

MITEL

NuPoint Messenger IP

MESSAGING USER GUIDE
Release 11.0

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Mitel NuPoint Messenger IP Messaging User Guide

Release 11.0

April 2007

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Introduction

About Your Voice Mail

Mitel® NuPoint Messenger™ IP allows you to manage your voice mail, Record-A-Call (RAC), fax, and Microsoft® Outlook® email messages from a touch-tone phone as well as from your PC.

Voice mail, Record-A-Call, fax, and e-mail are all "messages" that are accessible through your voice mailbox and that you access using a menu system. The Voice Mail menu provides access to most of the voice mailbox features and options including fax messages. Any voice mail user can access this menu. The E-mail menu only provides access to e-mails and is available only to users with the Advanced Unified Messaging feature with Text-to-Speech option.

In addition to accessing your messages over the phone, you can now play and manage your voice messages from your Microsoft Outlook inbox. You install a plug-in player that allows you to play voice messages from your email inbox over your PC speakers or over the phone. To use this feature, you must have the Advanced Unified Messaging feature. For more information, see "Using Your PC for Voice Messages" on page 19.



Note: Depending on how your mailbox is configured, you may not have all of the options described in this guide. Refer to your System Administrator for more information.

About This Document

This guide provides instructions on the functionality of the Mitel® telephone user interface (TUI) and Mitel Multimedia Outlook Plug-in. Also refer to the NuPoint Messenger Mitel TUI Quick Reference Guide on <http://edocs.mitel.com/UG/Index.html>.

Your Telephone

Before using the voice mail features of your system, familiarize yourself with your telephone.

- Message key - Used to call the NuPoint Voice system and access your mailbox.
- Keypad - Used to make menu selections within the voice mail system.
- Message light - Used to indicate when you have new voice messages in your mailbox.
- Softkeys - Used to select many of the voice mail menu options. To select a menu option that appears in the telephone display, you can press either the associated context-sensitive softkey that appears in your phone's digital display or the keypad digit for the option.



Note: The softkey names used in this guide may differ slightly depending on your telephone. For example, the **Del** (delete) softkey may appear as the **Discard** softkey, on specific phones.

Preparing to Access Your Mailbox

Before accessing your mailbox, be sure to get the following information from your System Administrator:

- the NP Receptionist number (optional)
- the NuPoint Voice system access extension
- your mailbox number
- your default passcode.

If you have any problems or questions about procedures, consult your System Administrator.

Accessing Your Mailbox



All of your voice messages will reside in your personal "mailbox", which is passcode protected. Your System Administrator will assign you a temporary passcode to use the first time you access your mailbox. How you log in to your mailbox will depend on whether you're calling from inside or outside your company.

Inside Your Company

From your own extension


1. Dial the internal NuPoint Voice access number.
2. Enter your passcode when prompted.

From another extension



1. Dial the internal NuPoint Voice access number.
2. Press the  key when prompted to enter a passcode
3. Enter your mailbox number followed by the  key.
4. Enter your passcode when prompted.

Outside Your Company

From an outside line

1. Dial the external NuPoint Voice access number.
2. Enter your mailbox number followed by the  key.
3. Enter your passcode when prompted.

From an outside line to the automated receptionist

1. Dial the NP Receptionist number.
2. Press the  key to access the NuPoint Voice system.
3. Enter your mailbox number followed by the  key.
4. Enter your passcode when prompted.

Setting Up Your Mailbox

When you access your mailbox for the first time, a user tutorial automatically activates. This tutorial guides you through your first mailbox session, explains how to record a greeting and your name, and prompts you to change your temporary passcode.



Tip: After playing or sending messages, the system may return you to a previous menu with different options than the menu you were just using.

Menu Overview

For an illustration of the menu overview, refer to the NuPoint Messenger IP *Mitel TUI Quick Reference Guide* (<http://edocs.mitel.com/UG/Index.html>).

Greetings

After opening your mailbox, you will be asked to record one or more greetings that callers will hear when they call your mailbox. For example, you may record one greeting that callers hear when your line is busy (such as, "I'm currently on the phone and unable to take your call") and a different one when you're not at your phone (such as, "I'm currently away from my desk").

If your System Administrator has enabled the Extended Absence Greeting feature for your mailbox, you can also record an Extended Absence Greeting. This greeting allows you to inform callers of an extended absence. Callers cannot press a key to skip the greeting. At the end of the greeting, callers can either transfer to the attendant or leave a message.



Note: Once recorded, the Extended Absence Greeting is effectively enabled. This means that all callers being forwarded to your mailbox will hear the extended absence greeting. Once you log into your voicemail, you will be prompted to press 1 to retain your Extended Absence Greeting, or to press 2 to disable the Extended Absence Greeting.

