



NetVanta Unified Communications Technical Note

Integrating PhoneTag

Introduction

PhoneTag uses voice recognition technology to convert your voicemail messages into text. Using this service, you can have your voicemail transcribed into text and sent to an email address or to your cell phone using short message service (SMS).

This technical note will assist you in configuring your PhoneTag service and integrating your NetVanta Unified Communications Server account to forward your voicemail to PhoneTag.

Limitations

Please be aware of the following limitations while using this service:

- The transcription process has a good accuracy rate, but it might not be able to recognize names or places.
- Currently, the service cannot recognize caller ID, and any messages sent through this service will not have caller identification. PhoneTag is working on implementing a solution, but there is no time frame for implementation.

Email and SMS Delivery Options

PhoneTag converts your voicemail into text messages and then sends them directly to your mobile phone and/or your email account. You can manage delivery options through your PhoneTag.com account.

To Configure Email Options

1. Open your browser and navigate to <http://www.phonetag.com>.
2. Select **Login** at the top of the screen.
3. Enter your email address and PIN.
4. Select **Login**.
5. Select **Account Settings**.
6. Scroll down to **Email Delivery**.
7. Enter the email address where you would like your PhoneTag messages delivered in the **Email** box.

8. Select the check box next to **Enable**.
9. Select the check box next to **Send Transcribed Messages**.
10. Change the delivery options as required, and then select **Add**.

To Configure SMS Options

1. Open your browser and navigate to <http://www.phonetag.com>.
2. Select **Login** at the top of the screen.
3. Enter your email address and PIN.
4. Select **Login**.
5. Select **Account Settings**.
6. Scroll down to **SMS Phone Delivery**.
7. Enter the mobile number you want to use for SMS messages in the **Mobile No.** box.
8. Select your mobile provider from the **Provider** drop-down list.
9. Select the check box next to **Enable**.
10. Select the check box next to **Send Transcribed Messages**.
11. Change the delivery options as required and select **Add**.

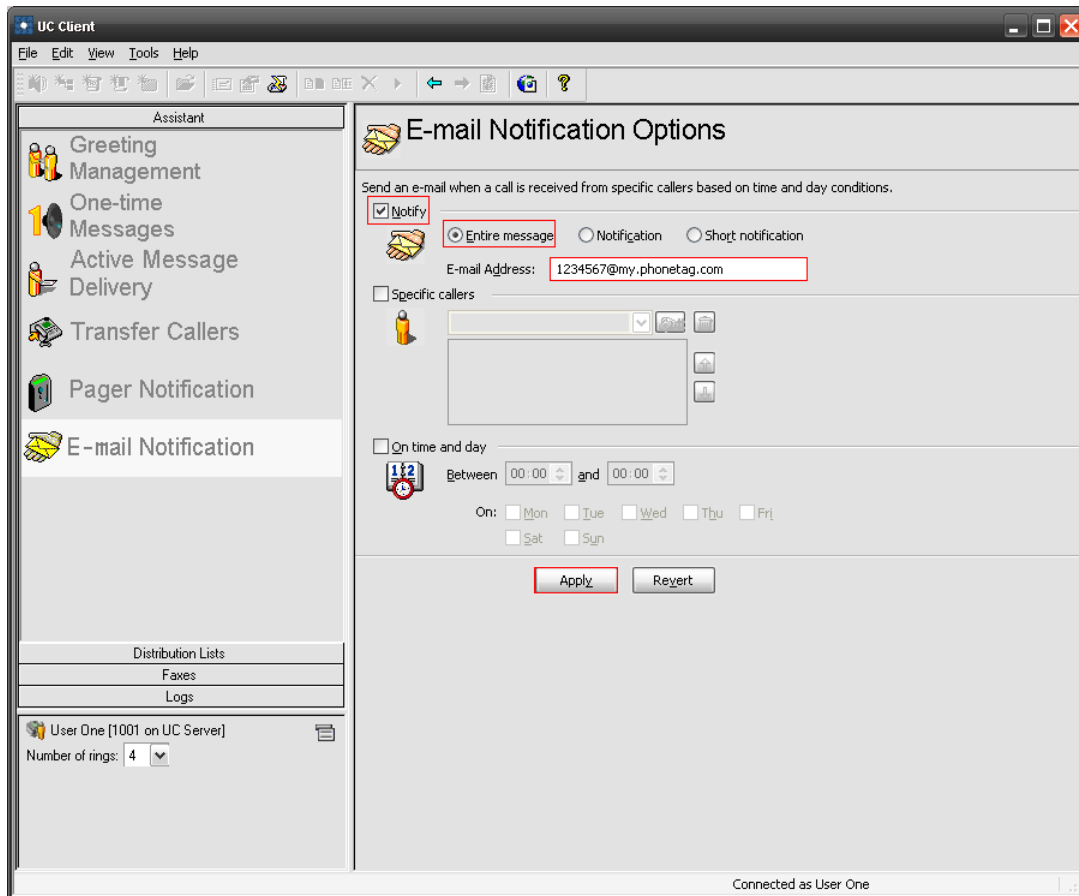
Configuring the NetVanta UC Server to Forward Voicemails

