



Email Guide

ODT VISION®

Email Guide

Addendum

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About this manual

This manual is designed to assist you in the installation, usage, and maintenance required for the ODT VISION® to Microsoft Outlook. This manual assumes that you have a working knowledge of the ODT VISION® system, the Microsoft Outlook, and ODT VISION software for Windows. See the appropriate manuals that came with these products for more information.

What is the ODT VISION® to Outlook Connectivity?

Some ODT VISION® telephony applications may require data to be forward to a remote user via email.. This data could be collect from micro or host applications an needs to be forward to an email user on a 24/7 bases. In this type of application, the ODT VISION software is creating a email which is placed in the outbound folder of Microsoft Outlook. This will require Outlook 2002 to be loaded on to the IVR which must be on the LAN where your corporate email server is located. By dumping the email to the outbound folder, the email will automatically be sent to the supplied email address.

System requirements

- An existing ODT100® compliant system with at least one functioning phone board. (See the ODT VISION® system manual for more information)
- The ODT VISION® system located on a LAN with access to the LAN Email Server
- A copy of Microsoft Outlook 2002 on the ODT VISION IVR
- Outlook configured to communicate to the LAN Email Server

Product support

Product technical support is available through your ODT VISION® representative. Call Vision Voice Vantage, Inc. at (614) 985-3814 if you do not know the name of your ODT VISION® representative.

Software program license and warranty

Customer Agreements

Carefully read the following terms and conditions before opening the diskette envelope. Opening the diskette envelope indicates your acceptance of these terms and conditions. If you do not agree with the terms, you should promptly return the complete ODT VISION® system hardware and software package including the unopened diskette envelope and all original packing material, and your money will be refunded.

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Chapter 2 – Outlook Connectivity Installation

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ODT VISION® to Outlook Connectivity Installation

Before installing the ODT VISION® to Outlook Connectivity software

Hardware installation

The following hardware products must be installed and functioning before running the setup for the connectivity option:

- ⇒ Phone Board(s) (See the ODT VISION® manual for more information.)
- ⇒ ODT VISION® parallel port “key”
- ⇒ Outlook is installed and configured to your Email Server

Software installation

The following software products must be installed and functioning before running the setup for the connectivity option:

- ⇒ ODT VISION® system software (See the ODT VISION® manual for more information.)
- ⇒ Outlook 2000 (Optional if you do not plan to use the Email feature)

Preparing Outlook for the connection

Configuration of Outlook

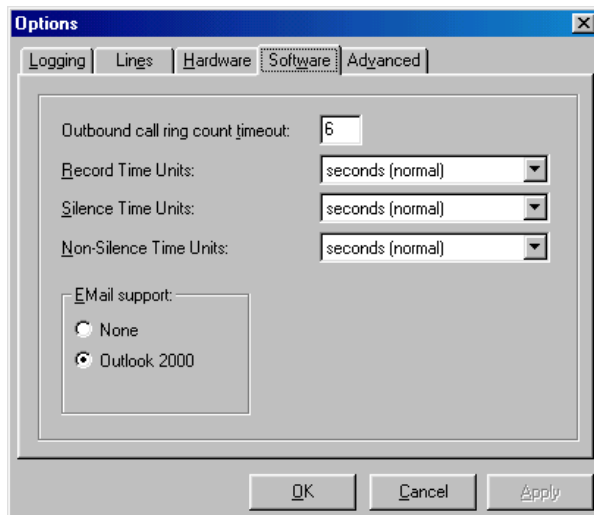
- Insert Outlook into the CD Drive (Software will Self Load)
- Configure the Outlook to communicate with LAN Email Server
- Under ODT VISION Line Properties Click on Software Tab
- Make sure that unit has the security to talk with your LAN Email Server or is connected to your Internet Supplier
- Select version of Outlook

The Email Monitor will now automatically load when you bring up the ODT VISION Monitor

Worksheet for Outlook LAN Email Server Configuration

Description of Criteria	Value
Name of LAN Email Server	
Type of Server	Microsoft Exchange Server, POP3, IMAP, HTTP, Additional Server Types
User Information	
Logon Information	

