



Integrated Messaging System

User's Manual

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Introduction

Overview

This manual is aimed at the ordinary telephone extension and email user who has the Integrated Messaging System client software installed.

A full explanation of how the system is installed and administered is covered in the IMS Administration & Installation manual.

What is Integrated Messaging System?

IMS is a facility, which enables Email users to deal with their Voicemail Messages through their normal Email user interface.

Voicemail messages can still be handled conventionally using the telephone. IMS gives the added ability to Read, Delete and Forward voicemail messages through the Email interface of Outlook or Exchange Client.

Voicemail messages are presented just like Email messages in the Inbox. When a voicemail message is opened a special form is displayed which enables the user to play back the message on the handset of their telephone. The Voicemail message itself remains in the Voice Manager with the IMS system being used to notify the user of new Voicemail messages, allowing them to deal with their messages from within their Inbox.

When a Voicemail message is Read, Forwarded or Deleted either from the Inbox or by using the phone its status is reflected in both the Voice Manager and the Inbox.

If required the IMS system can be set up, on a per user basis, to send voicemail messages as a file (.WAV) attached to the Email message notification. This allows the message to be played back directly on a PC which has sound capabilities. However this will cause a heavy load on the PC network and Exchange server and so is not recommended. Typically one minute of speech will generate a file requiring about 1Mbyte of storage space.

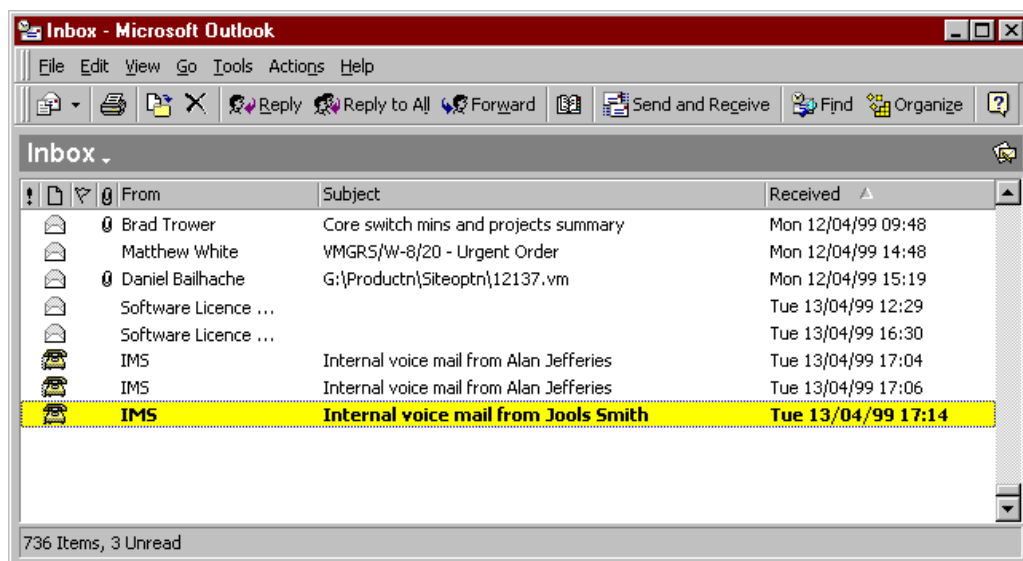
System Limitations

- IMS cannot playback Voicemail messages to an extension that has Divert switched on unless an INDeX version of 9.2 or higher is being used.
- You cannot playback Voicemail messages to an analogue extension using the 'Auto Answer' facility. Since this is on by default, if you have an analogue extension refer to "User Settings" on page 7 and ensure that '**Pick up automatically**' is not ticked.
- IMS cannot be used to Save a voicemail message, Compose a new voicemail message, Reply to a voicemail message or add comments to a Forwarded voicemail message.
- A Voicemail Message set as Urgent will loose its Urgent status once it has been read. This reflects the way in which the Voice Manager operates.
- Voicemail Messages should not be placed in Public Folders.

