

MITEL

# NuPoint Messenger

UNIFIED MESSAGING USER GUIDE  
Release 8.5



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it's about **YOU**

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### **NuPoint Messenger Unified Messaging User Guide**

Release 8.5  
June 2004

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# Introduction

NuPoint Messenger™ Release 8.5 supports Unified Messaging features which allow users to access voice messages from their e-mail client or web browser and listen to the messages over their PC speakers.

Two types of Unified Messaging are available with this release:

- **Standard Unified Messaging:** This option provides SMTP forwarding of voicemail messages to the e-mail client. There is no Message Waiting Indicator (MWI) synchronization and no access to e-mails via the Telephone User Interface (TUI) with this option.
- **Standard+MWI Unified Messaging:** With this option, voicemail messages are available from the e-mail client or web browser with MWI synchronization. There is no access to e-mails via the Telephone User Interface (TUI).



**Note:** NuPoint Messenger users may belong to more than one category. For example, a Standard user may also be a Standard+MWI user. Refer to your System Administrator for more information.

## Document Overview

This guide describes the features that are available to Standard+MWI Unified Messaging users through the NuPoint UM interface.



**Note:** This guide does not describe the UM Standard features since all the voice messages are managed through the e-mail client, and not the NuPoint UM interface. Refer to your System Administrator for setup configuration and your e-mail client documentation for message management information.

Chapter 1 of this document will guide you through the e-mail client configuration for Standard+MWI UM access for the supported e-mail clients (Microsoft Outlook and Lotus Notes). As well, this chapter provides instructions for configuring the web browser (Internet Explorer) for access to the NuPoint UM interface.

Chapter 2 of this document describes the functionality of the NuPoint UM interface through the Voicemail folder. The messages in this folder can be managed in several ways and the procedures in this chapter describe the various options that are available, such as playing, deleting and saving messages, as well as replying to and forwarding messages.

## UM User Types

### Standard User

Standard users are individuals who are licensed with the UM Standard option. The e-mail address of these users will have been previously entered by the System Administrator in the mailbox record. UM Standard users will be able to listen to their voicemail messages in a supported e-mail client. There will be no synchronization between the voicemails stored on NuPoint Messenger and the voicemails in the users' e-mail account, and the MWI lamp on the users' phone will not be accurate. Therefore, users will need to manage their messages in both the TUI and e-mail client.

Standard UM will be supported through SMTP forwarding to a user's e-mail account.

When a new voicemail message is received, the system will check to see if the system is licensed for UM Standard. If the user has a valid e-mail address (the user's e-mail address will have been previously entered by the System Administrator), NuPoint Messenger will then create an e-mail message with a voice attachment. That attachment will contain the content of the recently received voicemail in .WAV format, playable by standard media software. The subject of the message will be "Voice Message from [Name/CLID/Mailbox Number/Unknown Caller]".

The e-mail message will then be sent to the user via the existing SMTP server on NuPoint Messenger and will appear in the Inbox of the user's e-mail client. The message can then be manipulated as any other message in the e-mail client.



**Note:** One special case needs to be mentioned. For a voicemail message that is received as "Confidential" (forwarding not allowed), the NuPoint Messenger system will create an e-mail message without a voice attachment and send it to the user. In the body of the message, the user will be directed to listen to the message via the TUI.

Since all the voice messages are managed through the e-mail client, no further explanation of the UM Standard option is provided in this guide. Refer to your System Administrator for setup configuration and your e-mail client documentation for message management information.

## Standard+MWI User

Standard+MWI users are individuals who are licensed with the MWI option. The e-mail address of these users will have been previously entered by the System Administrator in the mailbox record. Standard+MWI users will be able to listen to their voicemail messages in a supported e-mail client or web browser. If a message is deleted or read in any interface (TUI, web browser, or e-mail client), it will appear as deleted or read in all interfaces. The MWI light will also remain in sync for these users. Only when all new voicemail messages have been read through the e-mail client, web browser, or TUI will the MWI light will be extinguished.

Standard+MWI UM will be supported by enabling web access to a user's voicemail account. Users will be able to configure their e-mail client to access their voicemail from a single central repository on the NuPoint Messenger server.

When a new voice message arrives for a user, the NuPoint UM interface will be updated after a few seconds and display the new message. The user can also refresh the window manually by clicking on the Refresh button in the NuPoint UM interface.



**Note:** If one of the voice messages is marked as "Confidential", the Forward and Save buttons will be disabled.

When a user clicks on a voicemail message in the NuPoint UM interface, an HTTP request will be sent to the NuPoint Messenger server. This request will initiate the downloading of the voicemail across HTTP to the client's machine and the message will then be played using a standard media player, such as Windows Media Player.

The user's e-mail client will need to be configured for UM access. Refer to Chapter 1 of this document for the configuration procedures.



# Chapter 1: User Configuration

## Introduction

Unified Messaging users with the Standard+MWI option may access their voicemail messages via their web browser or e-mail client. If they are using the e-mail client, then the client must be configured for web access.



**Note:** E-mail client configuration applies to Standard+MWI UM users only. For Standard UM users, the System Administrator will need to configure the NuPoint Messenger system since no web access is available for this type of user and all voicemail messages appear within the Inbox of the e-mail client (through SMTP forwarding).

This chapter guides you through the configuration procedures for Microsoft Outlook and Lotus Notes. As well, this chapter provides instructions for configuring the web browser (Internet Explorer) for access to the NuPoint UM interface when other e-mail clients are used.

Standard+MWI UM will be supported by enabling web access to a user's voicemail. Users will be able to configure their e-mail client to display their voicemail from a single interface.

Refer to the appropriate procedure below to configure your e-mail client.

## System Requirements

Standard+MWI UM users will need to have the following components installed on their PC before proceeding with the UM client configuration:

- supported e-mail client (Microsoft Outlook 2000, 2002, and 2003, or Lotus Notes 5.0, 6.0, and 6.5);



**Note:** Users who do not have either one of these e-mail clients can access the Unified Messaging features through their web browser (Internet Explorer). Refer to the "Configuring the Web Browser" section in this chapter for more information.

