# User Guide

## Voicemail Manager

**Version 14**

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# Introduction

Sometimes it's just easier, or more private to see your voicemails as text. With 3CX Voicemail Manager you can have your voicemails transcribed and sent to you as an email automatically. Using the included web portal, you can search the text of voicemails, or filter voicemails using the built-in query manager. In addition, you can archive your transcriptions in a SQL database. You can even setup a retention policy to automatically delete old voicemails. The new voicemail 'Escalation' feature ensures you never have an important voicemail go unheard, and the 'Distribution' feature makes it easy to push a voicemail to distribution groups.

# What is 3CX Voicemail Manager?

With 3CX Voicemail Manager you can automatically forward voicemails to distribution groups, monitor specific extension group to escalate unheard voicemails to the designated email addresses, receive text transcriptions of your voicemails, archive (compress) voicemails, filter voicemails using the built-in query manager and access your voicemails remotely using a simple web portal.

# Why 3CX Voicemail Manager?

1. Forward **voicemails to distribution groups** automatically
2. Save **voicemail transcriptions** in a searchable database
3. Provide easy access to voicemails using a web portal
4. Enable users to search, play, copy, email, forward, and delete voicemails
5. **Manage disk space** through compression and automated voicemail retention policies
6. Automatically receive voicemail transcriptions (along with the recording) as an email
7. **Escalate voicemails** to managers if not heard within the specified period
8. Email **voicemails in MP3 format** (significantly smaller than WAV)
9. Optionally remove offensive words from transcriptions
10. Login to portal using 3CX extension and PIN
11. View voicemails of members of extension groups if you are assigned 'Manager' role.
12. Uses Bing Speech for voice to text transcriptions

# How to use 3CX Voicemail Manager?

3CX Voicemail Manager is a onetime installation process. Once you install it, the product will automate its function to help you forward voicemails to distribution groups, receive text transcriptions of your voicemails, archive (compress) voicemails, and access your voicemails remotely using a simple web portal.

*3CX Voicemail Manager uses Microsoft Bing for transcription services, for which you need to setup an account with Microsoft.*

# Prerequisites

Before you begin with the installation steps mentioned in this guide, you need to ensure that your computer meets the minimum requirements mentioned below for installing 3CX Voicemail Manager.

1. 3CX Version 12 SP6 and above
2. Windows 8, Windows Server 2012 R2 64 bit and above
3. Microsoft SQL Server 2008 Express and above
4. Internet Information Server (IIS) 7 and above
5. .Net 4.6 or above

# Installation

1

## Download software

You can order 3CX Voicemail Manager on-line at http://www.voiptools.com. Your order confirmation email will include your license key and a link to download the software.

2

## Install Prerequisites

There are a number of prerequisites that must be installed prior to installing 3CX Voicemail Manager. These prerequisites include Microsoft Internet Information Server (IIS) and Microsoft SQL Server.

3

## Install 3CX Voicemail Manager

This User Guide contains step-by-step instructions to successfully install 3CX Voicemail Manager. Begin by extracting the installer from the downloaded zip file (Step 1 above), then run the setup program named **3CXVoicemailManagerInstaller.exe**

4

## Register your License Key

You must register your license key to activate 3CX Voicemail Manager. Your license key is included in your order confirmation email, and can also be found in your order history on our website.

5

## Configure Email, Retention and other policies

To control the access and storage of 3CX Voicemails, you need to configure certain policies so that the activities happen automatically.

# Step by step Installation Procedure

The following section guides you through a detailed walk-through of the installation process.

### Step 1: Download 3CX Voicemail Manager

You can check for the software download link included in your order confirmation email. As an alternative, you can also find the link from your order history on our website.

### Step 2: Extract the installer from the downloaded .zip file

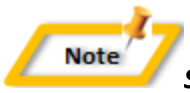
The file you downloaded in the above step is a compressed .zip file.

1. Position the mouse on the zip file and right-click.
2. From the popup menu, select **Extract All** to extract the software.

### Step 3: Start the installation process

1. From the extracted folder, find the file **3CXVoicemailManager.exe.**
2. Double-click the file to start the VoIPTools Setup Wizard**.**
3. Click **Next** to continue.

*Figure 1: Setup Wizard*




***Special note for Multi-tenant installations:***

1. *If you are installing 3CX Voicemail Manager on a 3CX Cloud (Multi-tenant) server, an additional screen will display with a combo box containing a list of all installed tenants. Select the correct tenant and continue.*
2. *If you are installing 3CX Voicemail Manager on a separate server and pointing it to a 3CX Cloud server, you will need to tell the installer the name of the specific tenant desired. Start the installer from a command window and include an additional parameter: tenantname=<your-tenant-name>. Passing the tenant name to the installer will pre-fill the combo box with the correct tenant name. For example:* ***3CXVoicemailManager.exe tenantname=the3CXtenantname***

## Step 4: Download the VoIPTools 3CX Relay (if required)

3CX permits one 3rd party application to communicate with the 3CX server at a time. To overcome this limitation, VoIPTools created the 3CX Relay Service. The Relay is a lightweight application that is installed directly on the 3CX server. The Relay exposes the 3CX Call Control API (and other VoIPTools services) to all our applications, and manages requests and events between by VoIPTools products and 3CX. The Relay also makes it possible to install our VoIPTools products on a remote server (including over the internet).

1. If you have not previously installed the Relay on your 3CX Server, you can download the Relay installer by clicking on the **Download Relay** button. The Relay must be installed directly on the 3CX server.
2. If you are installing 3CX Voicemail Manager directly on the 3CX server, you can install the Relay simply by clicking the **Install/ Upgrade Relay** button and following the Relay install instructions.

*If you have already installed the Relay, you need not install it again unless a newer version is required*

## Step 5: Test Relay Settings

1. In the **Relay Services Host** field, enter “localhost” if installing 3CX Voicemail Manager on the 3CX server. If 3CX resides on a different server, enter the IP address or FQDN of the 3CX server.
2. In the **Relay Services Port** field, enter the value as **8700**

*The default port number is 8700 but will likely be different in multi-tenant environment*

3. Click **Test Relay Settings** to confirm 3CX Voicemail Manager can communicate with the Relay services running on the 3CX server.

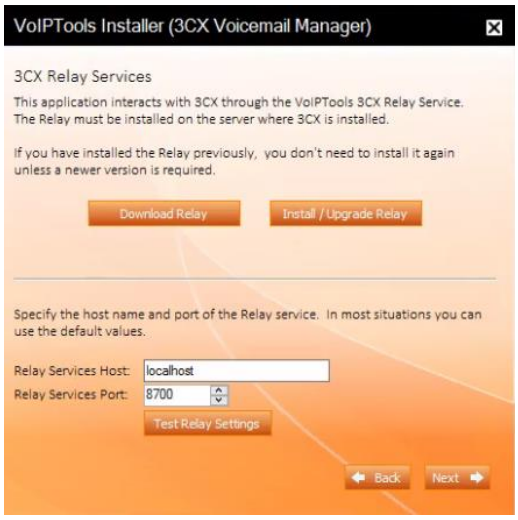



*Figure 2: Test VoIPTools 3CX Relay settings*

4. Click **Next** to continue the installation.

## Step 6: Configure the database

If this is your first install then, select a valid SQL server and if you are reinstalling then select the existing database.

