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- **And, as you know, we always produce quality software that helps you communicate better—without paper.**

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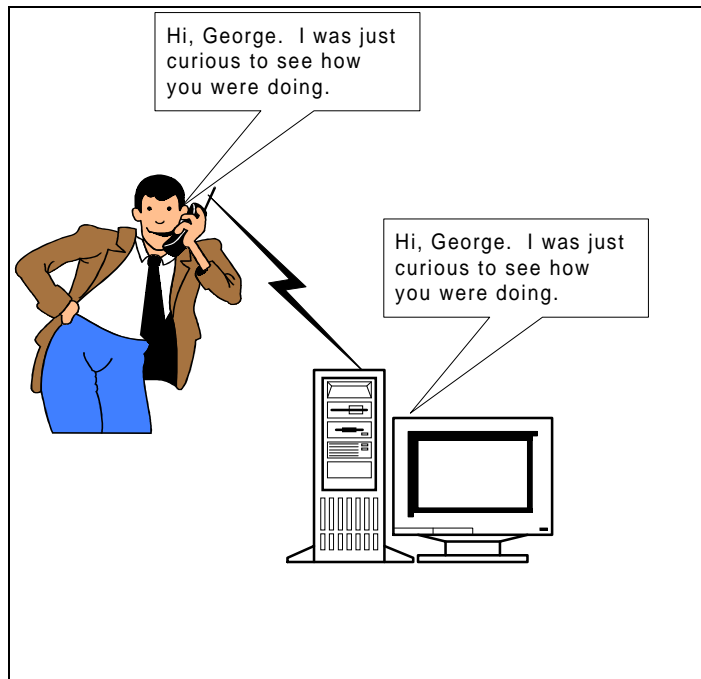
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Introduction to Connect²Voice

Introduction

Welcome to Infinite Technologies' Connect²Voice beta testing. This user guide will help you learn how to use the Connect²Voice software. This guide documents the first beta version of Connect²Voice and does not reflect any subsequent changes made during beta testing. If you have questions about the Connect²Voice software that are not addressed in this guide or the *Connect²Voice Installation and Administration Guide*, address these questions to the Connect²Voice discussion list.

Connect²Voice allows you to listen to, reply to, forward, and send e-mail messages remotely from any touch tone telephone—including pay phones, cellular phones, and international phones. With Connect²Voice, you do not need a computer and a modem to access your office e-mail.



To send a voice message, you simply call your Connect²Voice phone number, select the recipient from your company e-mail directory or use the telephone keypad to type their mailbox number, and speak your message. Connect²Voice records your message, turns it into a WAV file, and attaches it to an e-mail message. The recipient can play back the message using a multimedia computer with a WAV player or use Connect²Voice to listen to it.

Listening to your e-mail messages is easy. You call your Connect²Voice number and hear a prerecorded voice. This voice presents your choices, so you don't have to remember any commands. You will be asked to type your user ID and password. Then, Connect²Voice will read your messages to you. The technology that makes this possible is called *text-to-speech*. Text-to-speech technology converts the computer text of your e-mail messages into spoken words.

While you are listening to a message, you will have the option to create a voice message reply. This reply will be mailed as an e-mail attachment to the sender of the message to which you are replying. The recipient of your reply can use their own multimedia computer to hear the voice message you recorded. Connect²Voice also lets you forward messages to a recipient that you select or forward a message to a fax machine.

Your e-mail will remain confidential because you must type a valid user ID and password using the telephone's keypad to access your e-mail.

How Does Connect²Voice Speak?

Connect²Voice uses text-to-speech technology to convert the computer text of your e-mail messages into spoken words. First, Connect²Voice reads a group of words in your e-mail message. Then it converts the words to computer-generated speech. Because the voice is computer generated, it may sound a bit odd at first—like American English spoken with an accent. And, like most accents, the more you listen to it, the easier it is to understand.

Connect²Voice uses English rules of pronunciation to read messages. Sometimes it pronounces words according to their entries in a pronunciation dictionary. Other times Connect²Voice examines a word's format and context to determine the appropriate pronunciation. Below are some examples of context or format-sensitive material that may appear in your e-mail messages and how Connect²Voice pronounces them.

The Written Words	How Connect ² Voice Pronounces Them
Dr. Jones	doctor jones
Maple Dr.	maple drive
IRS report	i r s report (each letter is pronounced individually)
NATO ally	nato ally (the acronym NATO is pronounced as a single word)
Place a ';' at the end of the clause.	place a semicolon at the end of the clause
3912 Grant Ave.	thirty-nine twelve grant avenue
\$357.50	three hundred fifty-seven dollars and fifty cents
Account number 459568-7	account number four five nine five six eight seven

How to Use This Guide

This guide is written for e-mail users who have access to the Connect²Voice server at their office and want to learn how to use Connect²Voice. It is organized in the following manner:

- **Chapter 1, Introduction** — Read this chapter first. It tells you about the conventions used throughout the guide and provides an overview of Connect²Voice.
- **Chapter 2, Using Connect²Voice** — Read this chapter to learn how to use a touch tone phone to listen to and send e-mail.
- **Appendix A, Quick Reference** — This appendix contains a quick reference card that you can carry with you.
- **Glossary** — This glossary defines many of the terms that are used in this guide.

Administrators who must run, customize, and monitor Connect²Voice should refer to the *Connect²Voice Installation and Administration Guide*.

Conventions

This guide uses the following conventions:

Bold type	<p>Represents information that you must type exactly as it appears. For example, if you were asked to type the value:</p> <p>Yes</p> <p>you would type the characters exactly as they are printed.</p> <p>Keys that you have to press and options or prompts to which you must respond are also in bold type.</p>
<i>Italic type</i>	<p>Used for special terminology and as a place holder for information that you must provide. For example, if you were asked to type the <i>AuthorizationNumber</i>, you would supply an authorization number.</p>
Monospaced font	<p>Used for examples of syntax and for system prompts. For example:</p> <p>Delay: 1 second</p>


2 *Using Connect²Voice*


Introduction

This chapter contains the following sections:

- **Before You Leave the Office** — tells you to close your office e-mail if you are planning to use Connect²Voice.
- **Leaving a Voice Mail Message** — tells you how to leave a message for a Connect²Voice user from a touch tone telephone.
- **Listening to your Messages from a Telephone** — tells you how to listen to your new or saved e-mail messages from a touch tone telephone. It also tells you how to forward, reply to, or fax a message.
- **Changing your Password or Recording an Announcement or Directory Name** — describes how to change your password, and how to create or change your voice mail announcement and name in the company directory.
- **Listening to a Recorded Message from your Computer** — tells you how to listen to the WAV file attachments that you receive when somebody uses Connect²Voice to send you an e-mail message.
- **Attaching a Voice Message to your E-mail** — tells you how to send a voice message from your computer to someone using Connect²Voice.


