MITEL

Inter-Tel® Unified Messaging
Open Standards Edition

User Guide
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Introduction

Inter-Tel® Unified Messaging Open Standards Edition (OSE) is a software product integrated with Enterprise® Messaging (EM). Unified Messaging OSE provides access to voice and fax messages from your desktop computer.

The traditional way to access, play, and manage voice mail messages is by logging in to your voice mailbox. Unified Messaging OSE provides the following additional ways to access, play, and manage your voice mail messages from your computer or mobile device:

- **E-mail client**: When you are configured for Unified Messaging OSE, your voice mail messages are available in your e-mail client. The message format may include an audio file attachment, a URL to the Voice Mail Web interface, or both. For information about accessing voice messages from you e-mail client, see page 7.

- **Voice Mail Web Interface**: You can use the Voice Mail Web interface to manage and listen to your voice messages from a Web browser on your computer or mobile device. To access the Web interface, navigate to the URL provided by your system administrator (for example, http://<EM server name>/umosevm). For information about accessing voice messages from the Voice Mail Web interface, see page 67.

Unified Messaging OSE also provides inbound and outbound fax features. Outbound fax features are supported for computers only. You cannot send faxes from your mobile device. Fax features include:

- **Outbound Fax**: Unified Messaging OSE provides two methods to send outbound faxes from your computer:
  - **Fax Print Driver**: This software application, provided by your system administrator, allows you to send faxes from your computer if it is running Microsoft® Windows® 2000 or later. Any Windows application that supports printing can use this print driver.
  - **Web Fax Form**: The Web-based fax form that allows you to send multiple fax documents without installing a software application on your computer. To access the Web fax form, navigate to the URL provided by your system administrator (for example, http://<server name>/faxclient).

For information about sending faxes, see page 81.

- **Inbound fax**: If your account is licensed to receive faxes, incoming faxes are sent to your e-mail address for fax delivery, as configured on the EM server. Faxes are sent via e-mail notification messages, which include a Portable Document Format (PDF) or Tagged Image File Format (TIFF) file attachment for the fax transmission. For information about receiving faxes, see page 101.

For Unified Messaging OSE troubleshooting information, see page 103.
Requirements

To access Unified Messaging OSE full features and functionality you must have an e-mail account with your company's e-mail system and a voice mailbox on the EM system.

The hardware device you use to access voice messages requires the following:

- A computer with:
  - Network access.
  - A compatible operating system.
  - An HTML-capable browser.
  - 20 MB available hard disk space.
  - A monitor, mouse, and keyboard.
  - A sound card and speakers (or headset/headphones).
  - A media player that can play (Waveform) WAV files encoded as 8-bit, 8 kHz, mono, and mu-law.

- A mobile device with:
  - Network access.
  - A compatible operating system.
  - An HTML-capable browser.
  - A media player that can play WAV or MPEG-1 Audio Layer 3 (MP3) files.

**NOTE** To view an inbound fax from your e-mail client, your hardware device must have graphics software compatible with the TIFF or PDF file formats.

See page 3 for the operating systems and software applications that have been validated for use with Unified Messaging OSE.

1. Supply of this product does not convey a license nor imply any right to distribute MPEG Layer-3 compliant content created with this product in revenue-generating broadcast systems (terrestrial, satellite, cable and/or other distribution channels), streaming applications (via Internet, intranets and/or other networks), other content distribution systems (pay-audio or audio-on-demand applications and the like) or on physical media (compact discs, digital versatile discs, semiconductor chips, hard drives, memory cards and the like). An independent license for such use is required. For details, visit [http://mp3licensing.com](http://mp3licensing.com).
Compatibility

The following table shows the operating systems and software applications that Inter-Tel has validated for use with Unified Messaging OSE on computers.

<table>
<thead>
<tr>
<th>Software Application</th>
<th>Operating System</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Windows 2000</td>
</tr>
<tr>
<td></td>
<td>Windows XP</td>
</tr>
<tr>
<td></td>
<td>Windows Vista®</td>
</tr>
<tr>
<td></td>
<td>Mac OS X</td>
</tr>
<tr>
<td>E-mail Client</td>
<td></td>
</tr>
<tr>
<td>Microsoft Outlook® 2003</td>
<td>✓ ✓ ✓ ✓</td>
</tr>
<tr>
<td>Microsoft Outlook 2007</td>
<td></td>
</tr>
<tr>
<td>Outlook Express</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>Windows Mail v1.0</td>
<td></td>
</tr>
<tr>
<td>IBM® Lotus Notes® v6 or later</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>Novell® GroupWise® v6.5 or later</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>Apple® Mac OS® X Tiger™ Mail 2</td>
<td>✓</td>
</tr>
<tr>
<td>Microsoft Entourage® 2004 for Mac</td>
<td>✓</td>
</tr>
<tr>
<td>Internet Browser</td>
<td></td>
</tr>
<tr>
<td>Internet Explorer® 6 and 7</td>
<td>✓ ✓ ✓ ✓</td>
</tr>
<tr>
<td>Firefox® 2</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>Apple Safari</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>Media Player</td>
<td></td>
</tr>
<tr>
<td>Windows Media® Player 11</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>RealNetworks RealPlayer® 10</td>
<td>✓ ✓ ✓</td>
</tr>
</tbody>
</table>

IMPORTANT Consult your e-mail system administrator about message size limitations and e-mail policies.
Inter-Tel has tested the following mobile devices with Unified Messaging OSE:
- HP® iPAQ Pocket PC
- Palm Treo™ 650 and Later
- BlackBerry 7000 and 8000 Series

The following table shows the operating systems and software applications that Inter-Tel has validated with Unified Messaging OSE on the mobile devices listed above.

<table>
<thead>
<tr>
<th>Software Application</th>
<th>Operating System</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Windows Mobile® 5 and Later</td>
</tr>
<tr>
<td>E-mail Client</td>
<td>Yes</td>
</tr>
<tr>
<td>Flexmail</td>
<td></td>
</tr>
<tr>
<td>Windows Mobile Office Outlook</td>
<td>Yes</td>
</tr>
<tr>
<td>Internet Browser</td>
<td></td>
</tr>
<tr>
<td>Internet Explorer® 6</td>
<td>Yes</td>
</tr>
<tr>
<td>Palm Blazer 4.0 and later</td>
<td></td>
</tr>
<tr>
<td>BlackBerry Built-In™</td>
<td></td>
</tr>
<tr>
<td>Media Player</td>
<td></td>
</tr>
<tr>
<td>Windows Media Player for Pocket PC</td>
<td>Yes</td>
</tr>
<tr>
<td>MicroEdition Media</td>
<td></td>
</tr>
</tbody>
</table>
Unified Messaging Levels

Unified Messaging provides access to voice messages through your e-mail client and the Voice Mail Web interface. Voice messages include voice mail recordings made by internal and external callers, Record-a-Call messages, and Group messages.

The following levels of Unified Messaging are available with the Enterprise Messaging server:

- **Forward Only**: Delivers a voice message to your e-mail address when you receive a new voice message in your voice mailbox. After the message is sent, the original message is deleted from the mailbox. This level does not provide synchronization between your e-mail client and your voice mailbox.

- **Forward and Copy**: Delivers a copy of a voice message to your e-mail address when you receive a new voice message in your voice mailbox. The original message can still be retrieved from the mailbox. This level does not provide synchronization between your e-mail client and your voice mailbox.

- **Enhanced Forward and Copy**: Similar to the Forward and Copy level, this level delivers a copy of a voice message to your e-mail address when you receive a new voice message in your voice mailbox. However, with the Enhanced Forward and Copy level, you can configure your voice message format and you can select the folder in your e-mail client that you want voice messages to go to (see page 69). In addition, you receive a Welcome e-mail, and error notification e-mail messages if an error occurs. This level does not provide synchronization between your e-mail client and your voice mailbox.

- **Basic Integration**: Provides direct access into your voice mailbox from your e-mail client when you configure an IMAP account in your e-mail client (see page 14). Your voice messages are available from the IMAP inbox. This level does provide synchronization between your e-mail client and your voice mailbox.

- **Enhanced Integration**: Delivers new voice messages to your e-mail address and to your voice mailbox. If you delete a voice message from your e-mail client, the message is also deleted in your voice mailbox. With this level, you can configure your voice message format, you can select the folder in your e-mail client that you want voice messages to go to, and you can synchronize your endpoint's message lamp with your e-mail client (see page 69). When your system administrator sets up your account, you receive a Welcome e-mail, and error notification e-mail messages if an error occurs. This level does provide synchronization between your e-mail client and your voice mailbox.

---

1. These levels are provided with Inter-Tel's legacy Unified Messaging product. Refer to the *Unified Messaging v2.3 User Guide* for information about these levels.
**BlackBerry Enhanced Integration**: Similar to the Enhanced Integration level, the BlackBerry Enhanced Integration level delivers new voice messages to your BlackBerry e-mail address and voice mailbox, and synchronizes those messages. The devices must be running BlackBerry enterprise server software integrated with the site’s e-mail server.

Keep the following considerations in mind:

- BlackBerry Enhanced Integration does not currently detect attachment size restrictions. If the e-mail server rejects a message because the attachment is too large, the e-mail notification message include a URL without the WAV attachment.
- BlackBerry Enhanced Integration does not automatically synchronize messages into folders other than the “Inbox” folder. If you attempt to change the e-mail account folder to anything other than “Inbox” in the E-mail Account Folder for Synchronization field (see page 70), a warning appears indicating that messages may be deleted unless certain actions are taken. To support integration into folders other than the “Inbox” folder, you must set up message routing rules at the e-mail server so that voice mail messages are routed into the Inbox folder.
- Messages include a timestamp with the time that the message arrived at the e-mail server. Due to the way messages are synchronized for BlackBerry Enhanced Integration, this time may be several seconds later than the time that the message arrived in your voice mailbox.

The table below provides a summary of the features included with the Unified Messaging OSE levels.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Enhanced Forward and Copy</th>
<th>Basic Integration</th>
<th>Enhanced Integration</th>
<th>BlackBerry Enhanced Integration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice mailbox and e-mail client synchronized (see page 5)</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Voice Mail Web Interface available (see page 67)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Welcome and error e-mail messages provided (see page 10)</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>User configuration options available (see page 69)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Fax Print Driver available (see page 82)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Web Fax client available (see page 94)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

1. To access voice messages from your e-mail client you must configure an IMAP account (see page 14).
Using Your E-mail Client

This chapter provides information and instructions for configuring your e-mail client and for listening to your voice messages from your e-mail client.