Turning On/Of Email Monitor

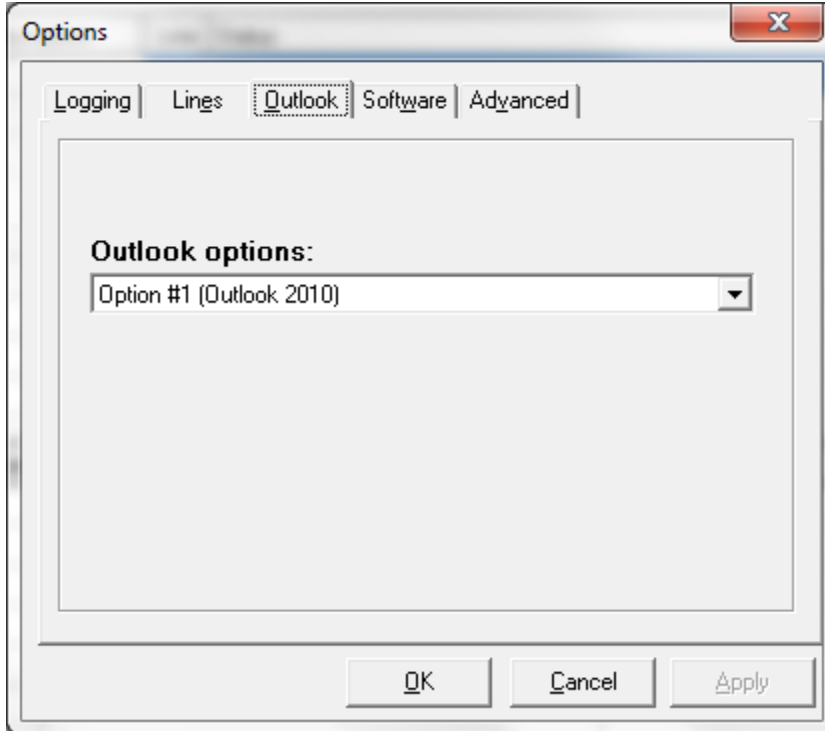


- Go to properties in Monitor
- Select “Software” Tab
- Select Outlook 2000

The email monitor program will start the next time you start the ODT VISION Monitor

Configuration of the ODTVision Outline tab

Go into the Outline tab under the Line Properties icon of the main switchboard
Select the proper type of Outlook from the pull down selection



You will need to restart the program after making changes

Chapter 3 - Script Language For Creation of Email

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ODT VISION® to Email Connectivity Operations

Email Commands

EMAIL address

Description: This command starts the process of sending an email. The address parameter is the email address of the person that the email is addressed to. Multiple EMAIL commands can be performed to send the email to multiple addresses, or multiple addresses can be sent with one command separated by a ";".

For example, both of the following are valid:

```
EMAIL "person1@company.com"
```

```
EMAIL "person2@company.com"
```

or

```
EMAIL "person1@company.com; person2@company.com"
```

EMAILCC address

This command adds CC email addresses to an email. Multiple EMAILCC commands can be performed to CC multiple addresses, or multiple CC addresses can be sent with one command separated by a ";". See EMAIL command for more information.

EMAILSUBJECT subject

Description: This command sets the Subject line of an email. Only one EMAILSUBJECT command can be performed. If a second EMAILSUBJECT command is issued, it will replace the previous subject.

EMAILTEXT text

Description: This command creates the body of the message. Multiple EMAILTEXT commands can be issued to build the body of the message.

EMAILIMPORTANCE [HIGH/LOW/NORMAL(default)]

Description: This command sets the importance flag on the email. The importance flag is not compatible with all email systems. For example: EMAILIMPORTANCE HIGH will send an "urgent" email.

EMAILSENSITIVITY *CONFIDENTIAL/PERSONAL/PRIVATE/NORMAL(default)]*

Description: This command sets the Sensitivity flag on the email. The sensitivity flag is not compatible with all email systems. For example: EMAILSENSITIVITY PRIVATE will send an "private" email.