When you call Connect²Voice, a prerecorded voice will walk you through all of the procedures described in this chapter. We recommend that you read these procedures before you use Connect²Voice to understand the general flow of the Connect²Voice prompts.

The procedures that follow are presented in words and then are illustrated. In the illustrations, descriptions of information that you have to type, such as a mailbox number or a fax number, are presented in parentheses. When you must press a specific key to make a selection, the key itself displays. For example, if you must press the pound key (#) to select a menu option, the figure shows a . If you must type your user ID, the figure shows: (type user ID).

 Exiting from Connect ² Voice	To leave Connect ² Voice at any time during your call, you can press the star key. Connect ² Voice will either end your call or take you back to a previous menu. You can then press the star key again to exit.
---	--

Before You Leave the Office

If you plan on using Connect²Voice to listen to your e-mail while you are out of the office, be sure to exit from your office e-mail application before you leave. When your e-mail application is running, it picks up your messages from your electronic mailbox and delivers them to your computer. If you then ask Connect²Voice to pick up your messages and read them, there will be no new messages left in your electronic mailbox.

 Why is my system different?	Some of the options described in this guide may not be available to you because of the way that your e-mail administrator set up Connect ² Voice. For example, the option to hear a company directory may not be available.
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Tips for Fast Lane Users

Timeout

Connect²Voice works hard to ensure that its phone lines remain open. Whenever the system is waiting for you to press a key or to record a voice message, a system timer starts. After the allowed time has elapsed (usually three to five seconds), Connect²Voice prompts you for your input.

In a hurry?

Once you are familiar with Connect²Voice, you may use Fast Scan to read the author and subject of each message in your inbox without pausing to read menu options. When listening to a message summary, press the zero key (0) to enable fast scan. All menu options are available although they are not read. Press zero (0) before the next message summary to disengage Fast Scan and hear the menu options after each message summary.

Heard enough?

If Connect²Voice is reading a message to you and you've heard enough, press the pound key (#) once and then wait. Connect²Voice will stop reading and present you with the next set of choices. Please be patient and press the key only once. The pound key (#) works best during pauses in speech. If you find that Connect²Voice continues reading after you press the pound key (#), mention this to your Connect²Voice administrator. He/she can set the Voice Gain to a lower value.

Tired of waiting?

If you get tired of waiting for a menu to complete, you can type your choice before the message finishes and Connect²Voice will continue.

Leaving a Voice Mail Message

Connect²Voice allows people who call the Connect²Voice number to leave voice mail messages for Connect²Voice users. Connect²Voice records the message, converts it to a WAV file, and attaches it to an e-mail message addressed to the selected recipient. If the selected recipient has a multimedia computer with a WAV player, they can use their WAV player to listen to the attachment.

The procedure that follows tells you how to leave a voice mail message for a Connect²Voice user. Figure 2.1 presents this procedure visually. A prerecorded voice will walk you through the process, but you might want to read the description or look at the picture to familiarize yourself with it.

Once you are familiar with Connect²Voice, you will know which key to press to select a particular item. You can press the key to select the item once the voice begins to read the menu that contains your item.

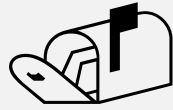
1. From a touch tone telephone, dial the Connect²Voice telephone number.

Connect²Voice picks up the telephone, greets you, and reads you the following list of choices:

To leave a message, please enter the recipient's mailbox number. Press pound (#) for a directory. Press the star key (*) for more options.

Note: The list of choices in this voice mail menu depends on your system configuration. For example, you may not have the option to listen to a company directory. Talk to your Connect²Voice administrator for more information.

2. Do one of the following:
 - If you know the recipient's mailbox number or speed dial number (if one is configured), use the telephone's keypad to type it.



Mailbox numbers

If your system uses speed dial numbers to access certain accounts, callers must enter a 9 before entering the mailbox number. Remember, your mailbox number is simply your five digit user ID.

If you are not sure whether your system uses speed dial, ask the Connect²Voice administrator.

- If you don't know the recipient's mailbox number, press the pound key (#). Connect²Voice asks you to type the first letter of the recipient's name and reads you a list of the people in the company directory starting at the letter that you typed. (If you don't type a letter, it will read the entire directory starting with names that begin with A.) After each name, Connect²Voice will ask you to press 1 to send voice mail to this user or 2 to keep searching. When you hear the name of the person to whom you want to send voice mail, press 1.

Connect²Voice reads the recipient's voice mail announcement and instructs you to speak your message at the tone and press the pound key when finished.

3. Speak your message and press the pound key (#). We recommend that you **do not** use a speaker phone to record a message.

Connect²Voice reads the next set of options:

Press 1 to review, 2 to start over, 3 to send.

4. Do one of the following:
 - To hear your message again, press 1. Connect²Voice will play back your recording and repeat the last set of options, which allows you to review your message, record a different message, or send the message.

-
- To record a different message, press 2. After the voice prompt, speak your message again and press the pound sign (#). Connect²Voice allows you to review your message, record a different message, or send the message.
 - To send the message that you just recorded, press 3. Connect²Voice will confirm that the message was sent.
5. You can now hang up the phone or listen to the initial choices again to leave another message or to listen to your e-mail. To hear your e-mail, refer to “Listening to Your Messages from a Telephone.”

