

MITEL

# 5000 Communications Platform (CP)

Unified Voice Messaging E-Mail Synchronization



User Guide



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# Introduction

E-Mail Synchronization for Unified Voice Messaging (UVM) is a software application that integrates the Mitel® 5000 Communications Platform (CP) embedded UVM function with a specified external e-mail server. This gives you the option to access, play, and manage your voice mail messages directly from your computer or Blackberry® mobile device e-mail client application. Each UVM voice mail message that you receive can also be delivered as an e-mail message with an attached audio file.

For details about accessing voice mail messages from your e-mail client, see [page 3](#). For troubleshooting information, see [page 7](#).

## Requirements

To access the full features and functionality of E-Mail Synchronization for UVM, you must have an e-mail account with your company's e-mail system and a voice mailbox within the UVM application.

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

- A computer with:
  - Network access.
  - A compatible e-mail client application.
  - 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 or MPEG-1 Audio Layer 3 (MP3<sup>1</sup>) files.
- A mobile device with:
  - Network access.
  - A compatible e-mail client application.
  - A media player that can play WAV or MP3 files.

## Compatibility

The “enhanced” levels of E-Mail Synchronization for UVM have been validated to work with the following IMAP-compliant e-mail servers:

- Microsoft® Exchange 2003, 2007, or 2010
- Lotus® Domino® v8.5
- Novell® GroupWise® v7.0

**IMPORTANT**

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

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## E-Mail Synchronization Levels

E-Mail Synchronization provides access to voice mail messages through your e-mail client. Voice messages include voice mail recordings made by internal and external callers, Record-a-Call messages, and Group messages.

The following levels of E-Mail Synchronization are available:

- **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 your mailbox. This level **does not** provide integration 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 your mailbox. This level **does not** provide integration 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. When your system administrator sets up your account, you receive a Welcome e-mail message and error notification e-mail messages if an error occurs. This level **does** provide integration between your e-mail client and your voice mailbox.
- **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, you will not be notified.
- BlackBerry Enhanced Integration does not automatically synchronize messages into folders other than the "Inbox" folder. To support integration into folders other than the "Inbox" folder, you administrator must set up message routing rules at the e-mail server so that voice mail messages are routed into the appropriate 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 E-Mail Synchronization levels.

Feature	Forward Only	Forward and Copy	Enhanced Integration	BlackBerry Enhanced Integration
Voice mailbox and e-mail client integrated			✓	✓
Welcome and error e-mail messages provided (see <a href="#">page 4</a> )			✓	✓



# Using Your E-mail Client

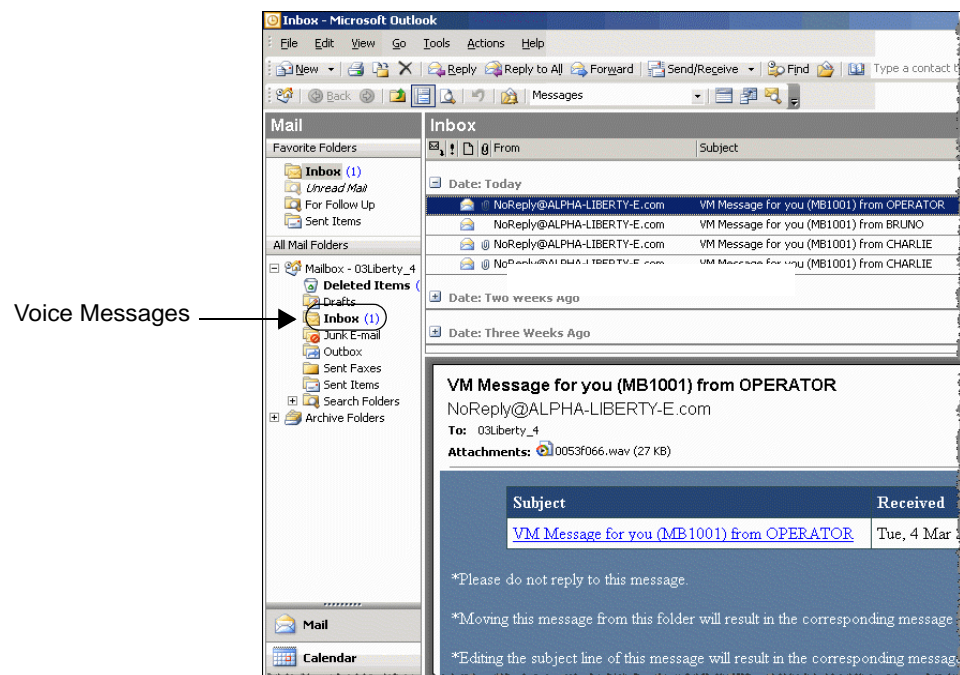
This chapter provides information and instructions for configuring your e-mail client and for listening to your voice messages from your e-mail client.