- Internet Explorer (version 6.0 or higher);




**Note:** Cookies need to be enabled on the web browser in order for the NuPoint UM interface to function fully.

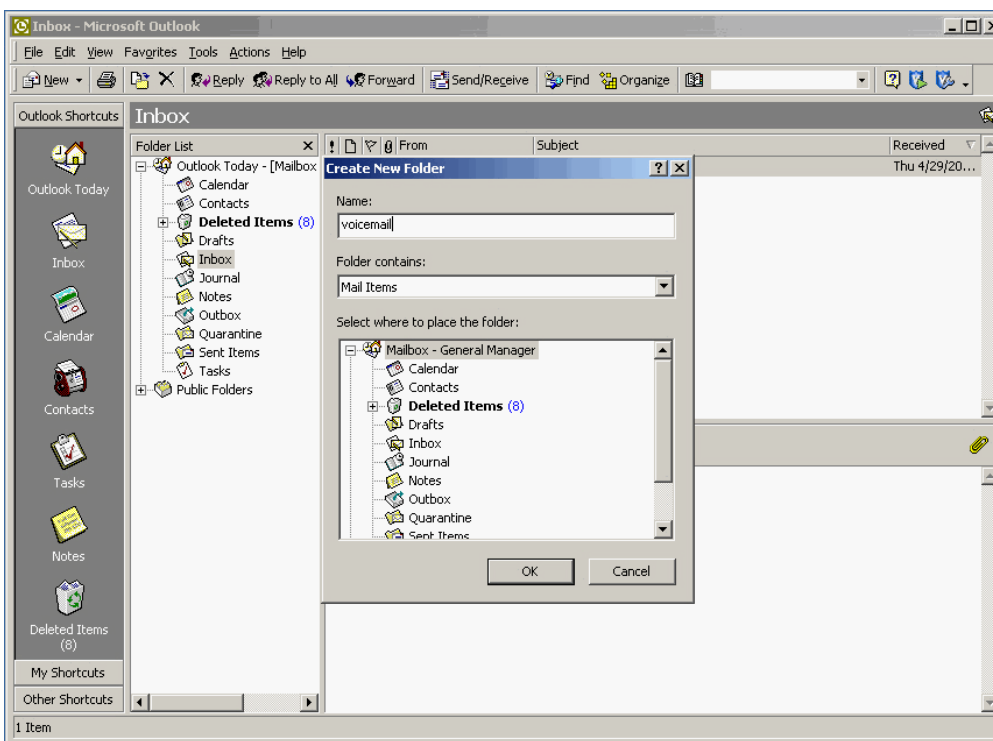
- a standard media player (such as Windows Media Player);
- soundcard in the PC;
- network connection that allows access to the corporate network (where the NuPoint Messenger server resides);
- PC speakers or headset for listening to messages.

## Configuring Microsoft Outlook

The procedure below describes the steps to follow to configure Microsoft Outlook for Standard+MWI Unified Messaging.

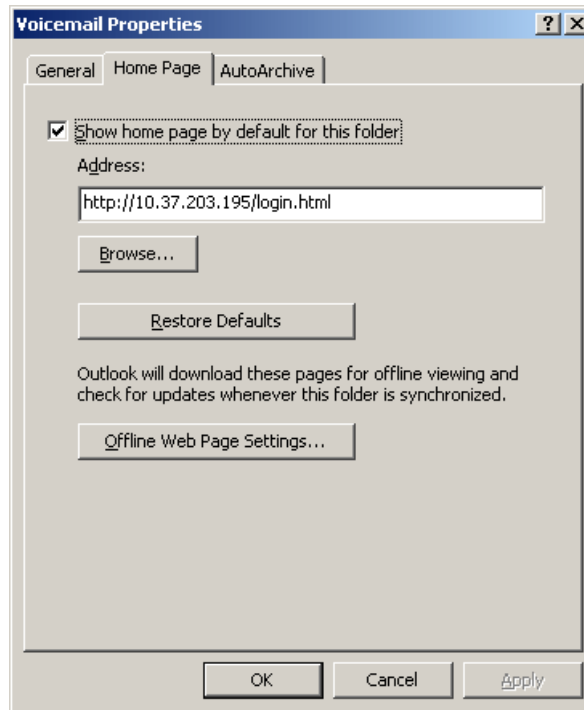
 **Note:** You will need the unique host name or IP address of the NuPoint Messenger server for this procedure. Refer to your System Administrator for this information.

1. Start Microsoft Outlook.
2. Select **Outlook Today** from the folder list.
3. Right-click with the mouse and select **New Folder** from the popup menu.
4. Type a name (such as "Voicemail") for the new folder in the dialog box that appears.



5. Once you have created the folder, click **OK**.
6. Select the new folder from your folder list.
7. Right-click with the mouse and select **Properties** from the popup menu.

8. Select the **Home Page** tab from the Properties dialog.



9. Select the **Show home page by default for this folder** option.
10. In the Address section, type the address for the NuPoint Messenger host server using the following format:

**http://<NPM>/login.html**



**Note:** The value <NPM> is the unique host name or IP address of the NuPoint Messenger server. This value is different for each system and the screen above shows only an example. Refer to your System Administrator for your specific information.

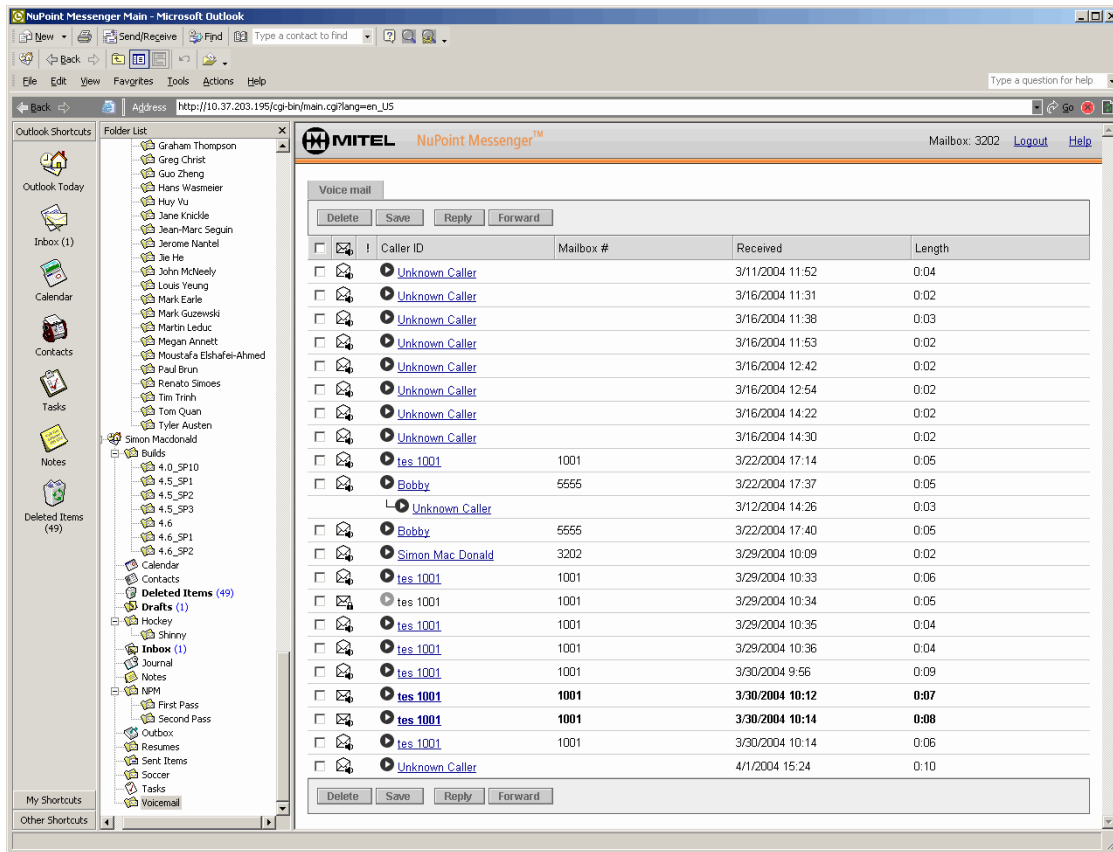
11. Click **OK** to exit from the window.

