

Voice Mail System User's Guide

Personal Mailbox Management (PMM) Utility Program

VERSION 2.0

MARCH, 2005

PROPRIETARY

Contents

1. Introduction	1
2. Personal Mailbox Management (PMM) Utility Program	2
Setting Up the PMM Utility Program.....	2
Installing the PMM Software.....	3
Starting the PMM Utility Program.....	5
Personal Mailbox Management Screen.....	7
Mailbox Settings.....	7
Mailbox Notifications	11
Mailbox Statistics.....	14
Communication.....	15
3. Mailbox Owner Operations	16
User's Main Menu.....	17
Retrieve Messages (1).....	18
Mailbox Settings (2).....	18

List of Figures

Figure 1: PMM Installation Window: IP Address	3
Figure 2: PMM Installation Window: Mailbox Number	4
Figure 3: MS Outlook window with Forward as Wave button	4
Figure 4: PMM Mailbox Settings Page	7
Figure 5: PMM Mailbox Notification Page.....	11
Figure 6: Mailbox Statistics Page.....	14
Figure 7: Mailbox Quick Reference Guide: User's Main Menu	16

1. Introduction

Congratulations on purchasing your new Voice Mail System!

This *Voice Mail System User Guide* describes the different features of your new Voice Mail System (VMS) and explains how to set up your personal VMS mailbox. You should read this manual before installation and operation to take full advantage of available options.

There are two methods you will use to set up your new VMS:

- Personal Mailbox Management (PMM) Utility Program – a specially designed graphic user interface (GUI) that lets you define your mailbox settings (Chapter 2).
- Directly from your telephone extension – which you must use to record your outgoing messages and can be used to hear incoming messages (Chapter 3).

This manual assumes that the global VMS settings that you will choose from have already been defined by your VMS Administrator.

2. Personal Mailbox Management (PMM) Utility Program

The Personal Mailbox Management (PMM) is a utility program that lets you setup and maintain your personal mailbox. Via the Local Area Network (LAN) connection, each mailbox owner can easily change the main voice mail parameters, such as Password, Language and Mailbox type. The PMM also provides mailbox owners with statistics on their own personal mailbox.

Setting Up the PMM Utility Program

This section describes how to install and start your PMM software on the PC that you will use to set up and manage your personal VMS account.

If you are installing the software from the accompanying CD, begin at Step 1.

If you are installing the software from the network, skip to Step 3.



NOTES

The PMM software can be downloaded, installed and used for your Personal Mailbox configuration.

The Mailbox owner's PC must be connected to a TCP/IP protocol based Local Area Network (LAN).

The system administrator provides the mailbox owners with access to the external notification variable parameters.

During installation, the VMS's IP address and Voice Mailbox number are needed. Check this data with your local network administrator. The PMM software will not run if this required data is not entered during installation.

The VMS's IP address and Voice Mailbox number cannot be changed once defined.

Installing the PMM Software



1. Insert the PMM CD in the CD-ROM drive of your PC. The CD should run automatically.
2. If the CD does not run automatically, select Start ⇒ Run, then click the Browse button to view the contents of the CD. Open the Software directory, then open the PMM Installation directory and find the Setup.exe file (icon displayed on the left) and open it.
3. The following PMM Setup window appears to enter the IP Address.

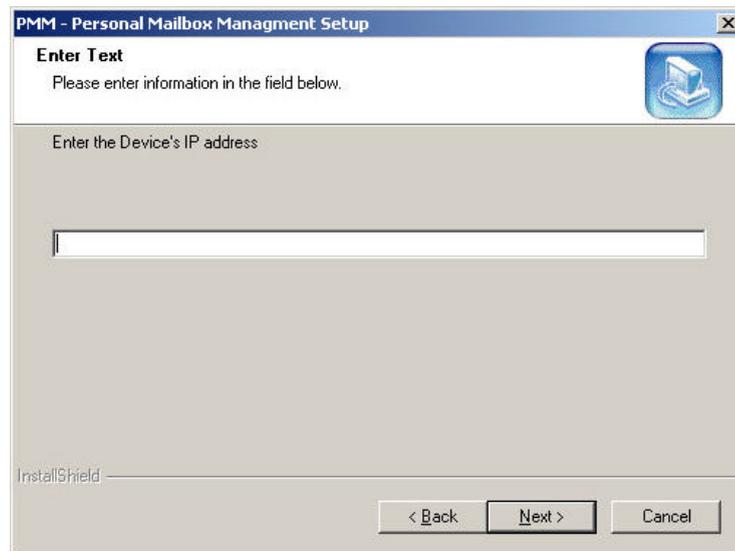


Figure 1: PMM Installation Window: IP Address

Enter the Network IP Address of the VMS in this window. Contact your Network Administrator if you do not know this address. When you are done, click Next.