1. When prompted for the database connection information, click **Configure**.

*Figure 3: Configure Database*

2. In the **Connection Properties** dialog box, enter the SQL server name**.** If using the free SQL Express edition, the default SQL Instance name is <your-server-name>\SQLExpress.

*If SQL Server is installed on a server other than the server where 3CX Voicemail Manager is installed, you will need to configure SQL Server to allow remote connections*

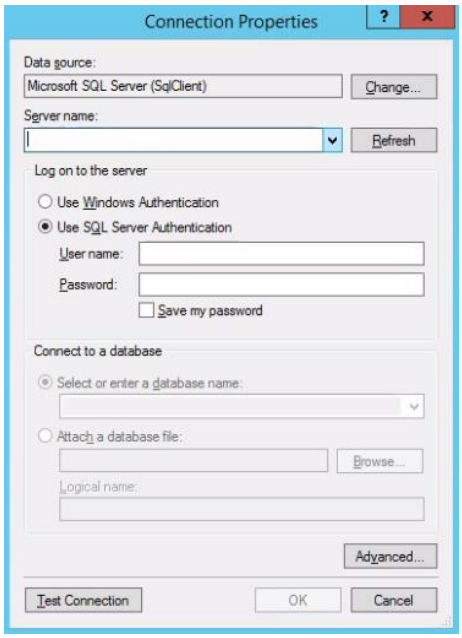
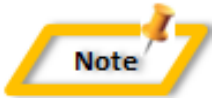



*Figure 4: Connection Properties*

3. Enter the login credentials. If using Windows integrated security, select **Use Windows Authentication**. The VoIPTools installer will create a local windows user name as "VoIPToys" and will give sufficient rights to this user to create / update the SQL database. If SQL Server authentication is desired, select **Use SQL Server Authentication**. Be sure to select a SQL Login that has sufficient permissions to alter the database and create SQL objects.




*The first time you install 3CX Voicemail Manager, **DO NOT** enter a database name. Choose **Select or enter a database name** and leave the database name blank. The installer will create the SQL database automatically and apply the necessary permissions. If upgrading 3CX Voicemail Manager from a previous version, select the existing database from the list.*

4. Click **Test Connection** button to confirm you can connect to SQL
5. Click **OK** to close the test results dialog
6. Click **Next** to continue the installation

*Figure 5: Configure Database*

## Step 7: Run the Application

Once the installation is complete, click **Run Application**

*Figure 6: Run Application*

## Step 8: Register

### License tab

1. On the **3CX Voicemail Manager** Configuration screen, in the **License** tab, enter your registration information in all the required fields (Note the red dot denotes a required field).
2. Click **Register**

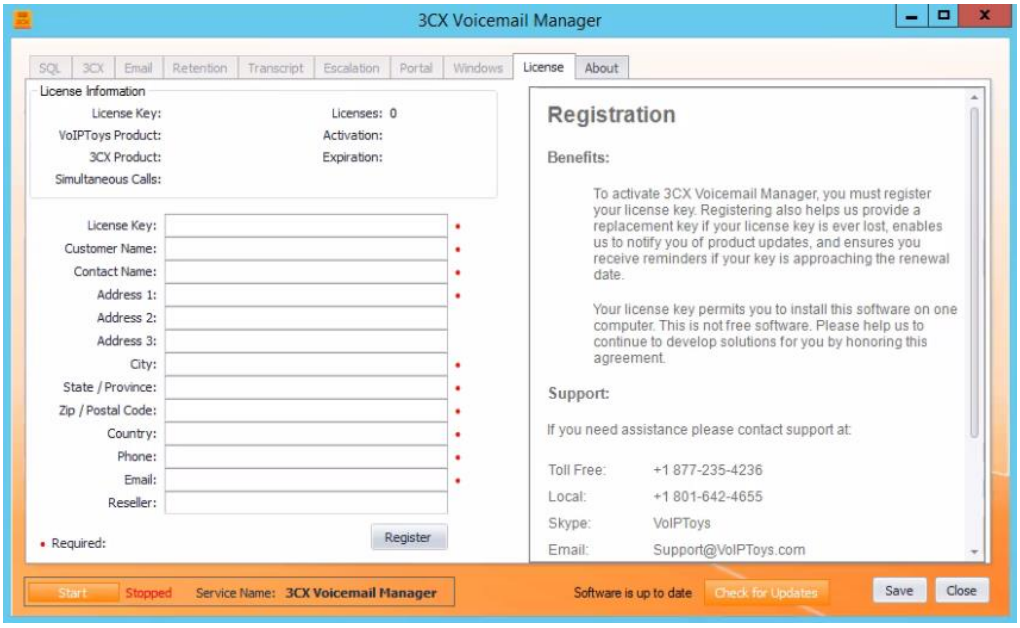



*Figure 7: License*

3. Click **OK**

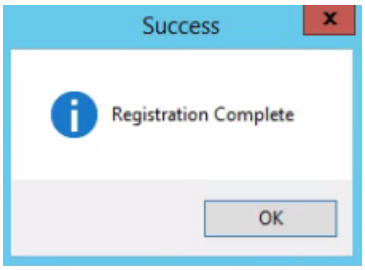



*Figure 8: Confirmation message box*

- *Check for Updates*

  The **Check for Updates** button on the **License** tab enables you to easily download the latest version of 3CX Voicemail Manager. If a newer version of 3CX Voicemail Manager is available, the message will indicate that a newer version is available. Clicking the button will automatically download a .zip file of the latest version of the software. You can install the new version directly over the top of a previous version without the need to uninstall the previous version.

## Step 9: Save Voicemail information in SQL Server

### SQL tab

1. In the **SQL** tab, under **SQL Server** section, check **Save voicemail details in SQL** check box to save the voicemail information in Microsoft SQL Server.
2. Click **Import** button to add existing voicemails to the web portal and archive the voicemails (if the **archive** option was selected from the **Retention** tab). While the location where 3CX stores voicemails is not modifiable, you can choose the location where voicemails should be archived.
3. "Processing Complete" confirmation message box appears. Click **OK**.