If your System Administrator has disabled message delivery for the Extended Absence Greeting, then after the greeting, callers will only be able to transfer to the attendant. See "Greetings, Name and Passcode" on page 11.

Name

You will be prompted to record your name so that the system can

- Address you when you call into the system (for example, "Hello, Jane Smith").
- Inform other users when a message comes from you (for example, "4:45 p.m., from Jane Smith").
- State your name to other users when they address messages to your mailbox (for example, "Jane Smith").

Passcode

You will always be prompted for your passcode before accessing your mailbox. The first time you access your mailbox, you will use the temporary passcode assigned by the System Administrator. During the tutorial, you will be prompted to change your passcode to a number containing 4 to 10 digits. Define a passcode that you can easily remember, but do not select an obvious code like "1234".



Note: Passcodes are required only if you wish to protect your privacy; you can choose not to have a passcode by pressing 0000 when prompted during the tutorial.

When your mailbox is set up, you're ready to start using the NuPoint Voice features.

Playing Messages

When you access your mailbox to retrieve your messages, the system tells you how many messages you have ("You have 2 urgent messages and 2 unplayed messages.") For Advanced Unified Messaging (UM) users with the Text-to-Speech (TTS) option, the system tells you how many voice mails and emails you have ("You have 2 unplayed messages, 1 saved message, 3 unplayed emails, and 1 saved email).



You access voice mails and emails from separate menus. After the message summary, Advanced UM with TTS users can access either the voice mail or the email menu. You can exit either menu to access the other one.



Note: Advanced UM users who do not have the TTS option cannot access the email menu.


Accessing the Voice Mail and E-mail Menus

After you access your mailbox

- If you are a regular voice mail user, you are already in the Voice Mail menu.
- If you have the Advanced UM with TTS feature, you press  to access the Voice Mail menu or  to access the E-mail menu.

Playing Your Messages

After accessing either the Voice Mail menu or the E-mail menu, press







-  or the **Play** (or **Play Message**) softkey. Your urgent messages will automatically be played first. Then, depending on your mailbox settings, you may have the option to play unplayed or saved messages first; otherwise, your unplayed messages will be played first.



Note: If the date and time option is enabled on your voice mail system, the system will automatically play this information at the beginning of each message. Refer to your System Administrator for more information.

While Listening to a Message

At any time during message playback you can










Press this key, <i>OR</i>	Press this softkey	To perform this action
	More then Pause	Pause the message for 30 seconds.
	←	Move back five seconds within the message.
	→	Move forward five seconds within the message.
	Skip	Skip to your next message.
 	More then Play	Return to the beginning of your previous message.





Note: You may not have access to all of the options above, depending on how your mailbox is configured. Refer to your System Administrator for more information.

When You Have Finished Listening to a Message

At the end of a message, you can

Press this key, <i>OR</i>	Press this softkey	To perform this action
	Play (or Restart)	Play the message again.
	Answer	Answer the person who sent the message. When you are finished recording your answer, press  or the Send softkey to send it and continue your session. Then press  to send your answer to additional mailboxes if you wish.
	Give	Give the message to another mailbox, distribution list, or off-system telephone number. The system will also give you the opportunity to record additional comments before sending the message to someone else. When you have added your comments, press  or the Send (or Exit) softkey and continue your session. Then press  to give the message to additional mailboxes if you wish.
	Keep	Keep the message. Kept messages can be accessed only after you have skipped through your unplayed messages and message receipt queues.
	Del (or Discard)	Discard the message.



Note: If you accidentally discard a message, you can retrieve it by immediately pressing  or the **Undelete** softkey. If you press any key other than the  key immediately after discarding the message, you will not be able to retrieve the discarded message.




Note: You may not have access to all of the options above, depending on how your mailbox is configured. Refer to your System Administrator for more information.

Making Messages

To make a message, you must first access your mailbox by calling the system access number and entering your passcode. You can then make a voice message before or after listening to any unplayed messages in your mailbox. Remember that you can address your messages to other mailboxes, distribution lists, and off-system telephone numbers.



Making a Voice Message

Recording a voice message

1. Press  or the **Make Message** softkey to make a message.
2. Enter the recipient's number or, to dial by name, press the specific key assigned to this feature on your voice mail system, and then dial the recipient's last name and first name until the system recognizes the name.










Note: The system will automatically announce the specific key to press to dial by name. This is a configurable feature and thus the key to press will vary for each voice mail system.