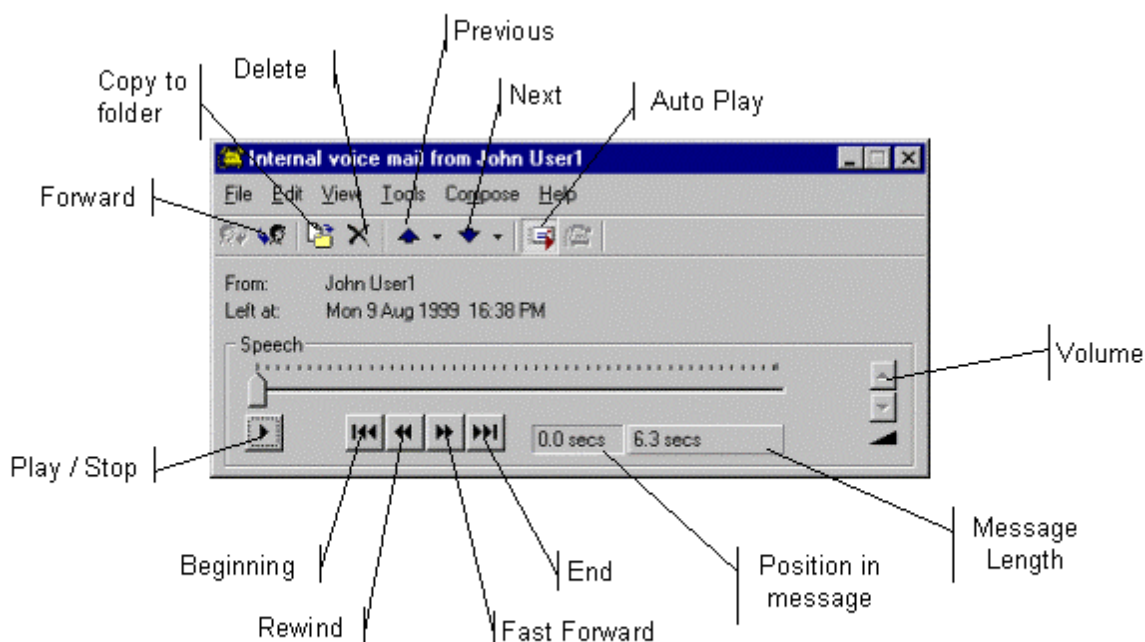
Using Outlook to Handle Voicemail

Opening a Voicemail Message

With IMS software installed on your PC you will find that your Voicemail messages will appear in your Inbox along with your Email messages. A Voicemail message is shown with a telephone icon. To listen to the message open it by double clicking on it.



When a Voicemail message is opened it will be displayed as shown below:



Playing a Voicemail Message

To play the message click on the **Play** (▶) button. The Voice Manager then calls your phone and plays the message to you. On handsfree phones, if you wish to listen to the message in private simply pick up the handset when the phone rings.

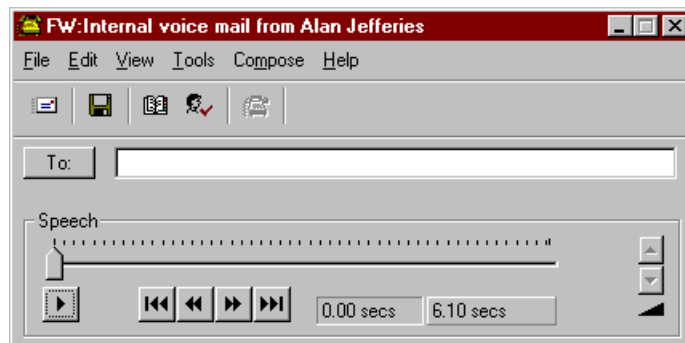
If the **Auto Play** button (▶) is enabled, messages are played automatically as soon as the message is opened.

The message playback controls, **Beginning**, **End**, **Rewind** and **Fast Forward** cannot be used while the message is playing. It is necessary to click on the **Stop** button first, reposition the message pointer and then click on **Play** again to continue.

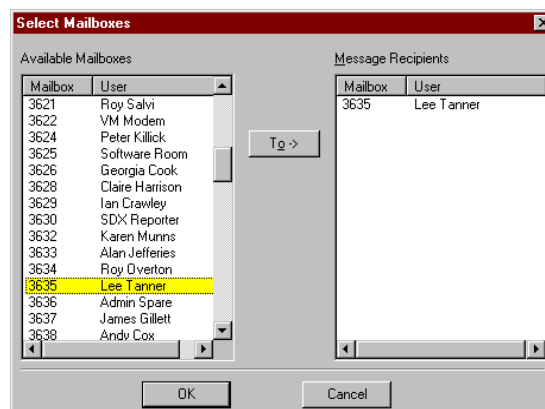
- **Note:** You cannot use IMS to play back messages if your phone has Divert switched on unless an INDeX version of 9.2 or higher is being used.
- **Note:** You cannot playback Voicemail messages to an analogue extension using the 'Auto Answer' facility. Since this is on by default, if you have an analogue extension refer to the "User Settings" on page 7 and ensure that 'Pick up automatically' is not ticked.

