

TNZ Link.A.Number Call Menu Setup Manual

TNZ Group Ltd.
Messaging Division



Overview

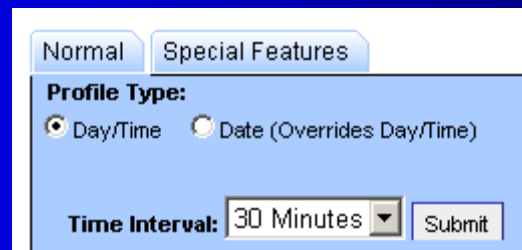
- **The Link.A.Number service is an efficient and flexible outsourced phone system (Virtual PBX), that allows you to work smarter and more professionally by receiving calls / faxes / voicemails based on your rules without any additional software or hardware involved.**
- **Unlike most other VOIP Virtual PBX providers, TNZ Group will forward all received calls directly to your landline number or mobile phone through a normal telephone network (PSTN network) for the best quality and minimal work involved.**

Key Features

- Call Menus
- Call Routing
- Receive your faxes
- Take your voicemail
- Follow-me call service
- Link.A.Number profiles
- Conversation Recording
- LinkProfile – Send a SMS message to change your profile

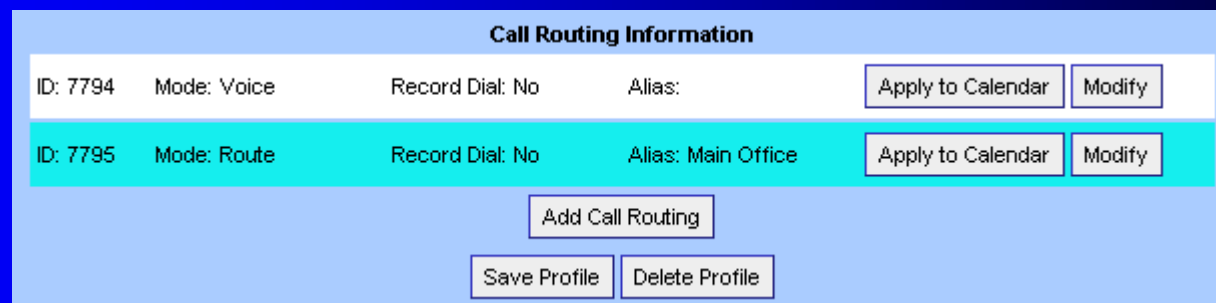
Profile Setup 1

- Click `Profile Setup` to apply different function depends on `time of day` or `day of week`



The screenshot shows a web form with two tabs: "Normal" and "Special Features". The "Special Features" tab is active. Under "Profile Type:", there are two radio buttons: "Day/Time" (selected) and "Date (Overrides Day/Time)". Below this is a "Time Interval:" label followed by a dropdown menu set to "30 Minutes" and a "Submit" button.

- You can add / delete / modify call routing rules



The screenshot shows a table titled "Call Routing Information" with two rows of data. Each row has buttons for "Apply to Calendar" and "Modify". Below the table are buttons for "Add Call Routing", "Save Profile", and "Delete Profile".