The configuration of Microsoft Outlook for Standard+MWI Unified Messaging is complete. You will now have access to your voicemail messages through the new Voicemail folder.



**Note:** You will require a userid (mailbox number) and passcode to access this folder. Contact your System Administrator for this information.

Once logged in, the Voicemail folder in Microsoft Outlook will appear as follows:



Refer to Chapter 2 of this guide for information on the various message management options that are available through this interface.

## Configuring Lotus Notes

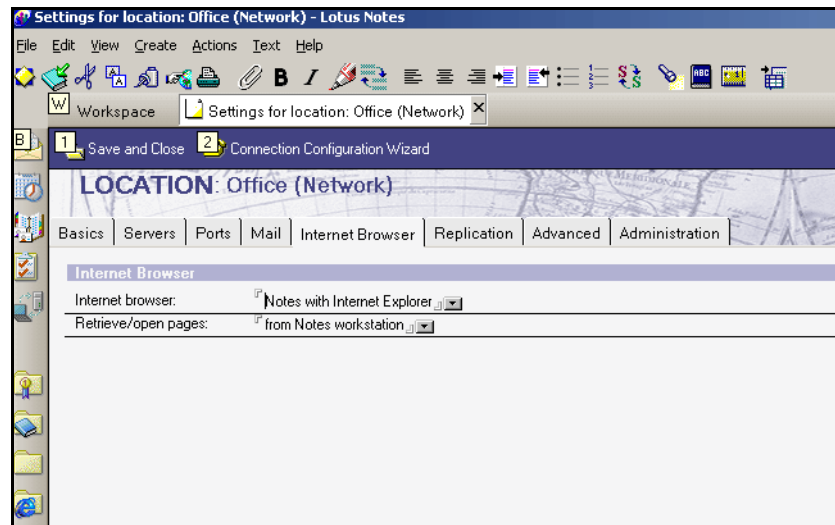
The procedure below describes the steps to follow to configure Lotus Notes for Standard+MWI Unified Messaging.



**Note:** You will need the unique host name or IP address of the NuPoint Messenger server for this procedure. Refer to your System Administrator for this information.

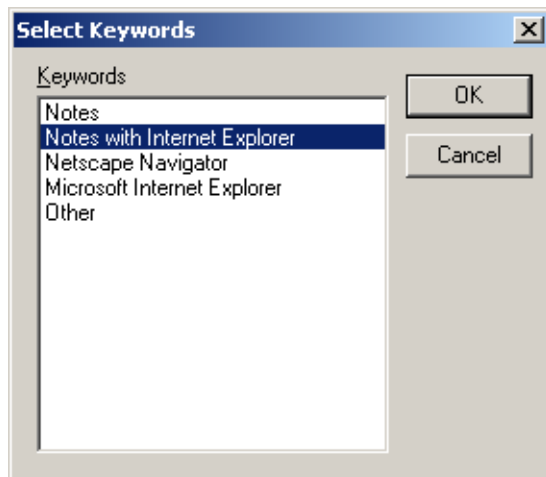
1. Start Lotus Notes.
2. From the File menu, select **Preferences>Location Preferences**.

The following Location window will appear:

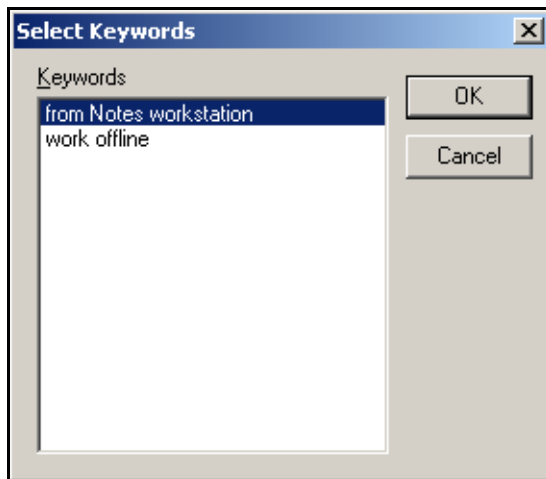


3. Select the **Internet Browser** tab.
4. Click on the down arrow beside the **Internet browser** field to access the drop-down menu for browser types.

5. Select **Notes with Internet Explorer** from the menu that appears and click **OK**.

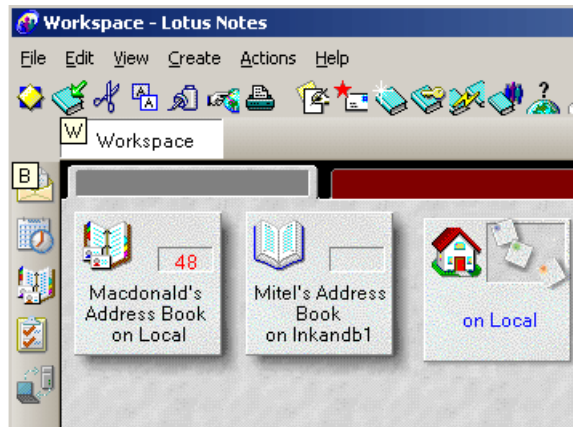


6. Click on the down arrow beside the **Retrieve/open pages** field to select a location from which to open the web page.
7. Select **from Notes workstation** from the menu that appears and click **OK**.

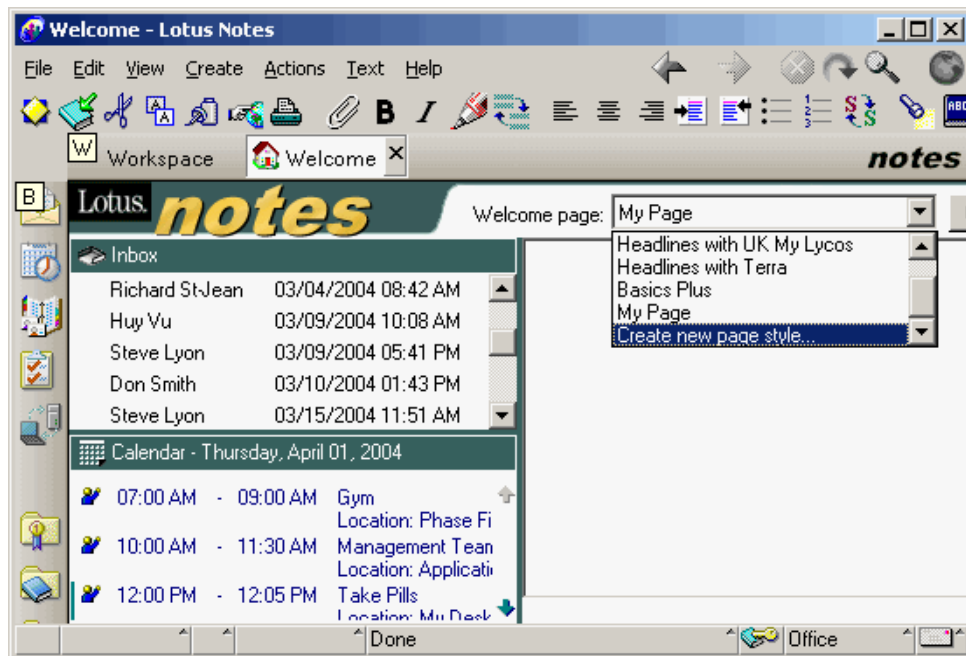


8. Click the **Save and Close** option from the Location window.
9. Go to your Lotus Notes Workspace.

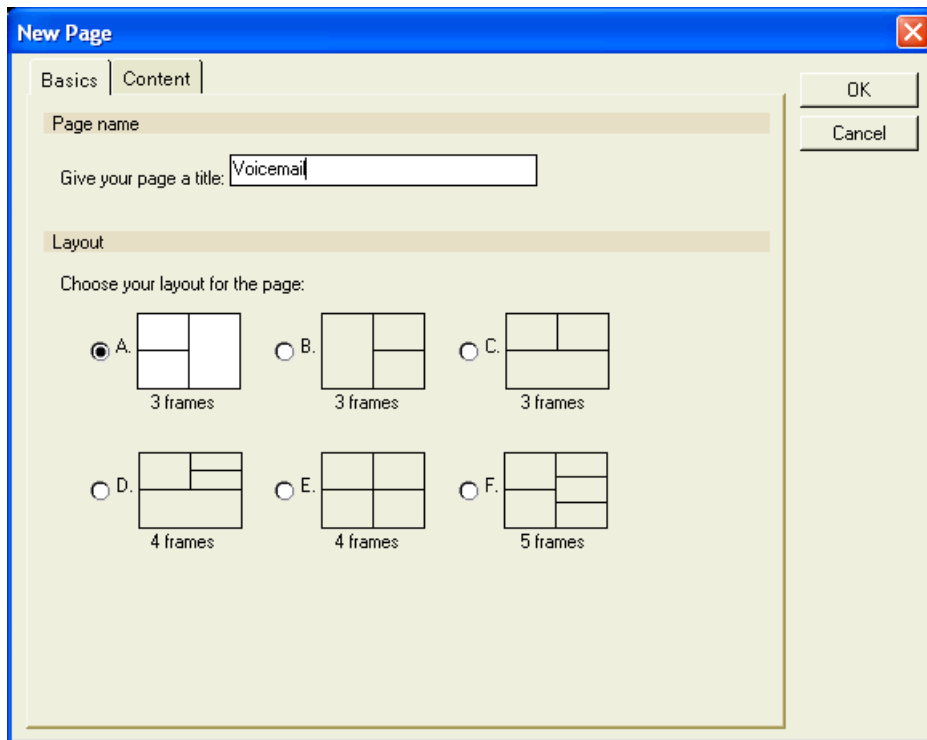
10. Double-click the **On Local** option from your workspace.



11. From the Welcome Page drop-down menu, select **Create New Page Style**.

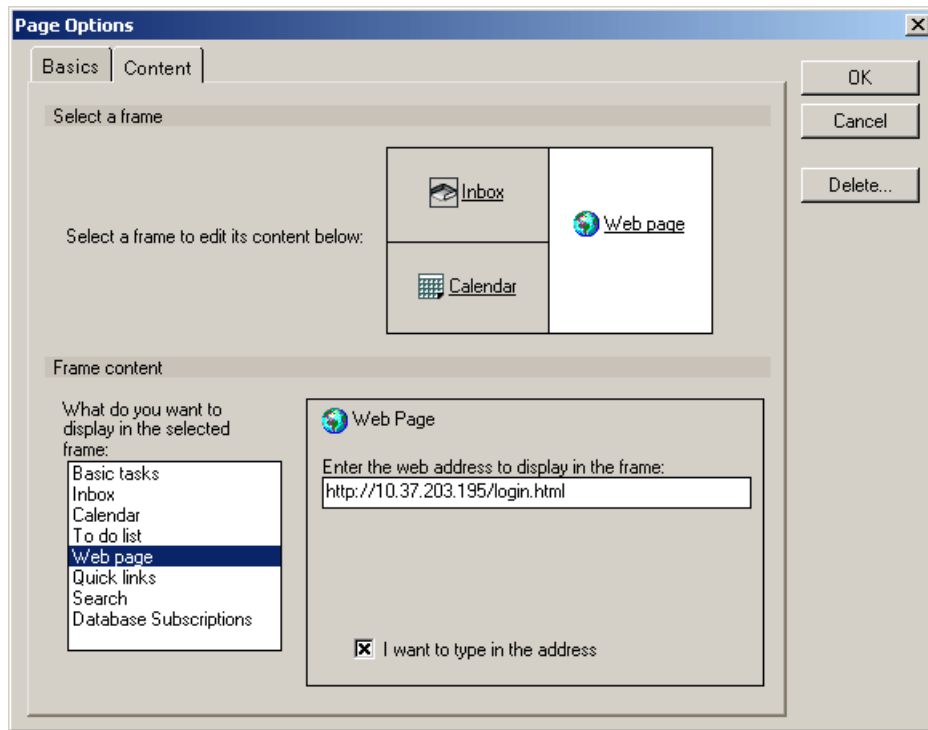


The following window will appear:



12. In the **Give your page a title** text entry box, type a name (such as "Voicemail") for your new page.
13. In the **Layout** section, select a layout style for your Lotus Notes view from the available options.
14. Select the Content tab.

The following window will appear:



15. Select the **Web page** frame to edit.
16. In the Web Page field at the bottom of the window, select the **I want to type in the address** option.
17. In the **Enter the web address to display in the frame** textbox, type the address for the NuPoint Messenger host server using the following format:

**http://<NPM>/login.html**



**Note:** The value <NPM> is the unique host name or IP address of the NuPoint Messenger server. This value is different for each system and the screen above shows only an example. Refer to your System Administrator for your specific information.

18. Click **OK** to save the changes and exit from the window.

The configuration of Lotus Notes for Standard+MWI Unified Messaging is complete. You will now have access to your voicemail messages through the Voicemail folder.

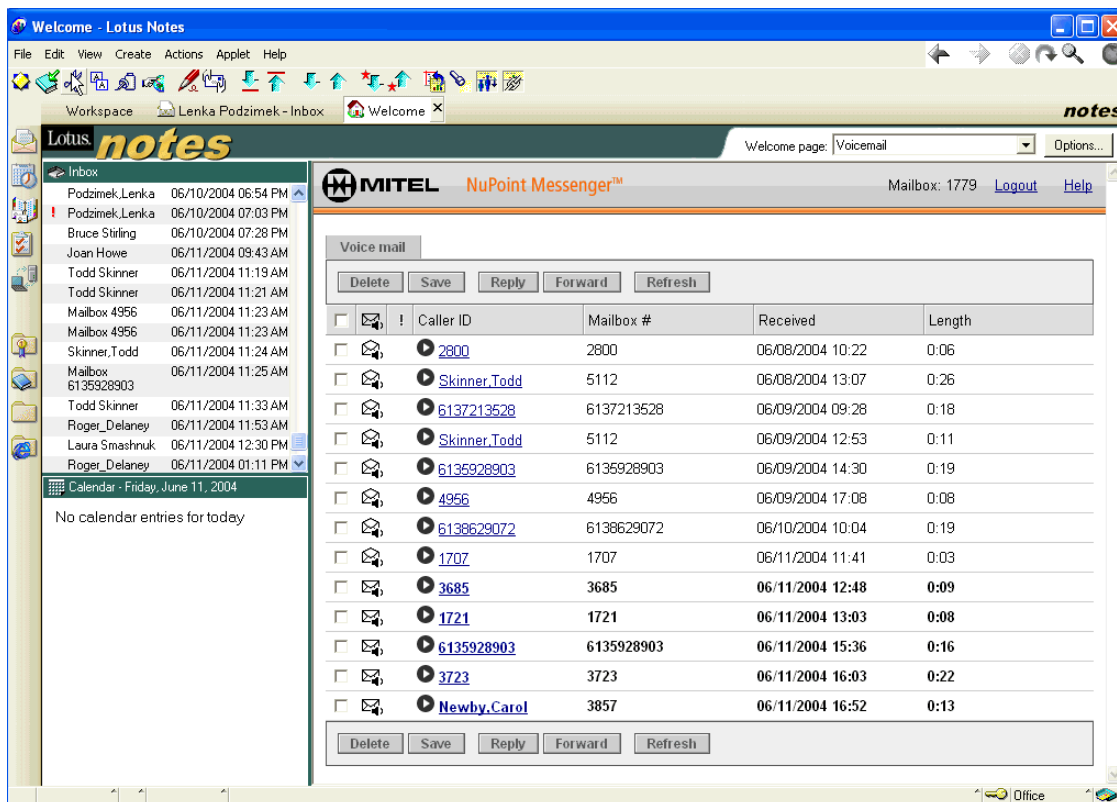


**Note:** You will require a userid (mailbox number) and passcode to access this folder. Contact your System Administrator for this information.

Once logged in, the Voicemail folder in Lotus Notes will appear as follows:



**Note:** If you encounter the "Page cannot be found" error, then you will need to close the window and re-open the session from the **On Local** option of your Lotus Notes workspace.



**Note:** Your Lotus Notes layout may differ from the image above depending on which layout view you chose to display in Step 13.

Refer to Chapter 2 of this guide for information on the various message management options that are available through this interface.

## Configuring the Web Browser (Internet Explorer)

The web browser (Internet Explorer) can also be configured for access to the NuPoint Messenger Unified Messaging features for those users who have e-mail clients other than Microsoft Outlook or Lotus Notes (such as GroupWise).



**Note:** Cookies need to be enabled on the web browser in order for the NuPoint UM interface to function fully.

These users can configure their web browser to access the URL of the NuPoint Messenger server and then access the Unified Messaging features.