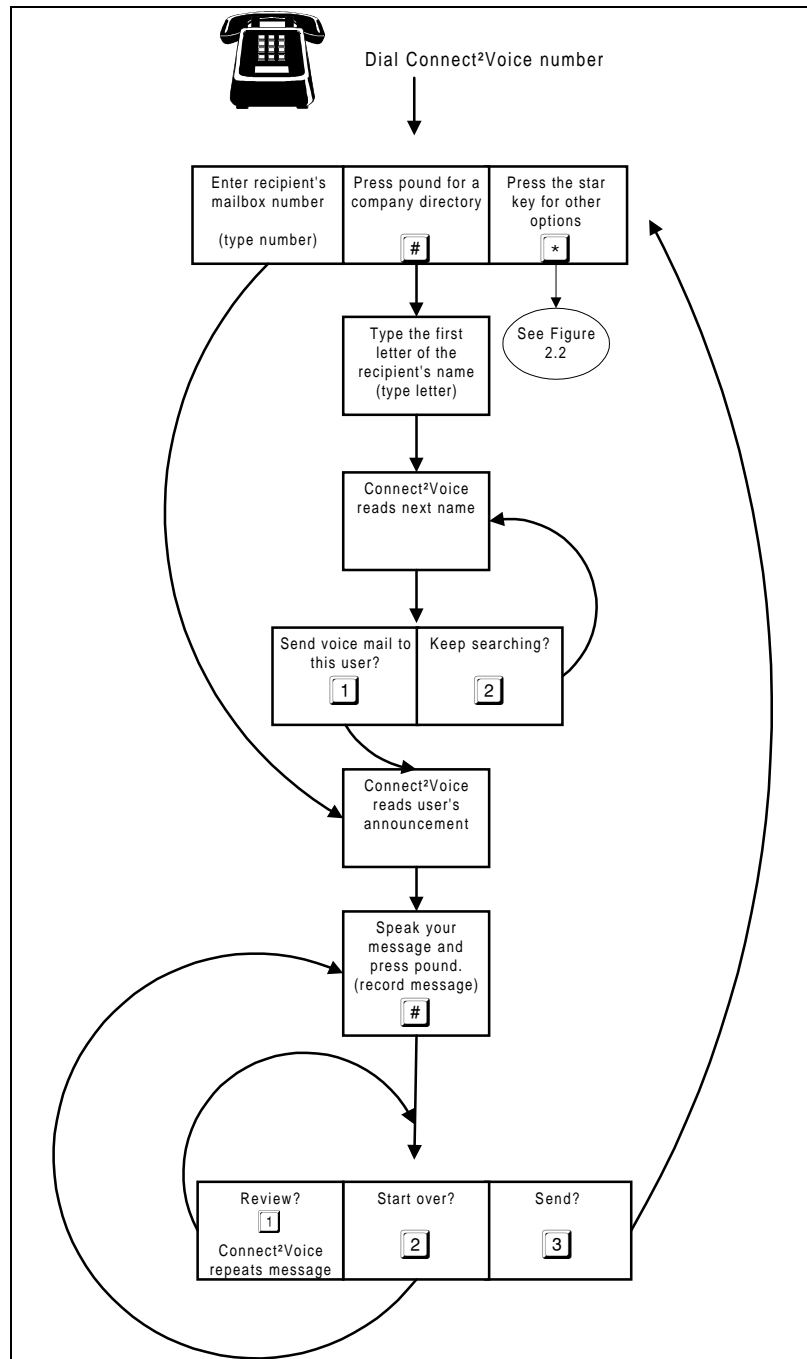


Figure 2.1 Leaving a Voice Mail Message

Listening to your Messages from a Telephone

Connect²Voice allows you to listen to your e-mail messages by using a touch tone telephone. After you listen to a message, Connect²Voice gives you the opportunity to reply to the message, forward it via e-mail, fax it, delete it, or save it.

Connect²Voice categorizes your mail into *new messages* and *saved messages*. For Connect²Voice, saved messages are messages that you have already saved in Connect²Voice. New messages are messages that you have not read, saved, or deleted. Connect²Voice will only read messages that have arrived since the last time you used your office e-mail system. That is why you should be sure to exit from your office e-mail system before using Connect²Voice.

Connect²Voice allows you to scan your list of e-mail messages. To enable Fast Scan, press the zero key (0) when listening to a message summary. When you enable Fast Scan, Connect²Voice reads only the subject and author of each message. Press the zero key (0) again to disable Fast Scan.

If Connect²Voice is reading a message to you and you've heard enough, press the pound key (#) once and then wait. Connect²Voice will stop reading and present you with the next set of choices. Please be patient and press the key only once. The pound key works best during pauses in speech. If you find that Connect²Voice continues reading after you press the pound key (#), mention this to your Connect²Voice administrator. He/she can set the Voice Gain to a lower value.

Once you are familiar with Connect²Voice, you will know which key to press to select a particular item. Press the key only after the voice begins to read the prompt that contains the item that you want to choose.

The procedure that follows tells you how to use a touch tone telephone to listen to your messages. It also tells you how to forward, fax, and reply to your messages. Even though Connect²Voice's prerecorded voice walks you through this process, we recommend that you read this description to familiarize yourself with it. Figure 2.2 presents this procedure visually.

-
1. Ask your system administrator for your Connect²Voice telephone number, user ID, and password.
 2. Before you use Connect²Voice to access your messages, make sure that you close your office e-mail application.
 3. From a touch tone telephone, dial the Connect²Voice telephone number.

Connect²Voice picks up the telephone, greets you, and reads you the following choices:

To leave a message, please enter the recipient's mailbox number, press pound (#) for a directory, or press the star key (*) for more options.

4. Press the star key (*).

Connect²Voice will ask you for your user ID.

5. Use the keypad to type your user ID.

Connect²Voice will ask you for your password.

6. Use the keypad to type your password.

Connect²Voice tells you how many new messages and saved messages you have and then reads you your next set of options:

Press 1 to read your new messages, 2 to read saved messages, 3 for all messages, 4 to compose a message, or 9 for user options. Press the star (*) key at any time to return or exit.

7. Do one of the following:
 - To hear your new messages, press 1.
 - To hear your saved messages, press 2.
 - To hear all of your messages (new and saved), press 3.
 - To create a voice mail message and send it, press 4. (Refer to "Leaving a Voice Mail Message," in this section of the guide for information.)