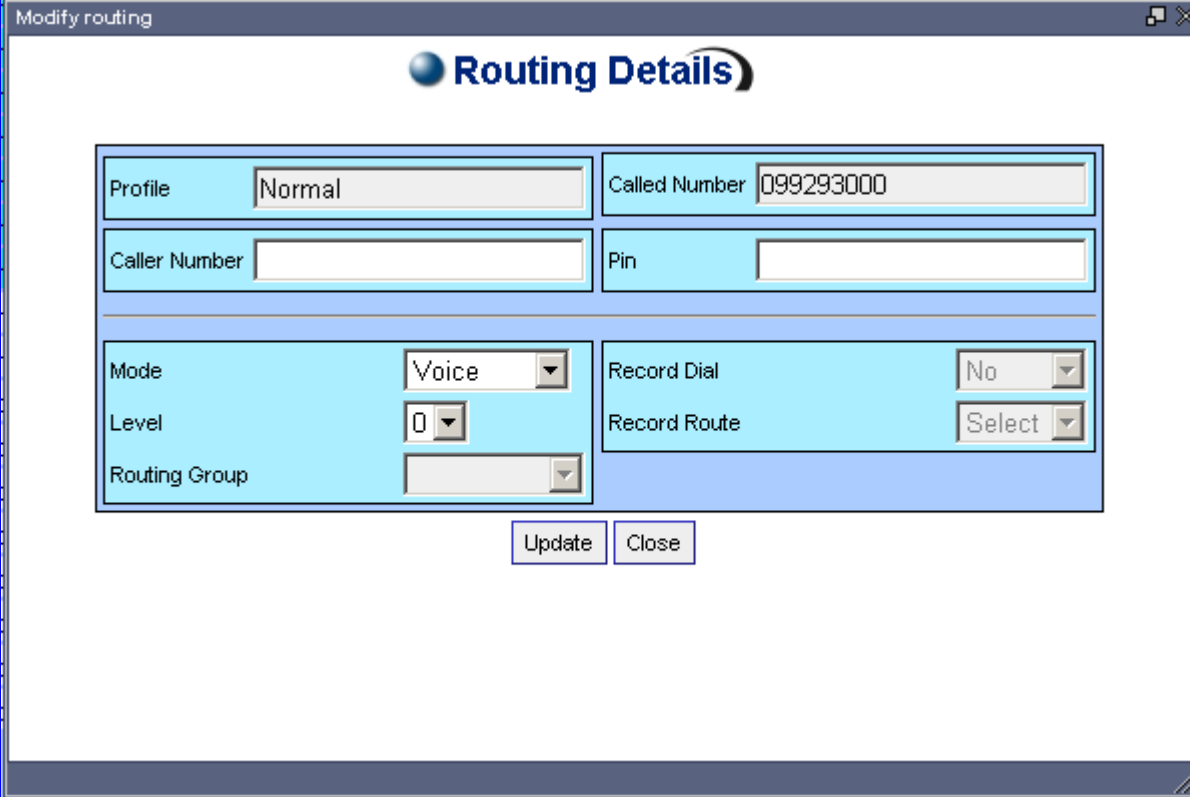
| Call Routing Information | | | | |
|--------------------------|-------------|-----------------|--------------------|----------------------------------------------------------|
| ID: 7794 | Mode: Voice | Record Dial: No | Alias: | Apply to Calendar Modify |
| ID: 7795 | Mode: Route | Record Dial: No | Alias: Main Office | Apply to Calendar Modify |

[Add Call Routing](#)

[Save Profile](#) [Delete Profile](#)

Profile Setup 2

- Modify routing page...



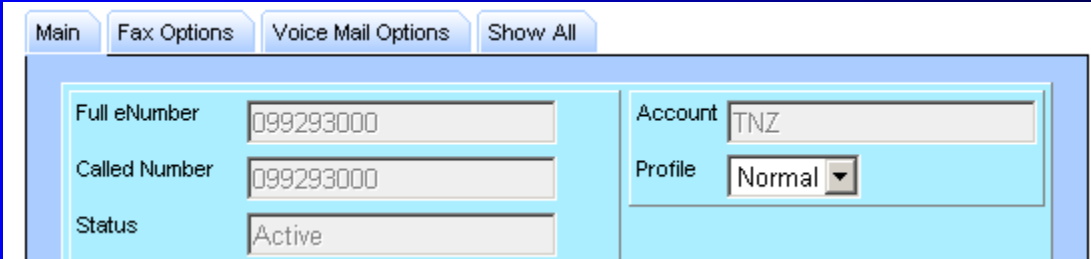
The screenshot shows a 'Modify routing' dialog box with the following fields and controls:

| Routing Details | |
|-----------------|-----------|
| Profile | Normal |
| Called Number | 099293000 |
| Caller Number | |
| Pin | |
| Mode | Voice |
| Level | 0 |
| Routing Group | |
| Record Dial | No |
| Record Route | Select |

Buttons: Update, Close

Profile Setup 3

- If you wish to apply the profile, go to `Link.A.Number Details` menu, and change your profile and than click `Update` button.

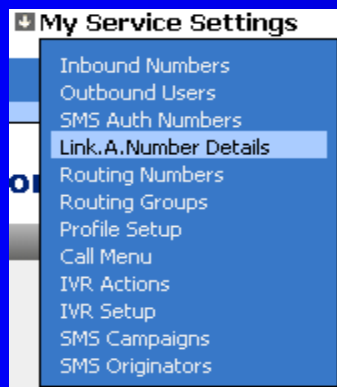


The screenshot shows a web interface with four tabs: 'Main', 'Fax Options', 'Voice Mail Options', and 'Show All'. The 'Main' tab is selected. Below the tabs, there are several input fields and a dropdown menu. The 'Full eNumber' field contains '099293000'. The 'Called Number' field also contains '099293000'. The 'Status' field contains 'Active'. The 'Account' field contains 'TNZ'. The 'Profile' field is a dropdown menu with 'Normal' selected.

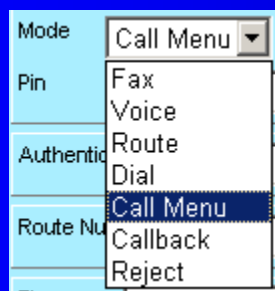
| | | | |
|---------------|-----------|---------|--------|
| Full eNumber | 099293000 | Account | TNZ |
| Called Number | 099293000 | Profile | Normal |
| Status | Active | | |

Call Menu Setup 1

- Select Link.A.Number Details from Link.A.Number menus.