4. The following PMM Setup window appears to enter the Mailbox Number.

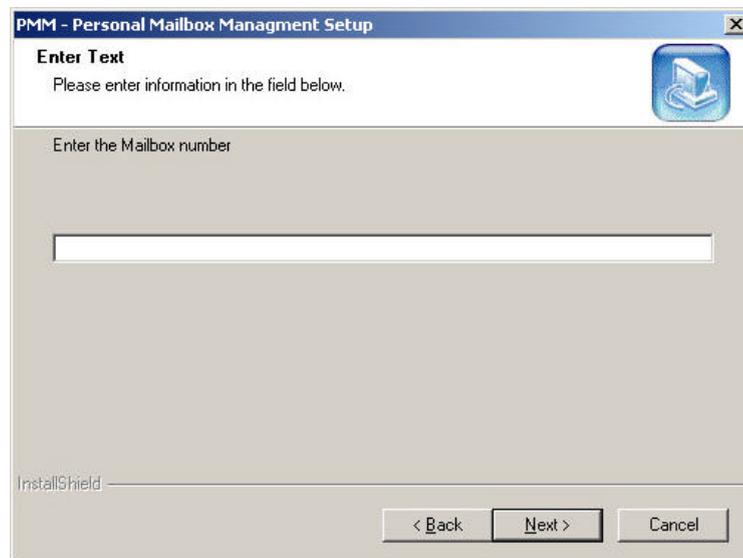


Figure 2: PMM Installation Window: Mailbox Number

Enter your Personal Mailbox number in this window.

5. Open your E-mail client application (e.g., MS Outlook/Express) and check if the new Forward as Wave button has been added to your toolbar (see Figure 3). You will click the Forward as Wave button to convert recorded messages that the VMS send to your E-mail account in .NET format to .WAV format.

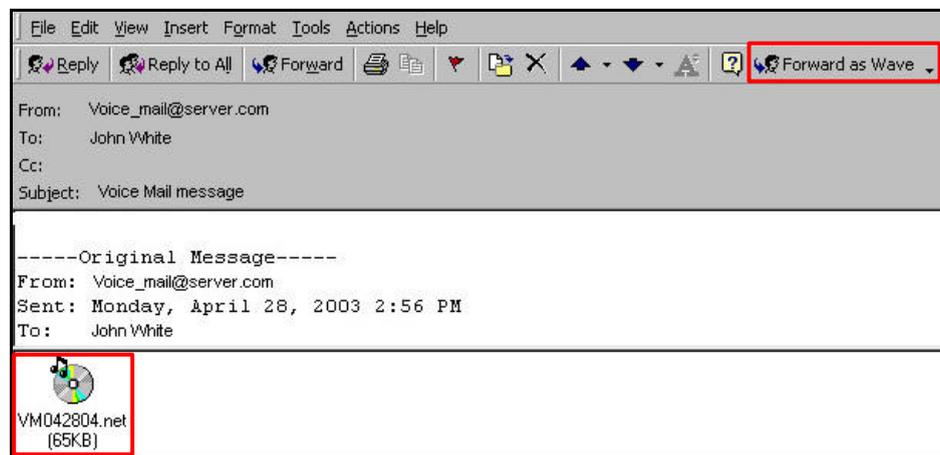


Figure 3: MS Outlook window with Forward as Wave button



NOTES

During your VMS installation, a new driver is added to your PC that lets the PMM software automatically convert an attached .NET file in an E-mail to a .WAV when you open it. Your Audio Player program (e.g., Windows Media Player) then plays this new .WAV file.

If you are not using MS Outlook/Express for E-mail, the Forward as Wave button will not appear.

To forward an attached VMS message file, you must first open the attached .NET file (it is converted to a .WAV) and then save it as the new .WAV file. You can now attach this saved .WAV to your E-mail message and forward it.