-
- To change your voice mail announcement, name, or password, press 9. (Refer to “Changing your Password or Recording an Announcement or Directory Name” in this chapter for information.)
 - To exit from Connect²Voice, press the star key (*) and hang up.
8. If you selected 1, 2, or 3, Connect²Voice reads a summary of your message, which includes its author and subject. Then, Connect²Voice reads you this set of options:

To enable Fast Scan, press 0. If you wish to disable Fast Scan at a later time, press 0 before any message.

Press 1 to read, 2 to skip, 3 to save, 4 to delete, 5 to reply, 6 to forward via e-mail, 7 to forward via fax, 8 for a previous message

9. Do one of the following:
- To enable Fast Scan, press 0. Connect²Voice will read only the summary of each message in the message list. All menu options are available though unread. To disable Fast Scan, press 0 again before the next message summary. Connect²Voice will then read you the full set of options after each message summary.
 - To hear the text of the current message, press 1. Connect²Voice will read the message to you. If the file has an attachment that is playable, Connect² reports:

There is a playable attachment to this message. Press 1 to hear, 2 to skip.

If you select 1, Connect²Voice plays the attachment. This attachment can be either a WAV file recording or an attachment that Connect²Voice can read (TXT, INI, or BAT). (Refer to the section “Leaving a Voice Mail Message” to learn how to make a voice recording and attach it to a message.) If you select 2, Connect²Voice continues without playing the attachment.

-
- To skip the text of the current message and hear summary of the next message, press 2.
 - To mark the current message as saved without hearing its text, press 3.
 - To delete the current message, press 4.
 - To record a reply to the current message and send it to the person who sent the message, press 5. Connect²Voice asks you to speak your message and allows you to review it, record the message again, or send it. Figure 2.3 illustrates this procedure. The recipient of the reply receives an e-mail message that includes his/her original message and your reply in the form of a WAV file attachment.
 - To forward the message to any other Connect²Voice user in your organization, press 6. Connect²Voice will ask you to enter the user's mailbox number, press # for a directory, or press star (*) for more options. Type the mailbox number of the recipient, if you know it. Use the 9 prefix is necessary.

Otherwise, press the pound key (#) to hear the company directory. Connect²Voice asks you to type the first letter of the recipient's name and reads you a list of the people in the company directory starting at the letter that you typed. (If you don't type a letter, it will read the entire directory starting with names that begin with A.) After each name, Connect²Voice will ask you to press 1 to select this user or 2 to keep searching. When you hear the name of the person to whom you want to forward the message, press 1.

Connect²Voice asks you if you want to include a voice comment with the message or forward it without a comment. To forward it and include a voice comment, press 1. To forward it without a comment, press 2.

If you selected 1, Connect²Voice asks you to speak your message and allows you to review it, record the message again, or send it. Figure 2.4 illustrates this process.

-
- To fax the current message if your e-mail system has fax capabilities, press 7. Connect²Voice will ask for the phone number for the fax. Type the fax number and press the # key. Connect²Voice reads the fax number and presents your options. Press 1 if the fax number is correct, 2 to reenter the fax number, or the star key (*) to return to a previous menu.

If you press 1, Connect²Voice will ask you to type the recipient's telephone extension, which is included in the faxed message. Type the recipient's telephone extension and press the # key. Connect²Voice reiterates the extension number that you entered and presents your options. Press 1 if the extension is correct, 2 to reenter the extension, or the star key (*) to return to a previous menu.

Because Connect²Voice does not include the recipient's name on the fax, it is important to include an extension number to identify the recipient. For example, if you are sending the fax to a fax machine at a hotel, the extension number would help hotel personnel identify the recipient of the fax.

- To hear the text of the previous message, press 8.
10. Connect²Voice reads the message. If there are attachments, Connect²Voice tells you the number of playable attachments. It then tells you to press 1 to hear the attachment or 2 to skip the attachment.

After Connect²Voice reads the message and reads or skips any attachments, Connect²Voice reads your next options:

Press 1 to read again, 2 to skip, 3 to save, 4 to delete, 5 to reply, 6 to forward via e-mail, 7 to forward via fax, and 8 for a previous message. Press the star key (*) to continue scanning messages.

11. Do one of the following.

- To hear the text of the message again, press 1. Connect²Voice will read the message to you. If the file has an attachment that is playable, Connect² reports:

There is a playable attachment to this message. Press 1 to hear, 2 to skip.

If you select 1, Connect²Voice plays the attachment. This attachment can be either a WAV file recording or an attachment that Connect²Voice can read (TXT, INI, or BAT). (Refer to the section “Leaving a Voice Mail Message” to learn how to make a voice recording and attach it to a message.) If you select 2, Connect²Voice continues without playing the attachment.

- To skip to the summary of the next message, press 2.
- To save the current message, press 3.
- To delete the current message, press 4.
- To record a reply to the current message and send it to the person who sent the message, press 5. Connect²Voice asks you to speak your message and allows you to review it, record the message again, or send it. Figure 2.3 illustrates this procedure. The recipient of the reply receives an e-mail message that includes his/her original message and your reply in the form of a WAV file attachment.
- To forward the message to any other Connect²Voice user in your organization, press 6. Connect²Voice will ask you to enter the user’s mailbox number, press # for a directory, or press star (*) for more options. Type the mailbox number of the recipient, if you know it. Use the 9 prefix is necessary.

Otherwise, press the pound key (#) to hear the company directory. Connect²Voice asks you to type the first letter of the recipient’s name and reads you a list of the people in the company directory starting at the letter that you typed. (If you don’t type a letter, it will read the entire directory starting with names that begin with A.) After each name, Connect²Voice will ask you to press 1 to select this user or 2 to keep searching. When you hear the name of the person to whom you want to forward the message, press 1.

Connect²Voice asks you if you want to include a voice comment with the message or forward it without a comment. To forward it and include a voice comment, press 1. To forward it without a comment, press 2.

If you selected 1, Connect²Voice asks you to speak your message and allows you to review it, record the message again, or send it. Figure 2.4 illustrates this process.

- To fax the current message if your e-mail system has fax capabilities, press 7. Connect²Voice will ask for the phone number for the fax. Type the fax number and press the # key. Connect²Voice reads the fax number and presents your options. Press 1 if the fax number is correct, 2 to reenter the fax number, or the star key (*) to return to a previous menu.