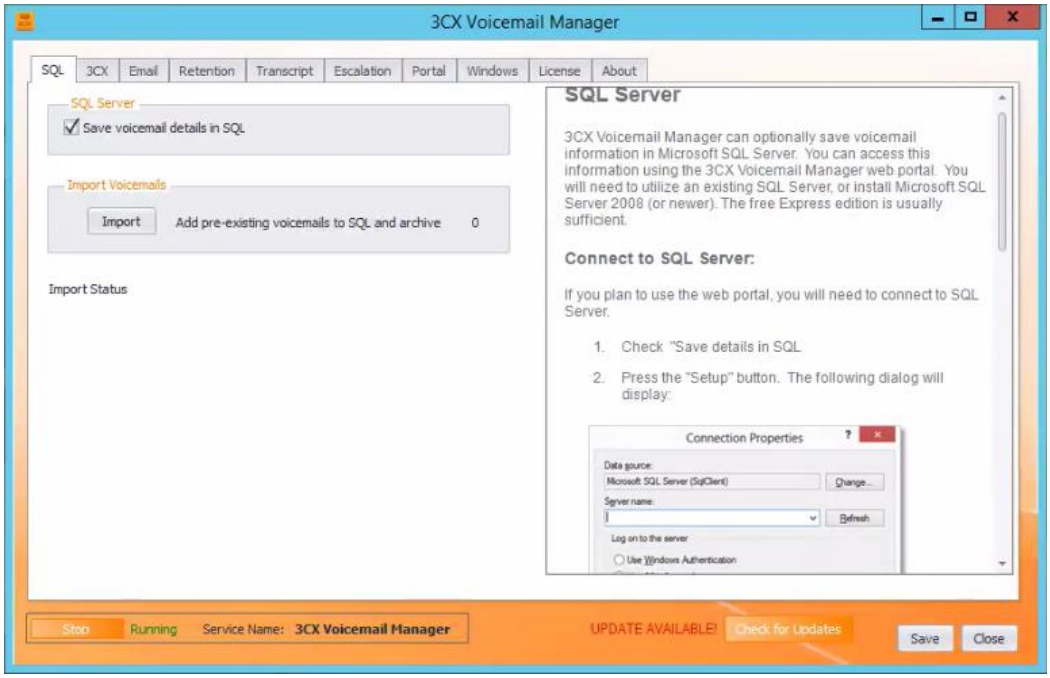
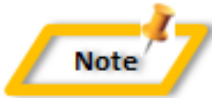



*Figure 9: Save Voicemail information in SQL Server*




*If you have a large number of existing voicemails, you may want to wait until after business hours to select this option. Processing a large number of voicemails may impact the performance of 3CX.*

## Step 10: Set Manager Rights, Voicemail Path, Authentication

### 3CX tab

3CX Voicemail Manager integrates directly with 3CX. For example, the web portal uses your extension and voicemail PIN for login authentication. If permitted, access to voicemails other than your own is controlled by extension group membership and whether you are an extension group Manager. 3CX System Administrators always have access to all voicemails.

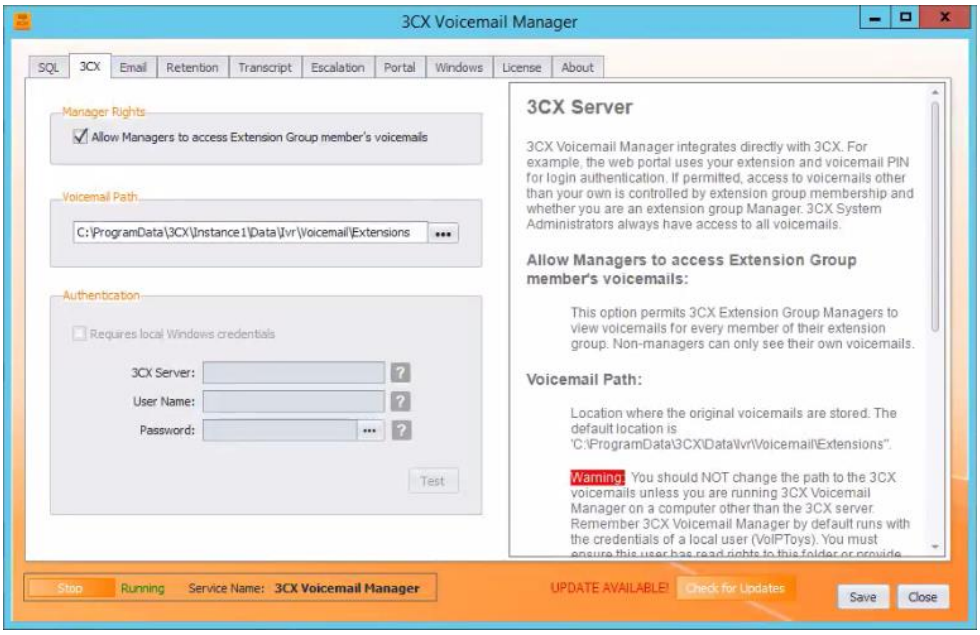



*Figure 10: Setup Manager Rights, Voicemail Path and Authentication*

- *Manager Rights*

  Under **Manager Rights** section, check **Allow Managers to access Extension Group member's voicemails** check box to permit 3CX Extension Group Managers to view the voicemails for every member of their extension group. Non-managers can only see their own voicemails.

- *Voicemail Path*

  Under **Voicemail Path** section, browse and set the location where you want the original voicemails to be stored. By default, the location is: "C:\ProgramData\3CX\Data\Ivr\Voicemail\Extensions".

*You should NOT change the path to the 3CX voicemails unless you are running 3CX Voicemail Manager on a computer other than the 3CX server. Remember 3CX Voicemail Manager by default runs with the credentials of a local user (VoIPToys). You must ensure this user has read rights to this folder or provide alternative authentication*

- *Authentication*

If you have installed "3CX Voicemail Manager" on a remote computer you will need to create a Windows share pointing to the voicemail path, and provide authentication credentials to access the share. If you are using a firewall on your 3CX server, you may need to create a firewall exception to permit remote access to the share.

1. Under **Authentication** section, check **Requires local Windows credentials** check box to provide local user rights on the remote server

*If your file share resides on a remote server, and the two servers are not members of the same Active Directory Domain, you will need to provide local user rights on the remote server.*

2. In the **3CX Server** field, enter the Fully Qualified Domain Name (FQDN) or IP address of the 3CX server
3. In the **User Name** field, enter username for authentication
4. Enter password
5. Click **Test** button to test whether the credentials provided have access to the voicemail path
6. Click **Save** to save the details you entered

## Step 11: Setup Email Server

### Email tab

3CX Voicemail Manager can email your voicemails, along with a text transcript to you automatically. You have 3 choices:

- Email voicemails to the owner of the voicemail, or
- Also email all voicemails to a single email address, or
- Do not email voicemails