Starting the PMM Utility Program

1. Do one of the following:
 - Select Start ⇒ Run ⇒ PMM – Personal Mailbox Management <version> ⇒ PMM.
 - Double-click on the PMM shortcut on your desktop (displayed to the left).
2. Click OK to view your mailbox settings.
3. Enter your password (default = 1234) and click on OK. The main PMM screen appears. If it does not, see Notes below. The mailbox owner can now change the parameters.



NOTES

Every time the PMM program starts, the Read Parameters action is automatically performed for the mailbox number that was defined during the installation. You are not able to read parameters from a different mailbox.

The telephone's extension number is not relevant for a Virtual Mailbox.



NOTES

A message box may prompt you to "Work Off-Line" due to any of the following 3 situations:

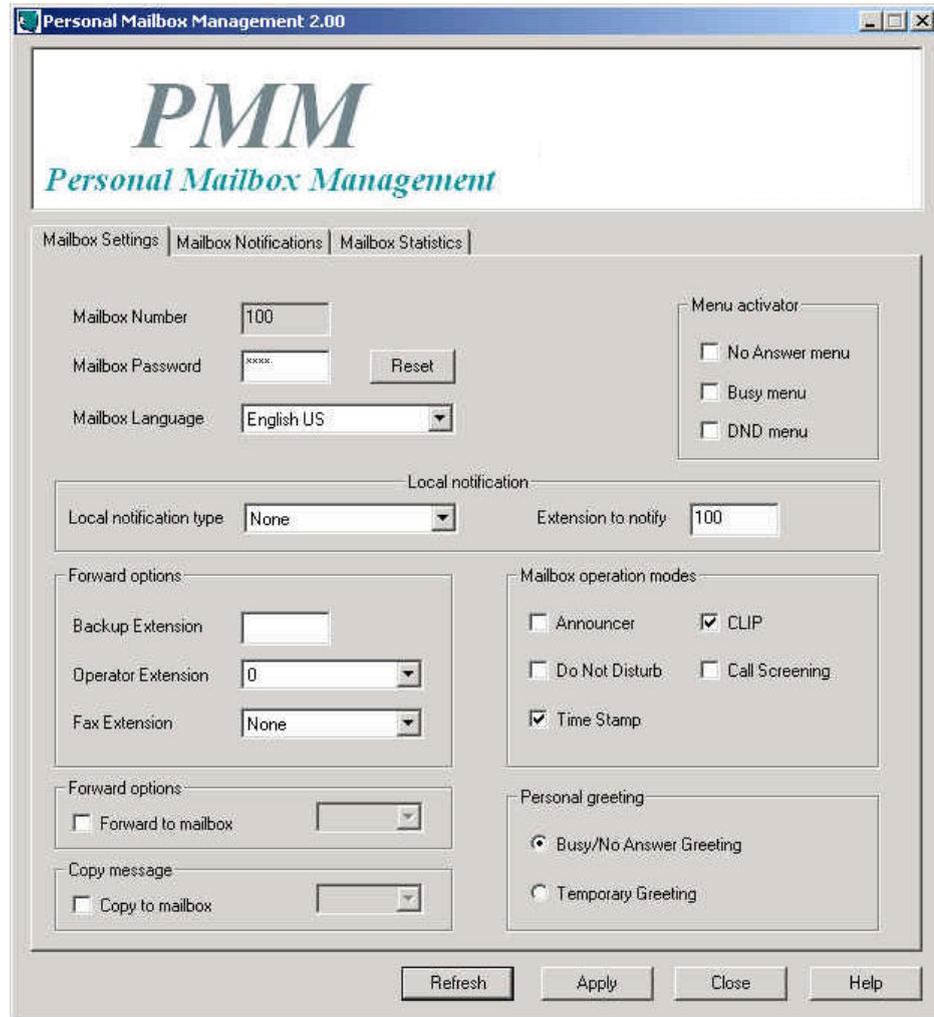
1. The defined mailbox does not exist.
What to Do: Contact the system administrator for help.
2. The incorrect password has been entered 3 times.
What to Do: Use the off-line state to check if your mailbox number is correct. The system administrator can reset your mailbox password.
3. There is a communication failure and the PMM failed reading the data.
What to Do: Check with your system administrator if there is a communication failure.

Personal Mailbox Management Screen

The main Personal Mailbox Management screen is divided into three pages: Mailbox Settings, Mailbox Notifications, Mailbox Statistics.

Mailbox Settings

The Mailbox Settings page provides numerous settings for your personal mailbox.