If you press 1, Connect²Voice will ask you to type the recipient's telephone extension, which is included in the faxed message. Type the recipient's telephone extension and press the # key. Connect²Voice reiterates the extension number that you entered and presents your options. Press 1 if the extension is correct, 2 to reenter the extension, or the star key (*) to return to a previous menu.

Because Connect²Voice does not include the recipient's name on the fax, it is important to include an extension number to identify the recipient. For example, if you are sending the fax to a fax machine at a hotel, the extension number would help hotel personnel identify the recipient of the fax.

- To hear the text of the previous message, press 8.
- To continue hearing your messages, press the star key (*).

Connect²Voice reads the summary of the next message and provides all of the options discussed in step 8.

12. When you have made a pass through the messages that you want to hear, you can press the star key (*) from the main menu to leave Connect²Voice. Then hang up the phone.

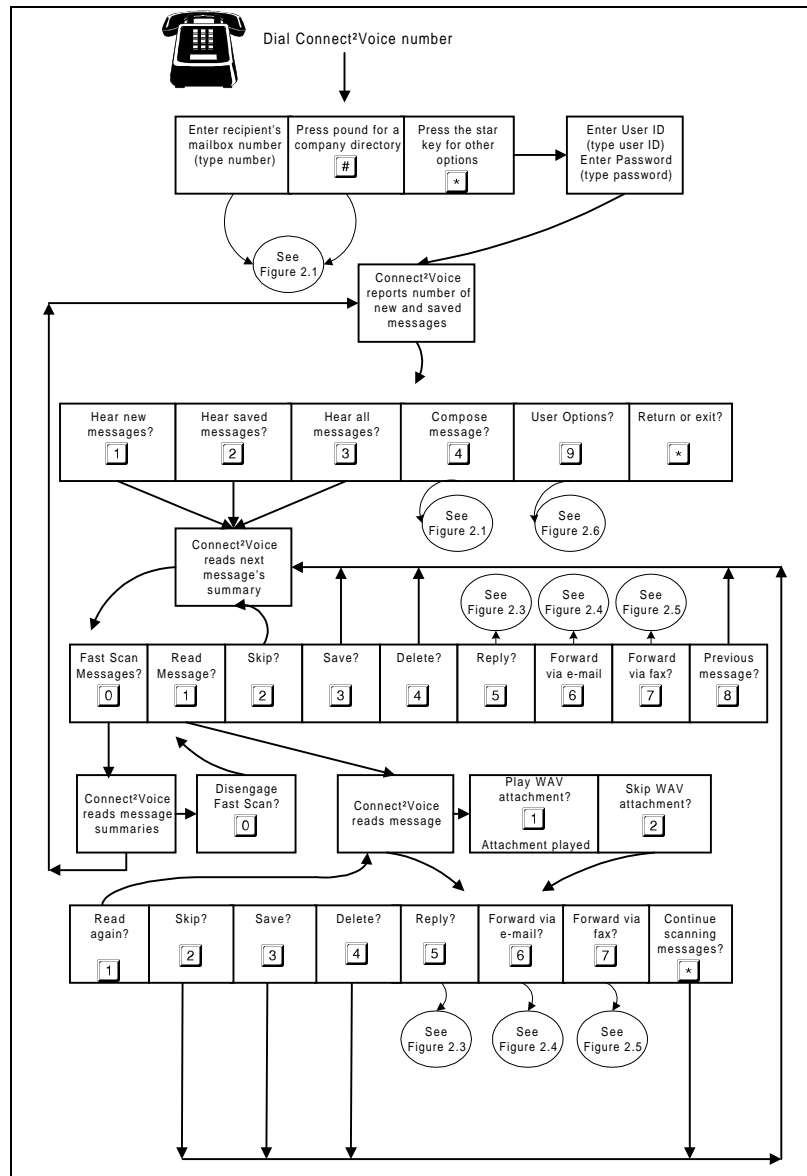


Figure 2.2 Listening to your Messages

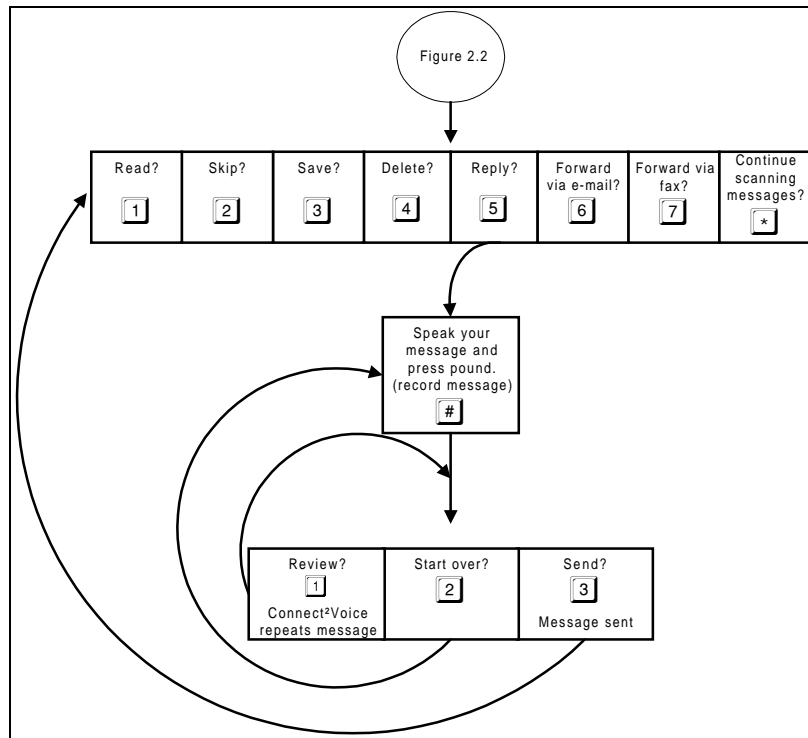


Figure 2.3 Replying to a Message

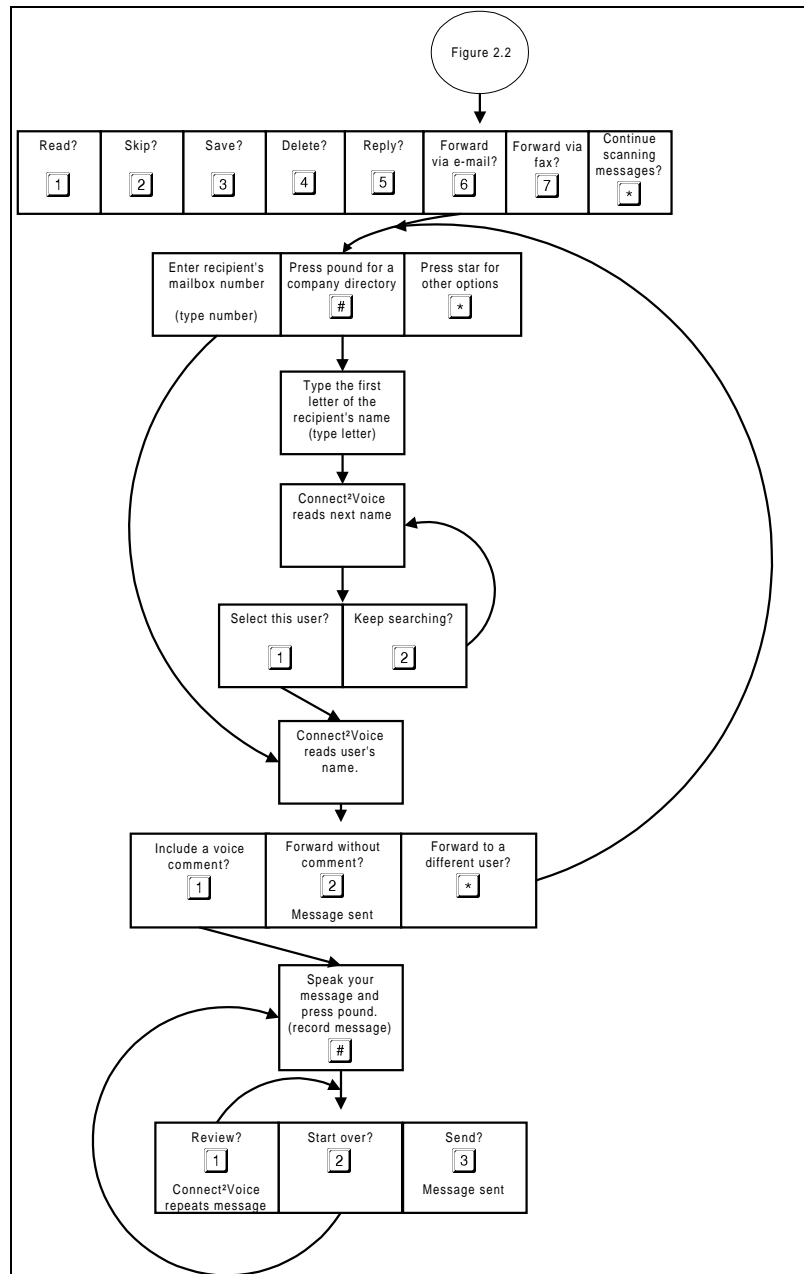


Figure 2.4 Forwarding a Message via E-mail

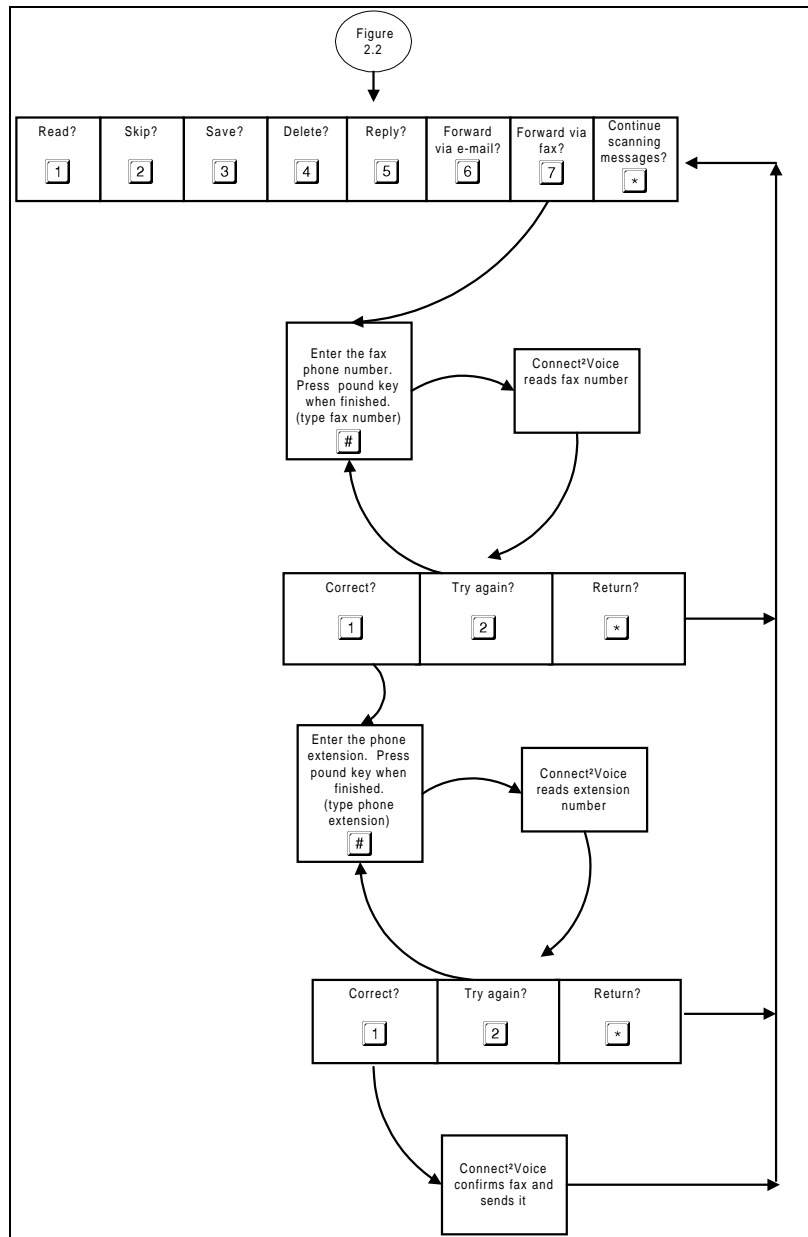


Figure 2.5 Forwarding a Message via Fax

Changing your Password or Recording an Announcement or Directory Name

Connect²Voice provides a User Options menu, which allows you to do the following:

- Change your Connect²Voice password. We recommend that you change your password periodically to prevent unauthorized access to your mail.
- Record your personal voice mail announcement. A voice mail announcement is the recording that someone hears when they reach your voice mailbox. An example of an announcement is: **Hello, you've reached the voice mailbox of Igor L. Petrovna.** You don't need to leave any instructions about what to do because the prerecorded voice provides instructions.
- Record your name for the company directory. Callers will hear your name when they request the company directory. For example: **Igor Petrovna.**

The procedure that follows tells you how to change your password, record your name, or record an announcement. Figure 2.6 illustrates this procedure. Note that it describes how to reach the User Options menu from the beginning of the Connect²Voice telephone call. You can reach the User Options menu whenever you are listening to your e-mail.

1. From a touch tone telephone, dial the Connect²Voice telephone number.

Connect²Voice picks up the telephone, greets you, and reads you the following choices:

To leave a message, please enter the recipient's mailbox number, press pound (#) for a directory, or press the star key (*) for more options.

2. Press the star key (*).

Connect²Voice asks you for your user ID.

-
3. Use the keypad to type your user ID.

Connect²Voice asks you for your password.

4. Use the keypad to type your password.

Connect²Voice tells you how many new messages and saved messages you have and then reads you your next set of options:

Press 1 to read your new messages, 2 to read saved messages, 3 to read all messages, 4 to compose a message, 9 for user options, and star (*) to return or exit.

5. Press 9.

Connect²Voice reads the User Options menu:

Press 1 to record your personal voice mail announcement, 2 to record your name for the company directory, or 3 to change your password.

6. Do one of the following:

- To record a voice mail announcement, press 1.
Connect²Voice prompts you to record your personal voice mail announcement at the tone. After the beep, clearly speak your name into the receiver of the telephone and press the pound key (#) when you finish. Connect²Voice instructs you to press 1 to review your message, 2 to record your message again, or 3 to save your message.

You may include your voice mailbox number in the personal voice mail announcement. Callers who use the company directory can obtain your mailbox number for future reference.

- To record your name for the company directory, press 2.
Connect²Voice prompts you to record your name for the company directory at the tone. After the beep, clearly speak your name into the receiver of the telephone and press the pound key (#) when you finish. Connect²Voice instructs you to press 1 to review your message, 2 to record your message again, or 3 to save your message.

-
- To change your password, press 3. Connect²Voice instructs you to type your new password. Use the keypad to type a new password. (Passwords must have six numbers.) Connect²Voice reads your new password back to you. It then instructs: if this is correct, press 1, to try again, press 2. Press 1 to accept your new password, press 2 to type in a different one, or press * to return to the previous menu. If you press 1, Connect²Voice tells you that your password has been successfully updated.
 - Press the star key (*) to return to the previous menu.

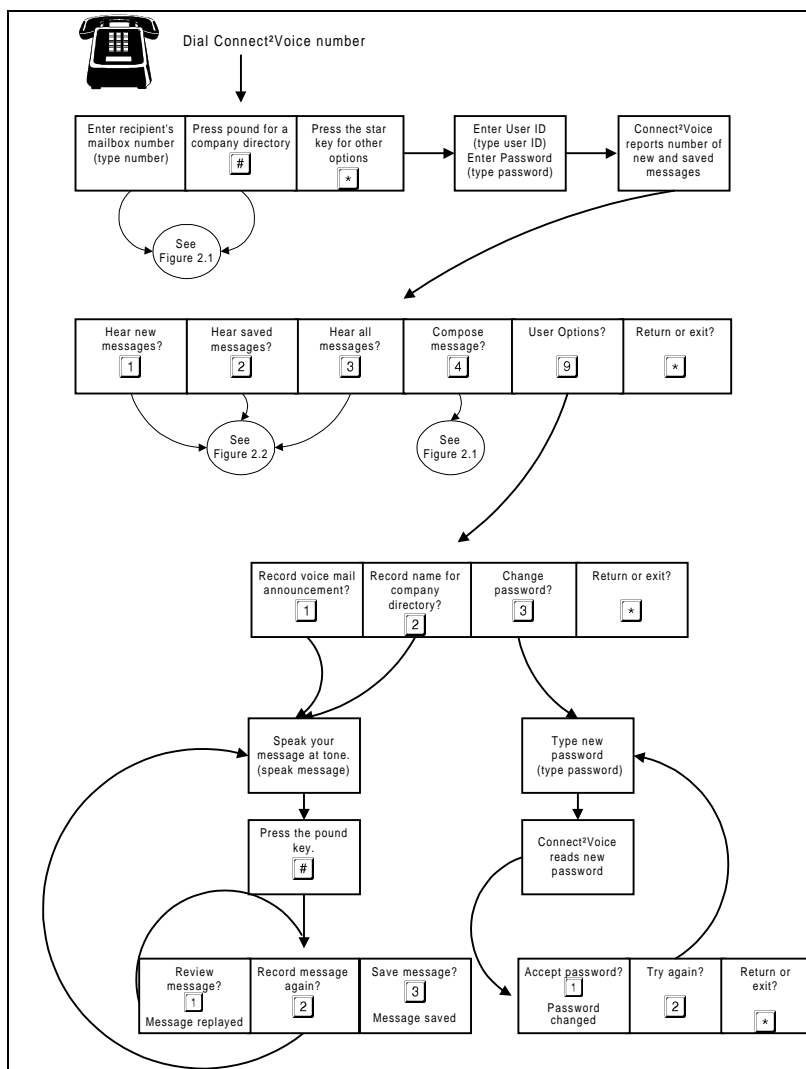
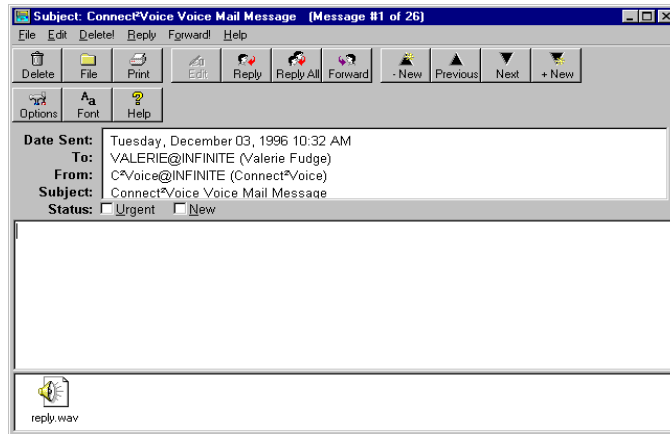