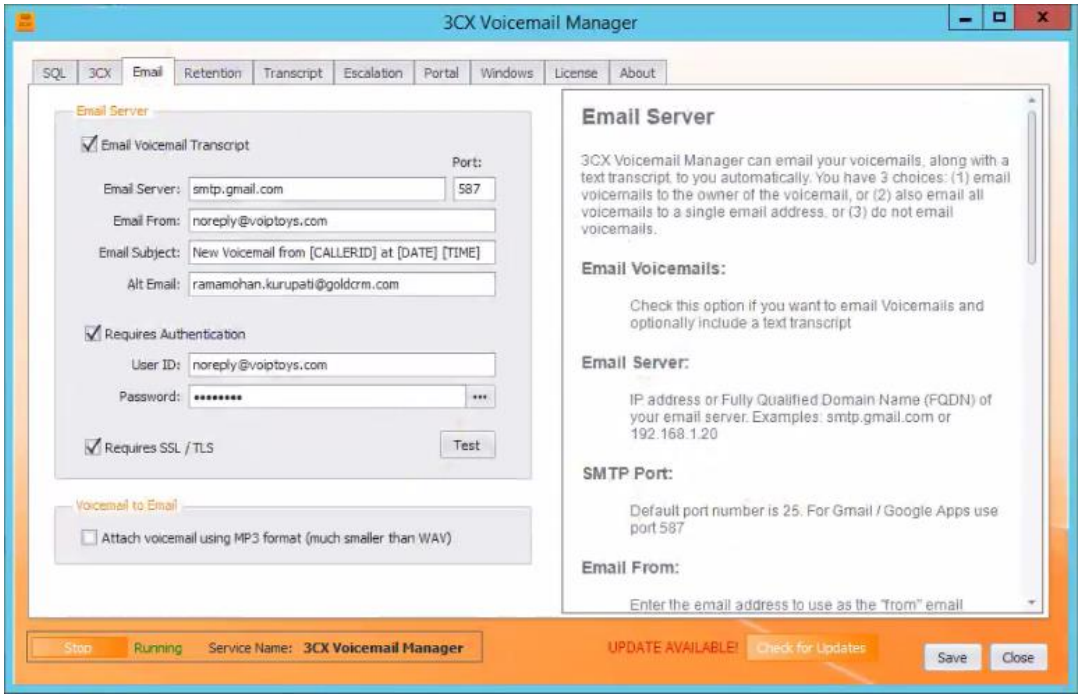


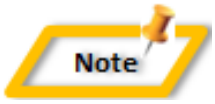

*Figure 11: Setup Email Server*

- *Email Server*

1. Under **Email Server** section, check **Email Voicemail Transcript** check box if you want to email Voicemails and optionally include a text transcript
2. In the **Email Server** field, enter IP address or 'Fully Qualified Domain Name' (FQDN) of your email server. Examples: smtp.gmail.com or 192.168.1.20
3. In the **Port** field, enter the port number. The default value is 25. For Gmail/ Google Apps use port 587
4. In the **Email From** field, enter the email address to use as the "from" email address. Note that your SMTP server may require a valid email address be used. For example: no-reply@mydomain.com
5. In the **Email Subject** field, enter the emails subject. The default subject is "New Voicemail from [CALLERID], [DATE], [TIME]". You can include any of the 3 available replaceable variables [CALLERID],[DATE] or [TIME]. Placing these exact string variables in the subject line will cause the variables to be replaced with the current caller information.
6. In the **Alt Email** field, enter an email address (example: user@mydomain.com) if you want all voicemails sent to a single email address. To only have emails sent to the owner of the voicemail, leave this field blank.

- *Requires Authentication*

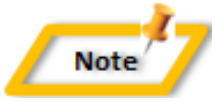
1. Check **Requires Authentication** check box if your mail server requires authentication to relay emails.
2. Enter credentials in the **User ID** and **Password** fields. You can click button to display password characters.
3. Select **Requires SSL/ TLS** check box if your mail server requires a secure connection – Secure Socket Layer (SSL) or Transport Layer Security (TLS) to relay email. Gmail, Google Apps and Microsoft 365 require a secure connection.
4. Click **Test** button to confirm whether 3CX Voicemail Manager can send emails. For this, temporarily enter an email address in the Alt Email field and press **Test** button. You may need to make configuration changes to your mail server to permit the relay of emails from 3CX Voicemail Manager.




*Sending mail within your domain may not require authentication, while sending outside your domain may require authentication.*

- *Voicemail to Email*

Check **Attach voicemail using MP3 format (much smaller than WAV)** check box to email the .MP3 version.




*Because voicemails can be very large, 3CX Voicemail Manager can first make a copy of the voicemail and then convert the copy to .MP3 format and email the .MP3 version.*

*The MP3 is often is 1/7 the size of the original voicemail. This conversion does result in a small loss in audio quality. However, the original voicemail can be heard or downloaded from the web portal unless it was deleted by the retention policy, the owner or an administrator.*

## Step 12: Configure Retention Policy

### Retention tab

3CX Voicemail Manager can be configured to automatically delete old voicemails, thus helping to conserve disk space. It can also automatically convert voicemails to MP3 format and save the voicemails at an alternate location (for example: external USB or Network Attached Storage NAS device). You can also have voicemails deleted after emailing the voicemail.

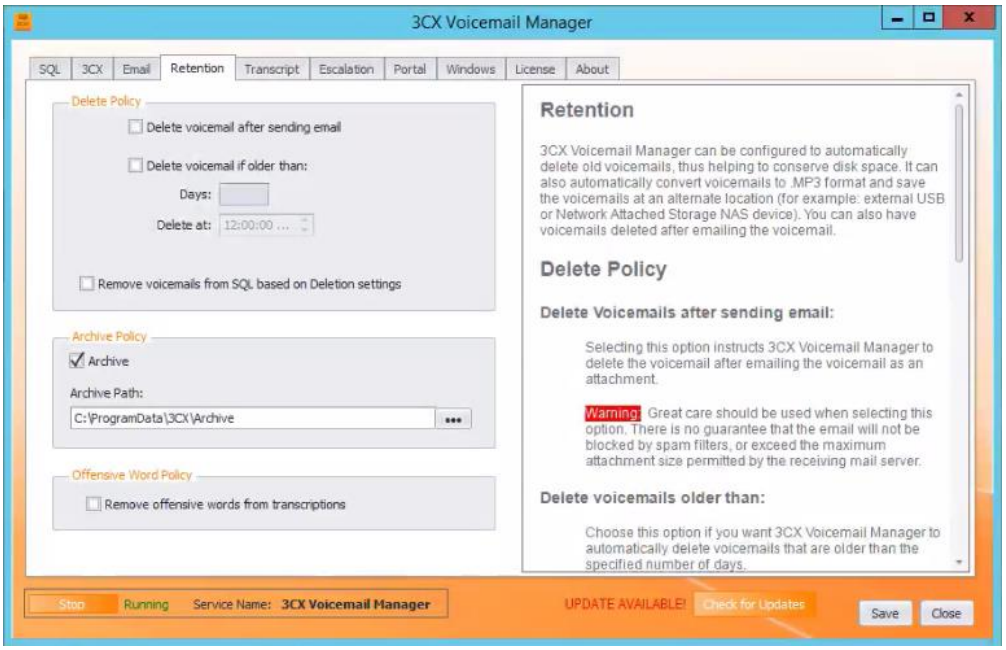



*Figure 12: Configure Retention Policy*

- *Delete Policy*

1. Check **Delete voicemail after sending email** check box to instruct the 3CX Voicemail Manager to delete the voicemail after emailing the voicemail as an attachment.

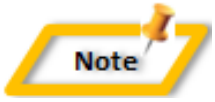
*Great care should be taken when selecting this option. There is no guarantee that the email will not be blocked by spam filters, or exceed the maximum attachment size permitted by the receiving mail server.*

2. Check **Delete voicemail if older than:** check box if you want 3CX Voicemail Manager to automatically delete voicemails that are older than the specified number of days.
3. Enter the number of days in the **Days** field so that all the voicemails older than the number of days specified will be deleted. The current date is compared with the date the voicemail was created. All voicemails older than the number of days selected will be deleted. This setting is for all voicemails made by all extensions.

