

TraiTel Telecommunications

TTMessenger 4.xx

User Manual

Contents

Getting Started	5
What is TTMessenger?	5
System Requirements	5
Operating System	5
Hardware requirements Minimum Recommended	5
Network requirements	5
Installing TTMessenger	5
Account Settings	6
Contacts	7
The TTMessenger phonebook	7
Creating a new contact	7
Managing your contacts	7
Phonebooks	
Creating a new Phonebook	
Importing contact lists	
Creating a CSV file of contacts	
Defining default values	
Matching your data to the correct fields	
Instant Messaging	
About Instant Messaging	
Adding IM contacts	
Using Instant Messaging	
Detaching and using the contact list	
VSMS	
About VSMS	
Recording a VSMS using TTMessenger	14
Greeting	14
Recording	
Saving to file	
Opening from file	

Sending a VSMS	15
Adding recipients	
Getting pricing details	15
Adding Alternative Numbers	
Scheduling delivery	16
VSMS Reply Options	
Record and send a response back to you	
Transfer the call to:	16
Limit total call time to one minute	16
Verify the recipients identity before playing	16
Finalizing	17
SMS	17
SMS overview	
Sending an SMS	
Typing your message	
Abbreviate	
Adding recipients	
Reply options	
Receiving an SMS	
SMS Reply Forwarding	
Scheduling an SMS	
SMS Settings	
Message format	
Multipart Messages	
Phone	
Phone functions overview	
Equipment setup	
Making a phone call	
Receiving a phone call	23
Making a video call	
Voicemail	24
Listening to voicemail messages	
Auto Answer	
Hold	
Transferring Calls	
Recording Phone calls	
Fax	

Fax functions overview	
Preparing a fax	27
Cover page	27
Main content	
Printing to TTFaxer	
Adding recipients	29
Previewing and Ordering your fax document	29
Sending	
Scheduling	
The TTMessenger Logs	
Sent Fax Log	
SMS Log	
Voice Call Log	
Voicemail Log	
VSMS Log	
IM Log	
Multiple Installations of TTMessenger	
Managing Phone Numbers	
Adding credit to your account	
Creating PDFs	
Changing the appearance of TTMessenger	
Exiting TTMessenger	
Troubleshooting	
Phone number formats	
Connection problems	
Not Logged In / balance reported as \$0	
Windows 98 specific problems	
Fax Settings	
Fax preview fails	
Video call problems	
Technical Support	

Getting Started

What is TTMessenger?

TTMessenger is an integrated communications application, enabling users to send and receive voice and video phone calls, SMS and VoiceSMS messages, Faxes, and Instant Messages.

System Requirements

Operating System

Minimum supported OS is Windows XP or Windows Server 2003. TTMessenger **may** work on older versions of Windows (98, 2000, ME) however they are not officially supported.

Hardware requirements RAM (Memory)	Minimum 64 MB	Recommended 256 MB
Disk	20 MB	100 MB
Processor	1.5 GHz (Pentium 3)	2.0 GHz+
Display	800 x 600 16 bit	1280 x 1024 32 bit
Sound	16 Bit Sound card / headset – (note using speakers and m instead of headset will cause echo in calls)	

Network requirements

TTMessenger requires a working internet connection to perform most of its functions

Installing TTMessenger

Double-click the installer - ttmessenger.exe to start the installation process.

You may see the following window appear:



Click Run to install

Account Settings

TTMessenger won't function without being connected to a TraiTel account.

If you haven't set up your account yet, go to http://www.traitel.com.au/signup.html and sign up.

To set up TTMessenger with your TraiTel account settings click **Options -> Account Settings**

🦻 TTMesseng	er 3.1: Setup 🛛 🛛 🔀
Account	Information
Username:	test
Password:	*****
	Cancel Ok

Enter your username and password and click **Ok**.

Contacts

The TTMessenger phonebook

To open the phonebook click **Contacts**



🏓 Phone Book						
Phone Books Contacts	<u>S</u> earch					
Address Books	Last Name	First Name	Company	Voice	Fax	Mobile 🛋
ጭ business ∳ personal € TraiTel	Smith Tattersall	Frank James		6102555 12345 6102555 67691		•
					Cancel	• •
3 items						

Creating a new contact

To create a new contact click **Contacts** in the phonebook and select **New**

Enter their details and click **Add**.

Managing your contacts

Double click on a contact to open the edit panel, where you can add, remove, and change any details for a contact record, and update their record by clicking **Ok**.

🦻 Editing contac	t		×
Edit contact			
First name:	Frank	Company:	
Last name:	Smith	Email:	
	Country:	Area:	Number:
Voice/IM:	Australia 💌	02	555 12345 8910
Fax:	Australia 💌		
Mobile:	Australia		
Address:		Country:	Australia
		Postal:	
City:		P.O. Box:	
State:			
			Cancel Ok

Phonebooks

TTMessenger can handle multiple Phonebooks, to help manage contacts into groups.