See the following topics for details:

- Configuring Your E-mail Client on [page 3](#)
- Receiving E-Mail Synchronization E-Mail Messages on [page 4](#)
- Listening to Voice Messages on [page 5](#)

## Configuring Your E-mail Client

To activate your account, your administrator selects an E-Mail Synchronization level for you (see [page 2](#)) and then programs the associated options. For example, 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 mail message, it is sent to the specified folder.



Beyond the initial administrator activation and configuration, you should not normally need to perform any additional e-mail client configuration.

## Receiving E-Mail Synchronization E-Mail Messages

E-Mail Synchronization includes several types of e-mail messages as described in this section. The messages are presented in the language defined for your voice mailbox.

### Welcome Message

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

- **From:** The "From" address is **NoReplyWelcome@<server name>.com**, where *server name* is the name of your voice mail server.
- **Sent:** Includes the day, date, and time the message was sent by UVM.
- **To:** The "To" address is your e-mail address for voice messages as configured for your E-Mail Synchronization account. For example, John\_Doe@mitel.com.
- **Subject:** The subject of this message is **Welcome to E-Mail Synchronization**.

The Welcome e-mail contains basic account information and indicates your synchronization type, which corresponds to the E-Mail Synchronization level your account is configured for (see [page 2](#)). Options include:

- Enhanced Integration
- BlackBerry Enhanced Integration

Welcome to Mitel's Integrated Voice Mail synchronization	
Your messages will be synchronized to	Inbox
Your voice mail address is	john_doe@mitel.com
Your voice mailbox is	1000
Your remote folder is	Inbox
Your synchronization type is	Enhanced Integration
SSL enabled for remote server connection	yes

### 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@<server name>.com**, where *server name* is the name of your voice mail server.
- **Sent:** Includes the day, date, and time the message was sent by UVM.
- **To:** The "To" address is your e-mail address for voice messages as configured for your E-Mail Synchronization account. For example, John\_Doe@mitel.com.
- **Subject:** The subject of this message is **<length of message in minutes:seconds> Message for MB <your voice mailbox extension> from <sender>**.
- **Attachments or Retrieval Information:** Depending on your configuration, the message contains an audio file attachment or information on retrieving the voice mail message (for example, a callback number). If an attachment is included, 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 page for instructions on listening to voice messages:

## Error Message

Error messages indicate that E-Mail Synchronization encountered a problem delivering a voice message. Error messages contain the following:

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

See [page 7](#) for a troubleshooting table that provides a list of error messages, the possible causes, and corrective actions.

## Listening to Voice Messages

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

### NOTE

If you receive an error message, an error occurred when the voice mail server was synchronizing with the e-mail server. The From address for error e-mail messages is **NoReplyError@<server name>.com**. See [page 7](#) for a table of e-mail client troubleshooting issues.

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

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 other e-mail messages are delivered. The e-mail notification message that you receive will contain an audio file attachment or message retrieval information.

### NOTE

Do not move voice messages from the folder in your e-mail client that was specified for voice messages. Otherwise your voice messages may be deleted from the voice mail server.

### 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:

**<length of message in minutes:seconds> Message for MB <your voice mailbox extension> from <sender>**

The e-mail message contains an audio file attachment (WAV or MP3) or message retrieval information (for example, a callback number).

2. If an audio file is attached, double-click the audio file attachment to play the voice mail message. Your default media player automatically plays the voice mail 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.



# Troubleshooting

This chapter lists troubleshooting issues for E-Mail Synchronization. If you cannot resolve your issue after reviewing this information, 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@<server name>.com**, where *server name* is the name of your voice mail server.

**NOTE** Do not move voice messages from the folder in your e-mail client that is specified for voice messages. Otherwise your voice messages may be deleted from the voice mail server.

Symptom/ Error Message	Possible Cause	Corrective Action
I received a voice message with the following note: "There was an error appending this message. Check message size to see if it exceeds your e-mail server's configured limit."	The e-mail attachment is larger than the file size limitation set for you by your e-mail administrator.	Large messages can be rejected due to limitations imposed by the e-mail server configuration.
I received an error synchronizing mailbox account message with the following text: "Error logging into: <user name>"	Your e-mail credentials are incorrect. Or, the IMAP server is off line or in the process of a reboot.	Ask your administrator to verify that your account is programmed with the proper e-mail user name and password. Also have your administrator ensure that the IMAP server is on line.
I received an error message with the following text: "Not all required attributes for remote server are populated for: MB<xxxx>"	Not all of the required fields are configured for the e-mail server.	Ask your administrator to verify that the following fields are programmed properly for your account: <ul style="list-style-type: none"> <li>• E-mail Address</li> <li>• E-mail Account Username</li> <li>• E-mail Account Password</li> <li>• Message Audio Format</li> </ul>
I received an error message with the following text: "Error selecting folder: Inbox/<folder name>"	The E-mail Account Folder for Synchronization field is configured for a folder that does not exist.	Ask your administrator to verify that your account is programmed to use the appropriate folder in your e-mail client.



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