The screenshot shows the 'Personal Mailbox Management 2.00' application window. The title bar includes standard window controls. The main content area features the 'PMM Personal Mailbox Management' logo at the top. Below the logo are three tabs: 'Mailbox Settings' (selected), 'Mailbox Notifications', and 'Mailbox Statistics'. The 'Mailbox Settings' tab contains several sections: 'Mailbox Number' (text box with '100'), 'Mailbox Password' (text box with 'xxxx' and a 'Reset' button), 'Mailbox Language' (dropdown menu with 'English US'), 'Menu activator' (checkboxes for 'No Answer menu', 'Busy menu', and 'DND menu'), 'Local notification' (dropdown for 'Local notification type' set to 'None' and 'Extension to notify' text box with '100'), 'Forward options' (text boxes for 'Backup Extension', 'Operator Extension' with '0', and 'Fax Extension' with 'None'), 'Mailbox operation modes' (checkboxes for 'Announcer', 'Do Not Disturb', 'Time Stamp', and 'CLIP' which is checked; also 'Call Screening'), 'Personal greeting' (radio buttons for 'Busy/No Answer Greeting' and 'Temporary Greeting'), and 'Copy message' (checkboxes for 'Forward to mailbox' and 'Copy to mailbox', each with a dropdown menu). At the bottom of the window are four buttons: 'Refresh', 'Apply', 'Close', and 'Help'.

Figure 4: PMM Mailbox Settings Page

The Mailbox Settings page displays the following user-defined parameters:

Parameter	Usage
General	
Mailbox Number	Current Mailbox number (field is read-only).
Mailbox Password	Access code to change Mailbox's features. Press the Reset button to change this password.
Mailbox Language	Select the language the mailbox should use to play system messages.
Local Notification	
Local Notification Type	<p>None No notification is made.</p> <p>MSG Light 1 Turns the telephone's light on and changes the dial tone of the extension, depending on the PBX. (This will work only if the VMS Administrator has defined this code.)</p> <p>MSG Light 2 Identical to Message Light 1, but for PBX units that support more than one type of message notification code.</p> <p>Sign Ring System rings the extension number once, to inform the mailbox owner of new messages.</p> <p>Rings System rings an internal or external number for a period of time to inform the mailbox owner of new messages. When the owner of the mailbox calls the mailbox, the unit plays a menu for retrieving the messages.</p> <p>The period of time that the system rings the number is defined by the VMS Administrator.</p>
Extension to Notify	After a new message has been recorded, a local message notification will be sent to this extension number.
Transfer Options	<p>Provides the possibility to transfer a call to another destination while the Personal Opening Greeting is playing.</p> <p>Note: These features are relevant only to incoming external calls, not from extensions within the internal phone system</p>

Parameter	Usage
Backup Extension	Transfers a call to this extension while the Personal Greeting message is playing if the caller dials the specified digit (i.e., Backup Extension ID code). Note: The VMS Administrator must have specified the Backup Extension ID code.
Operator Extension	Transfers a call to one of eight local Operators while the Personal Greeting message is playing if the caller dials the specified digit (i.e., Backup Extension ID code). Note: The VMS Administrator must have specified the Operator ID code to transfer a call.
FAX Extension	If fax data signal is detected during the Personal Greeting message, automatically transfers the call to the specified fax extension.
Personal Greeting	Choice of Busy/No Answer or Temporary greetings.
Busy/No Answer Greeting	Activates the Busy/No Answer greeting for the mailbox.
Temporary Greeting	Activates the Temporary greeting for the mailbox
Mailbox Operation	Special features that help you limit incoming calls. Note: These features are relevant only to incoming external calls, not from extensions within the internal phone system
Announcer	Plays a pre-recorded personal greeting without allowing the caller to leave a message.
Do Not Disturb (DND)	Automatically plays the pre-recorded Do Not Disturb message and prevents the phone from ringing. All calls are automatically diverted to voicemail. Note: No calls can be transferred from an Automated Attendant to an extension in DND mode.
Time Stamp	Plays the time and date that a message was recorded.
CLIP	Activates the Calling Line Identification Presentation for announcing Source ID (i.e., Caller's ID) number. Note: PBX must support for this feature to function properly.