**Note:** This web access feature is available through Internet Explorer only.

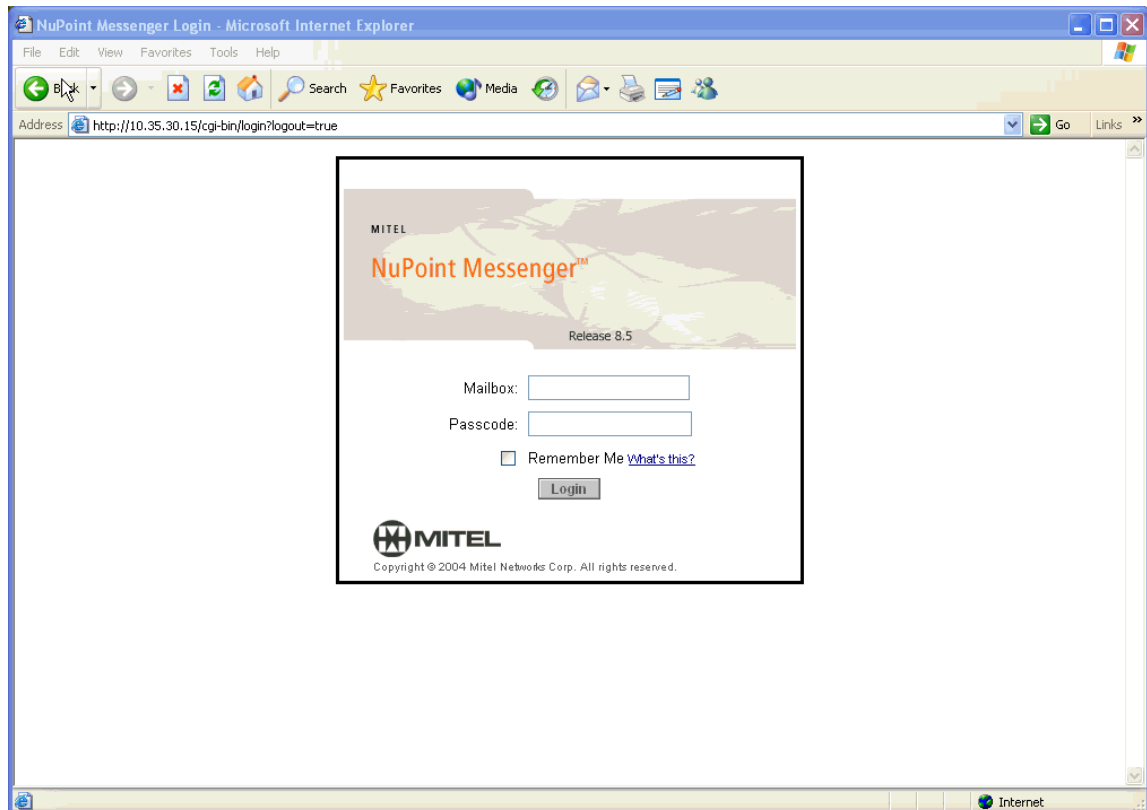
To configure the web browser, the user needs to enter and bookmark the URL address of the NuPoint Messenger host server using the following format:

**http://NPM\_IP/login.html**



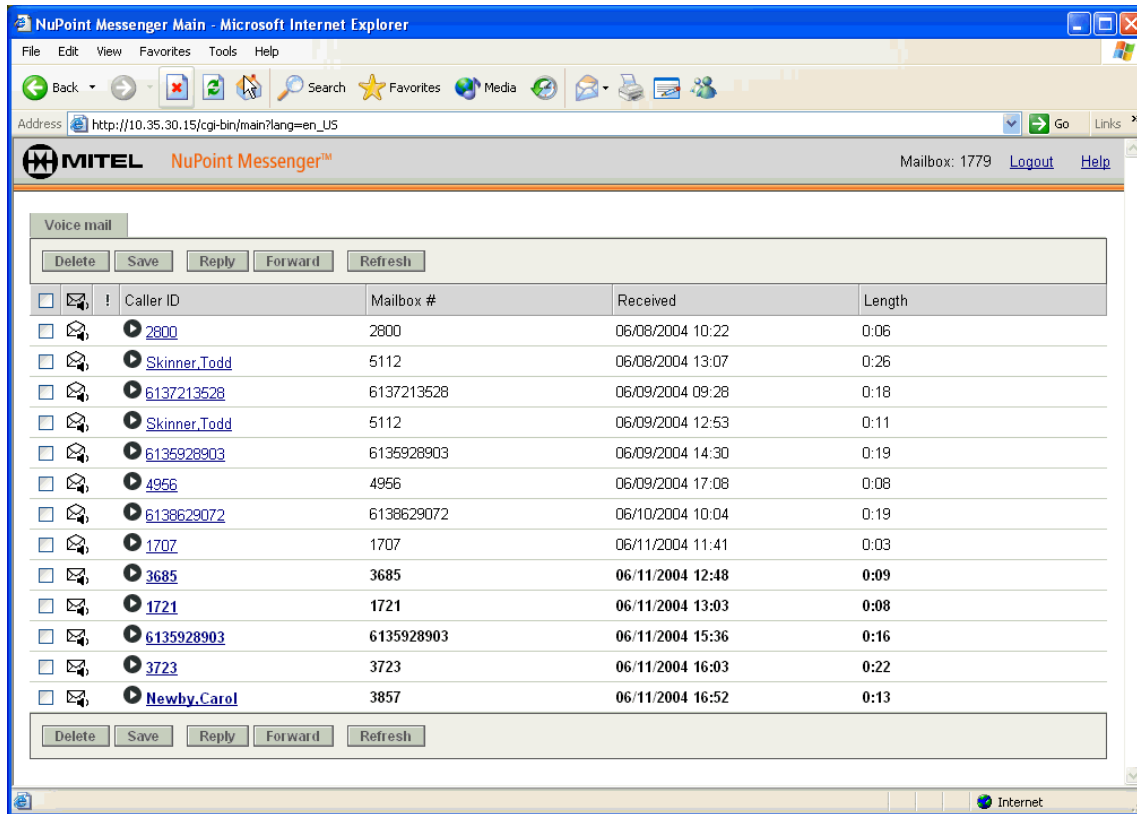
**Note:** The value <NPM\_IP> is the unique IP address of your NuPoint Messenger server. Contact your System Administrator for this information.

This address will provide access to the NuPoint Messenger server and the login window of the NuPoint UM interface will appear, as illustrated below.



**Note:** The URL address entered in the screen above is only an example. Refer to your System Administrator for the URL address that is specific to your system.

Once the user enters the login information, the NuPoint UM interface will appear with the Voicemail folder, as illustrated below.



The messages can then be manipulated in the same manner as those received through the e-mail client.

Refer to Chapter 2 of this guide for information on the various message management options that are available through this interface.

## Chapter 2: Using the NuPoint UM Interface

This chapter describes the features available to Standard+MWI users through the NuPoint UM interface.