The final step for configuring your PhoneTag service is to configure your account on the UC server to forward voicemails. This requires that you configure an email gateway on the UC server.

Configuring Email Forwarding as a Personal Assistant User

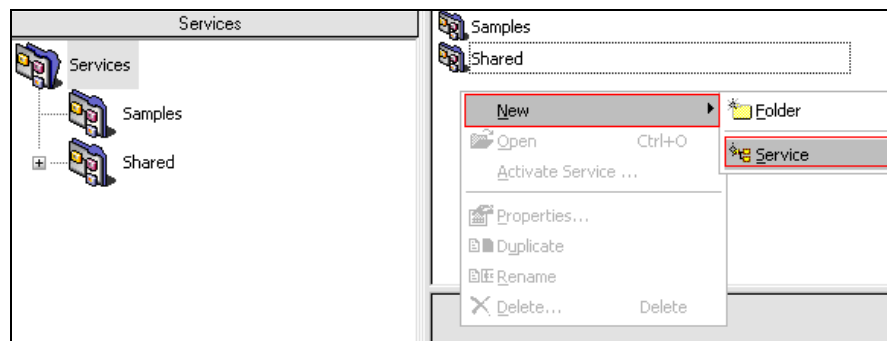
1. Launch the UC client.
2. Connect to the server and enter your login credentials (if required).
3. Select **E-Mail Notification** in the **Assistant** pane.
4. Select the **Notify** check box.
5. Select the **Entire message** button.
6. In the **E-mail Address** box, enter **DID@my.phonetag.com** where direct inward dialing (DID) is your personal voicemail number. Your personal voicemail number is included in your sign-up instructions or provided by your system administrator.