EMAILATTACH *pathfile*

Description: This command attaches files to an email. A full path and filename should be specified. Multiple EMAILATTACH commands can be performed to attach multiple files to an email.

For example:

```
menu = "C:\My Documents\Menu.txt"  
EMAILATTACH "C:\Program Files\ODT VISION\Attachments\file1.doc"  
EMAILATTACH menu
```

EMAILDELIVERED

Description: This command requests a delivery receipt from the email system. Delivery receipts are not compatible with all email systems.

EMAILREAD

Description: This command requests a read receipt from the email system. Read receipts are not compatible with all email systems.

EMAILDELETE

Description: This command requests that the email system delete the message from the "Sent" box after sending the email. Auto-delete is not compatible with all email systems.

EMAILSEND

Description: This command must be the last Email command executed to actually send the Email. All text, email addresses and attachments are reset after this command executes.

EMAILCANCEL

Description: This command will cancel all the previous Email commands once executed and then reset the ODT VISION email

Example:

```

EMAIL "bgates@microsoft.com"
EMAIL "jdoe@microsoft.com"
EMAILCC "janedoe@apple.com;hgrahm@hollywood.com"

EMAILSUBJECT "Your Order from Vision Voice Vantage, Inc. is on its way"

EMAILTEXT "Your order for a ODT VISION telephony system was shipped today"
EMAILTEXT
EMAILTEXT "It was Shipped FedEx Next Day"
EMAILTEXT
EMAILTEXT "AirBill Number 1234567899956"
EMAILTEXT
EMAILTEXT "Please advise when you need your next unit."
EMAILTEXT
EMAILTEXT "Thanks for your business,"
EMAILTEXT
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."

EMAILATTACH "c:\Program Files\ODT VISION\invoice22110.txt"
EMAILATTACH "c:\Program Files\ODT VISION\ODT Visionmanual.doc"

EMAILSEND

```

Helpful Hints

- ⇒ Rel 5.0 gives you the ability to send emails thought Microsoft Outlook.
- ⇒ Outlook needs to be configured to connect to your LAN email server or to your dial up internet connection.
- ⇒ Not all mentioned functions are supported though all internet connections or LAN Email servers
- ⇒ Outlook must be put in start up group or manually started
- ⇒ Clear Outlook Item Send folder manually if not using “**Emaildelete**” to prevent folder overflow with each email sent

ODT VISION® to Email Connectivity system limitations

The following additional limitations are placed on the ODT VISION system when the ODT VISION to Microsoft Outlook connectivity options are used.

We are just creating and dumping emails to the OUTBox of Outlook. The ODT VISION VRU does not monitor the jobs after they are placed in Outlook so you will need to guarantee that the Outlook OutBox is connected and able to dump to your Email LAN Server or Internet provider.

You should go into this folder periodically to make sure that the messages are being released and sent.

This number may be limited by other factors in your system, such as available memory, the speed of your system, or limitations of the operating system.