Parameter	Usage
Call Screening	<p>Activates the Call Screening function for the mailbox.</p> <p>Note: Works only on condition that the call was routed via an attached Automated Attendant system.</p> <p>When activated, callers are first asked to record their names, after which the extension rings. When the call is answered, the recording with the person's name is played and a choice is offered: Accept Call (the call is put through) or Reject Call (the caller is directed to leave a message).</p> <p>This feature must be enabled by the VMS Administrator.</p> <p>Note: During screening, an incoming calls holds the communication port until the cal is completed.</p>
Menu Activator	<p>Note: These features are relevant only to incoming external calls, not from extensions within the internal phone system</p>
No Answer Menu	<p>Activates the pre-defined System No Answer menu.</p>
Busy Menu	<p>Activates the pre-defined System Busy menu.</p>
DND Menu	<p>Activates the pre-defined System Do Not Disturb menu.</p>

Mailbox Notifications

The Mailbox Notifications page provides several options for notifying different external numbers that a message has been left.

Mailbox Notifications work on condition that the Local Notifications Type is not None and an Extension to Notify has been entered.

	Notification kind	Number	Cascade Notification	From hour	To hour
<input type="checkbox"/>	Phone			08:00	22:00
<input type="checkbox"/>	Phone			08:00	22:00
<input type="checkbox"/>	Phone			08:00	22:00
<input type="checkbox"/>	Phone			08:00	22:00
<input type="checkbox"/>	Phone			08:00	22:00
<input type="checkbox"/>	Phone			08:00	22:00
<input type="checkbox"/>	Phone			08:00	22:00
<input type="checkbox"/>	Phone			08:00	22:00
<input type="checkbox"/>	Phone			08:00	22:00

Figure 5: PMM Mailbox Notification Page



NOTE

The mailbox owner can only define the external notification options if the VMS Administrator has provided the permission for this mailbox. The "External notification is Allowed" checkbox always appears disabled.

The Mailbox Notification page displays the following user-defined parameters:

Parameter	Usage
Cascade Notification	Lists 9 numbers to notify that a message was received. Notifications are made in cascading order, based on the From and To hour specified.
Checkbox	Check to enable a notification to an external device by the VMS that the mailbox owner has received a new message.
Notification Kind	<p>Select the type of device you want to notify:</p> <p>Phone (External)</p> <p>Enter the external telephone number for the VMS to call when the mailbox receives a new message.</p> <p>When this number is answered, the VMS announces that a new call has been received.</p> <p>To play the recorded message, enter the correct password.</p> <p>Pager</p> <p>Enter the following <numbers> in this order: <pager number for the VMS to call><\$><subscriber's ID><message code>.</p> <p>The code combination/message helps the person identify the reason for being paged. It can be up to 20 of the following entries: 1234567890*#.</p> <p>Note: A, B, C, D are also acceptable DTMF code options that you can enter. But they will appear only if the pager supports their display.</p> <p>SMS</p> <p>Enter a mobile phone number.</p> <p>The VMS sends SMS text, defined by the VMS administrator, alerting that a new message has been recorded.</p> <p>Note 1: This feature will work only when the SMS Notification feature has been enabled by the VMS Administrator.</p> <p>Note 2: This feature will also send an SMS to other communication devices, such as a Palm Pilot, if supported by the device.</p>
Number	Enter the required number, as explained in Notification Kind above.
From Hour	Enter beginning range of time that a notification may be sent to this number.

Parameter	Usage
To Hour	Enter ending range of time that a notification may be sent to this number. Note: If a call is received after this time, a notification will only be sent the following day after the From hour and if the message has not yet been heard and no message notification has yet been sent to another number.
Start Notification Delay	Amount of time after which the notification cascade will start. Default is 30 minute.
Notifications Time Interval	Amount of time after which the next notification kind is started. Default is 30 minutes.
Loop Time Interval	Check box to enable, then set the amount of minutes between cascade loops.
E-mail Target Address	Sets up E-mail notification and defines what to do with the recorded incoming message.
Enable Checkbox	Enables E-mail notification.
Email Target Address	Relevant E-mail address to which the VMS will forward messages.
Message Type	Without attachment The E-mail will be sent to the target E-mail address, with information about a new recorded message, but without an attachment. With voice message attached The E-mail with the attached media file, containing the recorded message, will be sent to the target E-mail address. Voice message attached and saved The E-mail with the attached media file, containing the recorded message, will be sent to the target E-mail address and the message will be marked as saved in the VMS. Voice message attached and deleted The E-mail with the attached media file, containing the recorded message, will be sent to the target E-mail address and the message will be marked as deleted in the VMS.