*If you choose to archive voicemails, the archived version of the voicemail will not be deleted.*

4. Enter time in the **Delete at** field so that the voicemails will be deleted once a day at the specified time (except for voicemails deleted after email which happens immediately).
5. Check **Remove Voicemails from SQL based on Deletion settings** check box if you want the deleted voicemails to be also deleted from SQL. Deleting the records from SQL will remove any history for the voicemails in the web portal.

- *Archive Policy*
  1. Check the **Archive** check box if you want to make a compressed (MP3) copy of all voicemails.
  2. In the **Archive Path** field, enter the location where you want to store all the archived voicemails. Archived voicemails will be saved in .MP3 format and are NOT affected by the Delete Policy.
  3. Use the **browse** button to browse to the location where archived voicemails will be saved.




*3CX Voicemail Manager by default runs with the credentials of a local user (VoIPToys). If you choose to save archives on a different server, will need to adjust permissions on the archive folder, or change the credentials used by 3CX Voicemail Manager's:*

- *Windows service*
- *IIS application pool*

- *Offensive Word Policy*

  Check Remove **offensive words from transcriptions** check box if you want to avoid offensive words from transcriptions.

## Step 13: Configure Transcription Settings

### Transcript tab

The accuracy of voice recognition can be greatly affected by a number of factors. For example, the quality of the recording, background noise, volume of the speaker, and the speech patterns of the speaker can all have a significant impact on the accuracy of the transcription. 3CX Voicemail Manager uses Bing Speech (Microsoft) for transcription services. At times the transcriptions will be highly accurate, and at other times the transcription may be fairly inaccurate.

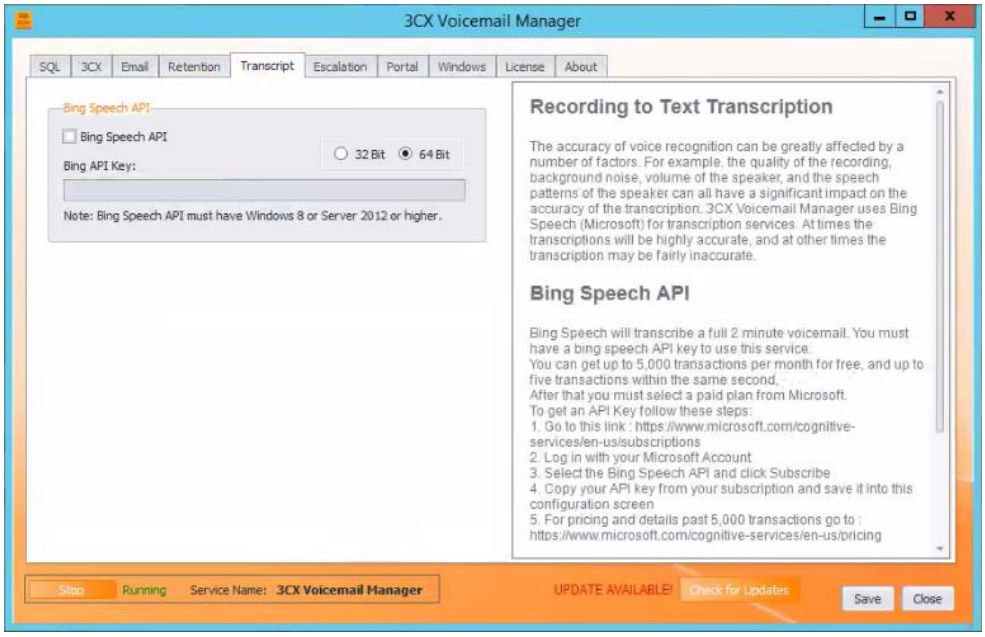



*Figure 13: Configure Transcription Settings*

1. Under **Bing Speech API** section, check **Bing Speech API** check box so that the Bing Speech will transcribe a full 2 minute voicemail.

*You must have a bing speech API key to use this service. You can get up to 5,000 transactions per month for free, and up to five transactions within the same second. After that you must select a paid plan from Microsoft.*

2. Select **64 bit** or **34 bit** radio button whichever suits your machine.

*This setting typically should be set to 64 bit. However in some environments it may need to be set to 32 bit, even occasionally on a 64 bit machine. If you are seeing error in the event log related to bing speech, you can try 32 bit mode. Be sure to restart the windows service every time you change this setting.*

- *Get an API Key*

To get an API key, follow these steps:

1. Go to this link: https://www.microsoft.com/cognitive-services/en-us/subscriptions
2. Log in with you Microsoft Account
3. Select the **Bing Speech API** and click **Subscribe**
4. Copy your API key from your subscription and save it into this configuration screen
5. For pricing and details past 5,000 transactions, go to: https://www.microsoft.com/cognitive-services/en-us/pricing

## Step 14: Configure Voicemail Escalation

### Escalation tab

While 3CX Extension Managers administer the escalation feature using the web portal, there is one default settings: '**Sleep Seconds'** that can be changed here. This setting instructs Voicemail Manager to wait a number seconds before processing a new voicemail. 3CX caches the entire voicemail in memory until the caller hangs up, or the maximum voicemail length is reached, then the entire voicemail is written to disk. This process usually takes a few milliseconds, but it's a best practice to give the operating system time to finish writing the file and release the lock on the file before attempting to attach the recording to an email.