7. Select **Apply**.



Configuring Email Forwarding as a Personal Business Assistant User

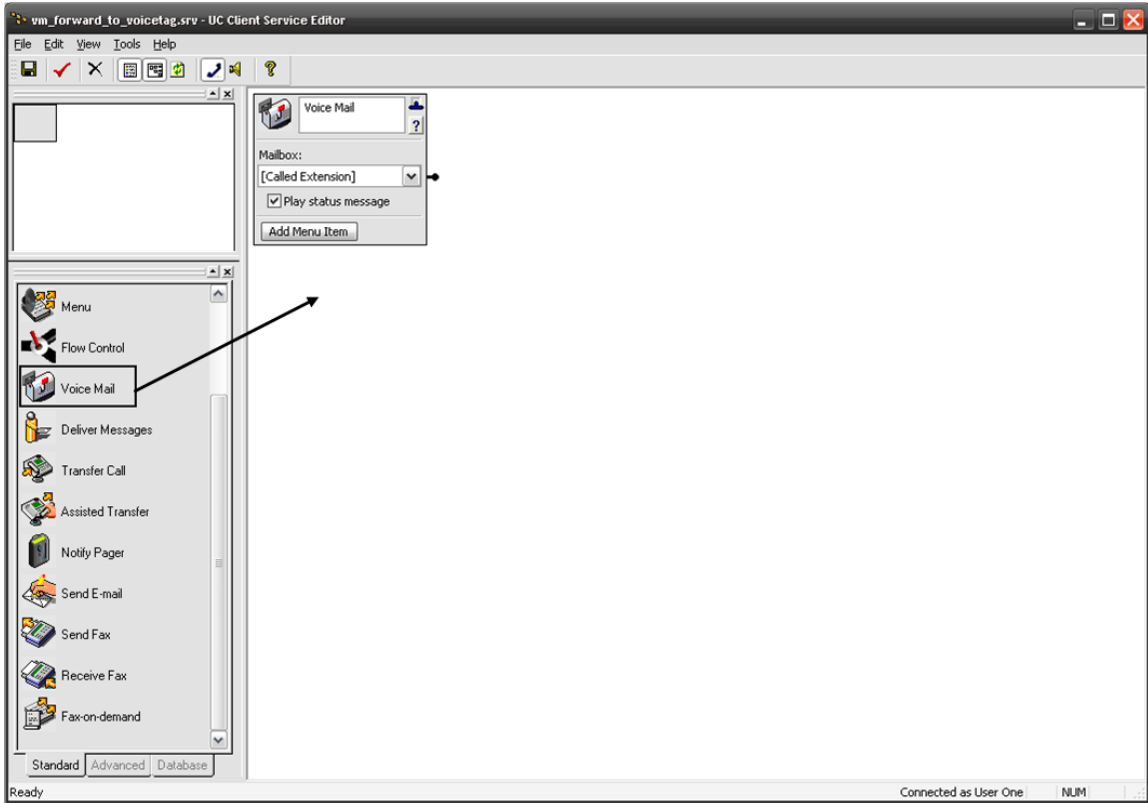
1. Launch the UC client.
2. Connect to the server and enter your login credentials (if required).
3. Navigate to the **Services** pane.
4. Right-click on the right pane and choose **New > Service** from the drop-down list.



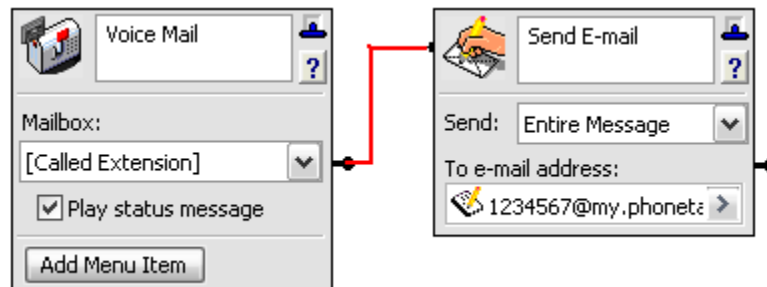
5. Enter the name of the new service.

Name	Size
Samples	
Shared	
vm_forward_to_voicetag	0 KB

6. Double-click on the new service to open the service editor.
7. From the left-hand menu, drag the **Voice Mail** icon to the right-hand pane.



8. From the left-hand menu, drag the **Send E-mail** icon to the right-hand pane.
9. Connect the elements by selecting the connector pin of the **Voice Mail** element icon and dragging the pointer to the **Send E-mail** element icon.



10. In the **To e-mail address** box of the **Send E-mail** element, enter **DID@my.phonetag.com** where DID is your personal voicemail number. Your personal voicemail number is included in your sign-up instructions or provided by your system administrator.
11. From the **Send** drop-down list, choose **Entire Message**.
12. Close the service editor and save when prompted.