Forwarding a Voicemail Message

A Voicemail message can be forwarded to one or more people. This is achieved in the same way that you would forward an Email message, by clicking on the **Forward** button (▶) in the Inbox window or in the open Voicemail message. When the Forward button is pressed the following dialogue will appear:



To select whom to forward the message to click on the 'To:' button. The **Select Mailboxes** dialogue is displayed giving you a list of the available Voicemail users that messages can be forward to.



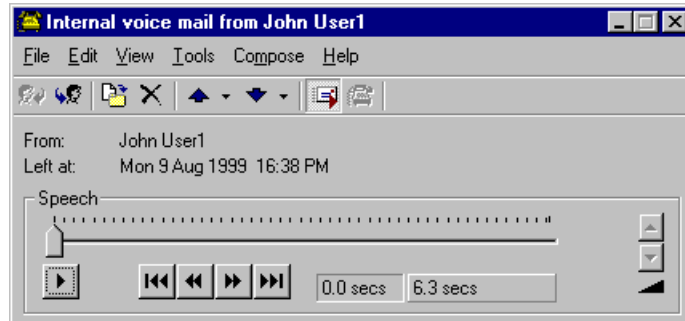
Click on the required user in the **Available Mailboxes** list to highlight them, then click on the 'To ->' button to copy the user into the **Message Recipients** list. Repeat this for each recipient that you want to add. Once all recipients are listed click on **OK**, this will return you to the message dialogue with the recipients shown in the 'To:' box.

Once the required recipients are displayed click on the **Forward** button (▶) to forward the message to the names listed.

Deleting a Voicemail Message

Deleting a Voicemail message from within Outlook is done in the same way as deleting a normal email message except that once a voicemail message has been deleted it is permanently removed and cannot be recovered.

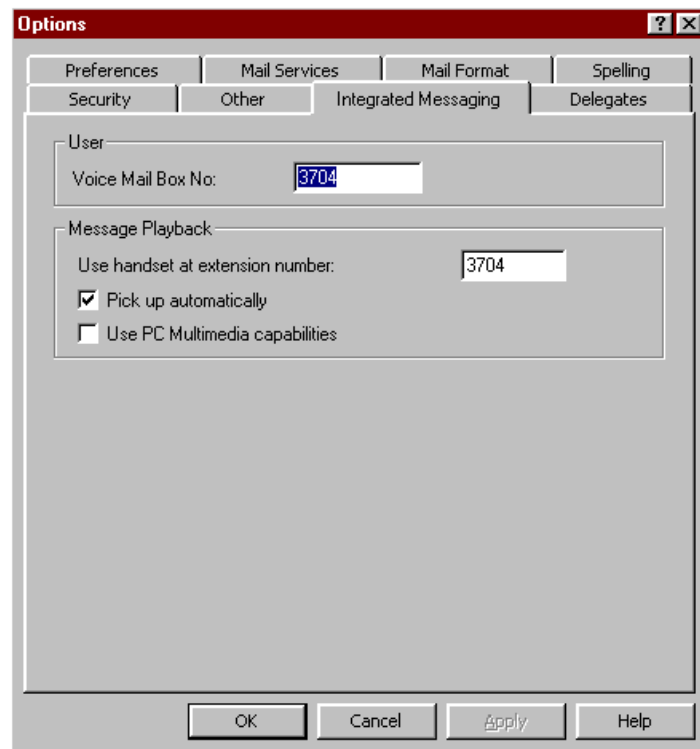
To delete a Voicemail message either select the message in the Outlook window and pressing the **Delete** button (X) or key, or by clicking on the **Delete** button (X) in the Voice mail message form.



Configuration

User Settings

Some of your settings can be checked and changed by you if required. To do this select Options from the Tools menu in Outlook, or Exchange Client. In the Options dialogue select the 'Integrated Messaging' tab to see the details.



User section

– **Voice MailBox No:**

This is your voice mailbox number. Usually it is the same as your extension number.

Message Playback section

– **Extension number:**

This specifies the extension number that IMS should use to playback your messages.

– **Pick up automatically:**

When ticked this option allows your phone to be automatically answered whenever you click on the **Play** button. This option cannot be used with analogue extensions and should be unticked. If not ticked you will need to answer the phone manually every time the **Play** button is clicked.

– **Use PC Multimedia capabilities**

If selected, will use the sound features of the PC to play messages rather than the telephone.

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