There are two default Phonebooks available when you first start TTMessenger – Business and Personal, which synchronize online. Updates to these books appear in your web messaging address book, and vice versa, and are also shared across sub-accounts. You can create new Phonebooks to suit your needs; however they will be local to your machine.

Creating a new Phonebook

To create a new Phonebook click Phone Books -> New

Enter a name for the new phonebook and click **Ok**.

Importing contact lists

Creating a CSV file of contacts

If you have an existing database of contact details, it should be possible to import them via the CSV file format.

If your database is in an Excel spreadsheet, you can simply save it as a CSV file and try to import it, if you have another database system you may be able to export to CSV, or arrange for your database administrator to do this for you. To import a CSV file of contacts into a phonebook, click **Phone Books->Import->Import from CSV**

🔲 Import from (csv 🛛 🔁
spreadsheet ap (Export to CSV/	import contacts from a comma-separated values file. In most oplications (for example, Excel), there is an Export facility comma separated text file) or a Save-As option (save as r the 'File' menu
Import from	CSV (comma-separated file)
File:	Browse
	Cancel Back Next

Select a CSV of contacts to import by clicking **Browse** and navigating to the file on your computer.

Click Next

Notused Last Name	Not used	_	Not used 💌	Not used 🔹	Not
	First Name		Company Name		Add
Mitchell	Frank		TraiTel	info@traitel.com.a	
Smith	John		TraiTel	info@traitel.com.a	
Wexler	Josh		TraiTel	info@traitel.com.a	
Redwood	Michael		TraiTel	info@traitel.com.a	

You will be presented with a sample of the data in your file organized into columns.

Match the columns of data to the desired fields in TTMessenger by selecting the correct field in the drop-down menus and click **Next**.

If your area and country codes are in separate fields, you should select those column fields appropriately (See Matching your data to the correct fields below).

Defining default values

Default values will be used for required columns which were not defined in the previous step.

🔲 Import from CS	ν	N 100 N
⊂ Step 3/5 Default values:	These values will I selected on the pro	be used if the columns were not evious screen.
Company:		
Fax country:	Australia 💌	Fax area code:
Voice country:	Australia	Voice area code:
SMS country:	Australia	SMS area code:
		Cancel Back Next

Matching your data to the correct fields

Most field names in step 2 should be self-explanatory, however it is important to correctly select the field-types of the phone and/or fax numbers for your contacts.

If the phone numbers are in international format; that is they include the country and area codes you should select an appropriate 'full number' format and you will be presented with the following screen to define the format which your numbers are in for processing. This can include symbols such as brackets and +'s, as long as you define the format in full on this screen.

🔲 Import from CS	v 🔀			
- Step 4/5				
Define full numbe	r format:			
If you have selected a 'Full number' field on the data sheet, you must specify				
	umbershere. If the country code or area code is not			
will be used.	ault country and area codes specified on the previous page			
%A = area code	%C = country code %N = number			
Example:	+(%C) %A %N			
Fax:				
Voice:				
SMS:				
	Cancel Back Next			

Click Next to continue

Step 5 sets the first line of data to start importing from (useful if the first line contains field labels rather than data), and also the name for the new Phonebook to be created on import.

Import from CSV	
 Step 5/5 Start input from which row? (first line=1) 	0
Import into new book: Ready to Import	
Ready to import	
1	Cancel Back Import

Click Import

Click **Close** once the Import is complete.

Instant Messaging

About Instant Messaging

Instant messaging provides text based messaging over the internet to other TTMessenger users.

Adding IM contacts

Any contacts with TraiTel phone numbers in your Phonebook will appear in your IM contact list.

Otherwise:

Click the 🜃 icon

Enter a TraiTel phone number or email address and click Add

The user will be asked to authorize you as an IM contact and once you have both added and authorized each other, you will be able to exchange Instant Messages.

Using Instant Messaging



Double click a contact name in the list on the left to open a new conversation.

Type a message, then press enter to send it.

Multiple conversations can be open at once, and are selected in the open conversations panel directly above the message panel:

Guy Mordaunt	x
Alain Lapalme	X

To close a current conversation, click the X.

If a user is on the phone, or typing a message, their status is updated on the TTMessenger interface.

Detaching and using the contact list

The IM contact list can be detached from the main interface and dragged to the left or right of your screen where it will remain as a pop up. To detach click the ^ in the top right of the contact list. Drag the panel wherever you like, if you drag it all the way left or right on your display it will attach to the side of your desktop and minimize itself. Hover your mouse pointer over it to restore the window to full width.

There is a right-click context menu accessible in the contact list, right click on a contact to call, send an IM or delete them from your contact list. If you are currently in a call, you can right click on a contact to transfer the call to them, or add them to create a conference call.

VSMS

About VSMS

VSMS gives you the ability to take a small audio file (recorded with your PC, or pre-recorded) and then send it to a mobile or land line phone. When you send a VSMS, the phone of the receiver will ring and when the phone is answered the VSMS will start to play to the receiver.



Recording a VSMS using TTMessenger

Greeting

In the Greeting menu, choose what type of greeting you want the recipient to receive, if any. The lower options include pre-recorded greetings before playing what you record afterwards. E.g. if you choose 'hello this is a voice message for' you could record a greeting which is just the recipient's name.