See the following topics for details:

- “Configuring Your E-mail Client” on page 8
- “Receiving Unified Messaging OSE E-Mail Messages” on page 10
- “Setting Up an IMAP Client Account” on page 14
- “Downloading a Self-Signed Certificate” on page 64
- “Listening to Voice Messages” on page 65
Configuring Your E-mail Client

To activate your account, your administrator selects a Unified Messaging level for you (see page 5) and then programs the associated options. E-mail client configuration varies depending on which Unified Messaging level your account it set up to use.

**Enhanced Forward and Copy, Enhanced Integration and BlackBerry Enhanced Integration:** For these levels, you do not need to configure your e-mail client. Your administrator configures which folder in your e-mail client is used for voice messages. The default folder is Inbox. When you receive a new voice message, it is sent to the specified folder.

Voice Messages
**Basic Integration**: For this level, you must configure an IMAP account in your e-mail client if you want access to your voice messages from your e-mail client. After you configure the IMAP account, voice messages are available in the IMAP folder in your e-mail client. Instructions for creating an IMAP account begin on page 14, and vary depending on which e-mail client you are using.

Depending on how your account is set up, you may be able to configure certain options using the Configuration tab on the Voice Mail Web interface (see page 69).
Receiving Unified Messaging OSE E-Mail Messages

Unified Messaging OSE includes several types of e-mail messages as described in this section.

Welcome Message

After your administrator configures your account, you may receive a Welcome e-mail. Welcome e-mail messages contain the following information:

- **From**: The “From” address is `NoReplyWelcome@<servername>.com`, where server name is the name of your EM server.
- **Sent**: Includes the day, date, and time the message was sent by the EM server.
- **To**: The “To” address is your e-mail address for voice messages as configured for your Unified Messaging account. For example, `John_Doe@mitel.com`.
- **Subject**: The subject of this message is **Welcome to UMOSE Synchronization**.

The Welcome e-mail contains basic account information and indicates your synchronization type, which corresponds to the Unified Messaging OSE level your account is configured for (see page 5). Options include:

- Enhanced Forward and Copy
- Enhanced Integration
- BlackBerry Enhanced Integration

<table>
<thead>
<tr>
<th>Welcome to Mitel's Integrated Voice Mail synchronization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your messages will be synchronized to</td>
</tr>
<tr>
<td>Your voice mail address is</td>
</tr>
<tr>
<td>Your voice mailbox is</td>
</tr>
<tr>
<td>Your remote folder is</td>
</tr>
<tr>
<td>Your synchronization type is</td>
</tr>
<tr>
<td>SSL enabled for remote server connection</td>
</tr>
</tbody>
</table>

If you do not receive a Welcome e-mail, your account has been programmed with the Basic Integration level. For this type of Unified Messaging, you need to set up an IMAP account in your e-mail client (see page 14) if you want access to your voice mail messages from your e-mail client.
New Voice Message

When a caller leaves a new voice message in your voice mailbox, the system sends you an e-mail notification message. New voice message notification messages include the following:

- **From**: The “From” address is `NoReplyDelivery@<servername>.com`, where server name is the name of your EM server.
- **Sent**: Includes the day, date, and time the message was sent by the EM server.
- **To**: The “To” address is your e-mail address for voice messages as configured for your Unified Messaging account. For example, `John_Doe@mitel.com`.
- **Subject**: The subject of this message is **VM Message for you <your voice mailbox extension> from <sender>**. Depending on how your account is configured, when you open the message, the subject line may be a URL link. Clicking the link opens your default Web browser and the log on page for the Voice Mail Web interface (see page 67). After you log on, use the media player installed on your computer or mobile device to listen to the message.
- **Attachments**: Depending on how your account is configured, the message may contain an audio file attachment. Use the media player installed on your computer or mobile device to listen to the audio file.

**IMPORTANT** Consult your e-mail system administrator about message size limitations and e-mail policies.

See the following pages for detailed instructions about listening to voice messages:

- To listen to voice messages from your e-mail client, see page 65.
- To listen to voice messages from the Voice Mail Web interface for computers, see page 73.
- To listen to voice messages from the Voice Mail Web interface for mobile devices, see page 78.
Error Message

Error messages indicate that Unified Messaging encountered a problem delivering a voice message. Error messages contain the following:

- **From**: The “From” address is NoReplyError@<servername>.com, where server name is the name of your EM server.
- **Sent**: Includes the day, date, and time the message was sent by the EM server.
- **To**: The “To” address is your e-mail address for voice messages as configured for your Unified Messaging account. For example, John_Doe@mitel.com.
- **Subject**: The subject of this message is Error Synchronizing UMOSE Mailbox. Additional error text is available in the body of the message.

See page 104 for a troubleshooting table that provides a list of error messages, the possible causes, and corrective actions.

New Fax Message

When you receive a fax at your e-mail address, the system sends you an e-mail notification message with a TIFF or PDF fax attachment. New fax notification messages include the following:

- **From**: The “From” address is the e-mail address of the fax sender.
- **Sent**: Includes the day, date, and time the message was sent by the EM server.
- **To**: The “To” address is your e-mail address for fax delivery as configured for your Unified Messaging account. For example, John_Doe@mitel.com.
- **Subject**: The subject of this message is Fax Message for you from <sender>.
- **Attachments**: The fax transmission is included in the attachment. Depending on the file type configured for the system for inbound faxes, the attachment is either a TIFF or PDF file. Use the graphics software installed on your computer or mobile device to view the graphics file.
Copy of an Outgoing Fax Message

Your Unified Messaging account may be configured to provide you with a copy of the outgoing faxes that you send. If so, the fax copy notification message you receive contains the following:

- **From**: The “From” address is your e-mail address for fax delivery as configured for your Unified Messaging account. For example, John_Doe@mitel.com.
- **Sent**: Includes the day, date, and time the message was sent by the EM server.
- **To**: The “To” address is your e-mail address for fax delivery as configured for your Unified Messaging account. For example, John_Doe@mitel.com.
- **Subject**: The subject of this message is Fax Message for you from <your e-mail address>.
- **Attachments**: The fax transmission is included as a TIFF attachment. Use the graphics software installed on your computer or mobile device to view the graphics file.

Fax Delivery Status Message

When you send a fax to a fax machine using the Web Fax form (see page 97) or the Fax Print driver (see page 86), the system sends you a fax delivery status message via e-mail. Fax delivery status messages (success, temporary failure, or failure) are not delivered until the fax is sent. Fax delivery status messages contain the following:

- **From**: The “From” address is your e-mail address for fax delivery as configured for your Unified Messaging account. For example, John_Doe@mitel.com.
- **Sent**: Includes the day, date, and time the message was sent by the EM server.
- **To**: The “To” address is your e-mail address for fax delivery as configured for your Unified Messaging account. For example, John_Doe@mitel.com.
- **Subject**: The subject includes one of the following:
  - Fax Delivery Success: Indicates that your fax was delivered successfully.
  - Fax Delivery Failure, <fax number>: Retrying in 10 mins: Indicates a temporary failure. The EM server tries to send the fax every 10 minutes, ten times.
  - Fax Delivery Failure: Indicates that the fax was not delivered.
- **Attachments**: Each status message contains a text file that provides the history of the fax delivery attempts. Use the text editing software installed on your computer or mobile device to view the text file.

See page 81 for detailed instructions about sending faxes.
Setting Up an IMAP Client Account

If your Unified Messaging OSE account is configured for the Basic Integration level, you need to create an IMAP account in your e-mail client if you want access to your voice messages from your e-mail client. You can also access voice messages using the Voice Mail Web interface (see page 67).

The following configuration procedures are discussed in this section:

- "Configuring Outlook 2003" on page 15
- "Configuring Outlook 2007" on page 20
- "Configuring Outlook Express" on page 27
- "Configuring Windows Mail" on page 32
- "Configuring Lotus Notes" on page 36
- "Configuring GroupWise Client" on page 48
- "Configuring Apple Mac OS X Tiger mail 2" on page 55
- "Configuring Microsoft Entourage 2004" on page 58
- "Configuring Mobile Device E-mail Clients" on page 63

In the instructions listed above, the e-mail client programs are configured to communicate with the EM server to provide access to your voice messages from your IMAP account.

If you have any questions about setting up an IMAP client account on your computer, contact your system administrator.

Using a Secure Connection: The EM server supports SSL (Secure Socket Layer) connections for IMAP on TCP port 993. Any e-mail clients that support SSL can be configured in this manner for a more secure connection. If SSL is not enabled on the e-mail clients, the clients simply connect on TCP port 143. The instructions for enabling SSL are described in the appropriate pages for each e-mail client configuration.

By default, the EM server does not allow IMAP e-mail clients to authenticate using plain text passwords. Unless your system administrator changes this default behavior, you are required to use a secure connection to log on to your voice mail account.

Downloading a Self-Signed Certificate: If you choose to use a self-signed certificate for SSL, you must download a self-signed certificate to use with your e-mail client. The instructions for downloading a self-signed certificate are described on page 64.
Configuring Outlook 2003

The following information outlines the instructions for setting up your IMAP (voice mail) account in Microsoft® Outlook® 2003 Service Pack 2 and later. For complete information about Outlook 2003, refer to the manufacturer’s guide.

NOTES These instructions assume that Outlook 2003 has already been installed on your computer.

The following instructions are described in this section:

• Create an IMAP voice mail account (see below).
• (Optional) Enable a secure connection using SSL (see page 19).

To create an IMAP voice mail account in Outlook 2003:

1. If you have not already done so, obtain the following information from your system administrator:
   • The host name or IP address of the EM server
   • The host name or IP address of the Simple Mail Transfer Protocol (SMTP) server

2. Select Start – Control Panel, and then click Mail. The Mail Setup dialog box appears.

3. Click E-mail Accounts. The E-mail Accounts dialog box appears.
4. In the **E-mail Accounts** dialog box, select **Add a new e-mail account**, and then click **Next**.