3. After the system confirms the recipient's name, enter the names or numbers of any other intended recipients (for example, you may wish to send a single message to all members of a certain committee, telling them the time and place of the next committee meeting).
4. When you have finished addressing your message, press  or the **Record** softkey.
5. Begin recording your message after the tone. (You may press  to pause during recording and then any key to resume recording, or you may use the **Pause/Resume** softkeys.)

Sending a message when you have finished recording

Once you have finished recording, you may choose to send, review, modify, cancel, or specify special delivery for your voice message, by selecting from the following options:

Press this key, <i>OR</i>	Press this softkey	To perform this action
	Send	Send the message and exit to the main menu.
	Append	Add to the recording.
	Del	Delete the recording and start over.
	Review	Replay the message.
	End Record	<p>Access message addressing options such as urgent delivery, future delivery, confidential, and return receipt.</p> <p>Once you have selected from these options, press</p> <p>  or the Send (or Exit) softkey to send your message and exit to the main menu.</p>





Note: If you regularly send messages to multiple users, consider creating personal distribution lists to make addressing your messages even easier (see “Distribution Lists” on page 12).

User Options

The user options menu allows you to listen to the user tutorial, change your greetings, record your name, and define your password, create voice mail distribution lists, and select call scheduling options.

Accessing User Options and User Tutorial








Press  or the **Options** softkey to access user options from the main menu.

You can press  at any time to go through the user tutorial again.

Greetings, Name and Passcode

When you first set up your mailbox (see “Setting Up Your Mailbox” on page 4), you recorded a greeting and your name and selected a passcode. The user options menu allows you to change these at any time. You should update your greeting(s) regularly — for example, to let callers know whether you're in or out of the office.

From the user options menu, you can

Press this key, <i>OR</i>	Press this Softkey	To perform this action
	Greetings	<p>Change your greeting(s). You can record a Primary greeting and one or more Conditional greetings. Record Conditional greetings you want callers to hear when your line is busy (e.g., "I'm currently on the phone and unable to take your call"), when you're not there (e.g., "I'm currently away from my desk"), or for extended absences ("I will be away until October 15th,...").</p> <p>You can now press  to record or change your conditional personal greeting,  to record or change your primary personal greeting, or  to enable your Extended Absence Greeting.</p> <p>After you have recorded your greeting, press  or the Chng softkey to select which greeting—Primary or Conditional—you want your callers to hear.</p>
	Change Name	Re-record your name.
	Passcode	Change your passcode.









Note: You may not have access to Conditional greetings, depending on how your mailbox is configured. Refer to your System Administrator for more information.

Distribution Lists

A distribution list allows you to record a single message and then send it to a large number of people without addressing them each individually. You can use distribution lists whenever you make a message, or give a message to someone else.

Creating or modifying a distribution list

1. Press  or the **Dist Lists** softkey from the user options menu.
2. Enter the number of the distribution list, ensuring the first digit is always zero (0).
3. Press  to record a name for the distribution list (e.g., "product planning committee"). The system will play this name each time you address messages to this distribution list.
4. Press  to add members to the list; press  to drop members.
5. Enter the numbers or names of users you wish to add or drop.
6. Press  if you would like the system to play back the list of members you have selected.
7. Press  to exit to the main menu.



Note: All personal distribution lists must begin with the number 0.

Using a distribution list

- Instead of entering a mailbox number, enter the number of the distribution list you want to use. The system reads back the number of the distribution list.

Call Schedule Options

- NP WakeUp allows you to program NuPoint Voice to call you at a specific telephone number at a specific time. You can schedule wakeup calls for Monday through Friday, weekends, every day, or as needed.
- Message Delivery allows you to define a schedule so that if a message arrives in your mailbox, NuPoint Voice will call you at a specific telephone number at a specific time so that you can retrieve the message.
- Paging allows you to define a schedule so that when a message arrives in your mailbox, NuPoint Voice notifies your pager.
- Future Delivery Audit allows you to audit any message scheduled for future delivery. You can schedule delivery of any message up to 365 days in the future using the message addressing options menu (see "Sending a message when you have finished recording" on page 10).

Record-A-Call Optional Feature

The Record A Call feature allows you to use your NuPoint Voice system to record your telephone conversations.



Note: You may be required by law to inform the other party that you are recording the conversation. For specific instructions, consult your System Administrator.

Recording while on a Two-Party Call

Your system may be programmed to automatically begin recording external calls when you or the other party answers. Contact your System Administrator for details.

If your system does not automatically record conversations, you must press a **Record** key to begin recording while you are on a two-party call. What key you press depends on whether the Softkey feature is available on your phone. The following phones support softkeys:

- Superset 4150
- 5140 IP
- 5240 IP

Recording using softkeys

- To begin recording while you are on a two-party call, press the **Record** softkey that appears on your phone's digital display screen.