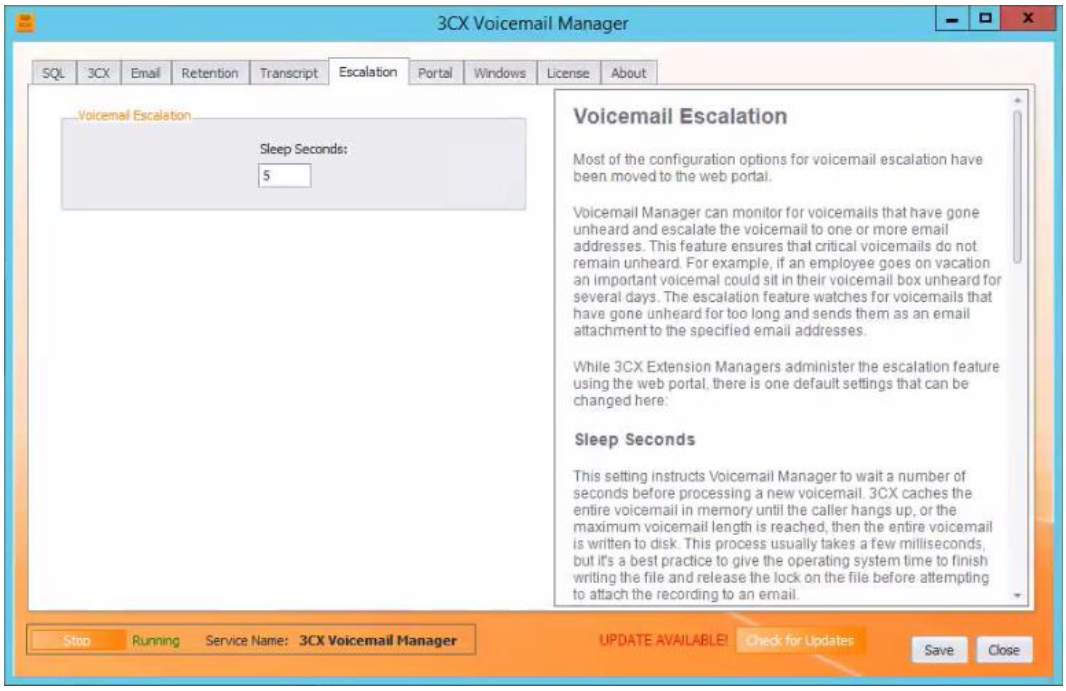



*Figure 14: Configure Sleep Seconds*

- Under **Voicemail Escalation** section, in the **Sleep Seconds** field, enter the number of seconds so that the Voicemail Manager can wait for the specified time before processing a new voicemail.

*Most of the configuration options for voicemail escalation have been moved to the web portal.*

## Step 15: 3CX Voicemail Manager Windows User

### Windows tab

If you wish to run 3CX Voicemail Manager as a user other than the default local VoIPTools user, you can specify the desired user here. To apply this change, you need to perform several tasks:

1. Change the 3CX Voicemail Manager IIS Application Pool login user
2. Recycle the IIS Application Pool and Website
3. Change the 3CX Voicemail Manager Windows Service login user
4. Grant the user "Login as a service" right
5. Restart the 3CX Voicemail Manager service

- *Windows Authentication*
    1. In the **Domain Name** field, enter the Windows Domain Name
    2. In the **User Name** field, enter the Network (domain) user name
    3. In the **Password** field, enter Network (domain) Password
    4. Click **Apply**

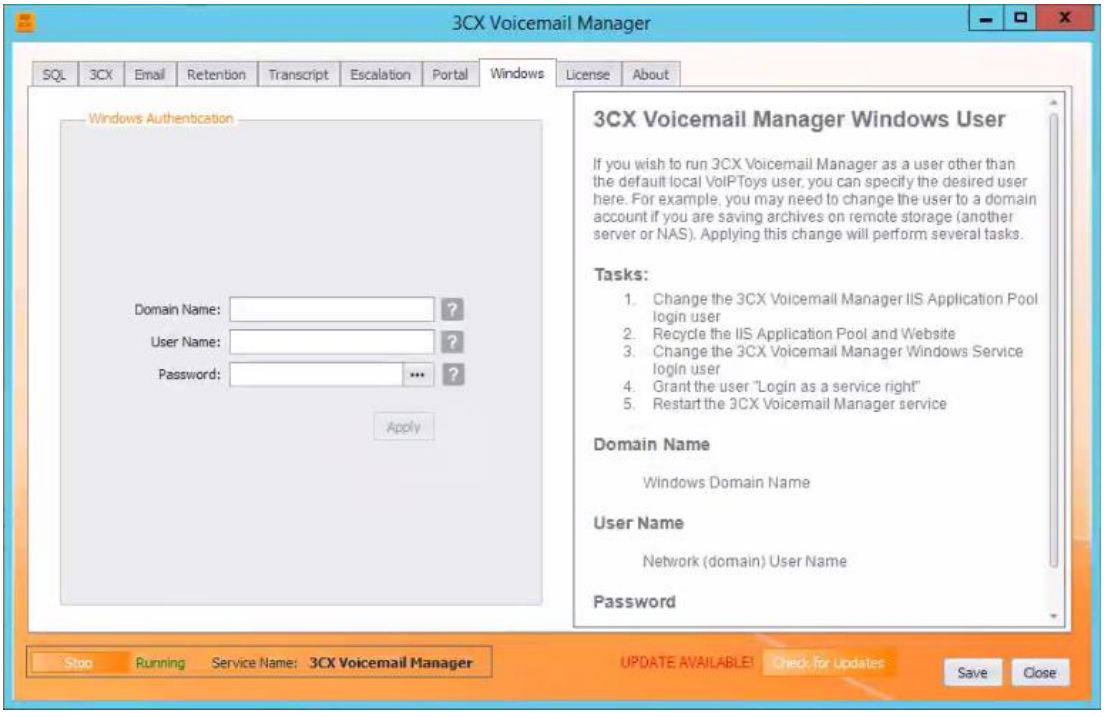



*Figure 15: Windows Authentication*

# Web Portal

To access the 3CX Voicemail Manager web portal, click the **Web Portal** button on the configuration program, or click on the desktop icon that was created during the installation process (3CX Voicemail Manager Web).

## Login to Web Portal

When connecting to the web portal, you will be asked to provide login credentials:

1. In the **Extension** field, enter your 3CX extension number
2. In the **PIN** field, enter your 3CX Voicemail PIN
3. Click **Login** button to login to your account

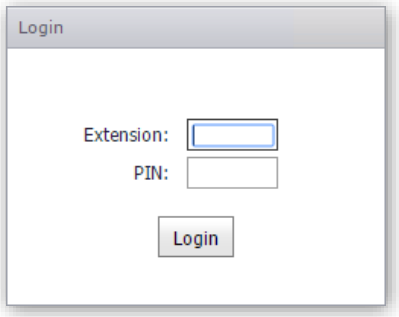



*Figure 16: 3CX Voicemail Manager Web Portal Login*

## Setting up Voicemail Manager

### 3CX Voicemail Manager Introduction

The 3CX Voicemail Manager Web portal enables you to easily find voicemails using the built-in query manager. From the portal you can listen to, download, email, forward, and delete voicemails.

- *Requirements*

  Internet Information Server (IIS) version 7 or above is required. IIS is free, and can be installed on all versions of Windows including Windows 7 and above.

- *Web Portal URL*

  The default URL for accessing the web portal is http://localhost:5650/Login.aspx The port number 5650 is arbitrary and can be changed in IIS if desired.

- *VoipToys Local User Account*

The installer automatically creates a 3CX Voicemail Manager website in IIS. A local user account named "VoIPToys" is created, and the site is configured to use this account. The default password for the VoIPToys user is "VoIPToys". Normally you will never need to interact with this account. However, if you archive voicemails on a different server, you may need to change this account to a domain account with rights to the archive folder. To change the user account used by 3CX Voicemail Manager, use the "Windows" tab to update the user.

## Voicemails

1. Selecting the **Voicemails** menu option displays the list of all the call records made by the caller to other extensions along with other details like **caller name**, call **duration**, **created** time, **notified** time, **heard** time, **transcription**, **voicemail**, and **archive**.
2. **Display Time Zone** dropdown enables you to select appropriate time zone to view the time details accordingly.
3. **Create Filter** button enables you to create a filter that displays qualified records based on the search criteria.