![Email Accounts dialog box](image)

5. In the **Server Type** dialog box, select **IMAP**, and then click **Next**.

![Server Type dialog box](image)
6. In the **IMAP Settings** dialog box, provide the following information:
   - **Your Name**: Type your name.
   - **E-mail Address**: Type your e-mail address (for example, "john_doe@inter-tel.com").
   - **User Name**: Type your mailbox number (for example, 1000).
   - **Password**: Type your mailbox subscriber password for the EM server.
   - **Incoming mail server (IMAP)**: Type the host name or IP address of the EM server as provided by your administrator.
   - **Outgoing mail server (SMTP)**: Type the host name or IP address of the SMTP server as provided by your administrator.

7. Click **Next**, and then click **Finish**.

   The new IMAP account appears in the main E-mail Accounts page as shown below.

   **NOTE** Ensure that the Log on using Secure Password Authentication (SPA) check box is not selected.
When finished, Outlook creates a new Inbox for the IMAP account which is separate from the e-mail client Inbox. The following screen is an example of the new Inbox.

**NOTE**

To delete messages permanently in Outlook 2003, you must manually select **Edit – Purge Deleted Messages** while in the IMAP Inbox folder, and then click **Yes**. If this is not done, messages remain with a line through them.
**Optional** To enable a secure connection using SSL, do the following:

1. In the **E-mail Accounts** dialog box, select the IMAP account for which you want to enable a secure connection, and then click **Change**.
2. Click **More Settings**. The Internet E-mail Settings dialog box appears.
3. Click the **Advanced** tab.
4. Select the **This server requires a secure connection (SSL)** check box for the Incoming server (IMAP). Use the default port number for the server. If necessary, change the setting for the Outgoing server (SMTP) as directed by your administrator.
5. Click **OK**.
6. Click **Next**, and then click **Finish**.
7. Click **Close** to exit the E-mail accounts page.
Configuring Outlook 2007

The following information outlines the instructions for setting up your IMAP (voice mail) account in Outlook 2007. For complete information about Outlook 2007, refer to the manufacturer’s guide.

**NOTES**

These instructions assume that Outlook 2007 has already been installed on your computer.

The following instructions are described in this section:

- Create an IMAP voice mail account (see below).
- *(Optional)* Change the display name for the IMAP Inbox (see page 24).
- *(Optional)* Enable a secure connection using SSL (see page 26).

**To create an IMAP voice mail account in Outlook 2007:**

1. If you have not already done so, obtain the following information from your system administrator:
   - The host name or IP address of the EM server
   - The host name or IP address of the SMTP server
2. In the **Account Settings** dialog box, click **New**.
3. Select **Microsoft Exchange, POP3, IMAP or HTTP**, and then click **Next**.

4. Select the **Manually configure server settings or additional server types** check box, and then click **Next**.
5. Select **Internet E-mail**, and then click **Next**.
6. Provide the following information, and then click **Next**:
   - **Your Name**: Type your name.
   - **E-mail Address**: Type your e-mail address (for example, john_doe@inter-tel.com).
   - **Account Type**: Select IMAP.
   - **Incoming mail server**: Type the host name or IP address of the EM server as provided by your administrator.
   - **Outgoing mail server (SMTP)**: Type the host name or IP address of the SMTP server as provided by your administrator.
   - **User Name**: Type your mailbox number (for example, 1000).
   - **Password**: Type your mailbox subscriber password for the EM server.

7. Click **Finish**.
The following is an example of the Account Settings screen after you have completed the configuration of the e-mail account.

If desired, change the display name for the IMAP Inbox to make the voice mailbox easier to identify in the Outlook client.

*(Optional)* To change the display name for the IMAP Inbox:

1. Click the IMAP/SMTP account from the above screen, and then click **Change**.
2. Click **More Settings**. The Internet E-mail Settings dialog appears.

3. Change the name of the mail account from the default to the name of the voice mail user ID as shown to the right, and then click **OK**.
4. Click **Next**, and then click **Finish**. The Account Settings dialog box now displays the new display name for the IMAP Inbox.
The following is an example of the main screen when the configuration is completed.

![Image of the main screen](image)

**NOTE**

To delete messages permanently in Outlook 2007, do one of the following:

- **To manually purge messages**: Select Edit – Purge Deleted Messages while in the IMAP Inbox folder. Then click Yes.

- **To automatically purge messages**: Select Edit – Purge – Purge Options. Select Purge items when switching folders while online. Then click OK.

If you do not do this, the messages remain in the window and appear with a line through them.
(Optional) To enable a secure connection using SSL:

1. In the **Account Settings** dialog box, click the IMAP account for which you want to use a secure connection, and then click **Change**.

2. Click **More Settings**. The Internet E-mail Settings dialog appears.

3. Click the **Advanced** tab.

4. Select **SSL** for the Incoming server (IMAP). Use the default port number for the server. If necessary, change the setting for the Outgoing server (SMTP) as directed by your administrator.

5. Click **OK**.
Configuring Outlook Express

The following information outlines the instructions for setting up your IMAP (voice mail) account in Outlook Express. For complete information about Outlook Express, refer to the manufacturer’s guide.

NOTES

These instructions assume that Outlook Express has already been installed on your computer.

The following instructions are described in this section:

- Create an IMAP voice mail account (see below).
- (Optional) Enable a secure connection using SSL (see page 31).

To create an IMAP voice mail account in Outlook Express:

1. If you have not already done so, obtain the following information from your system administrator:
   - The host name or IP address of the EM server
   - The host name or IP address of the SMTP server
2. In the Outlook Express main screen, select Tools – Accounts.
3. Click Add, and then click Mail. The Internet Connection Wizard appears.
4. In the **Your Name** dialog box, type your mailbox number (for example, 1000) in the **Display name** box. Click **Next**.

![Image of the Your Name dialog box]

5. In the **E-mail Server Names** dialog box, complete the following, and then click **Next**:

   - **Mail server**: Select **IMAP** for the EM server.
   - **Incoming mail (POP3, IMAP or HTTP) server**: Type the host name or IP address of the EM server as provided by your administrator.
   - **Outgoing mail (SMTP) server**: Type the host name or IP address of the SMTP server as provided by your administrator.

![Image of the E-mail Server Names dialog box]
6. In the **Internet Mail Logon** dialog box, complete the following, and then click **Next**.
   - **Account name**: Type your mailbox number (for example, 1000).
   - **Password**: Type your mailbox subscriber password for the EM server.

7. Click **Finish**.

8. In the main screen, select Tools – **Accounts**. The account that you just created appears in the account list.
9. When the following message appears, click Yes. The server and Inbox folders are loaded into Outlook Express.

When finished, Outlook Express creates a new Inbox for the IMAP account which is separate from the e-mail client Inbox. The following screen is an example of the new IMAP account.
(Optional) To enable a secure connection using SSL:

1. In the Internet Accounts dialog box, click the IMAP e-mail server for which you want to use a secure connection, and then click Properties.

2. Click the Advanced tab.

3. Select the This server requires a secure connection (SSL) box for the Incoming mail (IMAP) server. Use the default port number for the server. If necessary, change the setting for the Outgoing mail (SMTP) server as directed by your administrator.

4. Click OK.
Configuring Windows Mail

The following information outlines the instructions for setting up your IMAP (voice mail) account in Windows Mail v1.0 on Windows Vista. For complete information about Windows Mail, refer to the manufacturer’s guide.

**NOTES** These instructions assume that Windows Mail has already been installed on your computer.

The following instructions are described in this section:

- Create an IMAP voice mail account (see below).
- *(Optional)* Enable a secure connection using SSL (see page 35).

**To create an IMAP voice mail account in Windows Mail:**

1. If you have not already done so, obtain the following information from your system administrator:
   - The host name or IP address of the EM server
   - The host name or IP address of the SMTP server
2. In the Windows Mail main screen, select Tools – **Accounts**.
3. When the **Internet Accounts** dialog box appears, click **Add**.

![Image of Internet Accounts dialog box](image.png)
4. In the **Set up e-mail servers** dialog box, complete the following, and then click **Next**:
   - **Mail server**: Select **IMAP**.
   - **Incoming mail (POP3 or IMAP) server**: Type the host name or IP address of the EM server as provided by your administrator.
   - **Outgoing e-mail server (SMTP) name**: Type the host name or IP address of the SMTP server as provided by your administrator.

5. In the **Internet Mail Logon** dialog box, complete the following, and then click **Next**:
   - **E-mail username**: Type your mailbox number (for example, 1000).
   - **Password**: Type your mailbox subscriber password for the EM server.
The new account appears in the main Internet Account dialog as shown below.

6. Click Close.

When finished, Windows Mail creates a new Inbox for the IMAP account which is separate from the e-mail client Inbox. The following screen is an example of the new account.
(Optional) To enable a secure connection using SSL:

1. In the Internet Accounts dialog box, click the IMAP account for which you want to use a secure connection, and then click Properties.

2. Click More Settings.

3. Click the Advanced tab.

4. Select the This server requires a secure connection (SSL) box for the Incoming mail (IMAP) server. Use the default port number for the server. If necessary, change the setting for the Outgoing mail (SMTP) server as directed by your administrator.

5. Click OK.
Configuring Lotus Notes

The following information outlines the instructions for setting up an IMAP client account in Lotus Notes v6 or later. For complete information about Lotus Notes, refer to the manufacturer’s guide.

| NOTES | These instructions assume that Lotus Notes has already been installed on your computer. |

The following instructions are described in this section:

- Create an IMAP voice mail account (see below).
- *(Optional)* Enable a secure connection using SSL (see page 38).
- Replicate a Lotus Notes Mail database (see page 43).
- *(For Apple Mac OS X Tiger only)* Set the view refresh option to automatic (see page 47).

To create an IMAP client account in Lotus Notes:

1. If you have not already done so, obtain the following information from your system administrator:
   - The host name or IP address of the EM server
   - The host name or IP address of the SMTP server
2. Launch the Lotus Notes application.
3. In the main screen, select File – Preferences – Location Preferences.
4. Click the **Mail** tab, and then see how the **Send outgoing mail** field is set. It should be set to **through Domino Server**. If it is not, write down the setting for your record in case you need to configure Lotus Notes back to the original configuration.

![Image of Settings for location: Office (Network) - IBM Lotus Notes](image)

5. Return to the main screen, and then select File – Preferences – **Client Reconfiguration Wizard**. The Lotus Notes Client Configuration wizard appears.

