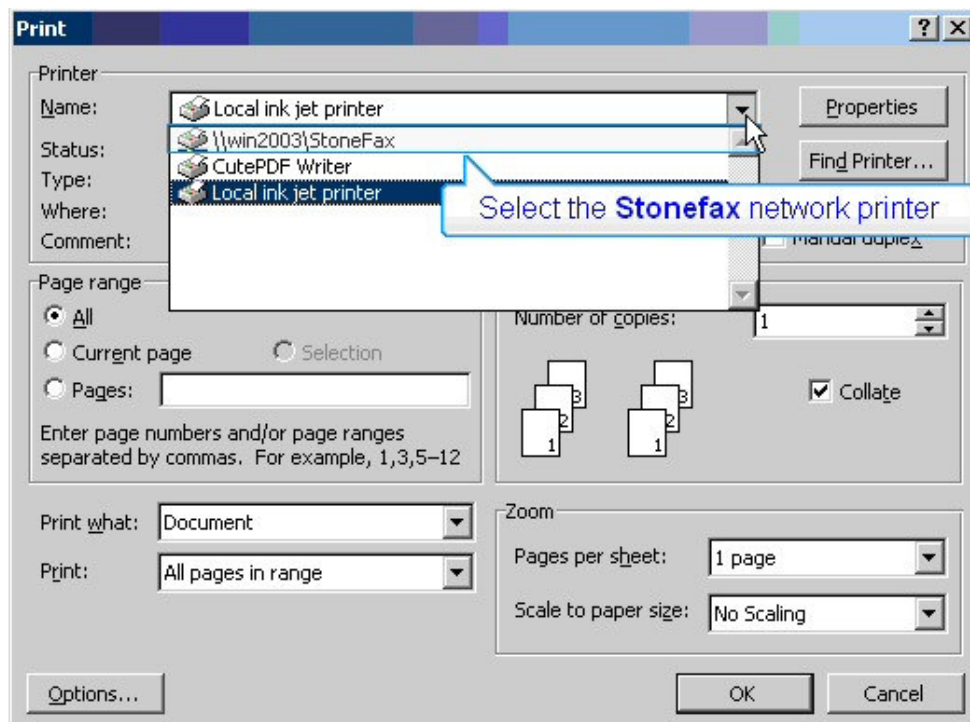
page where you will select the path of the file that you want to send as a fax:



You can monitor all faxes, both those sent or received by e-mail and those sent or received by Web, respectively by choosing the “Inbox” and the “Outbox” link. There you can view, modify, forward or delete them.

Print-To-Fax

With the Print-To-Fax tool SAS provides another way to send a fax. Indeed, you can send the fax within the program you are using, whether it is a text editor, image editor or anything else. You just behave as when you print the document. When the print options window will show, you choose the printer from a drop down menu. To send a fax, you will select the path of the fax server and click OK. If the StoneFax printer is not available the system administrator is the right person to ask to.



Then a Wizard will show and will lead you through the sending fax process, by asking you for: the name and the telephone number of the receiver / receivers (that may be entered manually or from the address book), if you wish to add a cover page with a subject, when to send it (now or at a definite time), the priority the fax should have, and whether you want to receive the e-mail confirmation after the fax is sent. Before finishing the sending process you may have a preview of the fax.

Once the “print” process is finished, if you choose the notification by mail option you can check on your e-mail client whether the fax was successfully sent or not.

StoneFax makes all the procedures of fax management faster and easier. Faxes are seamlessly integrated with everyday working tools, reducing management, space and maintenance costs, and speeding up your work.

SmartSMS



The last feature that completes the SAS is the useful SmartSMS service, which lets you send a SMS to any mobile phone number from a Web page. By clicking on the SmartSMS link, a form will show, asking you to fill two fields: the phone number you wish to send the SMS to, and the text. The length limit is 160 characters, as in an ordinary mobile phone. The SmartSMS interface is very simple and looks like that: