

Commcenter for Basic and Enhanced Voicemail

User Manual
Release 0.6

27.08.2007

<http://cv2.galnet.ca/>

Welcome!

Commcenter for Basic and Enhanced Voicemail.

With the new *Commcenter* you will have a web based interface to the world of VoIP. This enables you to take advantage of the features a VoIP network can provide.

The *Commcenter* is simple and easy to use, offering call logs, voicemail integration, profile management and much more.

This user manual shows you how to get started using your *Commcenter*. Enjoy!

System Requirements

To make full use of the *Commcenter*, you should have the following items:

- Internet Service.
- Multimedia PC or MAC.
- Speakers or headphones.
- Internet Explorer 5.0 or better; Netscape Navigator 4.7 or better.

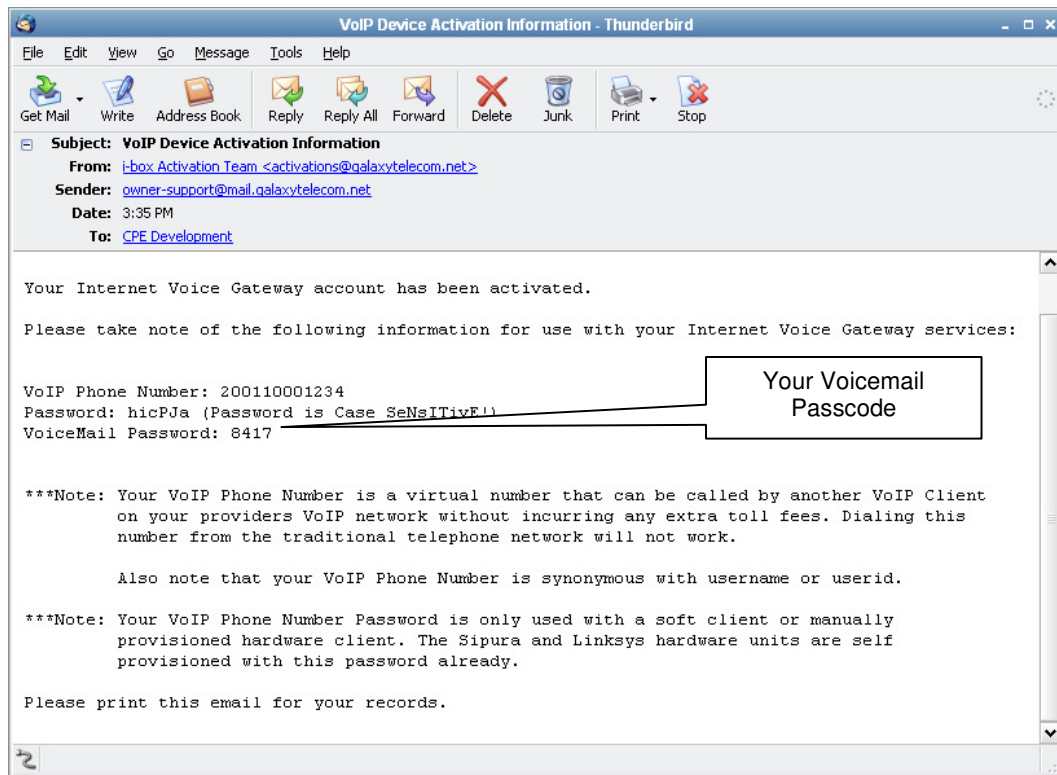
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Connect to Commcenter

Activation Information

Locate your activation email from your personal email account.



Your activation email contains your VOIP Phone Number / Username, Password, a link to the Web Interface and documentation.

Web Interface Link: <http://cv2.galnet.ca>

The Commcenter Interface

Connecting to the Web Interface

This section shows you how to connect to the Commcenter.

There are 3 steps involved in connecting to the Commcenter.