![Image of Lotus Notes Client Configuration wizard](image)
6. Select the Internet mail servers (POP or IMAP, SMTP) check box in the Additional Services dialog box.

7. Click Next.

8. In the Set Up Internet Mail dialog box, complete the following:
   - Account name: Type your mailbox number (for example, 1000).
   - Password: Type your mailbox subscriber password for the EM server.

9. (Optional) To enable a secure connection (SSL), select the Log on using SSL check box.

10. Click Next.
11. In the next Set Up Internet Mail dialog box, select Outgoing Internet mail from the list, and then type the host name or IP address of the EM server in the Outgoing SMTP mail server edit box.

12. Click Next.

13. In the next Set Up Internet Mail dialog box, type your e-mail address in the E-mail address edit box (for example, john_doe@inter-tel.com). Leave the Internet domain text box blank.


15. In the main screen, return to File – Preferences – Location Preferences – Mail.
16. Verify that the **Send outgoing mail** field is set to the recorded setting in step 4 on page 37. If it is not set, do the following:
   a. Click the arrow button (↑) in the **Send outgoing mail** field.
   b. Select **through Domino Server** in the **Keywords** list.
   c. Click **OK**.

When finished, Lotus Notes creates a new Inbox for the IMAP account which is separate from the e-mail client Inbox.

**NOTE**

Typically, the “through Domino Server” option allows you to use both Lotus Notes mail and IMAP mail, whereas the “directly to Internet” option allows you to use IMAP mail only. Contact your Lotus Notes administrator for questions regarding your Lotus Notes configuration.
To open the IMAP account Inbox:

1. Click the **Databases** icon and then click **Incoming Internet mail**.

2. When the About Mail (IMAP) dialog box appears, click **Close window**. The IMAP account Inbox page appears.
The following screen is an example of the new IMAP account.
Replicating a Lotus Notes Mail Database

Replicating your Lotus Notes mail database is required for the Lotus Notes e-mail client and EM server to work together for the same IMAP account. You can use Replication to synchronize the e-mail database in the Lotus Notes e-mail client with the EM server periodically. Without configuring Replication, the e-mail database will not be managed properly. For example, if an account had a message in it and the message was visible in the Lotus Notes Client view, if you deleted the message from the account using the endpoint interface, Lotus Notes would not delete that message from its Client view until the client was configured for replication.

To set up Replication on your Lotus Notes mail database:


2. Set the following fields:
   - **Server**: Select Local.
   - **File path**: Select the save destination.
3. Click **Replica Settings** to expand the Replica Settings area.

4. Click **More Settings**.

5. In the **Basics** tab, select the **Scheduled replication is enabled** check box, and then click **Change Schedule**.
6. In the Replication Schedule for Office (Network) dialog box, select the following check boxes, and then configure the options as desired:
   - Replication is enabled for this location
   - Replicate when Notes starts
   - Replication Interval—Select this option only if you are using the IMAP account Inbox. This option does not apply to the Unified Messaging OSE Voice Mail Web interface.

7. Click the Days of the week box. The Select Keywords dialog box appears.
8. Select all of the keywords, and then click **OK**.

   ![Select Keywords dialog box]

9. Click **OK** several times to exit the Replication dialog boxes.

The replica of your database is displayed in the Replication tab in the main menu, as shown below.

   ![Replication tab]

The replica of your database is displayed in the Replication tab in the main menu, as shown below.
Setting the View Refresh Option to Automatic

When using Lotus Notes on Apple Mac OS X, set the Notes view refresh option to automatic. This allows e-mail messages to be deleted from the Inbox automatically.

To refresh the Notes view automatically:

1. In the main screen, select Actions – Folder Options – Design. The Folder dialog box appears in the Inbox – Folder tab.

2. Click the Information tab in the Folder dialog box.

3. In the On Refresh list, select Refresh display.

4. Exit the Folder dialog box.
Configuring GroupWise Client

The following information outlines the instructions for setting up an IMAP client account in GroupWise Windows Client v6.5 or later. For complete information about GroupWise Windows Client, refer to the manufacturer’s guide.

NOTE These instructions assume that GroupWise Client has already been installed on your computer.

The following instructions are described in this section:

• Create an IMAP voice mail account (see below).
• (Optional) Enable a secure connection using SSL (see page 52).
• Synchronizing the GroupWise client Inbox with the EM server (see page 54).

To create an IMAP client account in GroupWise:

1. If you have not already done so, obtain the following information from your system administrator:
   • The host name or IP address of the EM server
   • The host name or IP address of the SMTP server
2. Launch the GroupWise Client application.
3. Select Accounts – Account Options.
4. Click **Add** in the **Accounts** dialog box.

5. In the **Create Account** dialog box, complete the following:
   - **Account name**: Type the host name or IP address of the EM server as provided by your administrator.
   - **Account type**: Select **IMAP4**.

6. Click **Next**.
7. In the **Create Internet Account** dialog box, complete the following, and then click **Next**:

- **Incoming mail server**: Type the host name or IP address of the EM server as provided by your administrator.
- **Login name**: Type your mailbox number (for example, 1000).
- **Outgoing mail server (SMTP)**: Type the host name or IP address of the SMTP server as provided by your administrator.
- **E-mail address**: Type your e-mail address (for example, "john_doe@inter-tel.com").
- **From name**: Type your name.
8. Select **Connect through my local area network (LAN)**, and then click **Next**.

9. GroupWise creates a new folder for the IMAP account which is separate from the Mailbox folder. Arrange the position of the IMAP folder if desired, and then click **Finish**.
10. The new IMAP account appears in the Account dialog box as shown below.

![Account dialog box](image)

11. *(Optional) To enable a secure connection using SSL,* do the following:
   a. Select the IMAP account, and then click **Properties.** The Properties dialog box appears.
   b. Click the **Advanced** tab.

![Properties dialog box](image)

c. Select the **Use SSL** check box for the Incoming mail server (IMAP4). Use the default port number for the server. If necessary, change the setting for the Outgoing mail server (SMTP) as directed by your administrator.

d. Click **OK.**

12. Click **Close.**
The following screen is an example of the new IMAP account.

**To log on to the account**, complete the following, and then click **OK**:

- **User name**: Type your mailbox number (for example, 1000).
- **Password**: Type your mailbox subscriber password for the EM server.
Synchronizing the GroupWise Client Inbox with the EM Server

Synchronizing the GroupWise client Inbox with the EM server is required for the GroupWise e-mail client and EM server to operate with the IMAP account. Without performing synchronization, the e-mail account will not be managed properly.

To synchronize the GroupWise client Inbox with the EM server:

1. In the main screen, select Accounts – Account Options. The Accounts dialog box appears.

2. Select the account to be modified.

3. Click Properties. The following dialog box appears.

4. Click the Advanced tab.

5. Clear the Download new items only check box.

6. Click OK, and then click Close to exit the Accounts dialog box.
Configuring Apple Mac OS X Tiger mail 2

The following information outlines the instructions for setting up your IMAP (voice mail) account in Apple Mac OS X Tiger mail 2. For complete information about Apple Mac OS X Tiger mail, refer to the manufacturer’s guide.

The following instructions are described in this section:
- Create an IMAP voice mail account (see below).
- *(Optional)* Enable a secure connection using SSL (see page 57).

To create an IMAP voice mail account in Apple Mac OS X Tiger mail 2:

1. If you have not already done so, obtain the following information from your system administrator:
   - The host name or IP address of the EM server
   - The host name or IP address of the SMTP server

2. In the General Information page, complete the following, and then click Continue:
   - **Account Type**: Select IMAP.
   - **Account Description**: Type the description of the account (for example, IMAP Account).
   - **Full Name**: Type your mailbox number (for example, 1000).
   - **Email Address**: Type your e-mail address (for example john_doe@inter-tel.com).
3. In the **Incoming Mail Server** page, complete the following, and then click **Continue**:
   - **Incoming Mail Server**: Type the host name or IP address of the EM server as provided by your administrator.
   - **User Name**: Type your mailbox number (for example, 1000).
   - **Password**: Type your mailbox subscriber password for the EM server.

4. When the Account Summary page appears, verify the settings, and then click **Continue**. Below is an example of the account summary for an IMAP account.

5. In the **Conclusion** page, click **Done**.
   
   When finished, Tiger mail creates a new Inbox for the IMAP account that is separate from the e-mail client Inbox. The IMAP account Inbox contains the voice mail messages left for that extension.
The following screen is an example of the IMAP account.

(Optional) To enable a secure connection using SSL:
1. Select Mail – Preferences – Accounts.
2. Select the IMAP account for which you want to use a secure connection.
3. Click the Advanced tab.
4. Select the Use SSL check box. Use the default port number for the server.
5. Exit the Accounts page.
Configuring Microsoft Entourage 2004

The following information outlines the instructions for setting up your IMAP (voice mail) account in Entourage 2004. For complete information about Microsoft Entourage 2004, refer to the manufacturer’s guide.

**NOTES** These instructions assume that Microsoft Entourage 2004 has already been installed in your Apple computer.

The following instructions are described in this section:

- Create an IMAP voice mail account (see below).
- *(Optional)* Enable a secure connection using SSL (see page 62).

**To create an IMAP voice mail account in Entourage 2004:**

1. If you have not already done so, obtain the following information from your system administrator:
   - The host name or IP address of the EM server
   - The host name or IP address of the SMTP server
3. Click **New**. The Set Up a Mail Account page appears. Type your e-mail address in the **E-mail address** box (for example, “john_doe@inter-tel.com”).

![Account Setup Assistant](image-url)
4. Click **Configure account manually**. The New Account page appears.

5. In the **New Account** page, select **IMAP**, and then click **OK**. The Edit Account page appears.

6. On the **Account Settings** tab, complete the following:
   - **Account name/Name/Account ID**: Type your mailbox number (for example, 1000).
   - **E-mail address**: Type your e-mail address (for example, “john_doe@inter-tel.com”).
   - **IMAP server**: Type the host name or IP address of the EM server as provided by your administrator.
   - **Password**: Type your mailbox subscriber password.
   - **SMTP server**: Type the host name or IP address of the SMTP server as provided by your administrator.
7. Click **OK**.