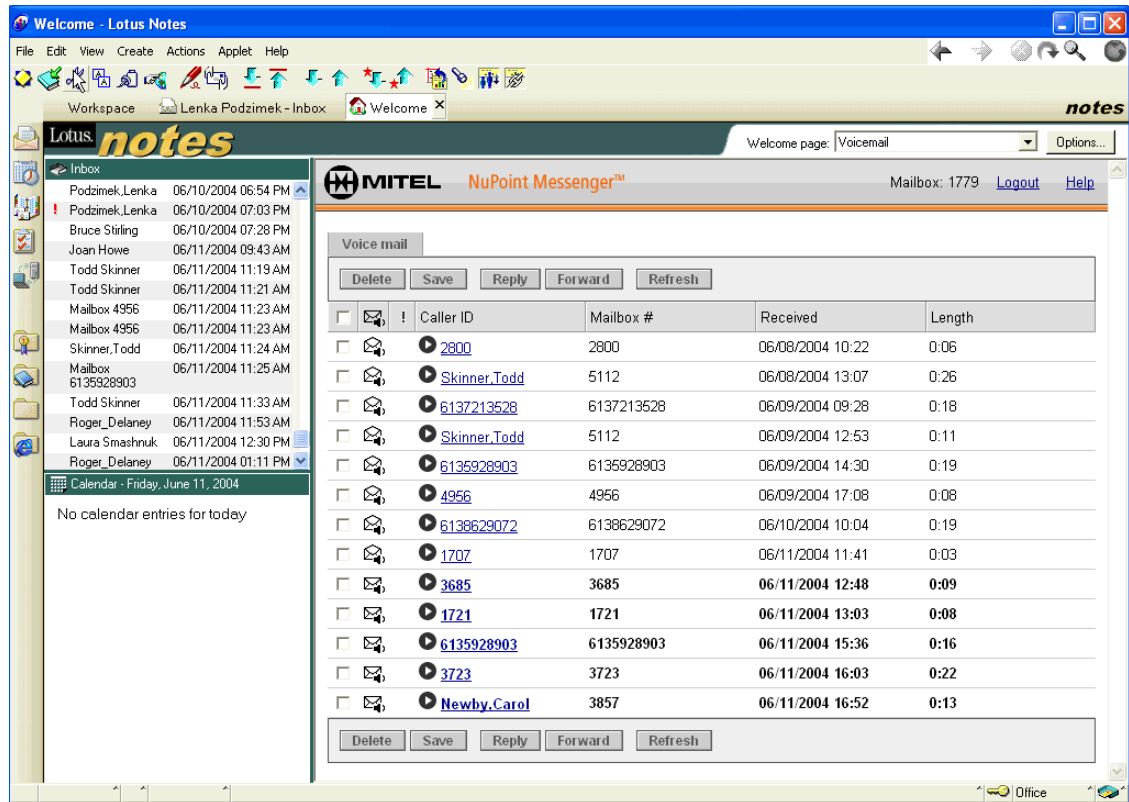


**Note:** The information in this guide is also available online by clicking on the Help link in the right-hand corner of the Voicemail window.

### Main Overview

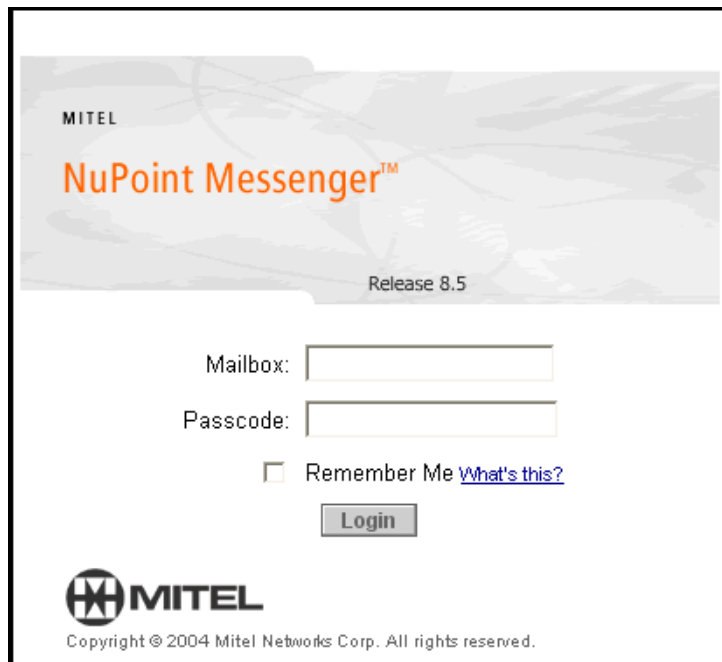
Once the e-mail client has been configured for the NuPoint UM interface, a new folder entitled "Voice mail" will be created in the e-mail folder list and will allow access to all voicemail messages.

The user will be able to display all voicemail messages from the e-mail client, as illustrated below for Lotus Notes.



The Voicemail folder is protected by a userid (mailbox number) and passcode. You will need to enter this information to gain access to the voicemail messages stored in this folder.

The following login window will appear when you open the Voicemail folder in your e-mail client:



**Note:** Contact your System Administrator if you do not have the mailbox number or passcode for your system.

Once you have entered your login data, you will have access to the features that are available for this folder through the NuPoint UM interface.