Mailbox Statistics

The Mailbox Statistics page displays figures on how your mailbox is being used.

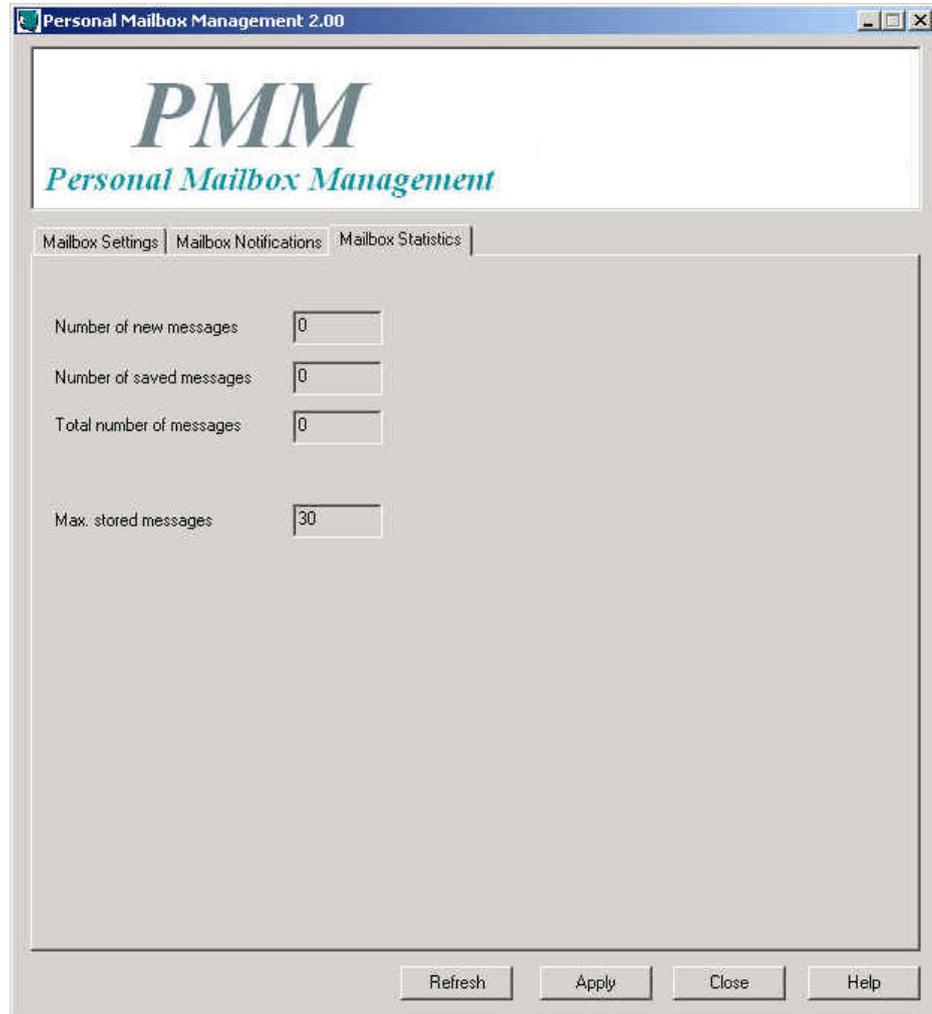


Figure 6: Mailbox Statistics Page

The Mailbox Statistics page displays the following usage figures:

Parameter	Usage
Number of new messages	Shows the number of the new messages that have not been heard.
Number of saved messages	Shows the number of the saved messages.
Total number of messages	Shows the total number of recorded messages.
Max. stored messages	Shows the maximum number of messages that can be recorded in the mailbox.

Communication

You are able to refresh your mailbox data and to send changes you make in your personal mailbox settings to the VMS.

To refresh your mailbox data:

1. When inside the PMM program, click on Refresh.
2. Click on OK

To upload changes for your mailbox to the VMS:

1. Click on the Apply button in the PMM program
2. Click on OK

3. Mailbox Owner Operations

Each mailbox owner can execute the following operations:

- Retrieve messages
- Send messages
- Set mailbox greetings

Use the outline in Figure 7 for a quick reference guide to mailbox menus, or continue to the procedures below.