8. On the **Options** tab, do the following:
   - Clear (disable) the **Partially receive messages over 20 KB** check box. This is selected by default.
   - Verify that the **Always download complete message bodies** check box is selected.

![Edit Account](image.png)
9. Click **OK**. The new IMAP account is displayed in the main Accounts page.

When finished, Entourage creates a new Inbox for the IMAP account that is separate from the e-mail client Inbox. The IMAP account Inbox contains the voice mail messages left for that extension.

The following screen is an example of the IMAP account.
(Optional) To enable a secure connection using SSL:

1. Select Tools – Accounts.
2. Select the IMAP account for which you want to use a secure connection.
3. On the Account Settings tab, do the following:
   a. Click the Click here for advanced receiving options in the Receiving mail section.
   b. Select the This IMAP service requires a secure connection (SSL) check box.
   c. Close the form.
   d. Click the Click here for advanced sending options in the Sending mail section.
e. Select the **SMTP service requires secure connection (SSL)** check box.

f. Close the form.

4. Click **OK**.

5. Exit the Edit Account page.

### Configuring Mobile Device E-mail Clients

The following e-mail clients have been validated to support Unified Messaging OSE on Windows Mobile 5.0 operating system:

- Flexmail by Web Info Solutions, Inc.
- Microsoft Windows Mobile Office Outlook

For information about setting up an IMAP account in these e-mail clients, refer to the manufacturer’s documentation.
Download a Self-Signed Certificate

If you are using an IMAP account for voice messages you can use a self-signed certificate for SSL. For e-mail clients to authenticate the server, the self-signed certificate must be downloaded in the “trusted authorities” list. The downloading method varies depending on where the certificate file is located.

If the certificate file is on an enterprise Web server:
1. Open a Web browser.
2. Download the server.crt file. A Web browser automatically recognizes the certificate and prompts you to download it in your computer’s “root of trusted authorities.”

If the certificate file is on a network server:
2. Select the server.crt file from the network server.

If the certificate installation failed or the incorrect certificate was installed, you receive an error message when your e-mail client attempts to open a secure connection to the IMAP server for the first time. The connection is still encrypted, but the authentication of the IMAP server fails. Following is an example of the message that you may receive:

“A certificate chain processed, but terminated in a root certificate which is not trusted by the trust provider. Do you want to continue using this server?”

If you select Yes, you are not prompted again for the duration of that session. However, the error message reappears when the e-mail client is restarted. The only way to stop the message from reappearing is to properly install the TLS certificate on the server and, if using a self-signed certificate, configure the e-mail client to use it by enabling SSL.
Listening to Voice Messages

Voice messages are delivered to your e-mail client via e-mail notification messages. The From address in the message is **NoReplyDelivery@<servername>.com**, where server name is the name of your EM server.

**NOTE**

If you receive an error message, an error occurred when the EM server was synchronizing with the e-mail server. The From address for error e-mail messages is **NoReplyError@<servername>.com**. See page 103 for a table of e-mail client troubleshooting issues.

Because e-mail notification messages are generated by the EM server, you cannot reply to the message. If you attempt to reply to the message, an undeliverable error message is returned to you.

The location that your voice messages go to depends on which Unified Messaging level your account is configured for (see page 2).

- **Enhanced Forward and Copy, Enhanced Integration**, and **BlackBerry Enhanced Integration**: Your voice messages go to the e-mail client folder that your administrator configured for you. By default, this is the Inbox folder, the same location where your e-mail messages are delivered. Depending on how your account is configured, the e-mail notification message that you receive may contain an audio file attachment, a URL, or both.

**NOTES**

- If your company uses e-mail retention software that automatically moves the e-mail notification message to another location, it is highly recommended that you select **File Attachment or Both** for your message format (see page 71). Otherwise your voice messages may be deleted from the EM server.

- Do not move voice messages from the folder in your e-mail client that you specified for voice messages (see page 70). Otherwise your voice messages may be deleted from the EM server.

- **Basic Integration**: Your voice messages are available in the folder associated with the IMAP account you created. Message location is dependent on the email client you use. In some instances this is the Inbox and in others this is a separate IMAP inbox folder. The voice message is an audio file attachment to the e-mail notification message.
To listen to a voice mail message from your e-mail client:

1. Locate and open the e-mail notification message. This message contains the following text in the subject line:

   **VM Message for you <your voice mailbox extension> from <sender>**

   Depending on how the message format is configured, the e-mail message contains one or both of the following:
   - A URL hyperlink that opens the Unified Messaging OSE Voice Mail Web Interface.
   - An audio file attachment (WAV or MP3).

2. To play the voice mail message do one of the following:
   - **If the message contains a URL:**
     - Click the URL in the e-mail message. Your default Web browser opens and displays the logon page for the Unified Messaging OSE Voice Mail Web Interface (see page 67).
     - Log on to the Web interface. If your default media player does not automatically play the voice mail message, click the Play button.
   - **If the message contains an audio file attachment:**
     Double-click the audio file attachment. Your default media player automatically plays the voice mail message.

**NOTE**

You can forward e-mail notification messages that contain a URL from your e-mail client to another e-mail account. However, the URL sent in e-mail notification messages reference your mailbox. Therefore, if the person you are forwarding to does not know your mailbox and voice mail password, he or she cannot log on the Voice Mail Web interface to listen to the message.

**NOTE**

You can forward e-mail notification messages that contain audio attachments from your e-mail client to another e-mail account. You can also forward these types of messages to an external e-mail account if the outgoing SMTP server is configured properly.
Using the Voice Mail Web Interface

The Voice Mail Web interface provides access to your voice mailbox through a Web browser. Using the Voice Mail Web interface, you can listen to your voice messages using the default media player on your computer or mobile device. In addition, you can save, delete, and move messages. Depending on how your account is set up, you may also have certain configuration options, which are provided on the Configuration tab of the interface.

You can access the Voice Mail Web interface in one of the following ways:

- By clicking the URL hyperlink included in the e-mail notification message delivered to your e-mail client (see page 65).
- By opening a Web browser and navigating directly to the URL for the Voice Mail Web interface (see page 72).

The Voice Mail Web Interface varies slightly for computers vs. mobile devices. See the following sections for additional details:

- “Voice Mail Web Interface for Computers,” below
- “Voice Mail Web Interface for Mobile Devices” on page 75

Voice Mail Web Interface for Computers

The Unified Messaging OSE Voice Mail Web interface contains the Voice Messages and Configuration tabs.
Voice Messages Tab

The Voice Messages tab functions as the main browser to manage voice messages. The messages are categorized and can be sorted by the Sensitivity, From, Subject, Date, and Duration column headers.

The Voice Messages tab contains the following folders:

- **Inbox**: Displays voice mail messages that have not been saved or deleted.
- **Deleted Items**: Displays messages that are deleted.
- **Saved**: Displays messages that are saved.

Each folder has the following options:

- **Move To**: Moves message(s) to a different folder. One or more messages can be moved to a different folder.
  
  To move a message:
  
  a. Select the message(s).
  
  b. Select *Saved, Deleted Items*, or *Inbox* from the Move To box.

- **Delete**: Deletes messages.

  To delete a message:

  Select one or more messages, and then click Delete. If the selected messages are in the Saved or Inbox folders, the messages are moved to the Deleted Items folder. If the selected messages are in the Deleted Items folder, the messages are purged permanently.

  Messages left in the Deleted Items folder are deleted after the Deleted Message Holder Duration timer in DB Programming has expired. The default value is set to one hour.

- **PC Speakers** or **Phone**: Determines how the messages are played. The messages can be played on the PC speaker or through your endpoint. For instructions about how to listen to a message, see page 73.

  **NOTE**: Phone playback is not applicable to the Deleted Items folder.
Configuration Tab

You can customize your account using the Configuration tab if you have been given permissions to do so by your administrator. After you change fields, click **Commit Changes**.

The table below shows which fields apply to each Unified Messaging level, assuming that your administrator has configured your account with user configuration permissions.

<table>
<thead>
<tr>
<th>Field</th>
<th>Unified Messaging Level</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Enhanced Forward &amp; Copy</td>
</tr>
<tr>
<td>E-mail Address for Voice Messages(^1)</td>
<td>✓</td>
</tr>
<tr>
<td>E-mail Address for Fax Delivery</td>
<td>✓</td>
</tr>
<tr>
<td>E-mail Server(^1)</td>
<td>✓</td>
</tr>
<tr>
<td>E-mail Account Username(^1)</td>
<td>✓</td>
</tr>
<tr>
<td>E-mail Account Password(^1)</td>
<td>✓</td>
</tr>
<tr>
<td>E-mail Account Folder for Synchronization(^1)</td>
<td>✓</td>
</tr>
<tr>
<td>E-mail Client Message Format</td>
<td>✓</td>
</tr>
<tr>
<td>Download Format for Mobile Web Page</td>
<td>✓</td>
</tr>
<tr>
<td>Fax CC</td>
<td>✓</td>
</tr>
<tr>
<td>Synchronize MWI with E-mail Client</td>
<td></td>
</tr>
</tbody>
</table>

1. Required for synchronization.
The Configuration tab contains the options listed below. To ensure that voice messages are synchronized between your voice mailbox and e-mail client, complete the fields required for synchronization, as noted in the field description.

Configuration tab fields include:

- **E-mail Address for Voice Messages**: Specifies the e-mail address that the EM server uses to send you voice messages, welcome e-mail messages, and error messages. If required, type your e-mail address here.

- **E-mail Address for Fax Delivery**: Specifies the e-mail address the EM server uses to send you fax messages. If required, type your e-mail address here.

- **E-mail Server**: Specifies the name of your company’s Internet Message Access Protocol 4 (IMAP4) e-mail server. This e-mail server synchronizes voice messages with your EM server. If you don’t know that name of your e-mail server, ask your administrator. If required, type the name of your e-mail server here.

- **E-mail Account Username**: Specifies the user name you use to log on to your e-mail client. If required, type your e-mail user name here.

- **E-mail Account Password**: Specifies the password you use to log on to your e-mail client. If required, type your e-mail password here.

- **E-mail Account Folder for Synchronization**: Specifies the path and folder in your e-mail client where the EM server and your e-mail server synchronize your voice messages. For example, to synchronize voice messages to the e-mail client Inbox, type Inbox in this field. To synchronize voice messages to a sub-folder named “Voice Mail” under the “Inbox” folder in the e-mail client account, type Inbox/Voice Mail in this field. A backslash (\) is not a supported character for this field. To indicate a path, use a forward slash (/) instead (for example, Inbox/Voice Mail). Any folder or sub-folders that you specify in this field must first exist in your e-mail client. If required, type the folder or path you want to use for synchronization.

If you are configuring multiple voice mailboxes to synchronize with your single e-mail account, only one of the mailboxes can be synchronized with your e-mail client Inbox folder. You must create separate folders in your e-mail client to synchronize additional voice mailboxes. For example, if you want to synchronize both mailbox 1002 and mailbox 1003 with your john_doe@inter-tel.com e-mail account, you could synchronize mailbox 1002 with your Inbox folder and synchronize mailbox 1003 with Inbox/MB1003. If you attempt to synchronize multiple voice mailboxes with a single folder, the messages for one of the mailboxes may be deleted from the server.

**NOTICE**

Possible Data Loss. Changing the E-mail Account Folder for Synchronization to anything other than “Inbox” when the account is setup for BlackBerry Enhanced Integration may result in the deletion of messages. To support integration into folders other than the “Inbox” folder, you must set up message routing rules at the e-mail server (server-based rules) so that voice mail messages that are sent using BlackBerry Enhanced Integration will be routed into the expected folder. For information about setting up server-based rules, refer to the appropriate e-mail client’s guide or Help, or contact your system administrator.
• **E-mail Client Message Format**: Specifies the format you want your e-mail notification messages to use. Select **URL** if you want your messages to include a hyperlink to the Voice Mail Web interface, where you can play your messages. Select **File Attachment** if you want your messages to arrive in your e-mail client as an audio file attachment. You can also select **Both** to receive both a URL and file attachment.

  *NOTE* If your company uses e-mail retention software that automatically moves your e-mail notification message to another location, it is highly recommended you select **File Attachment** or **Both** for your message format. Otherwise your voice messages may be deleted from the EM server.

• **Download Format for Mobile Web Page**: Specifies which file format to use when downloading voice messages from the mobile device Voice Mail Web interface. Options include WAV or MP3 file formats. The default value is MP3.

  *NOTE* Most mobile devices do not support the WAV file format. Check to see which file format your mobile device supports and select the appropriate option.

• **Fax CC**: Select this option if you want a copy of your outgoing faxes sent to your e-mail address.

• **Synchronize MWI with E-mail Client**: Configure this field to determine how the Message Waiting Indication (MWI) feature works with your e-mail account. The option that you select for this field determines how the message lamp on your endpoint responds when you access a voice message in your e-mail client.

  Options include:
  - **Enabled**: When you access a message in your e-mail client, the message is marked as saved, and the message lamp on your endpoint ceases to flash.
  - **Disabled**: When you access a message in the e-mail client, the message is marked as seen, and the message lamp on your endpoint continues to flash.
Logging on to the Voice Mail Web Interface

To log on to the Voice Mail Web Interface, you need the following:

- Your Enterprise Messaging mailbox extension.
- Your voice mail password.
- The URL to your Voice Mail Web Interface.

To log on to the Voice Mail Web interface:

1. Open a Web browser.
2. In the browser address bar, type the URL provided by system administrator (for example, http://<EM server name>/umosevm).
3. Type the following information:
   - **Mailbox**: Your mailbox extension (for example, 1000).
   - **Voicemail Password**: Your mailbox password for Enterprise Messaging. To have the system remember your password, select Remember Me.
4. Click Log On.

After the log on information has been authenticated, the Unified Messaging OSE Voice Mail Web interface appears, as shown on page 68.
Listening to Voice Messages

There are two ways to listen to voice mail messages from the Voice Mail Web interface:

- **PC Speakers**: (Default) Uses the sound card, speakers, and the media player installed on your computer. The media player that is displayed in the Play View area varies depending on the plug-in that you have configured for WAV attachments. See page 3 for a list of compatible media players.

  **NOTE** If the computer is not equipped with a sound card, an error message appears. If this occurs, use the Phone option instead.

- **Phone**: Places a call to your endpoint from the voice mail system. You must answer the call to listen to the message.

Select an audio device from the list box located on the far right of the screen under the Logout button. For details about audio device types see page 68.
To listen to a voice message on the PC Speaker:

1. In the From column, click the link to the message you want to listen to. The Play View appears, as shown below.

2. If the message does not start playing automatically, click the **Play** button.

![Play View](image.png)

**NOTE**
The media player that is displayed in the Play View area varies depending on the plug-in that you have configured for WAV attachments. The above example shows Windows Media Player. For details about playing a message, refer to the media player’s user documentation.

To listen to a voice message through your endpoint (Phone):

1. In the Voice Messages tab in the Inbox, change the default audio device type to **Phone**.

2. In the From column, click the message link to which you want to listen. A call is placed to your endpoint.

   Depending if the call is external or internal, one of the following occurs:
   - *If the call is an internal call*, the message is played immediately when you answer.
   - *If the call is an outside call*, the voice mail system announces, “You have a new message from xxx.” Follow the instructions to listen to the message.
Voice Mail Web Interface for Mobile Devices

The Voice Mail Web Interface for mobile devices contains the following tabs in the main page:

- **New**: Displays voice mail messages that have not been saved or deleted.
- **Saved**: Displays messages that are saved.
- **Deleted**: Displays messages that are deleted.
- **More Options**: Determines how the messages are sorted and how they are played. See page 76 for details.

**NOTE**
There are numerous types of mobile devices and each functions differently. The examples shown in this section are captured using a Windows Mobile 6 emulator.
To display new, saved, or deleted message:

1. Tap New, Saved, or Deleted.

2. Tap one of the following options:
   - **Play**: Plays the message (see page 78 for details).
   - **Save**: Saves the message (applies to new messages only). The message is moved to the Saved Messages page.
   - **Delete**: Deletes the message. The message is moved to the Deleted Messages page.
   - **Mark New**: Marks the message as New again (applies to saved and deleted messages only). The message is moved back to the New Messages page.

You can change the interface settings using the More Options tab.

To change the interface settings:


2. Change the following settings, if necessary:
   - **Sort By**: Determines how the messages are sorted. You can sort messages by Date: New first, Date: Old first, or Sender. It is set to **Date: New first** by default.
   - **Play message using**: Determines how the messages are played. The messages can be played on the mobile device or through your endpoint. It is set to **Mobile Phone** by default. For instructions for listening to a message, see page 78.

3. Tap Set.
Logging on to the Voice Mail Web Interface

To log on to the Voice Mail Web Interface, you need your Enterprise Messaging mailbox extension and voice mail password.

**To log on to the Voice Mail Web interface:**

1. Open a Web browser.
2. In the browser address bar, type the URL provided by your system administrator (for example, http://<EM server name>/umosevm or http://<EM server name>/umoemobile). The log on page appears.
3. Type the following information:
   - **Mailbox**: Your mailbox extension (for example, 1000).
   - **Voicemail Password**: Your mailbox password for Enterprise Messaging.
4. Tap **Log On**.

After the log on information has been authenticated, the Voice Mail Web interface appears, as shown on page 75.
Listening to Voice Messages

There are two ways to listen to voice mail messages from the mobile device Voice Mail Web interface:

- **Mobile Phone**: (Default) Uses the mobile device's media hardware to play the message. The media player that is displayed in the Play View area varies depending on the mobile device's media player. See page 3 for a list of compatible media players.

- **Desk Phone**: Places a call to your endpoint from the voice mail system. Answer the call to listen to the message.

Select the audio device from the Play Message Using field on the More Options tab see page 76.

To listen to voice messages on your mobile device:
1. Select the message that you want to listen to, and then tap **Play**. The Download dialog box appears.

If you do not want to open the file after downloading, clear the **Open file after download** option.
2. Tap **Yes** to play the message. The device downloads and plays the message using your mobile device's default media player. See page 3 for supported media players. For details about playing a message, refer to the media player’s user documentation.

3. Tap the Close button (X) at the top right corner of the display to close the media player.

---

**NOTE**

Most mobile devices do not support WAV attachments for voice messages. Ensure you have selected the file type that your mobile device supports (see page 71).

---

To listen to voice messages through your desk phone:

1. From the main page, tap **More Options**. The More Options page appears.

2. Change the “Play message using” field to **Desk Phone**.

3. Select the message that you want to listen to, and then tap **Play**. A call is placed to your endpoint.

   Depending if the call is external or internal, one of the following occurs:

   - **If the call is an internal call**, the message is played immediately when you answer.
   - **If the call is an outside call**, the voice mail system announces, “You have a new message from xxx.” Follow the instructions to listen to the message.
Sending and Receiving Faxes

This chapter provides instructions for sending and receiving faxes and for creating a fax cover page using your computer.

See the following topics for details:

- “Sending Faxes” below
- “Receiving Faxes” on page 101

Sending Faxes

Unified Messaging OSE outbound fax features are supported for computers only. You cannot send faxes from your mobile device. You can send a fax from your computer using one of the following methods:

- “Using the Unified Messaging OSE Fax Print Driver” on page 82
- “Using the Unified Messaging OSE Web Fax Form” on page 94

Sending a fax requires the appropriate Unified Messaging and fax conversion licenses. If the required licenses do not exist on the server, you cannot log on to the Web Fax Form or use the Fax Print Driver. If you experience problems sending a fax, contact your system administrator for assistance.

NOTE

Canceling a fax is currently not an option. The fax continues to retry every 10 minutes for 10 attempts. If, after 10 attempts, the fax transmission is not successful, the fax is automatically deleted. The ability to cancel a fax will be available in a future release.
Using the Unified Messaging OSE Fax Print Driver

The Unified Messaging OSE Fax Print Driver is a software application that you install on your computer. The Fax Print Driver includes the Fax Client application, which allows you to configure and send a fax.

This section provides information about the following topics:

- “Installing the Fax Print Driver” on page 82
- “Sending a Fax Using the Fax Print Driver” on page 86
- “Creating a Fax Cover Page Using a Printable File” on page 93

The Fax Print Driver is an alternative to the existing Inter-Tel Unified Messaging OSE Web-based Fax Form (see page 94) to send faxes. Unlike the Web-based Fax Form:

- You can send faxes from any computer (running the Microsoft® Windows® 2000 or later operating system) that supports printing.
- You do not have to attach a file to the fax form.
- You can fax any file that is printable; a fax document can be in any format, not limited to TIFF or PDF.

NOTE: Mobile devices and the Mac OS operating system currently do not support the Fax Print Driver.

Installing the Fax Print Driver

This section provides the instructions for installing the Fax Print Driver.

To install the Fax Print Driver:

1. Run the UMFaxDriver.msi file to install the fax print driver. The installation wizard opens. Click Next.
2. Type your name and organization in the text boxes, and select your installation option. Click Next.

3. By default, the driver is installed under C:\Documents and Settings\<user>\Local Settings\Application Data\umfaxprinter. If you want to install to a different location, click Browse and select a location. Click Next.
4. The Ready to Install the Application screen appears. Click **Next** to begin the installation.

The application is installed.
5. During the final part of the installation, a Hardware Installation warning message appears. Click **Continue Anyway** to install the driver.

![Hardware Installation Warning]

6. The final wizard screen indicates that the application has been installed. Click **Finish**.

![Final Installation Screen]
Sending a Fax Using the Fax Print Driver

The following section describes how to send a fax using the Fax Print Driver and the associated Fax Client application.

To send a fax:

1. Open a file that is printable.
2. Select Print from the File menu.
3. Select Inter-Tel UMOSE Fax Printer as the printer name, and then click OK.

4. The Inter-Tel Unified Messaging OSE Fax Client application opens and the message, “Please check and confirm configuration settings” appears. Click OK.
5. Complete the fields on the **Configuration** tab. You are required to complete the information on the Configuration tab one time only. After you click **Confirm Settings**, your information is saved for subsequent faxes.

Type or set the following fax settings:

- **Mailbox**: Your mailbox number (for example, 1000).
- **Voicemail Password**: Your mailbox subscriber password.
- **Web Server**: The hostname or IP address of the EM server. If you do not have this information, ask your system administrator.
- **Use HTTPS**: Select this option to use a secure Hypertext Transfer Protocol (HTTP) connection (or HTTPS—HTTP over Secure Sockets Layer) to access the Web-based fax service located on Enterprise Messaging. Using the HTTPS protocol prevents your credentials and document information from being transmitted in clear text. If the HTTP connection is not secured, your password is sent across the network in an unencrypted message.

**NOTE**

If you select this option and receive an error message, the EM server is not configured for HTTPS, and you cannot use this option. Deselect the HTTPS option.

When finished click **Confirm Settings**.
6. Click the **User Settings** tab. Type the information about yourself in the fields provided. You are required to complete the information on the User Settings tab one time only. After you click **Save Settings**, your information is saved for subsequent faxes.

Fields include:

- **From Name**: Your name.
- **Company**: Your company name.
- **Telephone Number**: Your telephone number.
- **Fax Number**: Your fax number.
- **Copy fax to sender**: Select this option to receive a copy of the fax that you send. If the submit operation is a success, you receive a TIFF attachment showing exactly what was sent in the submit process. If this option is disabled in the system, this option is unavailable (see page 71).

When finished, click **Save Settings**. This information is added to the cover page if the Cover Page option on the Main tab is selected.
7. Click the **Main** tab.

Configure the fax settings as described below:

- **Recipients**: Type the name of the recipient(s), or the fax number where you want to send the fax. You can also select recipients from the **Company Directory**, and then click **Add**. Entries must be separated by a semi-colon. The recipient’s name or numbers appears in the box.

  **NOTE**

  To include a telephone company account code, type the telephone number, followed by a comma, and then the account code (for example, 4804498900,123456). Do not include spaces between digits.

- **File List**: The file that you are sending appears in the list. To send multiple fax documents, open the file that you are adding and print to the OSE Fax Printer. The files will appear in the File List.
- **Cover Page**: Select this option to add a cover page. Type or set the following information:
  - **To (Attn.)**: The name of the recipient.
  - **Subject**: A brief description of the subject of the fax.
  - **Company**: The name of the company.
  - **Fax Number**: The fax number of the recipient.
  - **Telephone Number**: The telephone number of the recipient.
  - **Cover Page Template File**: Select the cover page file (.cpg) that you want to use from the Template folder.

To create a cover page using a printable file, see page 93.
- **Add Comments**: Click **Add Comments** to open the Cover Page Comments edit box. Type your comments and then click **OK**.
8. Click the **Delivery Options** tab.

Set the following delivery options:

- **Read Receipt** (applies to e-mail recipients only): Select this option to request a read receipt for this message.

- **Delayed Delivery** (applies to fax machine recipients only): Select this option to set the outbound fax delivery for a later date or time. Click the Date and select the Time that you want to send. The scheduled date is highlighted.

**NOTE**

Although the current date is circled, you still need to select a date for the new schedule to take affect.
9. Click the Cover Page Preview tab. This tab displays the cover page that you are sending. Verify that the cover page has the correct information.

10. When finished, click the Submit Fax button, which is located at the bottom right on the Inter-Tel Unified Messaging OSE Fax Client dialog box.
Creating a Fax Cover Page Using a Printable File

When using the Fax Client application to send a fax, you have the option of using a cover page that you create rather than a cover page template. Follow the instructions below to create your own fax cover page.

**NOTE** You cannot use your own fax cover page when using the Unified Messaging OSE Web Fax Form to send a fax (see page 94).

To create a fax cover page:

1. Open a printable file, such as a Microsoft Word document.
2. Create a cover page by typing the information that you want to include in the cover page.
3. Select **Print** from the File menu.
4. Select **Inter-Tel UMOSE Fax Printer** as the printer name, and then click **OK**. The Inter-Tel Unified Messaging OSE Fax Client application appears.
5. Open the file that you want to fax, and then repeat steps 3 and 4. The fax file is added to the Unified Messaging OSE Fax Client application, as shown below.

6. Follow the instructions to send the fax as described on page 86.
Using the Unified Messaging OSE Web Fax Form

Unified Messaging OSE provides a Web-based Fax form that allows you to send multiple fax documents without installing a software application on your computer.

The Inter-Tel Unified Messaging Fax Form page is shown below.

The title bar displays your mailbox extension as well as the fax delivery e-mail address configured for you on the EM server. In this case, the user’s mailbox is “1000” and the e-mail address is “john_doe@inter-tel.com.” Follow the instructions in this section for logging in to the Web Fax Form and for sending a fax message.
Logging In to the Web Fax Form Page

This section explains how to log in to the Web Fax Form page. Your system administrator provides you with the URL to the Web Fax Form page.

**To log in to the Inter-Tel Unified Messaging Web Fax Form page:**

1. Open a Web browser.
2. In the browser address bar, type the Web Fax Form URL (for example, http://<server name>/faxclient).
3. If you see a security warning indicating that the Certificate Authority that issued the site’s certificate is not trusted or recognized, install or accept the certificate as follows:
   - If using Internet Explorer 6 or later:
     a. Click View Certificate.
     b. Click Install Certificate.
     c. Click Next.
     d. Verify that the Automatically select the certificate store based on the type of certificate check box is selected, and then click Next.
     e. Click Finish.
     f. If another security warning message appears, click Yes to install the certificate.
     g. Click Yes to continue loading the page.
   - If using Firefox:
     a. Click Accept this certificate permanently.
     b. Click OK.

**NOTE**

You need to install or accept the certificate the first time you access the Web Fax Form page. If you see the security warnings on subsequent access attempts, contact your system administrator immediately. It is possible that the Web Fax Form page has experienced a security breach.

You might also see a warning if you access the server using a variation of the server name that does not explicitly match the server name in the certificate or if you use an IP address instead of the full server name. The warning explains that the hostname does not match the certificate. Click OK.
4. Type the following information, and then click Login.
   - **Mailbox**: Type your mailbox number (for example, 1000).
   - **Voicemail Password**: Type your mailbox subscriber password for the EM server.

   Unified Messaging OSE does not create a cookie for the password. If your browser supports this functionality, you are prompted as to whether or not to remember the mailbox.

   **NOTE**
   If your mailbox and e-mail address are not configured properly, you cannot log in to the Web Fax Form. Contact your system administrator for assistance.

   After the login information has been authenticated, the Inter-Tel Unified Messaging Web Fax Form page appears. See page 97 for instructions about sending faxes.
Sending a Fax Using the Web Fax Form

This section provides the instructions for sending faxes using the Web Fax Form.

To send a fax message:

1. Select a recipient by doing one of the following:
   - Click the book icon ( ) in the Recipient Bar to display the mailbox list. Select the recipient(s), and then click Add. The selected recipient(s) appear in the edit box.
   - Click the Click here to add recipients link to expand the inline edit box as shown below, and then manually type the recipient mailboxes, fax numbers, or e-mail addresses. Entries must be separated by a semi-colon. When finished, click Save.

   To delete a recipient from the recipient list, highlight the name of the recipient that you want to delete, and press the Delete key on your keyboard.

   - Click the Click here to add recipients link to expand the inline edit box as shown below, and then manually type the recipient mailboxes, fax numbers, or e-mail addresses. Entries must be separated by a semi-colon. When finished, click Save.

   To include a telephone company account code, type the telephone number, followed by a comma, and then the account code (for example, 480498900, 123456). Do not include spaces between digits.

NOTE

Some telephone companies require an account code for outbound calls, including faxes. Your system administrator may provide you with an account code to use when sending outbound faxes, if it is required.

To include a telephone company account code, type the telephone number, followed by a comma, and then the account code (for example, 480498900, 123456). Do not include spaces between digits.
2. To add a fax document, click **Browse** in the Files field and locate the fax document that you would like to send. The fax document must be in TIFF or PDF format. If you wish to generate TIFF or PDF documents from other file formats (such as MS Word), it is your responsibility to obtain the necessary software to do so. To add multiple fax documents, click the **Click here to add additional files** link.

   **NOTE** Currently, Unified Messaging OSE supports TIFF files in CCITT Group 3 format only.

3. To request a read receipt for this message, select **Read Receipt** in the Fax Settings field. Note that this only applies to messages sent to an e-mail address.

4. To set the outbound fax delivery for a later date or time, select **Delayed Delivery** in the Fax Settings field. When the following screen appears, click the Date and Time that you want to send the fax. The scheduled date and time are highlighted as shown below.