Step 1



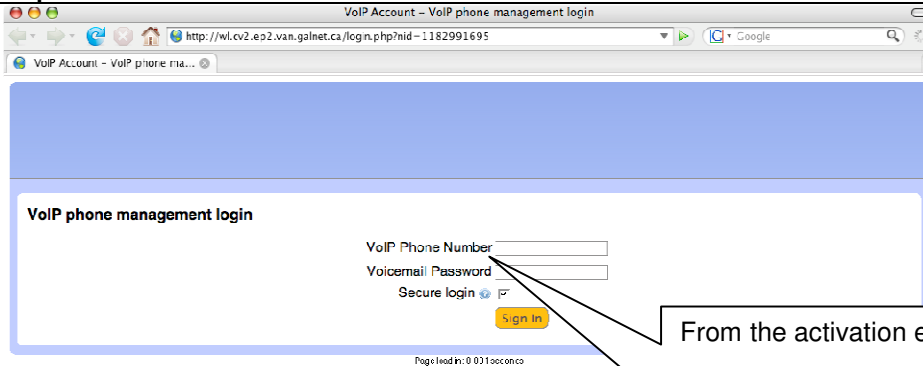
Open your Internet browser. This can be Internet Explorer, Netscape, Firefox, Opera or any other Javascript capable browser.



When your browser is finished loading, enter the following into the address bar of your browser.

<http://cv2.galnet.ca>

Step 2



From the activation email,
Enter your VOIP Number in the required field,
Enter your assigned numeric voicemail password in the password field



Call Log – Main Page

This is the first page presented after a successful login to the Commcenter. This page shows the Call Log consisting of missed, outgoing, and incoming Calls. Each call should indicate a phone number, time, duration, and charge which can be sorted alphanumerically.

The features of the Commcenter are divided between tabbed links such as the Call Log. Also listed are the Voicemail and Call Preferences tab provide varying features depending on whether you are a Basic or Enhanced Voicemail subscriber.

Near the top right corner, the page displays some account information. Above this is a Profile/Service tab which currently allows you to view and change some profile options.

VoIP Account – Call Accounting

Account Name: "CPE Development"
VoIP Phone Number: 200110007002
Wednesday, Jun 27 2007 12:18:48 PDT

Call Log Voicemail (5) Call Preferences

Filter: Show all For Billing Period: May, 1 2007

Outbound Incoming Missed Calls

Next update at: 12:22:15 PDT

Completed Calls: 1					
Type	Number	Name	Time of Call	Talk Time: 00:00:31	Total: \$0.00
	+1 (250) 763-7316		Mon, May 7th 2007 16:02:00	00:00:31	\$0.00
	+1 (250) 763-7316		Mon, May 7th 2007 16:01:40	-	-
	+1 (250) 766-0217		Mon, May 7th 2007 08:45:37	-	-
	+1 (250) 763-4000		Tue, May 1st 2007 19:35:23	-	-
	+1 (250) 763-4000		Tue, May 1st 2007 11:42:01	-	-

Page load in: 0.818 seconds

Voicemail

The Voicemail tab takes you to a listing of voicemails available only to an Enhanced Voicemail subscriber. If you are a Basic Voicemail subscriber, you will not see the same image as displayed right of this text but rather a grayed out page informing the feature is not available.

A download link is available for each voicemail message supplying a .wav audio file which can be played using audio software of your choice,

VoIP Account – Voicemail

Account Name: "CPE Development"
VoIP Phone Number: 200110007002
Wednesday, Jun 27 2007 12:59:20 PDT

Call Log Voicemail (5) Call Preferences

5 New (6 Total) Select All Select None Delete Selected

Status	From	Message Received On	Length	Download
	+1 (250) 763-7316	Mon, May 7th 2007 16:01:46	00:25	Download
	+1 (604) 584-2377	Wed, Apr 18th 2007 13:57:54	00:11	Download
	+1 (727) 724-8994	Fri, Mar 16th 2007 12:57:09	00:18	Download
	+1 (727) 724-8994	Fri, Mar 2nd 2007 13:54:13	00:24	Download
	+1 (727) 724-8994	Wed, Feb 28th 2007 07:26:40	00:23	Download
	+1 (250) 862-9524	Sat, Feb 10th 2007 10:06:10	00:09	Download

Select All Select None Delete Selected

Page load in: 0.000 seconds

including Windows Media Player or iTunes.

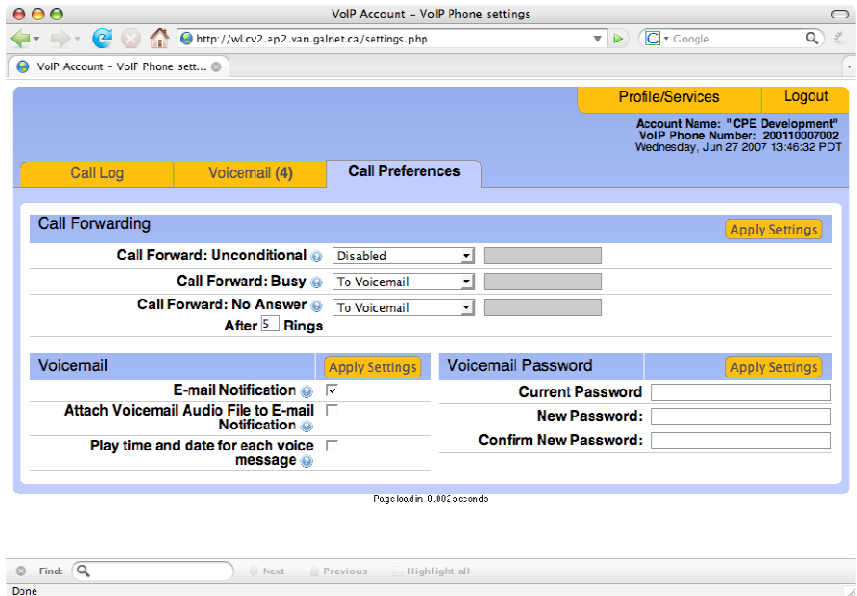
You may store a maximum of 50 messages at 3 minutes per voicemail.

You may also delete any selected voicemail messages from this page. To do this, click on the selection box located at the far right of each voicemail you wish to have deleted then click on the 'Delete Selected'.

Call Preferences

This page has three sub-sections with varying available options based on whether you're a Enhanced or Basic Voicemail subscriber.

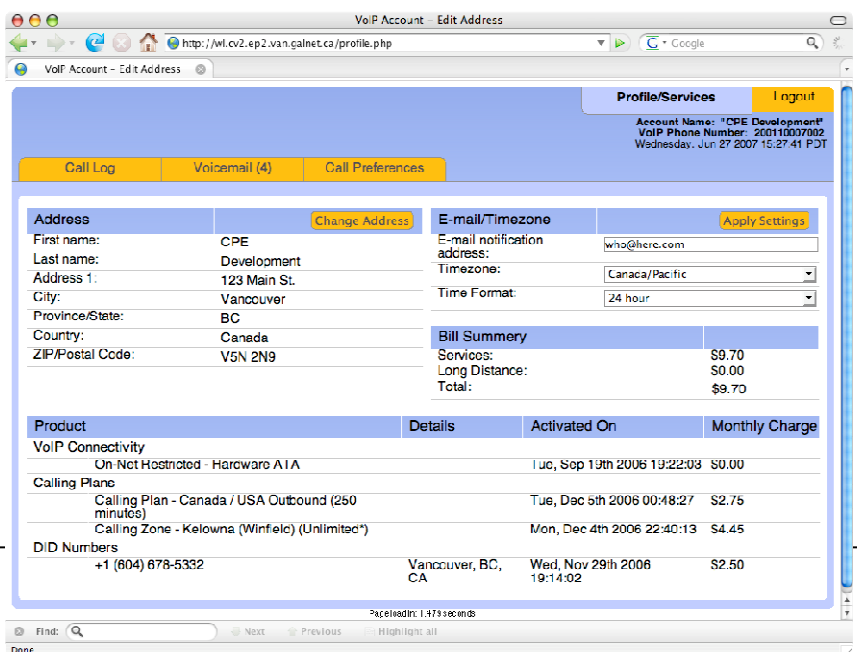
The Call Forwarding section is only available for Enhanced Voicemail subscribers and allows you to choose an option between the unconditional, busy/unavailable, and no answer scenarios. If you choose to forward calls to a Phone Number, the text box right of the scenario will become available from where you may type in a number (only include numbers, other characters may be rejected).