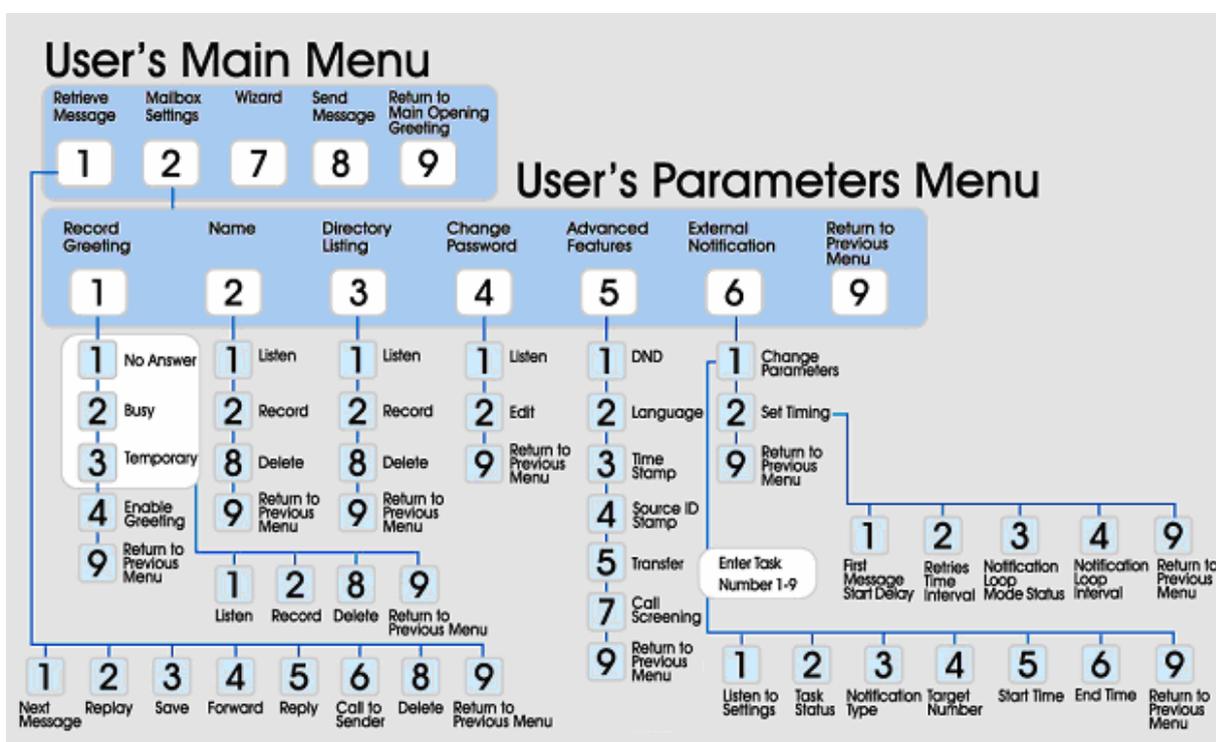


Figure 7: Mailbox Quick Reference Guide: User's Main Menu

User's Main Menu

To enter the user's main menu, use one of the following three methods:

- Enter the Automated Attendant access digits for retrieving messages.
- Press an access digit during the mailbox greeting.
- Dial the voice mail extension and, if the PBX supports the in-band DTMF protocol, enter the mailbox menu automatically.



NOTE

You can also enter the User's Main Menu by dialing the programmed "Key to retrieve messages" while the mailbox greeting is played (Default=9).

When the VMS announces the number of received messages and plays the main menu, press the digit corresponding to the required option.



NOTE

By entering #, an internal caller can reach the Opening Greeting. If the Automated Attendant is programmed to offer a Retrieve Messages option, you can select it and enter a different mailbox number in the VMS (if the Retrieve Messages feature is configured in the Main Script).

Choose from the following Main Menu options:

Digit	Usage
1	Retrieve messages. Automatically plays new messages, then ones that have already been heard.
2	Set the mailbox parameters.
7	Run the Wizard to setup your mailbox.
8	Send a message to a specific mailbox or to a group of mailboxes.
9	Exit the main menu and return to the Automated Attendant.

Retrieve Messages (1)

After pressing 1 from the Main Menu, choose from the following options:

Digit	Usage
1.1	Play the first/next message.
1.2	Replay the current message.
1.3	Save the current message.
1.4	Forward the current message to another mailbox.
1.5	Reply to the message Note: This feature works only if the attached PBX supports Caller IDs or if the message was left from an internal extension calling through the VMS.
1.6	Call to message sender Note: This feature works only if the attached PBX supports Caller IDs or if the message was left from an internal extension calling through the VMS.
1.8	Delete the current message.
1.9	Return to the User's Main Menu.