   **NOTE** Although the current date is underlined, you still need to select a date for the new schedule to take affect.
5. To add a cover page, select **Add cover page** in the Cover Page panel. The cover page edit boxes appear.

Complete the following fields:

- Type the name of the recipient in the **To (Attn)** box.
- Type the fax number of the recipient in the **To (Fax Number)** box.
- Type a brief description of the subject of the fax in the **Subject** box.
- Click the **Click here to enter comments** link to expand the Comments edit box, and then type the comments.
- Click **Save**.
6. In the **Your Info** panel, type the information about yourself to add to the cover page when the Cover Page option is selected. The information you typed is saved in the system for future use so you do not have to retype these fields every time.

7. **Click Submit Fax.**

When the file has been transmitted, a page similar to the one below appears providing the result of the file upload. To send another fax, click the **Click here to go back to fax form** link.

```
Results:
Uploaded file: 00CED288.sf

Click here to go back to fax form
```
Receiving Faxes

If your account is licensed to receive faxes, incoming faxes are sent to your e-mail address for fax delivery, as configured on the EM server. Faxes are sent via e-mail notification messages, which include a PDF or TIFF file attachment for the fax transmission.

To view the fax, open the attachment using the default graphics viewer installed on your computer or mobile device. If you do not have graphics software installed on your hardware device, you will not be able to open the attachment.

Faxes sent through the Web Fax client to an e-mail address or to a mailbox with Fax Forwarding enabled are received as TIFF attachments only. The configurable conversion to PDF is for inbound faxes only.

To view a fax:

1. Open your e-mail client and locate the e-mail notification message that contains the fax. The subject line contains the text:  
   **Fax Message for you from <sender>**
2. Open the e-mail notification message.
3. Open the attached TIFF or PDF file to view the fax. Your graphics software automatically opens and displays the fax document.

**NOTES**

If you are the intended recipient of a failed fax, your system may be configured to deliver an e-mail message to you stating that a failed fax attempt was received. If you receive this type of e-mail notification, ask the sender to resend the fax.
Troubleshooting

This chapter lists troubleshooting issues for Unified Messaging OSE. The following troubleshooting tables are included:

- E-mail Client Issues (see below)
- Voice Mail Web Interface Issues (see page 105)
- Faxing Issues (see page 107)

If you cannot resolve your issue after reviewing these tables, contact your system administrator for assistance.

E-mail Client Issues

The table below includes troubleshooting issues related to e-mail clients and error e-mail message text. The From address for error e-mail messages is NoReplyError@<servername>.com, where server name is the name of your EM server.

<table>
<thead>
<tr>
<th>Symptom/ Error Message</th>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>My IMAP e-mail account does not work.</td>
<td>Incorrect settings.</td>
<td>Do the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Verify that the settings are programmed correctly for your e-mail client (see page 14).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Verify that you have the correct host name or IP address of the EM server.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Contact your system administrator for assistance.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>NOTES</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>If your company uses e-mail retention software that automatically moves the e-mail notification message to another location, it is highly recommended that you select File Attachment or Both for your message format (see page 71). Otherwise your voice messages may be deleted from the EM server.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Do not move voice messages from the folder in your e-mail client that you specified for voice messages (see page 70). Otherwise your voice messages may be deleted from the EM server.</td>
</tr>
<tr>
<td>Lotus Notes does not delete e-mail messages in the IMAP Inbox folder.</td>
<td>The view refresh option is not set properly.</td>
<td>Set the refresh option to automatic as described on page 47.</td>
</tr>
<tr>
<td>Symptom/Error Message</td>
<td>Possible Cause</td>
<td>Corrective Action</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>I received a voice message with the following note:</td>
<td>The e-mail attachment is larger than the file size limitation set for you by your e-mail administrator.</td>
<td>Large messages can be rejected due to limitations imposed by the e-mail server configuration. If this occurs, you can still listen to the voice message from the Voice Mail Web interface. See the instructions for computers on page 73, or the instructions for mobile devices on page 78.</td>
</tr>
<tr>
<td></td>
<td>The E-mail Server field is programmed incorrectly.</td>
<td>The E-mail Server field should be programmed with the name or IP address of the IMAP4-compliant e-mail server (not the Enterprise Messaging server). This must be either a Domino or Exchange server. See page 70 for more information.</td>
</tr>
<tr>
<td>I received an error message with the following text:</td>
<td>Your e-mail credentials are incorrect.</td>
<td>Verify that you have programmed the proper e-mail user name and password (see page 70).</td>
</tr>
<tr>
<td>“Error logging into: &lt;user name&gt;”</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| I received an error message with the following text:                                  | Not all of the required fields are configured for the e-mail server.          | Verify that the following fields are programmed properly on the Configuration tab:  
  • E-mail Server (see page 70)  
  • E-mail Account Username (see page 70)  
  • E-mail Account Password (see page 70)  
  • E-mail Account Folder for Synchronization (see page 70) |
| “Not all required attributes for remote server are populated for: MB<xxxx>”           |                                                                              |                                                                                                                                                                |
| I received an error message with the following text:                                  | When configuring the E-mail Account Folder for Synchronization field, you selected a folder that does not exist. | Verify that you have selected a folder in your e-mail client that already exists for this field (see page 70). |
| “Error selecting folder: Inbox/<folder name>”                                         |                                                                              |                                                                                                                                                                |
## Voice Mail Web Interface Issues

The table below includes troubleshooting issues related to the Voice Mail Web interface.

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Even though I correctly configured the E-mail server on the Configuration tab, I get an error message stating that the account cannot be synchronized.</td>
<td>The e-mail server does not support SSL.</td>
<td>If the mailbox has SSL enabled and the e-mail server does not support it, the connection fails. Contact your system administrator. If your company requires you to change your e-mail or network password periodically, you may have changed it without updating the corresponding field on the Voice Mail Web interface Configuration tab. Verify that your E-mail Account Password is set correctly on the Configuration tab (see page 70).</td>
</tr>
<tr>
<td>When I try to change my settings using the Voice Mail Web interface, the fields are all disabled.</td>
<td>Your administrator has disabled the user configuration feature for your account.</td>
<td>Check with your system administrator to see if the “Allow User to Configure” option is enabled or disabled for your account.</td>
</tr>
<tr>
<td>I recently changed the message format using the Configuration tab, but the existing messages in my e-mail client still use the old format.</td>
<td>None.</td>
<td>After you change the message format, the change is reflected in new messages only. It does not affect messages that existed in your e-mail client before the change. See page 71 for more information.</td>
</tr>
</tbody>
</table>
| I configured my settings using the Configuration tab but I do not see messages in my e-mail client. | Configuration error. | The following fields must be configured correctly to enable synchronization between your voice mailbox and your e-mail client:  
  - E-mail Server (see page 70)  
  - E-mail Account Username (see page 70)  
  - E-mail Account Password (see page 70)  
  - E-mail Account Folder for Synchronization (see page 70) |
When I log on to the Voice Mail Web interface, my new messages are in the Deleted folder.

You have configured more than one mailbox to synchronize with your e-mail client folder.

Your company’s e-mail archiving system deleted the messages.

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>When I log on to the Voice Mail Web interface, my new messages are in the Deleted folder.</td>
<td>You have configured more than one mailbox to synchronize with your e-mail client folder.</td>
<td>Configure one mailbox per e-mail client folder for synchronization. You will need to create a new e-mail client folder for each additional mailbox that he or she wants to synchronize (see page 70).</td>
</tr>
<tr>
<td>Your company’s e-mail archiving system deleted the messages.</td>
<td>If your company uses e-mail retention software that automatically moves the e-mail notification message to another location, Inter-Tel recommends that you select File Attachment or Both for your message format (see page 71). Otherwise your voice messages may be deleted from the EM server.</td>
<td></td>
</tr>
</tbody>
</table>
## Faxing Issues

The table below includes troubleshooting issues related to faxing.

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>The first time the Fax Client application starts, I see a dialog box</td>
<td>Because this is the first time you have used the Fax Print Driver, the</td>
<td>You must configure the information on the Configuration tab of the Fax Client interface before you can use the Fax Print Driver (see page 87). Note that you are required to complete the information on the Configuration tab and User Settings tab one time only.</td>
</tr>
<tr>
<td>with the following error message, “Please configure and confirm user</td>
<td>required settings have not yet been configured.</td>
<td></td>
</tr>
<tr>
<td>settings.”</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>When I click on the Cover Page Preview tab, all I see is a gray box.</td>
<td>You did not select the Cover Page option on the Main tab.</td>
<td>The Cover Page Preview tab displays the cover page that you select on the Main tab (see page 89) in the Fax Client application.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>When I click the Submit Fax button on the Fax Client interface, I</td>
<td>A fax license is required for sending a fax, but there are no available fax</td>
<td>Contact your system administrator to inform him or her that you received this message. Your system administrator can verify that the system has the appropriate Unified Messaging and fax conversion licenses.</td>
</tr>
<tr>
<td>receive an error stating that there are no available fax licenses.</td>
<td>licenses.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I selected the Delayed Delivery option for a fax message, but the fax</td>
<td>You sent the fax to an e-mail recipient, not a fax machine.</td>
<td>The Delayed Delivery option only applies to outbound faxes sent to a fax machine (see page 91). This option does not apply to faxes sent via e-mail.</td>
</tr>
<tr>
<td>message was delivered immediately.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I cannot log in to the Web Fax Form.</td>
<td>Incorrect settings.</td>
<td>Your mailbox and the e-mail address may not be configured. Contact your system administrator for assistance.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I cannot send a fax in TIFF format.</td>
<td>The TIFF file may not be in CCITT Group 3 Format.</td>
<td>Currently Unified Messaging OSE does not support TIFF format in CCITT Group 4. Convert the TIFF file into PDF format using a third-party TIFF-to-PDF conversion software, and then send the fax again.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I tried to cancel my outgoing fax, but the fax continues to attempt a</td>
<td>You cannot cancel a fax.</td>
<td>Canceling a fax is currently not an option. The fax continues to retry every 10 minutes for 10 attempts. If, after 10 attempts, the fax transmission is not successful, the fax is automatically deleted. The ability to cancel a fax will be available in a future release.</td>
</tr>
<tr>
<td>transmission.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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