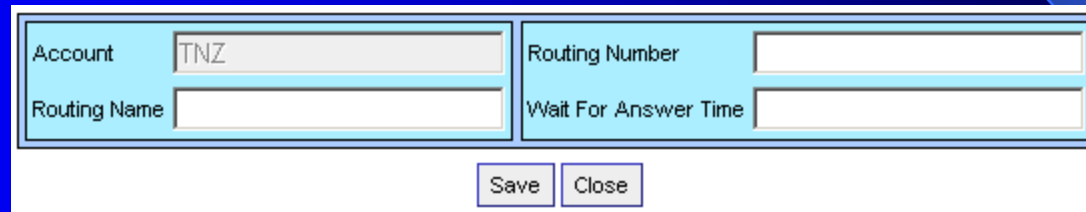


- Select your Link.A.Number and change Mode to Call Menu & click 'Update' button



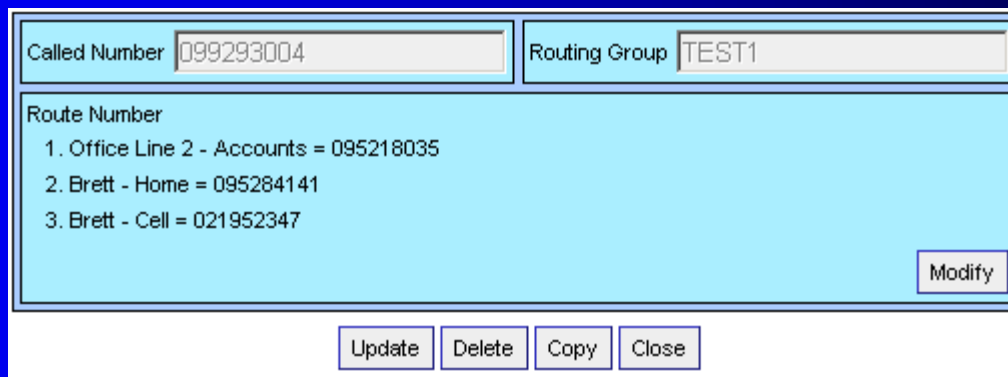
Call Menu Setup 2

- Select 'Routing Numbers' menu, and add appropriate number.



A screenshot of a software form for adding routing numbers. The form has a light blue background and a white border. It contains four input fields: 'Account' with the value 'TNZ', 'Routing Number' (empty), 'Routing Name' (empty), and 'Wait For Answer Time' (empty). Below the fields are two buttons: 'Save' and 'Close'.

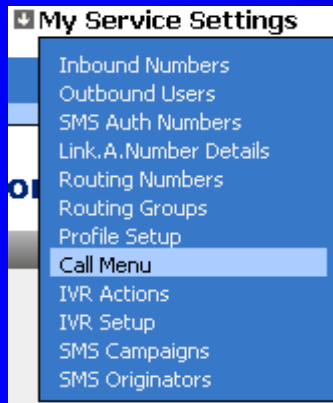
- Select 'Routing Groups' menu, and add routing numbers by clicking



A screenshot of a software form for adding routing numbers. The form has a light blue background and a white border. It contains two input fields: 'Called Number' with the value '099293004' and 'Routing Group' with the value 'TEST1'. Below these fields is a list of route numbers: '1. Office Line 2 - Accounts = 095218035', '2. Brett - Home = 095284141', and '3. Brett - Cell = 021952347'. A 'Modify' button is located at the bottom right of the list. Below the form are four buttons: 'Update', 'Delete', 'Copy', and 'Close'.

Call Menu Setup 3

- Select 'Call Menu' to setup Call Menus



- Select your Link.A.Number from the list

| Full eNumber | Called Number | Inbound Status |
|---------------|---------------|----------------|
| 0528295299089 | 0528295299089 | Active |
| 5780415 | 415 | Active |
| 099293004 | 099293004 | Active |
| 099293232 | 099293232 | Active |

Call Menu Setup 4

- Call Menu Setup Page

Main Menu Sub Menu 1 Sub Menu 2 Sub Menu 3 Show All

Called Number - 099293004
Main Menu

| Tones | Details | Action |
|-------|------------------------------------------------------------------------------------------------------|--------|
| 1 | Mode : Route Route Number : Office Line 1 Record Conversation : Default Goto Message Level : 0 | Modify |
| 2 | Not Used | Modify |
| 3 | Mode : Voice Goto Message Level : 0 | Modify |
| 4 | Mode : Fax | Modify |
| 5 | Not Used | Modify |
| 6 | Not Used | Modify |
| 7 | Not Used | Modify |
| 8 | Mode : Menu Goto : Menu 2 | Modify |
| 9 | Mode : Menu Goto : Sub Menu 1 | Modify |

Modify Menu Name

Save Settings Add Menu Email Me Instructions Close

Call Menu Setup 5

- Click the 'Modify' button from one of your tone, you can set different call mode depends on different DTMF tones:

| Tones | Details | Action | | | | | | | | | | |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------|--------------------|-----------------------------------|---------------------|--|--------------|--------------|----------------------------------------------------------------|-------|--------|
| 1 | <table><tr><td>Mode:</td><td>Route</td></tr><tr><td>Goto Message Level</td><td>Not Used Fax Voice Route</td></tr><tr><td>Record Conversation</td><td></td></tr><tr><td>Route Number</td><td>Dial Menu</td></tr></table> | Mode: | Route | Goto Message Level | Not Used Fax Voice Route | Record Conversation | | Route Number | Dial Menu | <table><tr><td>Apply</td></tr><tr><td>Cancel</td></tr></table> | Apply | Cancel |
| Mode: | Route | | | | | | | | | | | |
| Goto Message Level | Not Used Fax Voice Route | | | | | | | | | | | |
| Record Conversation | | | | | | | | | | | | |
| Route Number | Dial Menu | | | | | | | | | | | |
| Apply | | | | | | | | | | | | |
| Cancel | | | | | | | | | | | | |

Call Menu Modes 1

- Fax Mode (Receiving Fax)

| Tones | Details | Action |
|-------|----------------------------------------|-------------------------------------------------------------------------------|
| 1 | Mode: <input type="text" value="Fax"/> | <input type="button" value="Apply"/> <input type="button" value="Cancel"/> |

- Voice Mode (Receiving Voicemail):

Goto Message Level -> Play another voice prompt

| Tones | Details | Action |
|-------|-----------------------------------------------------------------------|-------------------------------------------------------------------------------|
| 1 | Mode: <input type="text" value="Voice"/> | <input type="button" value="Apply"/> <input type="button" value="Cancel"/> |
| | Goto Message Level <input type="text" value="0"/> (10~99), 0 for none | |

Call Menu Modes 2

- Route Mode (Route calls to different numbers or route groups)

You can either able to select route number or route group

| Tones | Details | Action |
|-------|-----------------------------------------------------------------------|---------------------------------------|
| 1 | Mode: <input type="text" value="Route"/> | <input type="button" value="Apply"/> |
| | Goto Message Level <input type="text" value="0"/> (10~99), 0 for none | <input type="button" value="Cancel"/> |
| | Record Conversation <input type="text" value="Default"/> | |
| | Routing Groups <input type="text"/> | |
| | Route Number <input type="text"/> | |

Call Menu Modes 3

- Dial Mode (Establish dial tone to ring another number)

| Tones | Details | Action |
|-------|----------------------------------------------------------|---------------------------------------|
| 1 | Mode: <input type="text" value="Dial"/> | <input type="button" value="Apply"/> |
| | Record Conversation <input type="text" value="Default"/> | <input type="button" value="Cancel"/> |

- Menu Mode (Forward to another menu)

| Tones | Details | Action |
|-------|-----------------------------------------------------------|---------------------------------------|
| 1 | Mode: <input type="text" value="Menu"/> | <input type="button" value="Apply"/> |
| | Goto Menu Level <input type="text" value="Menu Level 0"/> | <input type="button" value="Cancel"/> |

Recording Voice Prompts

You can call the Link.A.Number at any time and while the existing message is playing, press "0". This will take you to an admin prompt mode.

Enter your default pin number.

While the message is playing, press "0" again to enter Prompt Admin mode.

Following is a list of the message numbers you can personally record:

11=voice-init : *the message played to caller to record a voice message*
12=voice-term : *the message played after the caller has left a message*
21=route-init : *the message played to a caller when routing the call to your number*
22=route-wait : *the progress message played when trying to connect to your number*
23=route-hold : *the message played when you put a caller on hold*
24=route-term : *the message played when you hang up the call*
25=route-error : *the message played when the call cannot be routed to your number*
31=routed-init : *the message played to you to advise a routed call follows*
32=routed-record-select : *message to prompt to keep a saving of the recording*
33=routed-record-select-no : *message to acknowledge no recording will be saved*
34=routed-record-select-yes : *message to acknowledge that the recording will be saved*
35=routed-recording :
36=routed-term :
41=dial-pin :
42=dial-pin-bad :
43=dial-pin-missing :
44=dial-wait :
45=dial-record-select :
46=dial-record-select-no :
47=dial-record-select-yes :
48=dial-recording :
49=dial-term :
51=prompt-init : *default greeting message played when Link.A.Number is set to "prompt" mode*
52=prompt-retry : *message played when the caller enters a prompt number that doesn't exist on the prompt profile*
53=prompt-term : *message played when no prompt was entered by the caller*