Pausing or resuming recording during a call

- To pause the recording press the **Pause** softkey.
- To resume recording after pausing, press the **Resume** softkey.

Stopping the recording

- To stop the recording without saving the recorded conversation, press the **Stop** and **Erase** softkeys.
- To stop and save a recording, press the **Stop** and **Save** softkeys.



Note: Your administrator may configure your Record A Call settings to automatically save a recorded conversation when you hang up the phone. If auto-save is enabled, you can save the recorded call simply by hanging up the phone at the end of your conversation.

Recording using hard keys

- To begin recording a call using hard keys, press the **Record** key that your System Administrator has programmed on your phone.



Note: Using hard keys with Record A Call, you can only start a recording session. Your System Administrator must enable auto-save in order for your conversations to be saved automatically when you hang up the phone. Consult your System Administrator for more information.

Placing a call on hold while recording

- Putting a call on hold during the recording saves the recording, and sends it to your mailbox.
- Taking the call off hold starts a new recording session.



Note: Depending on system programming, hanging up, or pressing **TRANS/CONF** or a line appearance key, may also save the recording. Consult your System Administrator for details.

Listening to a Recording

To listen to a recorded conversation after the call has ended

1. Lift your handset.
2. Access your voice mailbox.
3. Follow the prompts to retrieve the recording, as you would to retrieve any regular voice message.

Fax Optional Feature

The Fax feature allows you to manage fax messages that are sent to your mailbox, using the TUI. You can retrieve unplayed fax messages, play a voice message that accompanies a fax, send a fax to a fax machine, and deliver a fax (with or without a voice message) to another user.

Fax Delivery Options

You can access Fax delivery options from the User Options menu. From the Main menu, press



and then



to access the following Fax Delivery options:

Press this key	To perform this action
	To send all unplayed fax messages in your mailbox to your default fax number.
	To define a default fax delivery number. All your faxes will be automatically sent to this number when you press from while you are in the Fax delivery menu.
 From a fax phone	To fax into your mailbox a cover page that will be automatically included with all faxes that you print from your mailbox. This cover page will not be included with faxes that you send to other mailboxes.
	To toggle between enabling and disabling automatic fax delivery to your default fax number. Automatic fax delivery immediately sends all fax messages that arrive in your mailbox to your default fax number.

Playing and Printing Fax Messages

Fax messages are treated just like voice messages in your mailbox. When you access your mailbox to retrieve messages, the system will first tell you how many messages you have, for example, "You have 2 urgent messages and 4 unplayed messages with fax".)

From a Telephone

To play a fax message:

1. After accessing your mailbox, press or the **Play** (or **Play Message**) softkey. Your urgent messages will automatically be played first.
2. For any fax messages, the system will prompt you to press for fax delivery options. From this menu, you can:

- Press **4** (GHI) to dial the number of a fax machine where you want the fax to be printed. Dial the number when prompted.
 - The system will confirm the number. Press **2** (ABC) to accept the number, or press **4** (GHI) to dial a new number.
 - After you press **2** (ABC) to accept the number, press **9** (WXYZ) to deliver the fax immediately to that number, or press **8** (TUV) to schedule a time for future delivery.
3. If you have additional fax messages, you can send them to the same fax number you entered for the first number simply by pressing **4** (GHI) and then **#**.



Note: You can also use the fax delivery options under the User Options menu (refer to the *Mitel TUI Quick Reference Guide*). Using this menu, you can set up a default fax delivery number. After you program that number, you can simply press **8** (TUV) for fax delivery options (after playing the message with fax), and then press **3** (DEF) to print your fax message.

From a Fax Phone

To retrieve and print a fax message from a fax phone:

1. After accessing your mailbox, press **7** (PQRS) or the **Play** (or **Play Message**) softkey, and then press **8** (TUV) to access the Fax Delivery Options menu.
2. Press **7** (PQRS) to receive a fax message print out from that fax machine.
3. When prompted, press the Start button on the fax machine.
4. Once you receive the fax print-out, you can stay on the line to resume your mailbox session.

When You Have Finished Listening to a Fax Message

See “When You Have Finished Listening to a Message” on page 8.




Making a Fax Message (Without Voice)

You can send a fax message to a recipient's mailbox, using a fax phone. You can send the message directly from your company's fax system or from your own mailbox. If you send a fax from your company's fax system, your name is not included in the message header; and if you send a fax from your own mailbox, your name is included in the message header.

From Your Company Fax System












Note: Your name will not be included in the recipient's message header.

1. From a fax phone, dial your company Fax system access number.
2. When you hear the system greeting, enter the recipient's mailbox number, or to dial by name, press the appropriate keys to dial the recipient's last name followed by their first name until the system recognizes the name.
3. You will hear the recipient's personal greeting. At the tone, press the Start button on the fax machine to send your fax.
4. After the fax has been sent, you can press  to mark the message urgent, or you can press   to leave a message for another mailbox.

From Your Own Mailbox



Note: Your name will be included in the recipient's message header.

1. Access your mailbox, and when you hear your own greeting, press .
2. Enter your passcode.
3. Press  to make a message.
4. Enter the recipient's mailbox number, or to dial by name, press the appropriate keys to dial the recipient's last name followed by their first name until the system recognizes the name.
5. Once the system confirms the recipient's name, enter the names or numbers of any other intended recipients.
6. When you are finished addressing your fax message, press  to leave a fax, and then press the Start button on your fax machine to send your fax, or press  for more options.
7. After the fax has been sent, you can press  to send the message; or press   to access message addressing options such as urgent delivery, future delivery, confidential, and return receipt. Once you have selected from these options, press   to send your message and exit to the main menu.




Making a Fax Message (With Voice)

You can send a combined voice and fax message to a recipient's mailbox, using a fax phone. You can send the message directly from your company's fax system or from your own mailbox. If you send a fax from your company's fax system, your name is not included in the message header; and if you send a fax from your own mailbox, your name is included in the message header.

From Your Company Fax System







Note: Your name will not be included in the recipient's message header.

1. From a fax phone, dial your company's Fax system access number.
2. When you hear the system greeting, enter the recipient's mailbox number, or to dial by name, press the appropriate keys to dial the recipient's last name followed by their first name until the system recognizes the name.
3. You will hear the recipient's personal greeting. At the tone, record a voice message.
4. When you are finished recording your voice message, press the Start button on your fax machine to send your fax.
5. After the fax has been sent, you can press  to mark the message urgent, or you can press   to leave a message for another mailbox.

From Your Own Mailbox



Note: Your name will be included in the recipient's message header.

1. From a fax phone, dial your company's Fax system access number.
2. When you hear the system greeting, enter your own mailbox number.
3. When you hear your own greeting, press .
4. Enter your passcode.
5. Press  to make a message, and then follow the instructions for sending a voice-only message from your mailbox (including addressing).
6. At the tone, record a voice message.
7. When you are finished recording, press  to leave a fax, and then press the Start button on your fax machine to send your fax, or press  for more options.

Using Your PC for Voice Messages

You can install the Mitel Multimedia Outlook Plug-in to use Microsoft Outlook 2003 to manage your voice mails. The plug-in installs the Mitel Networks QuickPlay player and the Unified Messaging toolbar in your Microsoft Outlook e-mail client (see below). The QuickPlay player allows you to use the phone or your PC speakers to listen to your voice messages, while the toolbar enables you to reply to, forward, and manage your voice messages as well as create and send new voice messages with either voice mail or email. The toolbar also enables you to launch the Web View from Outlook.



Note: Microsoft Outlook has an Explorer and an Inspector window. The Explorer window is the main window that displays the list of messages for the user, while the Inspector window is the window that displays a message when it is opened.

There are four types of NuPoint messages supported by the Mitel Multimedia Outlook Plug-in: voice messages, confidential voice messages, Record-A-Call messages, and fax messages. Each of these messages has unique icons to identify the specific message type.



Note: If a voicemail message is moved from the Inbox to a personal folder, the message is deleted from the telephone user interface (TUI). If the message is then moved back to the Inbox, it is deleted since the associated TUI message has been deleted. The message may reside in the Deleted folder if the permanent delete configuration parameter is disabled. See your System Administrator for more information.

You must be a NuPoint Messenger IP Advanced Unified Messaging user to install and use the Multimedia Outlook Plug-in.



Notes:

1. You can reply to emails with email messages only.
2. The Multimedia Outlook Plug-in requires Microsoft® Outlook 2000, XP, or 2003.
3. The plug-in works in the Microsoft® Windows 2000, XP, or 2003 operating systems.
4. PC sound cards and PC speakers are optional since you can use the Call Me/Meet Me feature to listen to messages.

Install the Multimedia Outlook Plug-in



Note: Once you have installed the plug-in, Outlook takes slightly longer to open and close. Avoid restarting Outlook immediately after closing it.

Before You Begin

Obtain the following information from your System Administrator before you begin this procedure:

- The location of the **setup.exe** file;
- The NuPoint Messenger IP platform fully qualified domain name (FQDN).



Note: To install the Multimedia Outlook Plug-in, you must have local administrator rights on the PC.

To install the Multimedia Outlook Plug-in

1. Close Microsoft Outlook if you have it open.
2. If you have the Multimedia Outlook Plug-in previously installed, remove the application with Add/Remove Programs in Control Panel:
 - Click **Start > Control Panel**, and then open **Add or Remove Programs**.
 - Select **Multimedia Outlook Plug-in**, and then click **Change/Remove**.
3. Navigate to the **setup.exe** file for the Multimedia Outlook Plug-in, then double-click the file and click **Run**. You may have to click Run a second time if you get a security warning. The Multimedia Outlook Plug-in Setup window opens.



Note: The **setup.exe** file can be installed from either the CD or the Plug-in Downloads tab in the Web View interface. This tab may not be available to all users as you need to have the Multimedia Outlook Plug-in download enabled on your mailbox. See your System Administrator for more information.

4. If you are asked to remove the existing application, click **OK**.
5. Click **Next**. The Select Installation Language window opens.
6. Select the language (English or French) for the installation instructions and for the Multimedia Outlook Plug-in, and click **Next**. The User Settings window opens.
7. Enter the fully qualified domain name (FQDN) of the NuPoint Messenger platform, and click **Next**. The Choose Destination Location window opens.
8. Click **Next** to accept the default setting for the location or click **Browse** to place the files in another location.
9. Click **Yes** when the system asks you if it should create a folder. The Start Copying Files window opens.
10. Click **Next**. The software installs, and then the User Profiles Information window opens.
11. Select the Logon User Names for the people using the PC who require the customized Outlook security settings for the Multimedia Outlook Plug-in. Enabling a user name will

prevent the appearance of security warnings for that user when the Outlook Plug-in is opened.

12. Click **Enable**, and then **Close**. The InstallShield Wizard Complete window opens.
13. Click **Finish**.
14. Open Microsoft Outlook, and click **Tools, Options**, and then the **Unified Messaging** tab.
15. In the Automatic Play section, select the type of automatic play for the voice messages. These settings are optional.
 - If you want to automatically hear the voice message when the voice message file is opened (that is, after double-clicking the voice message in the Inbox), click **Auto-play when opening**.
 - If you want to automatically hear the voice message when the voice message is highlighted (that is, previewing the voice message in the Inbox), click **Auto-play when previewing**.
16. In the Phone section, enter the phone number or extension in the **Phone number or extension** field.



Note: The phone number or extension entered in this field is the one that will be used by the Call Me feature to listen to voice mail messages and to record greetings and distribution list names.

17. In the Unified Messaging Profile section, click **Messaging Profile** to enter your **Mailbox** and **Passcode** numbers. These numbers let you access your Personal Web Page from the Profile button on the Outlook plug-in toolbar and also provide identification for the playback of your voice messages.
18. Click **OK**.
19. Click **OK**.
20. “Set Up Message Playback” on page 22.

Enable Additional Outlook Plug-in Users on a PC

You can enable additional Multimedia Outlook Plug-in users on a PC where the plug-in is installed, using an account with administrator privileges on that PC.

To enable additional user(s)

1. Log in to the client PC, using an account with administrator privileges on that PC.
2. Navigate to the following file: C:\Program Files\Mitel Networks\Multimedia Outlook Plug-in\EnableMOPonOutlookXP.exe.
3. Open the **EnableMOPonOutlookXP.exe** file, select the new user(s) from the User Profiles Information list, and then click **Enabled**.

Set Up Message Playback

You can set up your message playback to play messages when you open (double-click) the message or when you highlight (single-click) the message in the inbox. The following procedure enables you to set up both kinds of playback as well as configure message play over the phone and through the PC speakers.

1. Open Microsoft Outlook, and click **Tools, Options**, and then the **Unified Messaging** tab.
2. In the Automatic Play section, select the type of automatic play for the voice messages.
 - If you want the voice message to be played over the PC speakers or the phone when the voice message file is opened (that is, after double-clicking the voice message in the Inbox), click **Auto-play when opening**.
 - If you want to automatically hear the voice message over the PC speakers when the voice message is highlighted (that is, by a single click on the voice message in the Inbox), click **Auto-play when previewing**.
3. In the Phone section, ensure that the phone number or extension is entered. If it is not entered, you will only be able to listen to your voice messages over your PC speakers.
4. Click **OK**.