Recording

The left hand recording panel is for the greeting portion of your VSMS.

Clicking **Rec** begins recording, and **Stop** ends it. Click **Play** to listen to what you've recorded (very much recommended).

Similarly, the main message is recorded in the right hand recording panel.

Saving to file

With either the greeting or the main message, you can click **Save** to create a file of what you've recorded, for later use.

Opening from file

Clicking **Open** allows you to choose a suitable file from your computer to include

Sending a VSMS

Adding recipients

Add recipients, by selecting them from your contacts, or typing their number in, then clicking **Add**.

Getting pricing details

To find out how much your VSMS will cost to a specific destination, click the arrow: Let then select Get Price Details. A panel at the top of TTMessenger will appear with the pricing information for the current number:



Adding Alternative Numbers

Once you have recipients set for your VSMS, you may like to add alternative numbers for them. If the primary number fails to receive the VSMS, the alternative number will be dialed. To add

alternative numbers click the arrow: Lead and click Setup Alternative Numbers to open the Multipath Editor for VSMS:

VSMS MultiPath Edi	tor
Alternative number	Primary number 614140
	ж

Enter the alternative numbers by clicking under that column for each recipient, then click **OK** to save them.

Scheduling delivery

To schedule your VSMS, click the scheduling button:

🦻 Schedule Delivery	
Select delivery date: O Send now I Send later	
Saturday , June 19,2010	•
12:00:00 AM	
Cancel	Ok

To schedule a specific time for your VSMS to be delivered, select Send later, and specify the time and date before clicking **Ok**.

VSMS Reply Options

Click the recipient reply options button: Recipient reply options:
[25], to open the reply options panel.

🦻 Reply Options	×
🔽 Record and send a response back to you	
✓ Transfer the call to:	•
Limit the total call time to one minute	
☑ Verify the recipient's identity before playing	
Ok	

You can select which, if any, reply options are available to the recipient(s) of your VSMS.

Record and send a response back to you

The recipient is given the option to record a message into their handset which is then forwarded back to your TTMessenger.

Transfer the call to:

The recipient is given the option to be transferred to a number you (the sender) specify.

Limit total call time to one minute

The total call time is limited to one minute when this option is enabled.

Verify the recipients identity before playing

The recipient is asked to confirm they are the person referenced in the greeting, before the 'body' of the VSMS message is played to them.

Finalizing

To finalize your VSMS, click **Send VSMS**:

SMS

SMS overview

SMS stands for Short Message Service, and is commonly known as a text-message or just 'text'. TTMessenger can send and receive SMS messages to most countries around the world through TraiTel's robust SMS gateways.

To bring up the SMS panel, click **SMS** in the main menu.



Sending an SMS

Typing your message



Click into the message field and type the message you wish to send.

Depending on your settings, single messages can be 160 or 70 characters long, if you enter more characters than your limit, you will be sending multiple messages. The amount of characters and number of messages required to send your text are displayed below the text entry panel:

Not schedule	ed, send immediately.
quick brow The quick b	umps over the lazy dog The n fox jumps over the lazy dog prown fox jumps over the lazy jick brown fox jumps over the
_	
Send	352 chars, 3 messages

Abbreviate

Selecting your text and clicking abbreviate will shorten some words into commonly used abbreviations, or 'text speak'.

Adding recipients

To add recipients from your existing contacts, click in the number field, and then click **Contacts** to open the address book. Select the contact(s) you want to send an SMS to, and then click **Ok**. You can select as many contacts as you like, for a bulk message.

Reply options

Replies to: TTMessenger	\$ 0.09
No replies: lloyd1	\$ 0.11
No replies: Random ID	\$ 0.09
No replies + Tracking	\$ 0.13
No replies: Corsi	\$ 0.11
No replies: Josh Lloyd	\$ 0.11
Replies to: TTMessenger	\$ 0.09
Replies + Tracking	\$ 0.13

In the Reply options menu, you see the various reply, sender ID, and tracking options available, as well as their pricing.

Tracking allows you to determine whether an SMS was received or not, via the TraiTel website.

Recipients will not be able to reply to SMSes from alphanumeric Sender IDs¹.

¹ To request a custom alphanumeric SenderID, log in to your traitel.com.au web account, go to SMS options -> Manage SMS Sender IDs.

Receiving an SMS

You must first send an SMS to a particular number before a reply can be routed to your TTMessenger.

When a reply comes in, a notification will appear above your task bar:



And also in the TTMessenger window:



If the reply is from a contact in your address book, the number will be replaced by their name.

To send a reply yourself to an incoming SMS, click the **Reply** button: **Less**, and the originating number will be pasted to the recipient of a new SMS in the send panel.

SMS Reply Forwarding

To forward replies to a mobile number, you must first register that number using Web Messaging on the TraiTel website.

Log in to your account on the website, and under **SMS Options -> Manage SMS IDs** there is a field for adding a mobile number. Enter the number and click **Add**. An SMS will be sent to that number with a password, enter that password into the field on the website (also under Manage SMS IDs) and your mobile number will become available in TTMessenger to forward replies to.

To enable forwarding your replies, click the drop down under the reply pane and select the

61414078	\$ 0.11 🔽
Do not forward rep	lies
Forward to: 61414)7

number to forward replies to: Forwa

Note that forwarding replies to a mobile incurs a cost per message

Scheduling an SMS

To schedule your SMS, click the scheduling button:

🦻 Schedule Delivery	×
Select delivery date: O Send now I Send later	
Saturday , June 19,2010	•
12:00:00 AM 🗧	
Cancel O	ĸ

To schedule a specific time for your SMS to be delivered, select **Send later**, and specify the time and date before clicking **Ok**.

SMS Settings

To open SMS settings, click **Options -> SMS Settings**



Message format

This option determines the encoding of your SMSes. The default SMS alphabet is only suitable for languages like English, French, and Spanish; it does not contain characters for languages such Arabic, Chinese, Korean, Japanese or Cyrillic alphabet languages (e.g. Russian). For those characters, you must select Unicode encoding, which has a much larger alphabet, at the expense of the number of characters able to be sent.

Multipart Messages

For messages made up of multiple SMSes, you can choose whether or not they are reassembled into a single long message on the recipient's handset (dependent on the handset capability).

Phone

Phone functions overview

To open the phone panel, click the Phone button:



The Phone functions in TTMessenger provide the ability to:

- Make and receive VoIP phone calls
- Make and receive Video calls
- Record and organize voicemail
- Put callers on hold
- Transfer calls to local extensions
- Record phone calls
- Make conference calls

Equipment setup

TTMessenger operates best when using either a telephony headset, earpiece, or handset.

Follow the manufacturer's instructions for setting these up correctly. Then select the appropriate device in the Sounds and Audio settings panel.

To open the settings panel, click **Options -> Phone settings -> Sounds and Audio**

TTMessenger Voice-Over-I	P Settings		
S Network Settings	Sounds and Audio Settin Please select your prefer	gs:	
🇞 Incoming Calls	Recording device:	Use the Windows default audio device 💌	
Sounds and Audio	Playback device:	Use the Windows default audio device 💌	
💫 Phone Numbers	Ringing device:	Use the Windows default audio device 💽	
		🔽 Ring from PC Speaker	
Voicemail Greeting		Adjust Volume Audio Tuning Wizard	
📸 Exit TTMessenger			
		you may personalize your RingTone and On-Hold sic must be a valid Windows PCM Wave file. It will led if needed.	
	Hold wave:	C:\Documents and Settings\Joshua Lloyd\My I	
		Play Browse	
	Ring wave:	C:\Program Files\TTM essenger\ring.wav	
		Play Browse	
		Cancel Apply Ok	

Making a phone call

To place a phone call using TTMessenger, click into the number to dial panel:



type the number to dial, then click dial:



You can also click Contacts and select someone from your address book to dial, or find local extensions and the last 10 dialed numbers by clicking the down arrow to the right of the number field:



You can also type the name of one of your contacts into the number field, and as long as there is not more than one contact with that name, TTMessenger will know who to dial.

Receiving a phone call

When a call is placed to your TTMessenger, two things will happen;



A blue alert pop-up will appear over your task bar:

And the call details will be displayed inside the TTMessenger Voice panel:



To answer the call, click inside the red box on the alert pop-up, or click answer inside TTMessenger.

To place the call on hold, click the **hold** button in the alert pop-up: **W** or click **On-Hold** inside

TTMessenger:

To transfer the call to voicemail without answering it, click the red X in the pop-up: 🔀, or click

End Call in TT Messenger:

Making a video call



If you have a webcam set up on your machine, video calling becomes available. To make a video call place a normal phone call to a TTMessenger contact, and click **Record**:

caller's **Play** button: will become available, once they click **Play**, they will see what is being captured by your webcam. Likewise once the other caller clicks **Record**, you will be able to click **Play** to establish a two-way video call¹.

¹Note that two-way video calls require a broadband internet connection

Voicemail

To setup your voicemail options, go to Options -> Phone Settings ->Incoming Calls

🦻 TTMessenger Voice-Over-I	P Settings
Network Settings	Incoming Calls: This section allows you to setup default actions for incoming calls.
🇞 Incoming Calls	After 30 seconds:
🗞 Sounds and Audio	In Send call to VoiceMail C Divert call to: □ PSTN
🇞 Phone Numbers	C Hang up
🏹 Voicemail Greeting	When computer is off or offline:
ar Exit TTMessenger ≧	 Send call to VoiceMail Divert call to: PSTN Hang up When line is engaged:
	 Ring on next available line If there are no available lines: Send call to VoiceMail Divert call to: PSTN Hang up
	Cancel Apply Ok

Select where you would like callers to be directed should their call go unanswered for various reasons.

To record a Voicemail Greeting directly into TTMessenger, go to Voicemail Greeting in **Options -** > **Phone Settings.**

Alekanda Califana	Voicemail Greeting:	
🥎 Network Settings		1 I I
🗞 Incoming Calls		
🗞 Sounds and Audio	,	
🗞 Phone Numbers	0:00/ 00:00	
Voicemail Greeting		
	Record Play Stop	Clear
🍓 Exit TTMessenger		Save As
		Open

Click **Record** to begin recording your greeting and **Play** to hear what you have recorded.

You can also load a Voicemail Greeting from file by clicking **Open** and browsing to the desired file in your computer.

Listening to voicemail messages

If you have voicemail message, the green light next to the keypad will be lit: Sand flashing.

Click it to open the voicemail log:

	Dote	Time	From	To	Duration	
Sent Faxes	09/06/2009	12:03:10	SP-612969	Josh Lloyd	00.18	
💕 SMS						
Voice						
🔄 VoiceMail						
VSMS						
🕘 ім						
ў' ім						

Highlight a logged message and click **Listen** to playback the message. You can also **Save** messages to a file, **Delete** them, and **Redial** the caller.

Auto Answer

The Auto Answer button:



toggles on and off when clicked

and when enabled directs all incoming calls to voicemail. You will still receive notification that you have missed a call.

Hold

To place a call on hold, click the **On Hold** button

Their name or number will appear in the caller's panel.

To take them back off hold, highlight their name, and click Answer:

To customize the hold audio which callers on hold hear, you can load a file in the Options-

>Phone Settings->Sounds and Audio menu.

Using the following form, you may personalize your RingTone and On-Hold music. Your On-Hold music must be a valid Windows PCM Wave file. It will automatically be resampled if needed.

Hold wave:	C:\Documents and Settings\Joshua Lloyd\My I				
		Play	Browse		

Transferring Calls

While in a call, click transfer:



Then to select from local extensions click the >> and **local extensions** to see a listing, or you

can type any number you would like to transfer the call to, before clicking the Soutton to make the transfer.

Recording Phone calls

While in a call, click the **Record** button: **Internet** once to begin recording, then again to finish the recording.

Date	Time	From	To	Status	Duration	4
03/06/2009	13:56:45	6129032	Guy Mordaunt	 Answered 	00:00:27	

Once the call is over, in your call log, you will see the call has a red dot in the status column, indicating that it has a recording associated with it. Click **Listen** with a call highlighted to hear the recording played back.

Fax

Fax functions overview

In TTMessenger you can send faxes, either singularly or in bulk. To open the Fax panel click Fax:



Preparing a fax

Cover page

Click Add a page to add a cover page.

You can customize a simple template cover page by selecting **Add generic cover page**.

🦻 Edit cover page				
Template type: sim	nple	Cover page name:	[Save
Company header: Name: Font	E 🗄 📕 Addres	Font E = =	Logo:	Load image
	x to edit the text senter to move this box border to resize this box			
Address header:				1
To company:		From company:	TraiTel Communio	ations
To person:		From person:	Joshua Lloyd	
Fax #: 6129034		Pages:		
Phone #:		Date:	03/06/2009 at 14:1	17
Re.:		CC:		
Urgent For Rev	cipient details from phoneb view 🔽 Please Cor		e Reply 🥅 F	Please Recycle
Reset header Rese	set text	Cancel	Preview	Ok

You can add a Logo image by clicking **Load image**, and selecting it from your computer.

Once you're happy with the content, type a name and click Save to save it for future use, and click Ok to add it to your Fax.

Main content

There are two ways to add content to your fax message.

Typing directly into the content panel:



Or

Printing to TTFaxer

TTFaxer is a virtual printer which is available to your system while TTMessenger is running. When you print a document to the TTFaxer printer, TTMessenger 'catches' it and adds it to your fax.

Adding recipients

You can manually type in the number of the recipient, or select any number of recipients from your **Contacts** address book and click **Ok** to add them.

The number of recipients is indicated in the status display of TTMessenger:

0 Documents, 1 recipients

Previewing and Ordering your fax document

Click **Preview**: **Preview** to switch to a preview screen of your fax message. If you have multiple PDF documents attached to your fax, you can change the ordering of them using the Actions button and the 'move forward' / 'move backward' functions.

Click **Send**: **Send** to switch back to the Send view.

Sending

It is a good idea to send a test fax to yourself, to make sure all is functioning properly before sending anything to the public.

You can load an already sent fax from the Fax log by clicking Open/Resend

Once you are happy with the content, click **Send FAX** to send your Fax message.

Scheduling

Click the clock icon is to bring up the scheduling options

🦻 Schedule De	🎽 Schedule Delivery 🛛 🔀							
Select delivery d Send now Send later	ate:							
Wednesday,	June	03, 2009	<u>*</u>					
2:56:11 PM								
	Cancel		Ok					

And select the desired date and time for delivery before clicking **Ok**.

The TTMessenger Logs

TTMessenger has comprehensive logging of all outgoing and incoming communications. This can be useful not just for finding out what has happened previously, but also to resend faxes, SMSes etc.

To open your logs, click on **Options**, and the log you wish to view.

You can sort your logs by any of the columns, by clicking on the column header – e.g. to sort your SMSes by the direction (whether they were sent or received) click on the word 'Direction' at the top of the log.

Sent Fax Log

Cont Course	Date	Time	To	Subject	Status
> Sent Faxes	09/06/2009	11:41:18		Subject	Not sent
E ene	03/06/2009	14:49:58	Josh Lloyd	HELLO JOSH	Not sent
SMS	03/06/2009	14:26:40	Josh Lloyd	HELLO JOSH	Sent
H . Contra	03/06/2009	14:26:40	Josh Lloyd	HELLO JOSH	Sent
Voice	03/06/2009	14:26:40	Josh Lloyd	HELLO JOSH	Sent
	01/06/2009	18:22:11		Subject	Cancelled
🎒 VoiceMail	01/06/2009	09:56:29	Josh Lloyd	TEST FAX TO MYSELF	Sent
👌 VSMS					
<mark>}[≥] IM</mark>					

To view a sent fax, highlight it and click **View** to open the fax viewer.

To open it for resending, click **Open/Resend**. Once you've opened a sent fax for resending, it will be in the Fax section of TTMessenger ready for editing or sending again.

You can also **Delete** any selected faxes, or **Delete all** your sent faxes.

SMS Log

The SMS Log records both incoming and outgoing SMSes (distinguished by the direction column), the date and time they were sent or received, to or from whom, and the message itself.

Contrast.	Date	Time	Mobile	Direction	Message
🥎 Sent Faxes	09/06/2009	11:13:19	Josh Lloyd	Received	This is a reply to ttmessenger
all out	09/06/2009	11:11:38	Josh Lloyd	Sent	This is a message from TTMessenger
∛ SMS	03/06/2009	09:23:41	2 recipients	Sent	Text instead of a number? oh stop it. :P
N	02/06/2009	16:27:28	6421	Sent	Alphanumeric sender ID chilled out
Voice	02/06/2009	16:24:27	Josh Lloyd	Sent	Hey bro, you should be able to see who this is f
to an an an an	01/06/2009	14:34:58	Josh Lloyd	Sent	you shouldn't be able to reply to this
🔄 VoiceMail	01/06/2009	12:51:47	Josh Lloyd	Received	Testing the number of characters I can send wit
	01/06/2009	09:18:18	Josh Lloyd	Received	Hello ttmessenger!
n VSMS	01/06/2009	09:10:19	Josh Lloyd	Sent	this is a test SMS from TT messenger
∛ ™					

The SMS log contains both sent and received SMSes. Clicking **Reply** will switch TTMessenger to the SMS panel with the sender's number ready to be sent an SMS. Likewise **Resend** will open a sent SMS in the SMS panel of TTMessenger, ready to be sent again. Clicking **Use text** while highlighting a sent message will open the SMS panel, with the previously sent text in the text area.

Voice Call Log

The Voice log records all incoming and outgoing voice calls, and colours them according to a few criteria.

	Date	Time	From	То	Status	Duration	-
🍃 Sent Faxes	03/06/2009	12:42:59	anonymous	Josh Lloyd	Answered	00:14:40	
1 cure	03/06/2009	13:47:43	Josh Lloyd	Guy Mordaunt	Answered	00:01:13	
SMS	03/06/2009	13:56:45	Josh Lloyd	Guy Mordaunt	 Answered 	00:00:27	
M	04/06/2009	11:36:26	614252	Josh Lloyd	Answered	00:13:22	
Voice	04/06/2009	14:15:48	Josh Lloyd	6122984	No answer	00:00:28	
1	04/06/2009	14:16:31	Josh Lloyd	6129846	Answered	00:00:10	-
🔄 VoiceMail	04/06/2009	14:18:59	Eli Traitel	6129846	Not answered	00:00:13	
	04/06/2009	15:17:48	Josh Lloyd	6129846	Answered	00:00:09	
👌 VSMS	04/06/2009	15:34:38	Josh Lloyd	612984	Answered	00:00:23	
	04/06/2009	16:42:50	Conf-Web CallMe!	Josh Lloyd	Answered	00:00:27	
9° IM	04/06/2009	17:01:51	Conf-Web CallMe!	Josh Lloyd	Answered	00:00:04	
	04/06/2009	17:06:58	Conf-Web CallMe!	Josh Lloyd	Answered	00:04:37	
	04/06/2009	17:07:16	Josh Lloyd	612984	Answered	00:00:17	
	04/06/2009	17:15:10	Conf-Web CallMe!	Josh Lloyd	Answered	00:00:53	
	04/06/2009	17:20:21	Conf-Web CallMe!	Josh Lloyd	Not answered	00:00:02	
	04/06/2009	17:20:36	Conf-Web CallMe!	Josh Lloyd	Answered	00:02:13	-

Blue is any call that has a recording associated with it.

Green is an outgoing call which was not answered.

Red is an incoming call which was not answered.

Black means a call was completed successfully (in either direction) and no recording was made of it.

You can **Listen** to a recording or **Save** an associated recording to a file, or redial a number from your log by clicking the appropriate buttons.

Voicemail Log

The Voicemail Log holds a record of voicemail messages left on your TTMessenger.

0.015	Date	Time	From	To	Duration
🍃 Sent Faxes	09/06/2009	12:03:10	SIP-61296962045	Josh Lloyd	00:18
🎷 sms					
Voice					
🔄 VoiceMail					
🍪 VSMS					
у° ім					

To listen to a message, select it and click **Listen**. To save it to a Wav file, click **Save**.

VSMS Log

The VSMS Log contains information about VSMSes sent, as well as replies which were recorded and emailed back to you.

Sent Faxes	Date	Time	To/From	Options	Subject	Status	
Sentraxes	02/06/2009	16:19	6141407	Record Call Limit	Hello	Success	Info
∮ [*] SMS	02/06/2009	15:10	642194	Record Call Limit	Hello	Success	<u>Info</u>
9 0000	01/06/2009	13:59	61414070005	Received 12 s	Voice SMS test		
Voice	01/06/2009	11:55	614140	Record Call Limit	Voice SMS test	<u>Check</u>	Info Cancel
🔄 VoiceMail							
🚷 vsms							
у™ ім							

The status column shows information about the result of your VSMS. Click **Check** to determine whether your VSMS was successful. Click **Info** to bring up a detailed log of activity for that VSMS. Click **cancel** on a pending VSMS to cancel its delivery.

With a VSMS highlighted, click Listen to hear what you sent, or what was recorded back to you. Click **Resend** to open up that VSMS for resending.

IM Log

The IM log records your IM conversations

	Date	Time	To	Name	
🍃 Sent Faxes	09/06/2009	09:09	61296962190	61296962190	
eue.	09/06/2009	09:05	61290322738	Alain Lapalme	
y sms	05/06/2009	10:04	61290322708	Guy Mordaunt	
N	05/06/2009	09:25	61290322707	Eli Traitel	
Voice	05/06/2009	08:48	61290322738	Alain Lapalme	
	04/06/2009	15:56	61290322738	Alain Lapalme	
🄄 VoiceMail	04/06/2009	15:33	61290322708	Guy Mordaunt	
THE DESIGN AND	04/06/2009	15:32	61290322707	Eli Traitel	
🍪 VSMS	04/06/2009	14:19	61290322738	Alain Lapalme	
	03/06/2009	15:40	61290322738	Alain Lapalme	
🎷 IM	03/06/2009	09:52	61290322707	Eli Traitel	
	02/06/2009	15:31	61290322708	Guy Mordaunt	
	02/06/2009	15:24	61290322738	Alain Lapalme	
	02/06/2009	15:19	61290322708	Guy Mordaunt	
	02/06/2009	12:46	61290322708	Guy Mordaunt	
	02/06/2009	10:51	61290322738	Alain Lapalme	

Double click on a conversation to open up the record:



You can copy content from the IM log to the clipboard; something you can't do from the main IM window.

Click **Delete** to remove a record.

Multiple Installations of TTMessenger

With a single user account, only one installation of TTMessenger can be logged-in at any time. All incoming calls and SMS messages are automatically routed to that installation alone. All incoming faxes are also only routed to one email address.

If you wish to run TTMessenger on more than one computer at once you need to enable Sub-Accounts on your account. Without sub-accounts, multiple installations will not function correctly: you will receive not-logged-in notifications, credit balances will incorrectly display \$0, etc.

Sub-Accounts

After creating sub-accounts, you can associate voice numbers to each sub-account, so that calls can be routed directly to them. Likewise, two-way SMS messages will also be routed directly to the proper TTMessenger. You may also associate individual fax numbers to each sub-account in order for each user to receive faxes in their own e-mail inboxes.

To Enable Sub-Accounts, go to <u>www.traitel.com.au</u> and log into your account, or click **Web** in TTMessenger. In Web Messaging go to Sub-Accounts and follow the instructions to enable sub accounts.

Once Sub-accounts are enabled for your account, in TTMessenger go **to Options -> Account Settings**, and click **OK** to prompt TTMessenger to log-in to your account immediately. Select the appropriate sub-account for each installation, and click **OK**.

Managing Phone Numbers

All real and virtual TraiTel phone numbers associated with your account (or sub account) can be managed from the Phone Numbers panel. Click Options->Phone Settings ->Phone Numbers to access it.

🦻 TTMessenger Voice-Over-I	P Settings 🛛 🗙
Network Settings	Manage Phone Numbers: Use this utility to configure your voice numbers. Select 'Accept' to accept incoming
🇞 Incoming Calls	calls destined for a number, or 'Reject' to automatically reject calls. Rejecting calls will use the default action set for When computer is offline', in the 'Incoming Calls' section. The 'Primary Number' box allows you to set your callback number. The
🗞 Sounds and Audio	number selected there will appear as the calling number when placing outgoing phone calls.
Phone Numbers	Primary Number: 61296962
Voicemail Greeting	Local extension number:
🛶 Exit TTMessenger	Number: Accept Ignore
	612903
	6129696
	Cancel Apply Ok

You can set your Primary Number, and also whether numbers will accept calls or forward them directly to voicemail.