ODT VISION® to Outlook Connectivity Example Script

```
EMAIL "BGates@microcom.com"
EMAIL "BGates@hotmail.com"
EMAILSUBJECT "test 1 - E,E att1"
EMAILTEXT "email mlmax"
EMAILTEXT "email hotmail"
EMAILTEXT "1 attachment"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILSEND
```

```
EMAIL "BGates@microcom.com; BGates@hotmail.com"
EMAILSUBJECT "test 2 - EE att2"
EMAILTEXT "email mlmax; hotmail"
EMAILTEXT "2 attachment"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILATTACH "c:\netlog.txt"
EMAILSEND
```

```
EMAIL "BGates@microcom.com"
EMAILCC "BGates@hotmail.com"
EMAILSUBJECT "test 3 - E C att1"
EMAILTEXT "email mlmax"
EMAILTEXT "CC hotmail"
EMAILTEXT "1 attachment"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILSEND
```

```
EMAIL "BGates@microcom.com"
EMAILCC "BGates@hotmail.com"
EMAILCC "jfriendcd@hotmail.com"
EMAILSUBJECT "test 4 - E C,C att1"
EMAILTEXT "email"
EMAILTEXT "CC hotmail1"
EMAILTEXT "CC hotmail2"
EMAILTEXT "1 attachment"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
EMAILTEXT "Terry Rogers"
```

```
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILSEND
```

```
EMAIL "BGates@microcom.com"
EMAILCC "BGates@hotmail.com; jfriendcd@hotmail.com"
EMAILSUBJECT "test 5 - E CC att1"
EMAILTEXT "email"
EMAILTEXT "CC hotmail1; hotmail2"
EMAILTEXT "1 attachment"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILSEND
```

```
EMAIL "BGates@microcom.com"
EMAILSUBJECT "test 6 IMP-HI"
EMAILTEXT "IMPORTANCE-HIGH"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILIMPORTANCE "HIGH"
EMAILSEND
```

```
EMAIL "BGates@microcom.com"
EMAILSUBJECT "test 7 IMP-LO"
EMAILTEXT "IMPORTANCE-LO"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILIMPORTANCE "LOW"
EMAILSEND
```

```
EMAIL "BGates@microcom.com"
EMAILSUBJECT "test 8 IMP-"
EMAILTEXT "IMPORTANCE-"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILIMPORTANCE
EMAILSEND
```

```
EMAIL "BGates@microcom.com"
EMAILSUBJECT "test 9 IMP-"
EMAILTEXT "IMPORTANCE-"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
```

```
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILIMPORTANCE "NORMAL"
EMAILSEND

EMAIL "BGates@microcom.com"
EMAILSUBJECT "test A SEN-CONF"
EMAILTEXT "SENSITIVITY-CONFIDENTIAL"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILSENSITIVITY "CONFIDENTIAL"
EMAILSEND

EMAIL "BGates@microcom.com"
EMAILSUBJECT "test B SEN-PERS"
EMAILTEXT "SENSITIVITY-PERSONAL"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILSENSITIVITY "PERSONAL"
EMAILSEND

EMAIL "BGates@microcom.com"
EMAILSUBJECT "test C SEN-PRIV"
EMAILTEXT "SENSITIVITY-PRIVATE"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILSENSITIVITY "PRIVATE"
EMAILSEND

EMAIL "BGates@microcom.com"
EMAILSUBJECT "test D SEN-"
EMAILTEXT "SENSITIVITY-"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILSENSITIVITY "NORMAL"
EMAILSEND

EMAIL "BGates@microcom.com"
EMAILSUBJECT "test E SEN-"
EMAILTEXT "SENSITIVITY-"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
```

```
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILSENSITIVITY
EMAILSEND
```

```
EMAIL "BGates@microcom.com"
EMAILSUBJECT "test F DEL"
EMAILTEXT "DELIVERED"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILDELIVERED
EMAILSEND
```

```
EMAIL "BGates@microcom.com"
EMAILSUBJECT "test G READ"
EMAILTEXT "READ"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILREAD
EMAILSEND
```

```
EMAIL "BGates@microcom.com"
EMAILSUBJECT "test H DEL/READ"
EMAILTEXT "DELIVERED/READ"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILDELIVERED
EMAILREAD
EMAILSEND
```

```
EMAIL "BGates@microcom.com"
EMAILSUBJECT "test I DELETE"
EMAILTEXT "DELETED"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILDELETE
EMAILSEND
```



```
EMAIL "BGates@microcom.com"
EMAILSUBJECT "test J CANCEL"
EMAILTEXT "CANCEL"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILCANCEL
```

```
EMAIL "BGates@microcom.com"
EMAILSUBJECT "test K FINAL"
EMAILTEXT "FINAL"
EMAILTEXT
EMAILTEXT
EMAILTEXT "Thanks,"
EMAILTEXT
EMAILTEXT "Terry Rogers"
EMAILTEXT "President"
EMAILTEXT "Vision Voice Vantage, Inc."
EMAILATTACH "C:\Program Files\ODT Vision\Voice Files\greetin1.wav"
EMAILSEND
```

```
END
```