MegaPhone®
Users Manual

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MegaPhone® Users Manual

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1.
What is MegaPhone?

MegaPhone is a powerful screen-based telephony (SBT) application.

In addition to its basic call management functions, and ability to support customized telephony solutions, MegaPhone's advanced set of time-saving features helps you to manage your telephone calls and voice messages effortlessly and automatically, often while you continue to work on other pressing tasks. No more desk clutter or needless interruptions—MegaPhone lets you handle the details of communicating in a way that is easy, logical, and fun.

1.1. MegaPhone Features

Advanced Dialing

- **MegaDial ™ Dialing Manager** - MegaPhone uses MegaDial dialing technology to ensure that you never dial a wrong number. Tell MegaDial your location and let it dial the correct sequences for international calls, credit card calls, accounting codes, special access codes and particular long-distance carriers—automatically and transparently.

What is MegaPhone?

- **Smart Speed Dial** - MegaPhone remembers who you called recently and who you call frequently. It automatically includes these names in a speed dial list that you can also customizeyourself.

- **Dialing from Any Application** - With its support for Apple events, AppleScript™, drag and drop, and cut and paste, MegaPhone lets you dial from within nearly any application.

- **Easy Dialing from the Keyboard** - Type one of those easy-to-remember but hard-to-dial alphabetical phone numbers(1 800 CR INFO 1, for example) and MegaPhone will convert the letters to numbers automatically.

Automated Contact Management

- **Convenient Contact Manager** - MegaPhone lets you keep your phone numbers in a convenient Contact Manager that you can automatically link to your favorite personal information manager (PIM) or database.

- **Scheduled Synchronization** - You can tell MegaPhone to automatically update its Contact Manager with the information stored in any Touch Base Pro™ (4.01 or later), FileMaker Pro™ (2.1v2 or later) or other PIM or database file that can process database Apple events. MegaPhone can even use information stored in any tab-delimited file. Any changes you make to the data in MegaPhone's Contact Manager can be automatically replicated in your PIM, and vice versa.

Call Accounting

- **Multi-Purpose Dialing** - Let MegaPhone's MegaDial technology dial call accounting codes for you so that you can route calls through your billing system automatically.

- **Comprehensive, Exportable Call Log** - MegaPhone tracks all of your calls in a call log that you can save or export to another application for accurate call accounting. Dial any number stored in your call log simply by double-clicking it.

Helpful Utilities

- **Call Scheduling** - MegaPhone's call scheduling and call log provide you with the electronic equivalent of a personal secretary. MegaPhone will remind you when you need to make a call or when a caller will contact you, will dial for you, and will keep track of when you made the call and how long you spoke.

- **Destination Time** - MegaPhone tells you what the day and time is at your call destination, before you place the call.

- **Automatic Call Navigation** - MegaPhone's Touch Tone ™ Navigator watches how you navigate through voice mail systems, bank-by-phone systems, paging systems or any other automated call processing system. The next time you call, MegaPhone can dial the appropriate number sequence so you don't have to.

- **Call Timer** - MegaPhone's real-time clock tells you exactly how long your call lasts.

Privacy Assurance

- **Do Not Disturb** - MegaPhone can answer all of your calls as soon as the phone rings, so you can work undisturbed.

- **Call Screening** - Use MegaPhone to **monitor** your incoming calls so you take only the important ones.

- **Password-Protected Message Retrieval** - Assign a password that will give you secure access to your voice messages from either your computer or from any Touch Tone telephone (if supported by your telephony hardware).

Unparalleled Flexibility

- **Background Operation** - Let MegaPhone take messages while you work in any other application, or use a special MegaPhone menu to answer calls and take messages.

What is MegaPhone?

- **Support For Telephony Apple Events** - MegaPhone supports the telephony suite of Apple events, which allows you to dial and perform other functions from within applications that also support telephony Apple events.

- **PhonePro Integration** - You can expand MegaPhone's capabilities simply by installing additional software. MegaPhone-based solutions integrate easily with PhonePro, The MegaPhone Company's award-winning telephone applications builder, which lets you design and custom-build your own telephone applications.

Hardware Dependent Features

- **Full-Duplex Speakerphone** - If your telephony hardware supports speakerphone functionality Megaphone will take full advantage of it. You will be able to simultaneously speak to and listen to your caller, just as you would with a telephone handset.

- **Full-Featured Digital Answering Machine** - If your telephony hardware supports voice record and playback functionality you can take advantage of MegaPhone's voice messaging functionality. It offers features such as multiple voice mailboxes, remote message retrieval, and time- and date-stamping. It also allows you to review your messages right from your computer—you can instantaneously skip over, fast forward, and rewind any voice message, and you can record your own personalized outgoing messages. MegaPhone can consolidate all of your voice mail messages and ready them for retrieval in one window or it can parcel them out to individual mailboxes.

2.
System
Configuration

2.1. What you need to use MegaPhone

Check that you have what you need before you install. You'll need a suitably configured Macintosh computer, telephony interface hardware and software, and telephone service. Optionally, you'll need audio hardware and a telephone set.

2.1.1. Macintosh System Requirements

You'll need a Macintosh computer with:

- PowerPC Processor

- Mac OS 7.1 through Mac OS 9.2.2.

- 7 megabytes (MB) RAM or more available.

- A hard disk drive with at least 40MB free.

If you intend to use MegaPhones voice messaging feature, you'll need sufficient hard disk space to store incoming messages. Recorded audio takes approximately 4 kilobytes (KB) per second so you'll need about 14 MB of hard disk space for one hour of recorded messages.

2.1.2. Telephony Interface Hardware and Software

You will need hardware that allows your Macintosh to access to the services of a particular telephone system. This hardware is responsible for sending and receiving signaling information to and from the telephone system as well as for sending and receiving the media streams (e.g., Voice, Fax, Data) associated with active telephone calls. The hardware may be installed inside your Macintosh, connected to your Macintosh through a serial cable, USB, or a local area network (LAN). Typical options include:

- Voice Modem. Voice modems are modems that support the ability to send and receive voice data.

- Voice Modem w/CallerID. Some voice modems have the ability to capture CallerID information from the signaling data that is provided from the telephone system.

- Voice Modem w/Speakerphone. Some voice modems support speakerphone functionality. This means that they have connections for a Microphone and Speakers and have the internal processing power to perform the echo cancellation needed for speakerphone operation.

- Internal Voice Modem. Your Macintosh computer may have a built-in voice modem. Most macintosh computers sold prior to 2002 had internal modems with voice capabilities. However, Apple Computer ceased to officially support this functionality starting with the original iMac. Unfortunately this means that the only way to be sure that your particular Macintosh was shipped with a voice-capable internal modem supporting voice is to try it out for yourself.

- Internal Voice/Speakerphone Modem. Certain Macintosh Performa computers have special modems that include speakerphone functionality that is wired into the Macintosh computer's audio system. With an internal speakerphone modem you can use the microphone and speaker built into your Macintosh for speakerphone functionality.

- GeoPort Telecom Adapter. Macintosh computers with GeoPort hardware on the motherboard are able to support a GeoPort Telecom Adapter device. The GeoPort Telecom Adapter captures all information travelling across a phoneline and delivers it into your Macintosh for processing. Unlike voice modems, the GeoPort Telecom Adapter doesn't apply any compression to the data so it's the best option for applications that require high quality audio. Even more importantly, GeoPort software implements speakerphone functionality so you can use your Macintosh computer's microphone and speakers for speakerphone functionality.

MegaPhone accesses your telephony hardware using the *Telephone Manager*. In turn, the Telephone Manager controls your telephony hardware using system extensions known as *Telephone Tools. MegaPhone currently includes telephone tools for voice modems that use Rockwell chipsets (such as those found on Apple's internal voice modems) and the GeoPort Telecom Adapter. Check The MegaPhone Company's website (www.MegaPhoneCo.com) for information about additional telephone tools.*

2.1.3. Audio Hardware

If your telephony hardware supports voice recording and playback you will need a means of recording the announcements that will be played to your callers. If you have an internal modem with speakerphone functionality or a GeoPort Telecom Adapter, you'll need audio input hardware to support speakerphone functionality. Depending upon which model Macintosh computer you have, you may need one or more of the following:

- Microphone (for best results use a noise-cancelling microphone mounted on a headset)

- Microphone adapter (for connecting an unpowered Microphone to a Macintosh computer requiring line-level input)

- USB Audio adapter (for connecting an external Microphone to a Macintosh computer without an audio input jack)

- External speakers (optional) You might want to use external speakers to improve the sound quality that you hear when you use speakerphone functionality. For best results, be sure to choose speakers that use an independent power source to amplify your computer's audio signal. For more privacy, substitute a standard pair of headphones for the speakers.

If your telephony hardware has separate audio-in and audio-out ports to support speakerphone functionality, you'll need a separate set of speakers and a microphone to dedicate to speakerphone functionality or you can use a mixer to route the audio from your microphone to both your Macintosh and your telephony hardware and route the audio from your Macintosh and your telephony hardware to your speakers.

2.1.4. Telephone Set

Speakerphone functionality, if supported by your telephony hardware, is very useful when your hands are busy or when there are other people sitting with you who wish to participate in a phone call. However, much of the time you'll prefer the privacy of a handset or headset. (See "Placing a Call" later in this manual to learn how to switch between your handset and MegaPhone's speakerphone. Options include:

- Standard Analog Telephone Set ("2500 set"). Connect this telephone set to the same analog phone line that your telephony hardware is connected to. You'll be able to dial using MegaPhone and speak using your handset.

- Headset Telephone. If you prefer to have your hands free, you can connect a headset telephone to your phone line. These telephone sets consist of a headset that you wear connected to a small dial-pad device with a "hookswitch" button that connects the headset to a call. You can place and answer calls with MegaPhone and activate the headset by pressing the hooks witch button.

If you do not have an extra phone jack installed, consider using a "line splitter" or dual RJ-11 telephone jack to place your telephone set(s) within easy reach of your computer. Contact your telephone company or an electronics supply store to obtain the necessary adapter.

2.1.5. Telephone Service

Each piece of telephony hardware must be connected to a telephone network. All the telephony hardware listed above is compatible with a single POTS (plain old telephone service) analog line but you should check the documentation that came with your device for specific requirements. If you do not know or need to verify what kind of telephone line you have, check with your telephone company or telecom manager. Options for telephone service include:

- Basic analog subscriber line.

- Analog subscriber line with CallerID. If your telephony hardware supports callerID you'll probably want to pay for callerID service.

- Analog subscriber line with features. Features such as hold, transfer, three-way calling, and more may be available. They are invoked using special signaling sequences designed for analog lines.

- Analog Centrex Line. If you're setting up PhonePro in an office, you may have the option to use Centrex lines. Centrex lines are like analog subscriber lines but they typically have callerID and support a rich set of features. Most significantly, they permit users within an organization to call between Centrex lines using two, three, or four digit extension numbers and they require a network access digit (typically '9') to be dialed before placing external calls.

- Analog PBX extension. If you're setting up PhonePro in an office with its own Private Branch Exchange (PBX) you'll typically request an analog, or "2500 set" line, that will be compatible with your analog telephony hardware. Like the Centrex line it will probably have features such as hold, conference, and transfer.

- Proprietary digital PBX extension. If you can't get an analog line from your PBX, you may be able to use an adapter that connects to the handset of a digital telephone set and provides an jack to connect your analog telephony hardware. Unfortunately the limitations of these adapters are likely to restrict the types of applications you'll be able to develop.

- ISDN subscriber line. An ISDN subscriber line is a digital phone line that allows two independent digital channels to be supported on a single phone line. An appropriate piece of telephony hardware may allow your PhonePro to communicate directly with the ISDN line. However, most ISDN terminal adapters provide analog jacks to which an analog telephony device can be attached.

- Broadband digital phone service. You may subscribe to telephone service from your cable TV provider. In this configuration, like the ISDN configuration, you may be able to interface directly to the gateway device provided by your cable TV company, but it's more likely that you'll be able to connect your analog telephony hardware to an analog port on this device.

2.2. Starting and Configuring MegaPhone

Before you begin using MegaPhone, you'll need to choose a few initial options. First, find the MegaPhone application icon in the MegaPhone folder and double-click it to start.

When you launch MegaPhone for the first time you will be presented with the QuickPrefs window.Here you can configure the three essential MegaPhone preference settings. These three settings are:

- Telephone Access Configuration: software to use when interacting with your telephone interface hardware/software

- Dialing Location: choose which area codes and dialing sequences to use when dialing from your location.

- Messaging Password: choose the digits that will be used to protect access to your voice messages if you choose to activate Mega-Phone Voice Messaging.

Follow these steps in choosing your initial preferences:

1. Choose telephone Hardware.

   This setting lets you choose and configure the telephone tool you want to use with MegaPhone. A telephone tool is specialized software that allows MegaPhone to control the telephony hardware/software you will be using to access your telephone service. Telephone tools take care of sending and receiving call control commands with the telephone network, generating Touch Tone ™ digits, and (if your hardware supports it) recording and playing voice messages.

   Important: By default MegaPhone pre-selects the "MPC Simulation" telephone tool. This tool simulates telephone calls rather than controlling any telephony hardware. You must choose and configure the appropriate tool for your configuration if you wish to place and receive telephone calls.

   Click the "Change…" button and you'll be presented with the Telephone Settings window. Select the appropriate telephone tool from the pop-up menu in the top portion of this window then configure the tool you've selected in the lower part of the window.
   For example, to use MegaPhone with an Apple built-in modem, select "MPC Apple56 TelTool" from the pop-up menu, select "Internal Modem" from the list of ports, and enter the telephone number for the telephone line connected to your internal modem.

2. Set dialing preferences.

   MegaPhone uses a built-in dialing utility called MegaDial to provide you with a quick and error-free way to dial phone numbers, to look up area codes for cities around the country

and around the globe, and to find out the date and time at your calling destination. The utility also includes a host of advanced features that allow you to customize your dialing sequences to choose particular long-distance providers, to make international calls, and to integrate MegaPhone with your call accounting system. To configure MegaDial, click "MegaDial Setup".

MegaPhone will open the MegaDial control panel and display the window shown below. Because MegaDial can store data for and dial from a number of locations, it will ask you to specify where you plan to use MegaPhone most often. Click the button beside Home or Work, then click "OK" to continue.

Next, MegaDial will ask you to enter the name of the city in which you live or work in order to determine your area code. If you live in a rural or unincorporated area, enter the name of the nearest town or city. Click "Find" to tell MegaDial to locate the area code for the city you entered.
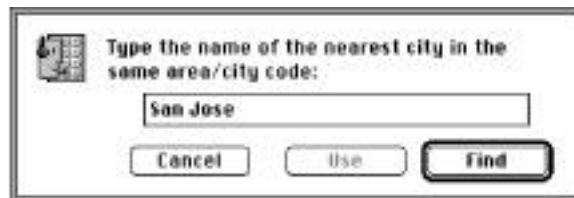
MegaDial will display a list of cities that contain all or part of the name you entered. Click a city name to select it, then click "Choose" to tell MegaDial to use the area code shown beside

that name. If MegaDial tells you that it cannot find the name
you entered, or if you want to use a different area code, enter
another name and click to search again. If the MegaDial data-
base doesn't contain your area code or shows the wrong area
code for your location, select the city closest to you and then
follow the instructions below for creating a new location.

Once you have chosen a city/location, MegaDial will ask you
for two more bits of information. First, it will ask you to enter
the dialing sequence that you use to reach an outside line if
your telephone line is an extension on a PBX or multiple-line
phone system. If you do not have such a system, click to con-
tinue. If you do, click the checkbox near the top of the win-
dow and enter the number you normally dial in the text box
provided. MegaDial enters the dialing sequence 9, by default.
Use a comma to indicate a pause in your dialing sequence, if
needed.

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Next, MegaDial will ask you for the sequence that your local phone company uses to disable call waiting. If you wish to keep call waiting activated, or if you do not have access to this feature, click "Save" to continue. MegaDial will save the settings you have entered so far.
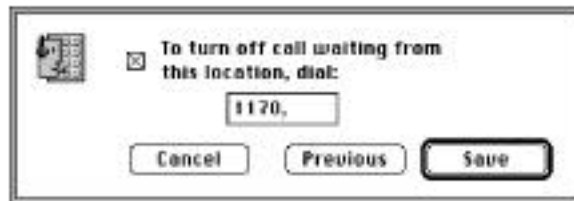
If you do subscribe to call waiting and would like to disable it when you place a call with MegaPhone, click the checkbox near the top of the window and enter the code that you normally use to disable this service in the text box provided. Use a comma to indicate a pause in your dialing sequence, if needed. MegaDial enters the dialing sequence 1170, by default, but phone companies commonly use other sequences. Check with your local telephone company to verify the sequence used in your calling area. When you have entered your sequence, click "Save" to tell MegaPhone to use this setting.

Note: The dialing sequence you enter here will disable call waiting only for calls that you make to another person. Calls that you receive will continue to allow call waiting unless you disable this feature in another manner. Check with your local telephone company for details.

MegaDial will thank you when you have completed these steps. Click "Exit" to return to MegaPhone or Click "Continue" to continue configuring MegaDial. If your area code was not in the MegaDial database, or if you wish to configure MegaDial for another location or change some of the preferences you set earlier, you should continue with the setup process.

If you choose to continue, MegaDial's main window will appear. Here you can verify that you have set MegaDial to dial from the location you intend to use and that it has chosen the proper time zone for this location. MegaDial will also display a sample dialing sequence that accounts for the options you have just chosen so that you can verify this information. If you need to add a missing area code, select "Edit List…" from the location pop-up menu then, in the dialog box that appears, choose a personalized location from the list (either "Home" or "Work" or create a new location) and click on "Edit Item…". The Edit Location window will appear and you can enter the correct area code and other dialing rules for this location. Click "Save" to save the new settings and "Done" in the edit list dialog box to return to MegaDial's main window.
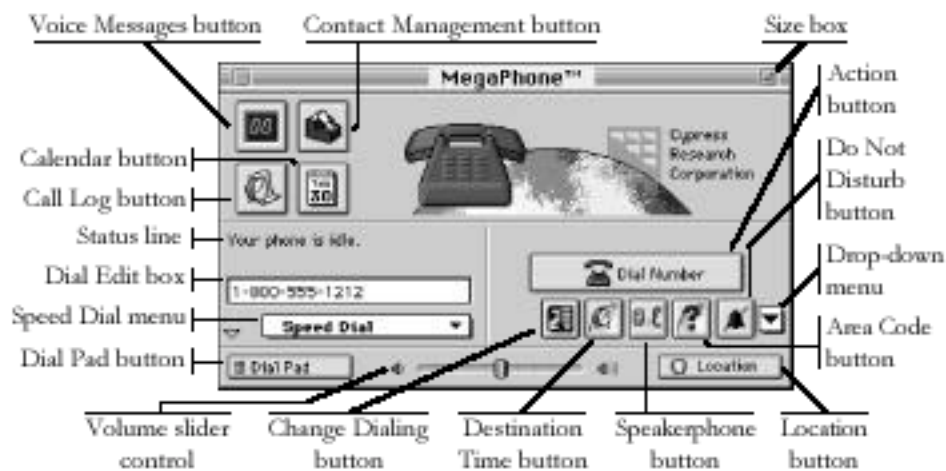Close MegaDial and return to the MegaPhone QuickPrefs Window.

3. Set Default Mailbox Password

Enter a sequence of digits that will serve as your initial mailbox password for remote access to MegaPhone's voice messaging function.

System Configuration

3.
MegaPhone
Overview

MegaPhone's Main Window is the heart of your new telephone system interface.

From here you can make and answer telephone calls, keep track of your contacts, schedule calls for convenient times and take advantage of a host of other helpful MegaPhone features, simply by clicking the

buttons that you see or by choosing items from the drop-down menu
located within the window. You can activate many of MegaPhone's
features by also choosing commands from the menus that appear
along the top of your screen when you bring the application to the
foreground.

The remainder of this section gives a brief description of each of the
items located in the Main window. Later sections in this manual dis-
cuss these features in detail.

3.1. Main Window Features

Voice Messages button. Click this button to see a list of your
voice messages—both your new messages and those mes-
sages you have already heard and have chosen to save. The
number displayed on this button indicates how many new
messages you have in all of the voice mailboxes on your voice
mail system.

Contact Management button. Click here to see a list of your
contacts. MegaPhone lists the names, telephone numbers and
other data that you have entered for friends, associates and
family members that you call regularly. Double-click a con-
tact entry to dial that telephone number.

Call Log/Scheduling button. Click here to see a list of calls
that you have placed and received, together with a list of calls
that you plan to place later.

Calendar button. Click here to see a calendar for this month,
last month and next month. The button itself displays today's
day and date.

Status line. MegaPhone uses this line to tell you what it is
doing, who you have called, how many times the telephone
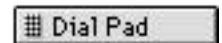has rung, and similar information.

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Dial Edit box. You may type your dialing sequences here, or you can have MegaPhone enter a dialing sequence by double-clicking a contact entry in the Contact Manager or by dragging and dropping a telephone number onto the Main Window.
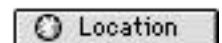
Speed Dial menu. Click here to reveal a pop-up menu that lists the names of people that you call frequently or that you have called recently. Choose a name from the list to have MegaPhone dial that number immediately.

Dial Pad button. Click here to reveal an on-screen facsimile of a telephone keypad.

Volume slider control. Click and drag the knob at the center of the slider to adjust how loud your caller's voice sounds.

Location button. Click here to change the dialing sequences you use to reach an outside line or your long-distance carrier, to change your dialing location, or to re-configure your settings in the MegaDial control panel.

Change Dialing button. Click here to edit the dialing sequence that you have entered in the Dial Edit box, or to change the dialing sequence that you entered in MegaDial, before you make your call. What you enter here will take effect for this and all future calls, until you change the sequence again.

Destination Time button. Click here to see the day and time at your call destination. MegaPhone uses the number entered in the Dial Edit box, including any international access codes, to determine your call destination.

Speakerphone button. Click here to activate or deactivate the speakerphone. You must pick up your external handset before you click here.

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Area Code Lookup button. Click here to find the area code for the location that you intend to call. MegaPhone will prompt you to search for a city near your calling destination.
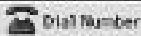
Do Not Disturb button. Click here to send all incoming calls to voice messaging.

MegaPhone will continue to send calls to voice messaging until you click this button again.

Drop-down menu. Click here to reveal a drop-down menu that lists many of the same options provided by the buttons on the Main Window.

Action button. Click here to perform the action shown on the button. When you have entered a number in the Dial Edit box, this button will read Dial Number. During a call, it will read Hang Up. When your phone rings, it will read Answer.

Mute button. This button appears only during an active call. Click it to mute your microphone. Click it again to speak.

Flash button. This button appears only during an active call. Click it to use services provided by your local telephone company.

3.1.1. Sizing the Main Window

You can shrink the size of the Main Window to save screen space if you wish, or expand it to use all of MegaPhone's options. Clicking the small triangle near the lower left corner of the expanded Main Window will shrink it slightly and will conceal the Dial Pad button, the speakerphone's volume control slider and the Location button that activates MegaDial. Clicking the triangle again restores access to these features.

Clicking the size box in the title bar of the upper right corner of the expanded Main Window will shrink it to about half its original size. You will no longer see the picture at the top of the window—or the Voice Messaging button, the Contact Management button, the Call Log button, and the Calendar button—but you may still use these features by choosing them from the Windows menu. You can restore your access to the buttons by clicking the size box again. Use each size control separately or use both as necessary to size the Main Window to suit your work habits.

3.2. The MegaPhone Menu

When you start MegaPhone, the program also places a telephone icon near the upper right hand corner of your menu bar, just to the left of the Apple Guide icon. Click this icon to reveal a drop-down menu that you can use to bring the Main Window to the foreground from within any application—simply choose MegaPhone. You can also use the

drop-down menu to answer your calls or have them sent directly to voice messaging. This icon will appear faded or "grayed out" if you have not started the MegaPhone application.

4.
Using MegaPhone

4.1. Placing a Call

With the MegaPhone Main Window in the foreground, you can dial a phone number in several ways:

- Dial directly by typing the number out on your keyboard or on your numeric keypad. The number will appear in the Dial Edit box.To complete your dialing sequence, press the return key or click on "Dial Number".

- Type a number in any other application that supports the Mac OS drag-and-drop feature—SimpleText, for example—then select it and drag it to any point on the Main Window. Once you release the mouse button, MegaPhone will enter that number in the Dial Edit box. You can also tell MegaPhone to dial the number as soon as you release the mouse button, rather than simply entering it in the Dial Edit box. See "Outgoing Calls Preferences" later in this manual for details.

- Use your mouse to click the number out on an on-screen telephone Dial Pad. Click at the bottom left corner of the Main Window and a complete facsimile of a telephone dial pad will appear.

You can also open the Dial Pad window by choosing Dial Pad from the Windows menu. Each number will appear in the Dial Edit box at the lower left of the Main Window as you click it. If you make a mistake, click "Backspace" at the bottom of the Dial Pad to erase it, then continue entering numbers. You must complete your dialing sequence by clicking "Dial Number" in the Main Window.

• Double-click a number in the Contact Manager window. To open MegaPhone's Contact Manager window, click the Contact Manager button in the Main Window or choose Contacts from the Windows menu. Next, locate the contact entry whose number you wish to dial in the Contacts list and double-click it—MegaPhone will begin dialing that number. See "Contact Management" later in this manual to learn how to enter your contact information.

• You can select a contact entry and drag it to any point on the Main Window—once you release the mouse button, MegaPhone will enter the telephone number for that entry into the Dial Edit box. If you want MegaPhone to dial this number as soon as you release the mouse button, you can tell it to do so in a preferences window. See "Outgoing Calls Preferences" later in this manual for details. When you use the Contact Manager to place your calls, the name of the person that you call will appear above the Dial Edit box after your call connects.

   If you have told MegaPhone to use data that you have stored in another personal information manager, database or contact manager, that information will appear in your contacts list, ready for you to use. See "Importing Contact Information" later in this manual to learn how to coordinate data between MegaPhone and your contact database.

• Choose a number from MegaPhone's Speed Dial pop-up menu. The first two sections of this menu list the names of people you have called recently or that you call frequently—these sections will appear blank if you have never used MegaPhone to place a call. The last section of the menu lists names that you can desig-

nate by marking them in the Contact Manager (see "Contact Management" later in this manual). MegaPhone will dial any number you choose here instantly.

- Use MegaPhone's MegaDial utility to automatically input long-distance access codes, accounting codes and other numbers that you need to add to your dialing sequence to complete your call.

Note: MegaPhone will accept any combination of area codes, long-distance access codes, accounting codes, etc. and will dial that combination in the order in which you entered it. Just be sure to separate any of the sequences that you use for these purposes from the telephone number itself with one or more commas. The comma character generates a pause in the dialing sequence that enables your telephone system to sort the numbers into their proper groups.

You do not need to separate your numbers with hyphens, parentheses or other characters normally used in writing a telephone number with its area code, but you may do so if you wish—MegaPhone will not attempt to dial these characters.

Once you have entered your phone number and clicked Dial Number, MegaPhone will place a call to the number you've requested and you'll see MegaPhone's call timer activate. If your telephony hardware supports speakerphone functionality you will hear the call being dialed through your computer's speakers or the through speakers connected to your telephony hardware. Otherwise you may need to lift the handset of your telephone or activate your headset to hear call progress.

Speakerphone Functionality.

If you experience feedback or echo through your external speakers while using speakerphone mode, turn the speaker volume down, or angle the speakers away from the microphone. Placing the speakers in front of, or at an angle away from, your microphone might also help to reduce echo.

If you would like to have a more private conversation, or if your surroundings are noisy, you can pick up your regular telephone handset and click the speakerphone button in the Main Window to disengage the speakerphone.

Important: Be sure to pick up your telephone handset before you click the speakerphone button—clicking the speakerphone button first will end your call.

4.2. Additional Calling Features

MegaPhone includes these additional call management features:

• Call Status - While you are connected, the phone status line will display the time that you began your call, using the local time at your call destination. If MegaPhone recognizes the number you called from its Contact Manager, the Status Line above the Dial Edit box will also display the name of the person you called.

• Mute - If you would like to mute your end of the conversation by cutting off your microphone, click the Mute button. Click the button again when you want your caller to hear you. You can also choose Mute On or Mute Off from the drop down menu that appears when you click the arrow at the lower right corner of the Main Window.

• Speaker Volume - You can adjust the volume for your conversations with the volume slider control at the bottom of the Main Window. Drag the indicator to the right to increase speaker volume or to the left to reduce speaker volume. You can control the volume more precisely by clicking the bar itself or by clicking the speaker icons that lie on either side of the slider control.

• Flash Button - Click the Flash button or choose Flash from the drop-down menu at the lower right of the Main Window to activate some of the special calling features available from your local telephone company, such as Call Waiting, Three-Way Calling, Call Forwarding, etc. The Flash button lets you switch between lines, open a new line for dialing another phone number, or perform similar functions.

• Destination Time Button - This button appears once you have entered a telephone number in the Dial Edit box. Click it to find out what day and time it is at the location you intend to call. This way you can avoid inadvertently calling an overseas destination at 2 a.m. Tuesday morning.

4.3. Ending Your Call

When you have finished speaking to your caller and want to end the call, click "Hang Up" or press or return. If you dialed a number that MegaPhone cannot find in its Contact Manager list, it will ask you whether you want to save the number for future reference by displaying a window labeled Contact. If you would prefer not to save this number, click "Cancel". If you find that you need the number some time later, you can find it in the call log MegaPhone keeps. See "Call Log" later in this manual for details. Otherwise, fill in any additional contact information that you might want to save along with the phone number, then click "OK". You can also tell MegaPhone not to display this window after each call. See "Outgoing Calls Preferences" later in this manual for more details.

Next, if you used MegaPhone to contact and then to navigate around a voice-mail system, an automatic banking system or any system that required you to use your telephone keypad to enter Touch Tones in order to activate system functions or to enter data, MegaPhone's Touch Tone Navigator will prompt you to save the tones you entered as a dialing sequence. If you did not enter Touch Tone digits after connecting, or if you clicked when MegaPhone prompted you to save the telephone number that you dialed in the Contact Manager, this window will not appear.

You can use this feature to automatically redial the Touch Tone sequence that you just dialed, or you can edit this sequence by adding, removing or replacing Touch Tone digits and pauses to eliminate mistakes and to increase your efficiency the next time you call.

To do so, select the line in the sequence that contains the digits or pauses that you want to edit. MegaPhone will enter the contents of that line in the text box near the top of the window. Type the new digits you want to use or the number of seconds you want to pause, then click "Replace" to insert your new line in place of the old. To add a new line to the list, specify whether you want to add a new pause or new Touch Tone digits by clicking "Pause" or "Touch Tones", as appropriate, then enter the number of seconds that you want to pause or the digits that you want to dial in the text box. Click "Add" to place this new line at the bottom of the list. To remove any unwanted lines, select them in the list, then click "Remove".

Finally, enter a name for this sequence in the text box beneath the label Sequence Name, then click "Save". If you want to save additional sequences for this telephone number, simply enter a new sequence when you next call this telephone number, edit the new sequence as described previously, then save it with a unique name. You can call up previous sequences for editing by choosing them from the pop-up menu at the lower right corner of the Touch Tone Navigator window.

When you next dial this number, MegaPhone will ask you if you wish to use any of the dialing sequences you recorded. Choose a sequence from the pop-up menu at the center of the window, then click "Start" when you want MegaPhone to begin replaying the sequence. Click "Cancel" if you do not want to play a dialing sequence during this call.

If the number you dialed is busy or unavailable, click "Hang Up" or press the Return key to end the call. You'll then see a window that will offer you a chance to schedule the call for another time.

You can tell MegaPhone to dial the busy number again after a specified amount of time passes, or you can schedule the call for a particular date and time. To redial your number after a particular interval, click the button to the left of the label By Minutes From Now and choose a time interval from the pop-up menu beside the label Try Again.

To designate a particular date and time for MegaPhone to try the number again, click the button to the left of the label By Date and Time. Next, enter the date and the time for the call in the text boxes provided. Use numerals to designate the date, making sure to separate the month, the date and the year from each other with hyphens or slashes—do not spell the names of months. Specify the hour and minute at which you want to place the call, separating each with a colon. Be sure to tell MegaPhone whether the call will occur during a.m. or p.m. hours, or enter your time using a 24-hour clock, so that MegaPhone will schedule your call correctly.

You can also tell MegaPhone to warn you before it dials the call you've scheduled by choosing a warning period from the pop-up menu at the center of the window. If you choose to do so, MegaPhone will display a window to remind you about the call at the warning interval you selected and will give you a chance to proceed with it or to cancel it.

Finally, whichever method you use to schedule your call, you can remind yourself of the nature of the call by typing a comment in the text box at the bottom of the scheduling window. This notice will appear in the warning window that MegaPhone displays before it dials your number.

4.4. Answering a Call

With MegaPhone installed, you may answer telephone calls directly from your computer screen as you work on other tasks. If you would rather work without distractions, you may instead have MegaPhone's digital answering machine answer your calls for you, or use its full-featured voice mail capabilities to set up additional voice mailboxes for your co-workers or family members. To configure your voice mail system, see "Setting Up a Voice Mail System" later in this manual.

To answer calls with MegaPhone, you must have started your computer and launched MegaPhone—the program will not start in response to an incoming call.

Using MegaPhone

When you receive a call, you'll hear the telephone ring through your computer's speakers. MegaPhone's Main Window will also appear on your screen if you've chosen the Come to front when ringing option in MegaPhone's Incoming Calls preferences window (see "Incoming Calls Preferences" later in this manual for more details).

The phone status line will display the message "Your phone is ringing" and will tell you how many times the phone has rung. At that point, you can:

- Answer the call.
  Click "Answer", or press or the return key. If you have not set MegaPhone to bring the Main Window to the foreground automatically, choose Answer from the MegaPhone menu. If your telephony hardware supports speakerphone functionality you'll be able to hear your caller's voice through your speakers and reply by speaking into the microphone. At any time during the call you may, if you choose, pick up your regular telephone handset, click the speakerphone button to disengage the speakerphone, and speak as you would normally. You can also use your handset to answer the call initially, then switch to MegaPhone by clicking on the speakerphone button. Important: Be sure to pick up your telephone handset before you click the speakerphone button—clicking first will end your call. Switching to your telephone handset will also deactivate MegaPhone's special features for the duration of that call.

- Send the call to voice messaging.
  If you have activated MegaPhone Voice Messaging (and you telephony hardware supports this feature), click the "Send to Voice Mail" button or choose "Send To Voicemail" from the MegaPhone menu. Your caller will have different options for leaving a message depending on how you have set up the voice messaging system..

MegaPhone will play your system greeting, then ask your caller to choose a mailbox in which to leave a message. Your caller may then replay the message he or she records, re-record that message, or send it, marking it urgent if necessary. MegaPhone will then hang up automatically.

Click the Voice Messages button or choose Voice Messages from the Windows menu to review messages you receive, either immediately or at your leisure.

To send all callers directly to voice messaging, click the "Do Not Disturb" button or choose "Do Not Disturb On" from the MegaPhone menu. The picture at the center of the Main Window will change to indicate that you have selected Do Not Disturb. Click the button again or choose Do Not Disturb Off from the same menu to allow your calls to ring through.

• Screen the call

First, send your calls to voice messaging as the previous section describes. Next, to listen as your caller records a message, click the Monitor button. If you wish to speak to this caller, click "Answer" or choose "Answer" from the Mega-Phone menu. When you have finished speaking, hang up as you would when answering a call you didn't screen.

If you don't want to speak to this caller, click the Monitor button again to silence the speakers and allow the caller to complete his or her message. You can then retrieve that message at your leisure by clicking the Voice Messages button.

To answer your telephone while working in another application, choose Answer or Send to Voicemail from the MegaPhone menu. If you need to use other MegaPhone functions, simply choose Mega-Phone from that menu to bring the Main Window to the foreground.

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