Notes:

1. The Mitel QuickPlay toolbar is available so you can stop, play, pause, fast forward, or review your voice messages. You can toggle the Playback Device button to on or off and change your auto-play options with the "Auto-play when previewing" check box. If you need to launch the Mitel QuickPlay toolbar, click on the QuickPlay button on the Microsoft Outlook toolbar. The QuickPlay button will appear depressed when the Mitel QuickPlay toolbar is open.
2. If you have Microsoft Outlook open on a PC and then you open Microsoft Outlook using the same account on another PC, you will have to restart Microsoft Outlook on the original PC in order to receive full functionality of the Multimedia Outlook Plug-in.
3. The Mitel QuickPlay toolbar provides an "Auto-play when previewing" check box so you can change your auto-play preference there as well. This setting will also change your auto-play setting in Tools/Options.
4. The Mitel QuickPlay toolbar provides a Playback Device button that temporarily turns the telephone playback on or off

Configure Access to the Unified Messaging Profile

You need to configure access to the Unified Messaging profile in order to login and configure additional mailbox settings.

1. Open Microsoft Outlook, and click **Tools, Options**, and then the **Unified Messaging** tab.
2. Click on the **Messaging Profile** button. The Unified Messaging Profile window appears.
3. In the **NuPoint Server FQDN** field, enter the Fully Qualified Domain Name of the NuPoint Messenger server.



Note: If you provided the name or IP address of the NuPoint Messenger server during the installation of the Mitel Multimedia Outlook Plug-in, then the FQDN field will already contain this value. If the field is blank, contact your System Administrator for this information.

4. In the **Mailbox** field, enter your mailbox number.
5. In the **Passcode** field, enter your Unified Messaging password.
6. Click **OK** to save the settings.

Unified Messaging Toolbar

Once the Mitel Multimedia Outlook Plug-in has been installed, the Unified Messaging Toolbar appears in the Microsoft Outlook Explorer window. Menu items for some of these tasks are also added to the Microsoft Outlook File, View, Tools and Actions menus.

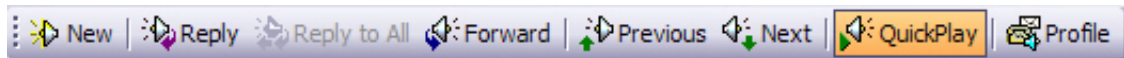


Figure 1: Unified Messaging Toolbar (in Outlook)



Note: This toolbar is also available in the Microsoft Outlook Inspector window. However, the QuickPlay and Profile buttons are not available in this window.

The following buttons are available on the toolbar:

- **New:** Creates a new voice message. This option is also available in the Microsoft Outlook File and Actions menus, as well as the standard toolbar.
- **Reply (with Voice):** Sends a reply to the sender of a NuPoint message with a voice message. This option is also available in the Microsoft Outlook Actions menu.
- **Reply to All (with Voice):** Sends a reply to the sender of a NuPoint message and all of its recipients with a voice message. This option is also available in the Microsoft Outlook Actions menu.
- **Forward (with Voice):** Forwards a NuPoint message to another user with a voice message. This option is also available in the Microsoft Outlook Actions menu.
- **Previous (NuPoint message):** Locates the NuPoint message that appears before the currently selected NuPoint message.
- **Next (NuPoint message):** Locates the NuPoint message that appears after the currently selected NuPoint message.
- **QuickPlay:** Allows a user to open and close the QuickPlay toolbar in the Microsoft Outlook Explorer window.
- **Profile:** Allows a user to login to the Unified Messaging profile to configure additional mailbox settings. This option is also available in the Microsoft Outlook Tools menu.



Note: This button is only available when the Unified Messaging profile is configured in Microsoft Outlook options. See “Configure Access to the Unified Messaging Profile” on page 22 for instructions.

QuickPlay Toolbar

Once the Mitel Multimedia Outlook Plug-in has been installed, the QuickPlay toolbar appears in the Microsoft Outlook Explorer window.

The QuickPlay toolbar is used for playing messages and consists of the QuickPlay multimedia controls, a status bar, and a Call Me/Meet Me button that allows you to connect to your NuPoint mailbox and play back messages through the telephone.

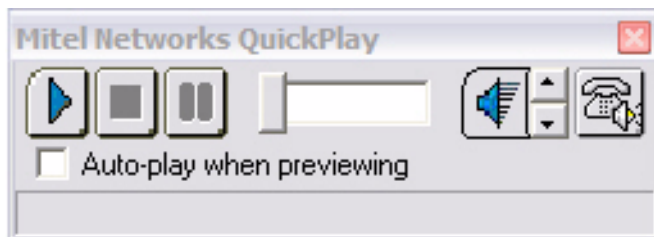


Figure 2: Mitel Networks QuickPlay Player (in Outlook)

Play a Voice Message in Outlook

If the message playback settings are set to "Auto-play when previewing", simply highlight the message in the inbox, and the message will automatically play over the PC speakers.