NOTE

During playback of a message, pressing 0 will PAUSE the message. Pressing any other key will continue playing the rest of the message. If no key is pressed within 50 seconds after pausing, the call is terminated.

Note: You cannot use PAUSE during the time stamp message.

Mailbox Settings (2)

After pressing 2 from the Main Menu, choose from the following options:

Digit	Usage
2.1	Record a Greeting Message for the mailbox.
2.2	Record your name.
2.3	Set the Directory Listing parameters.
2.4	Change the Mailbox Access Password.
2.5	Change advanced features.
2.6	Set the External Notification parameters (if allowed).
2.9	Return to the Main Menu.

Mailbox Settings (2) / Record Greeting (1)

Choose from the following options:

Digit	Usage
2.1.1	Record the No Answer greeting.
2.1.2	Record the Busy greeting.
2.1.3	Record the Temporary greeting
2.1.4	Enable one of the Personal Greetings: Busy/No Answer or Temporary
2.1.9	Return to the Mailbox Settings Menu.

After recording your greeting, choose from the following options:

Digit	Usage
1	Play the Current greeting message.
2	Record a new greeting message.
8	Delete the Current message.
9	Return to the Mailbox Settings Menu.

Mailbox Settings (2) / Name (2)

Choose from the following options:

Digit	Usage
2.2.1	Play the current recording.
2.2.2	Record a new name.
2.2.8	Delete the current name.
2.2.9	Return to the Mailbox Settings Menu.

Mailbox Settings (2) / Directory Listing (3)

The Directory Listing code is how the mailbox owner's name will be listed in an attached Automated Attendant system. You must enter 3 DTMF codes corresponding to the name (i.e., first or last) as defined by the VMS Administrator.

Choose from the following options:

Digit	Usage
2.3.1	Play the current directory listing code.
2.3.2	Record the directory listing code.
2.3.8	Delete the directory listing code.
2.3.9	Return to the Mailbox Settings Menu.

Mailbox Settings (2) / Change Password (4)

Choose from the following options:

Digit	Usage
2.4.1	Play the current 4-digit password.
2.4.2	Change the current password. Dial four digits (0 to 9) for the new password. Notes: To disable the password, dial 0000. The VMS Administrator can also reset the mailbox password to the default password.
2.4.9	Return to the Mailbox Settings Menu.

Mailbox Settings (2) / Advanced Features (5)

Choose from the following options:

Digit	Usage
2.5.1	Activate Do Not Disturb (DND) (Enabled or Disabled).
2.5.2	Set the Mailbox Language.
2.5.3	Set the Time Stamp Playback Status.
2.5.4	Set the Caller Id Stamp Playback Status.
2.5.5	Set the Transfer options. Press the digit of the selected Transfer Menu option: 1 Backup Extension 9 Go to the Main User's menu
2.5.7	Activate the Call Screening feature.
2.5.9	Return to the Mailbox Settings Menu.

Mailbox Settings (2) / External Notification (6)

Before being activated by the end-user, the External Notification of a Mailbox function must be enabled by the VMS Administrator.

Choose from the following options:

Digit	Usage
2.6.1	Change the External Notification parameters. See Change Parameters table below for options.
2.6.2	Set the External Notification Timing. See Set Timing table below for options.
2.6.9	Return to the Mailbox Settings Menu.

Change Parameters

After you dial 1 from the External Notification menu, choose from the following Change Parameters options for the external notification of a mailbox:

Digit	Usage
1	Listen to Current Notification settings.
2	Change the Task Status. (Enable = 1, Disable= 2)
3	Change the Notification Type. Note: The Notification Type field can support: None=0 (default), Phone=1, Pager=2, or SMS=3.
4	Set Target Notification Number. Note: The "Phone Number" field supports DTMFs 0-9, *, #. Note: From the PMM screen, you can also add the following: A, B, C, D
5	Set Notification Task Start Time.
6	Set Notification Task Stop Time.
9	Return to the External Notification Menu.

Set Timing

After you dial 2 from the External Notification menu, choose from the following Set Timing options for the external notification of a mailbox:

Digit	Usage
1	1st message start delay.
2	Retries time interval.
3	Notification loop mode status.
4	Notification loop time interval.
9	Return to the previous menu.