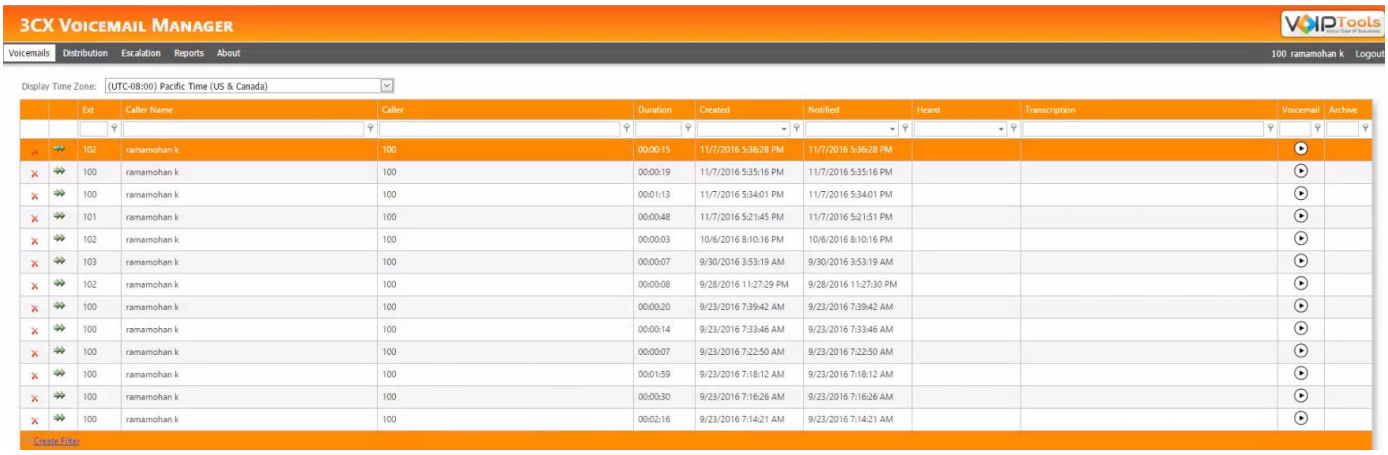



*Figure 17: 3CX Voicemail Manager-Web Portal-Voicemails tab*

- *Create Filter*

The **Filter** in 3CX Voicemail Manager uses built-in query builder which enables you to design more complex queries. To create a filter:

1. In the **Voicemail** tab, on the left hand corner of the screen, click **Create Filter** link. An easy to use query builder displays.
2. Design more complex queries by making use of the options provided in the builder.

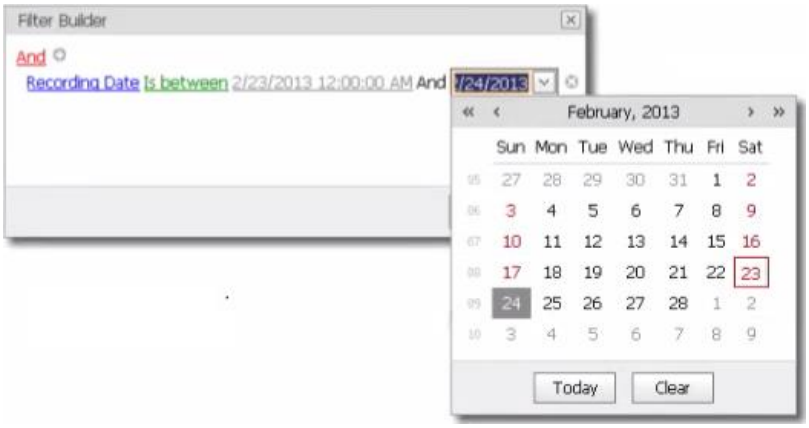



*Figure 18: Filter – Built-in Query Builder*

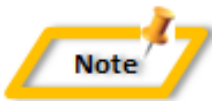
- *Listen to Voicemail*

You can listen to the original wav file if it has not been deleted by the owner, administrator, or retention policy, or you can listen to the archived version (if archiving voicemails is configured).

*To listen to voicemail from within the browser, your web browser must support HTML5 Audio. The current version of all major browsers supports this feature. For older browsers you can download the voicemail and play it from your computer.*

1. Click ▶ **play** button beside the voicemail.
2. In the **Play Recording** dialog box, you can **play**, **scrub**, **mute**, and **adjust** the volume of the voicemail.

*Figure 19: Play Recording dialog box*




*If 3CX Voicemail Manager cannot find the voicemail, the ▶ **play** button will not display.*

- *Email Recording*

You can email the voicemail recordings to specific email addresses when required. Because voicemails can be very large, consider sending the archived version of the voicemail. This version of the voicemail is saved in .MP3 format which is much smaller and therefore less likely to be blocked by email servers because the voicemail exceeds the maximum email attachment size.

1. On the **Play Recording** dialog box, click **Email Recording** button.

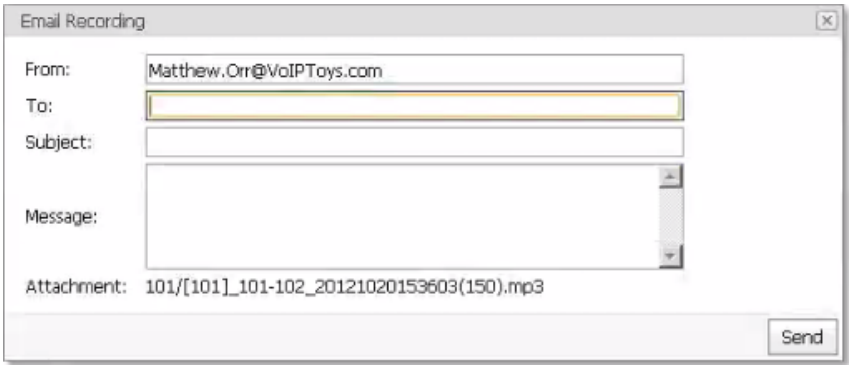



*Figure 20: Email Recording dialog box*

*If an email is already configured to your extension in 3CX then, it appears automatically in the **From** field.*

2. In the **To** and **From** fields, enter email addresses where you want to mail the recordings.
3. Enter a brief subject and message in the **Subject** and **Message** field respectively.

- *Download Recording*

On the **Play Recording** dialog box, click **Download Recording** button to copy the voicemail from the server to your computer.

- *Delete Voicemail*

  This option only deletes the original voicemail (.wav file). Archived voicemails cannot be deleted through the web portal.

*Deleting voicemail through the web portal will also delete the original voicemail from 3CX and 3CX Phone.*

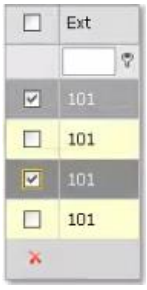



*Figure 21: Delete Voicemails*

## Distribution

The **Distribution** feature makes it easy to designate a standard 3CX voicemail box as a "group" voicemail box. When a voicemail is saved in a group voicemail box, the voicemail is automatically pushed to the extensions listed in the distribution group. This is a great way for the company CEO to send a voicemail message to all employees, or for a manager to send a voicemail to everyone in their group.