Note: Fax and confidential voice messages cannot be played through the PC speakers.

If the message playback settings are set to "Auto-play when opening"

1. Highlight the message in the inbox.
2. If the Mitel Networks QuickPlay player is not visible, click **QuickPlay** in the Unified Messaging toolbar.
3. To play the message over the PC speakers, click the play button in the QuickPlay player.
4. To play the message over the phone in a Call Me/Meet session, click the phone button in the QuickPlay player.
 - If your phone number or extension is configured in your Outlook options for Unified Messaging, the system dials the number (Call Me session). When you answer the phone, the message is played.
 - If your phone number or extension is not configured in your Outlook options for Unified Messaging, you must now call in to your voice mailbox and log in (Meet Me session). Once you are logged in, the message is played.

For more information about the Call Me/Meet Me feature, refer to the *Web View Help*.



Notes:

1. While a message is playing, you can use the Stop, Pause, and volume buttons on the QuickPlay player.
2. While the QuickPlay player is playing a Call Me/Meet Me message over the phone, If you click "Profile" in the UM toolbar to launch the Web View OR click any button in the Web View, the Call Me/Meet Me session will close.

Reply to a Voice Message in Outlook

You can reply to a voice message in Outlook with another voice message that you send as an email attachment. You must have your Call Me/Meet Me number set up in the Web View to record a message (refer to the *Web View Help*).

1. Highlight the message in the inbox, and then click **Reply** or **Reply to All** in the Unified Messaging toolbar. The RE: <subject> window opens.
2. Enter the recipients.
3. Click the record button and then record your message over the microphone. When you have finished recording, click the stop button.
4. Click **Send**.

Forward a Voice Message in Outlook

You can forward a voice message that you received in Outlook, as an attachment to an email. You can record a new voice message attachment to send with the email. You must have your Call Me/Meet Me number set up in the Web View to record a message (refer to the *Web View Help*)

1. Highlight the message in the inbox, and then click **Forward** in the Unified Messaging toolbar. The FW: <subject> message window opens.
2. Enter the recipients.
3. Click the record button and then record your message over the microphone. When you have finished recording, click the stop button.
4. Click **Send**.

Send a New Voice Message in Outlook

You can create a new voice message and send it as an email attachment. You must have your Call Me/Meet Me number set up in the Web View to record a message (refer to the *Web View Help*).



Note: You can only open one new voice recording form in Outlook at a time. If you try to open more than one new voice recording form, an error message will appear.

1. In the Unified Messaging toolbar, click **New**.
2. Enter the message recipients and subject.
3. Click the record button and then record your message over the microphone. When you have finished recording, click the stop button.
4. Click **Send**.

Navigate Voice Messages in Outlook

To navigate the voice messages in Outlook, use the **Previous** and **Next** buttons in the Unified Messaging toolbar.

Launch Web View from Outlook

To launch the Web View from Outlook

1. In the Unified Messaging toolbar, click **Profile**.
2. If you see a Security Warning, click **Yes** to continue. The login page for the Web View is displayed. You can now log in to the Web View. For more information on the Web View, refer to the NuPoint Messenger IP *Web View Help* on <http://edocs.mitel.com/UG/Index.html>

Text-to-Speech (TTS) Optional Feature

The text-to-speech (TTS) feature allows you to listen to Microsoft Outlook e-mail messages from the NuPoint Voice mailbox. The text of the email message is converted to speech and played back over the phone.








Note: TTS is only available with the Advanced Unified Messaging feature.

You can access text-to-speech options from the Message System Choice menu.





Note: You need to have TTS enabled in order to access this menu. Contact your System Administrator for details.

From the Message System Choice menu, press  to access the following text-to-speech options:





Press this key	To perform this action
	Play text-to-speech message again.
	Keep text-to-speech message.
	Delete text-to-speech message.
	Exit the menu.

Playing a Text-to-Speech Message

To play a text-to-speech message:

- After accessing the Message System Choice menu, the system will prompt you to either play your unread e-mail messages or your read e-mail messages.
- Select  to play the unread e-mail messages or  to play your read e-mail messages. The system will begin playback of the message in the following order: subject, sender name, date, time, and body of message. If the e-mail message contains an attached file, the system will provide notification that a file attachment is present. The importance of the e-mail is also indicated.

Once you have listened to the desired e-mail message, you can:

- Press  to keep the message;
- Press  to delete the message;
- Press  to play the message again;
- Press  to exit from the Message System Choice menu.



Note: Before exiting, the system will play a summary of the total number of voicemail and e-mail messages remaining in the mailbox.