Figure 2.6 Changing your Password and Recording Your Announcement or Name

Listening to a Recorded Message from your Computer

When somebody sends you an e-mail message through Connect²Voice, you receive an e-mail message from Connect²Voice with a sound file in WAV format attached. If you have sound hardware and a WAV player installed on your computer, you can play this attachment the same way you would view any other attachment in your e-mail system. Because different e-mail applications handle attachments differently, refer to the user documentation for your e-mail application to learn how to view or play attachments.



An ExpressIT! 2000 Message Created in Connect²Voice

Most computers with sound hardware will also have sound software that plays WAV files. One common Windows-compatible WAV player is WinDat.

If you have the appropriate hardware and software and your WAV file will not play, you probably need to associate WAV files with your WAV player. To associate a WAV file with your WAV player:

1. Use a text editor to edit your \WINDOWS\WIN.INI file.

-
2. In the [Extension] section of your WIN.INI file, add a line that associates the WAV file type with the executable file for your WAV player. The line has the following format:

`WAV=ExecutablePath ^.WAV`

where *ExecutablePath* is the full path name of the executable file for your WAV player. For example, the following line associates WAV files with the WinDat application:

`WAV=C:\SOUND144\VOYETRA\WINDAT\WINDAT.EXE ^.WAV`

3. Restart Windows.

WAVPLAY Sound Software

If you don't have a WAV player or if you would like to use sound software that plays a message automatically, you can use WAVPLAY.EXE. WAVPLAY is a simple Windows-based sound program that comes with Connect²Voice. Your system administrator can give you this file. After you install and associate WAVPLAY, it will play your WAV files automatically when you select the attachment in your Connect²Voice message. Other sound software requires that you use a Play button to play back your message.

The procedure that follows tells you how to install and associate WAVPLAY.EXE in a Windows environment.

1. Copy WAVPLAY.EXE into your Windows directory.
2. Use a text editor to edit your \WINDOWS\WIN.INI file.
3. In the [Extension] section of your WIN.INI file, add the following line:

`WAV=WAVPLAY.EXE^.WAV`

4. If you have another executable file associated with the WAV file type, place a semicolon (;) in front of the line to disable it. (This process is sometimes called commenting out a line.)
5. Restart Windows.

Attaching a Voice Message to your E-mail

Connect²Voice plays any WAV files that are attached to a message. This means that if you use your computer's sound recording hardware and software to record a message in a WAV file and attach it to an e-mail message, a recipient using Connect²Voice can listen to your recording over the telephone.

The procedure that follows tells you how to record a message using your computer's sound hardware and software and attach it to an e-mail message.

1. Start your computer's sound recorder. (One common Windows sound recorder is called Sound Recorder.)



2. Record your message. (Refer to your sound recorder documentation for information.)



The Windows Sound Recorder Dialog Box

3. Save your recording as a WAV file.
4. In your e-mail system, create a message.
5. Use the attachment feature of your e-mail system to attach the WAV file that you just created to the message.
6. Send the message.

A Quick Reference

The page that follows is a Connect²Voice Quick Reference card that you can carry. Be sure to write your Connect²Voice telephone number, user ID, and password on this card.

If you are the Connect²Voice administrator, give each Connect²Voice user a copy of the Quick Reference card so that they can easily listen to their e-mail or leave messages for other users when they are away from the office.

Connect² Voice Quick Reference

Connect²Voice telephone number: _____

Your User ID/Mailbox Number: _____

Your Password: _____

Listen to your e-mail

Use the procedure that follows to listen to your e-mail.

1. Close your office e-mail application if it is open.
2. From a touch tone phone, dial the Connect²Voice telephone number. Connect²Voice greets you and plays the voice mail main menu.
3. Press the star key (*). Connect²Voice prompts you for your user ID.
4. Use the keypad to type your user ID. Connect²Voice prompts you for your password.
5. Use the keypad to type your password. Follow the instructions that you hear.

Leave a Voice Mail Message

Use the procedure that follows to leave a message for a Connect²Voice user.

1. From a touch tone phone, dial the Connect²Voice telephone number. Connect²Voice greets you and plays the voice mail main menu.
2. Do one of the following:
 - Use the keypad to type the recipient's mailbox number or speed dial number (if one exists).
 - If Connect²Voice gives you the option to listen to a company directory, press the pound key (#) and select a recipient from the company directory. This option may not be available.
3. Follow the instructions that you hear to record a message.

G

Glossary

announcement

The recording that someone hears when they reach your voice mailbox. An example of an announcement is: **Hello, you've reached the voice mailbox of Igor L. Petrovna.**

attachment

A file that a user or application tacks to a message in order to transfer it to another user. When you use Connect²Voice to leave a voice message, Connect²Voice records your voice and attaches it to an e-mail message as a WAV file attachment.

Connect² Voice server

The computer that you reach when you call your Connect²Voice phone number. It contains the Connect²Voice hardware and software and is linked to your e-mail database.

keypad

The keys (buttons) on a telephone.

message body

The text portion of an e-mail message.

multimedia computer

A computer with the hardware and software necessary to play audio and video files.

text-to-speech

The technology that transforms written text into synthesized speech.

T-T-S

See *text-to-speech*.

voice mail

Software that allows callers to leave voice messages in a directory where they can be accessed remotely. Connect²Voice contains voice mail software.

WAV file

The file format that Connect²Voice uses when it records a message. See also *WAV player*.

WAV player

The software that plays WAV files. See also *WAV file*.

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