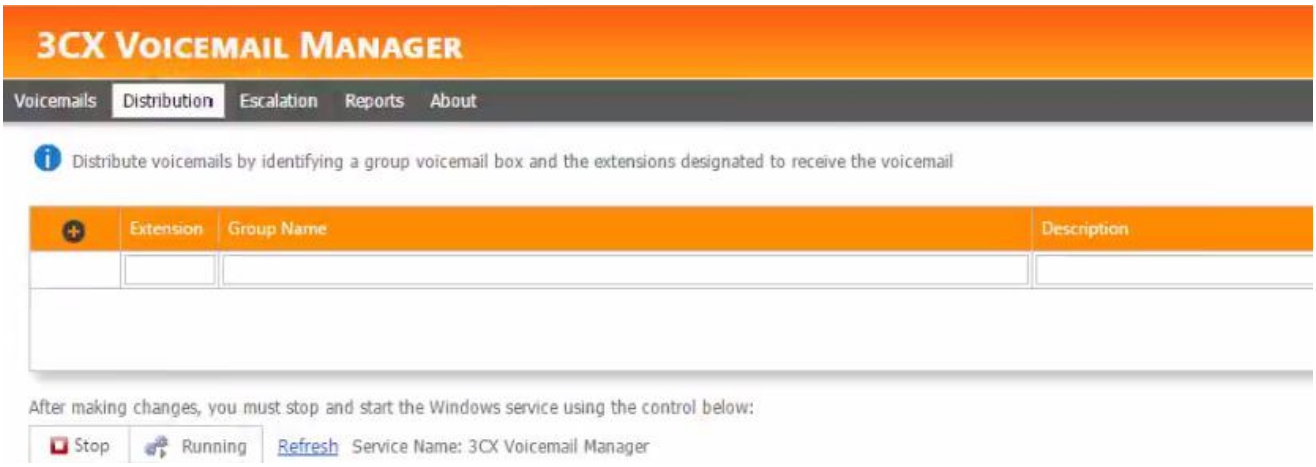



*Figure 22: Distribute Voicemails by identifying a group voicemail box*

- *Add/ Edit Group*

The **Add/ Edit Group** button displays a dialog box where you can designate a new or edit and existing voicemail box. The extensions that you assign to the group voicemail box will receive a copy of voicemails saved in the group voicemail box.

1. On the tab bar, in the **Distribution** tab, click **Add/ Edit Group** button.
2. In the **Add/ Edit Group** dialog box, from the **Group Voicemail** dropdown, select the extension to set as admin for the group voicemail box.
3. In the **Group Name** field, enter the name of the group voicemail box
4. In the **Description** field, enter the description for the group voicemail box
5. From the **Group Members** list box that lists all the user extensions defined in 3CX, select the extensions that you want to assign as a member of the group voicemail box.
6. Click **Save** button to create the new group voicemail box, or save any changes to an existing group voicemail box.

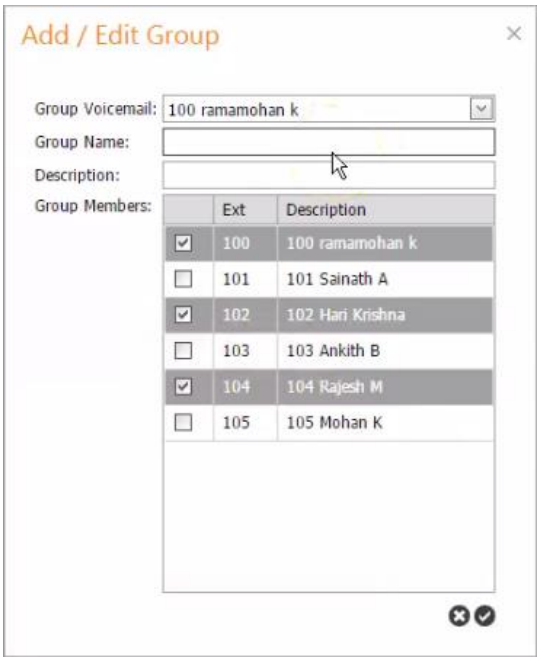



*Figure 23: Add/ Edit Group dialog box*

## Escalation

With the **Escalation** feature, you can ensure important voicemails never go unheard. This feature makes it easy to automatically escalate unheard voicemails to the designated email addresses. For example, you can escalate sales voicemails to the sales manager when salesperson is on vacation. Simply create a "Sales" extension group in 3CX, assign all the sales extensions to this group, then configure the group for escalation. With escalation, any extensions in this group will be monitored for unheard voicemails. If an unheard voicemail is detected, the voicemail will be escalated automatically to the designated email addresses.

- *Create an Escalation*

1. On the tab bar, in the **Escalation** tab, click **Add Escalation** button.
2. From the **Extension Group** drop down, select the extension group that you want to monitor.
3. In the **Expire** field, enter the time (in minutes)
4. In the **Emails** text box, enter one or more email addresses separated by commas, to which you want to mail the escalated voicemail
5. Click **Save** to save the changes

Note *Restart service after adding/ changing an Extension Group to monitor.*

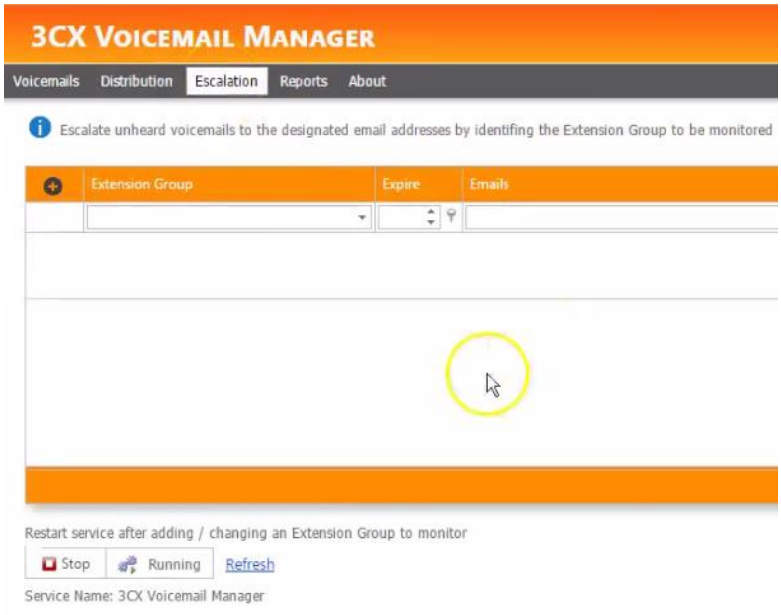



*Figure 24: Escalate unheard voicemails*

# Support

If you need support, would like to request an enhancement to Voicemail Manager, or are interested in discussing a custom solution, you can contact as at the following:


| | |
|---|---|
| **Address:** | 2306 Shimmering Bay Lane |
| | Cincinnati, OH 45244-2760 |
| **Hours:** | Monday – Friday |
| | 8:00 A.M. – 5:00 P.M. Central Standard Time |
| **Phone:** | USA Tool Free: +1 801-642-4655 |
| **Skype:** | VoIPToys |
| **Email:** | info@VoIPTools.com |
| **Web:** | http://www.VoIPTools.com |