Profile/Services

Clicking on the Profile/Services tab will bring up a page showing your account Address, Email/Timezone, Product and Billing summaries.

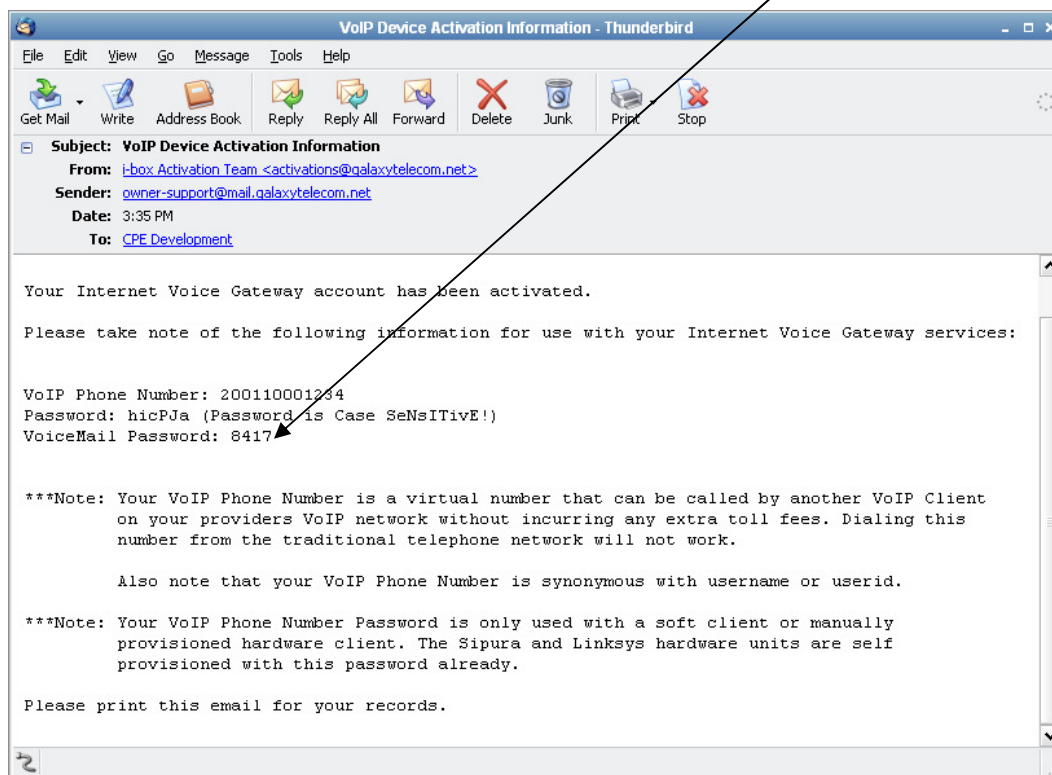
Where the Product and Billing summaries are only viewable, the page does allow you to change your account Email address and Timezone. There is also a link to 'Change Address' which allows exactly that but you need to be ware that this



address is also the address used with 911 services and should reflect where your VoIP device is located.

Dialing into Voicemail

1. Locate your activation email
 - a. This message contains your default Voicemail password



To access your mailbox from your own Internet Voice Gateway...

- Dial: *40 (star, four, zero).

To access your mail box from any other Internet Voice Gateway...

- Dial: *42 (star, four, two).

To access your mail box from any other remote phone...

- Dial your DID followed by pressing * during the voicemail greeting.

Voice Mail Menu Tree

- From your phone adapter dial: ***40 (star, four, zero)**
 - Enter voicemail **password**
- or from another phone adapter dial: ***42 (star, forty-two)**
 - Enter Voip telephone number, then enter voicemail **password**