Adding credit to your account

Managing your account is done through Web-Messaging. Go to <u>www.traitel.com.au</u> and log in to your account or click **Web** in TTMessenger. In Web Messaging click on Billing Information, and follow the instructions for adding credit to your messaging account.

Creating PDFs

TTMessenger contains a PDF printer driver which appears in your list of available printers while TTMessenger is running. You can print to TTFaxer, and then in TTMessenger click **File->Save As** to save a PDF file of what you just printed.

Changing the appearance of TTMessenger

There are 3 skins available for TTMessenger, for those wanting another look. Check them out under **Options -> Appearance**.

Exiting TTMessenger

If you click **File->Exit** the TTMessenger window will be closed but the application will still be

running in the background, and accessible from the task tray icon: 💟

To completely exit TTMessenger go to **Options->Phone Settings->Exit TTMessenger** obviously once you exit TTMessenger in this way you will no longer be able to receive any calls or messages until you start the application again.

Troubleshooting

Phone number formats

Phone numbers are like any other addressing system, if you don't have the number exactly correct, your message may not get through. Check the information inside TTMessenger regarding phone number formats for particular functions (this should be displayed adjacent to, or when you're entering a number)

Connection problems

If your TTMessenger is often reporting that it's offline or is unavailable, but your internet connection is working fine, it is likely that it is being blocked by a firewall.

TTMessenger: St	tatus			
Your Configuratio	in:	TraiTel Services:		
Your Status:	Online	Fax Service	Online	
Firewall Status:	OK	SMS Service	Online	
10822 udp (in):	Open	Voice	Online	
10821 tcp (out):	Online	Web	Online	
Ping Time:	3 msec			
Protocol:	TTM-IXP			
			OH	
			Ok	

Check the connection status in Help - > Service Status:

And read the instructions in the network settings: (Options -> Phone Settings -> Network Settings)

TTMessenger Voice-Over-IP Settings		
Network Settings	Network Settings: For optimal call quality, you may need to open your Firewall to TTMessenger:	
🇞 Incoming Calls	Configuring a firewall: TTMessenger needs to be able to communicate over one port: 10822 (UDP).	
🇞 Sounds and Audio	You must configure your firewall to allow inbound traffic to TTMessenger via this port.	
🇞 Phone Numbers	Configuring a NAT device or Router: If you use a NAT or Router, you must configure the router to forward data from	
Voicemail Greeting	port 10822 (UDP) to your main PC. You can usually do this in you router's "Virtual Services" or "Custom Servers" section. If there are several PC's on	
🛶 Exit TTMessenger	the network, only one PC needs to have the ports open on the router.	
	TTMessenger is currently using: 'TTMessenger (TTMIXP)'	
	TTMessenger (TTMIXP)	
	This is TTM essenger's default communications protocol. Select this protocol to enable TTM essenger's full functionality. However, this protocol may not function properly behind certain Proxy Servers.	
	Connect using selected option	
	Cancel Apply Ok	

Not Logged In / balance reported as \$0

Check that multiple computers are not trying to connect using your log-in details. If you require more than one computer to be using TTMessenger at once, enable sub-accounts (see section: 'Multiple Installations of TTMessenger").

Windows 98 specific problems

(Please note that Windows 98 is not an officially support Operating System)

TTMessenger cannot share the audio device with other applications which use it.

TTMessenger may not display the 'skinned' user interface correctly, and some elements may not display at all.

Fax Settings

Click Options->Fax Settings to bring up the Fax Settings screen.

🏓 Fax Settings		
TTM essenger can deliver faxes using several methods. The first method is recommended, as it is faster, more secure and more reliable. However, in some cases, this method is not possible due to software conflicts or ISP limitations. If you experience problems while sending faxes, such as TTM essenger freezing, we recommend using an alternative method.		
Standard method (direct to TraiTel)		
C Alternative method (http)		
C Alternative method (smtp)		
	Cancel Ok	

If you have problems sending faxes, try changing the method of delivery here, and clicking Ok to confirm.

Fax preview fails

Fax preview requires Internet Explorer 6 or better, and Adobe Acrobat Reader to be installed.

Internet Explorer should be configured to open PDF documents using Acrobat Reader.

Internet Explorer is available from <u>www.microsoft.com</u> and Acrobat Reader from <u>www.adobe.com</u>. To configure Internet Explorer to use Acrobat Reader, enable it under Internet Options -> Programs -> Manage Add-ons.

Video call problems

If you have problems making or receiving a video call, it may be related to the settings of your webcam (check the manufacturer's instructions) or your internet connection (check with your provider).

Also check the status of your connection to TraiTel by clicking **Help -> Service Status**.

Technical Support

For further technical support, visit the forum at http://www.traitel.com.au/tech_support.html or call TraiTel customer service on 1300 76 86 16 (In Australia) or +61 2 9032 2700 internationally.