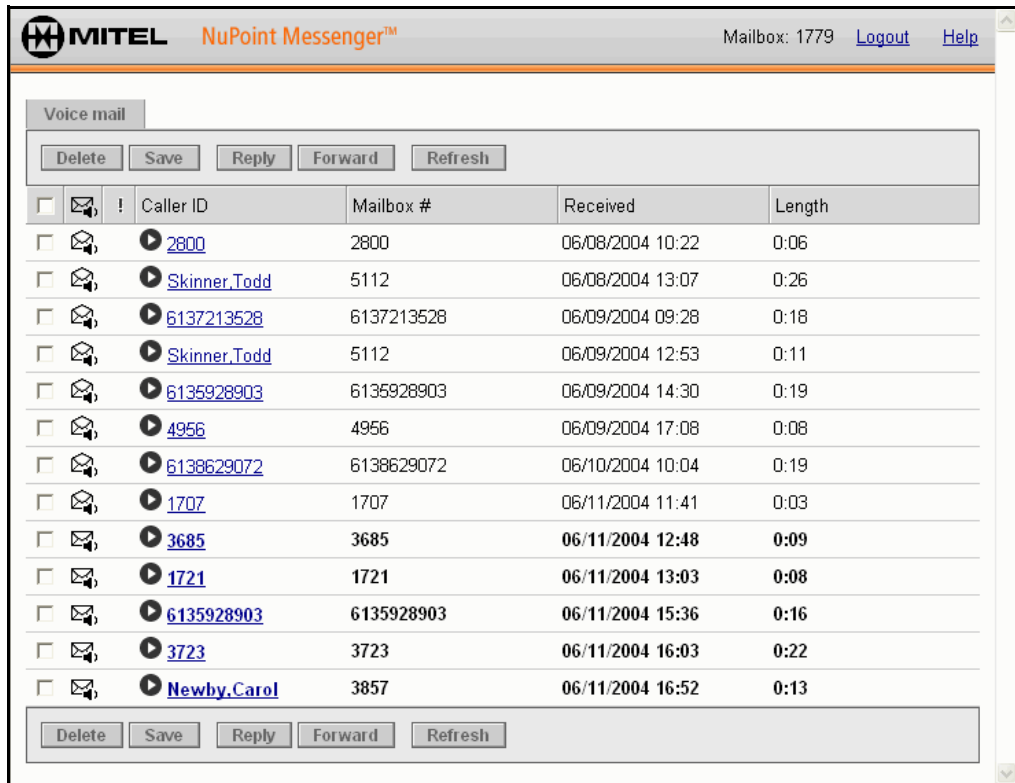


**Note:** You can check off the **Remember Me** field to store your Mailbox number and passcode on your computer so that you can log into the Voicemail folder automatically and bypass the login window. This feature requires that cookies are enabled on your web browser.

There are seven main tasks that can be performed within this folder:

- Play a message;
- Delete a message;
- Save a message;
- Reply to a message from another user;
- Forward a message to another user;
- Refresh your view;
- Logout.

The following screen illustrates the main window of the Voicemail folder with the available task buttons.



The Logout link is located in the right-hand corner of the page. Clicking on this link will close the Voicemail window and the system will return to the main login page.



**Note:** It is important to log out of the window when you have finished manipulating the voice messages. The logout action will free up the NuPoint Messenger system for other users since the number of UM licenses is limited.

The Help link is also located in the right-hand corner of the page and will launch this document in PDF format.

The Refresh button will update the view of the Voicemail window and any new messages will appear. Some new messages may take a few seconds to route and the Refresh link will speed up the message transfer process.



**Note:** Clicking on the Refresh link may cause the session to end if the timeout period has been reached. If this occurs, then you will need to log back in to the Voicemail folder from your e-mail client.

## Playing a Message

All new voicemail messages will appear in the Voicemail folder and can be played by clicking on the voicemail Caller ID link or on the round Play icon (directly beside the Caller ID link). The Caller ID link (as well as the other message information) will be presented in bold text when a new message appears in the Voicemail folder. This information converts to plain text once the message has been played.



**Note:** The envelope icon beside the Caller ID field also appears as closed (with the envelope flap folded down) when a new message appears in the Voicemail folder. Once the message has been played, the envelope icon changes to open (with the envelope flap folded up).

When you click on a voicemail message, the default media player on your PC will launch automatically and play the message.



**Note:** The message may take a few seconds to play (depending on the length) since it needs to be downloaded to the media player first. The longer the message, the longer it will take to download.

You are able to manage the messages in the NuPoint UM interface in several ways.

The following procedures describe the various tasks that can be performed, such as deleting and saving messages, as well as replying to and forwarding messages.



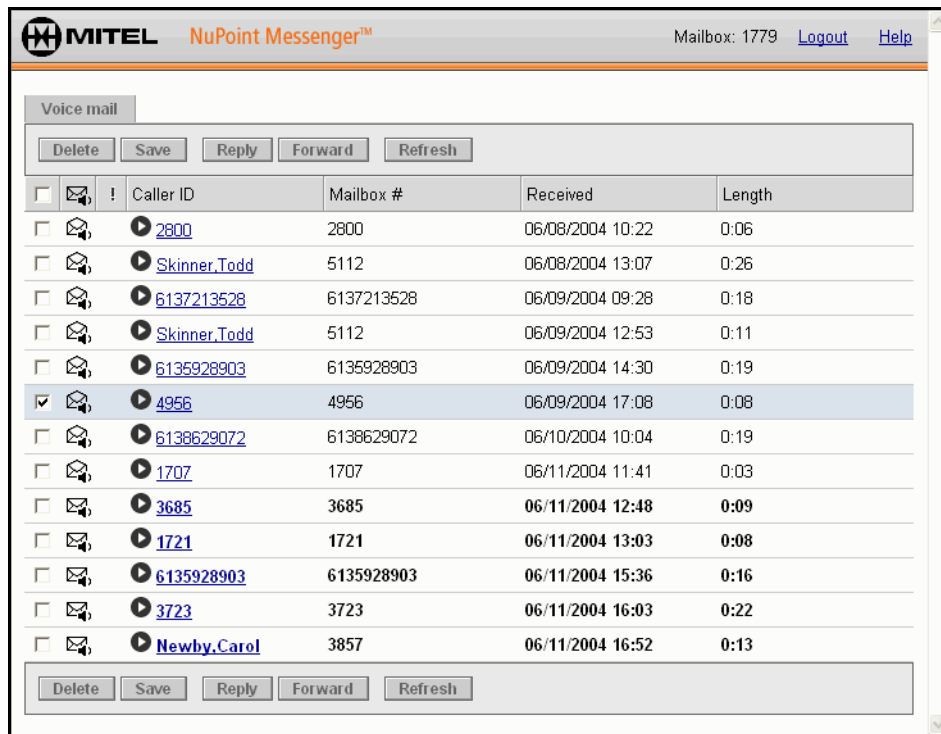
**Note:** If one of the voice messages is marked as “Confidential”, the Forward and Save buttons will be disabled in the Voicemail window.

## Deleting a Message

Follow the steps below to delete a message from the Voicemail folder:

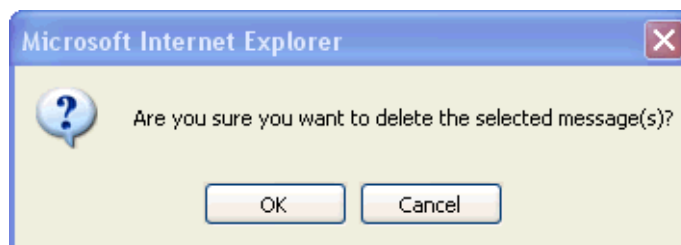
1. Select a message to delete from the Voicemail folder by placing a checkmark in the box beside the message with the mouse. The selected message will become highlighted.

The following screen shows a selected message:



2. Click on the **Delete** button either at the top or bottom of the page.

The following confirmation message appears:



3. Click **OK** to confirm the message deletion.

The message is now deleted from the Voicemail folder and from the NuPoint Messenger system.



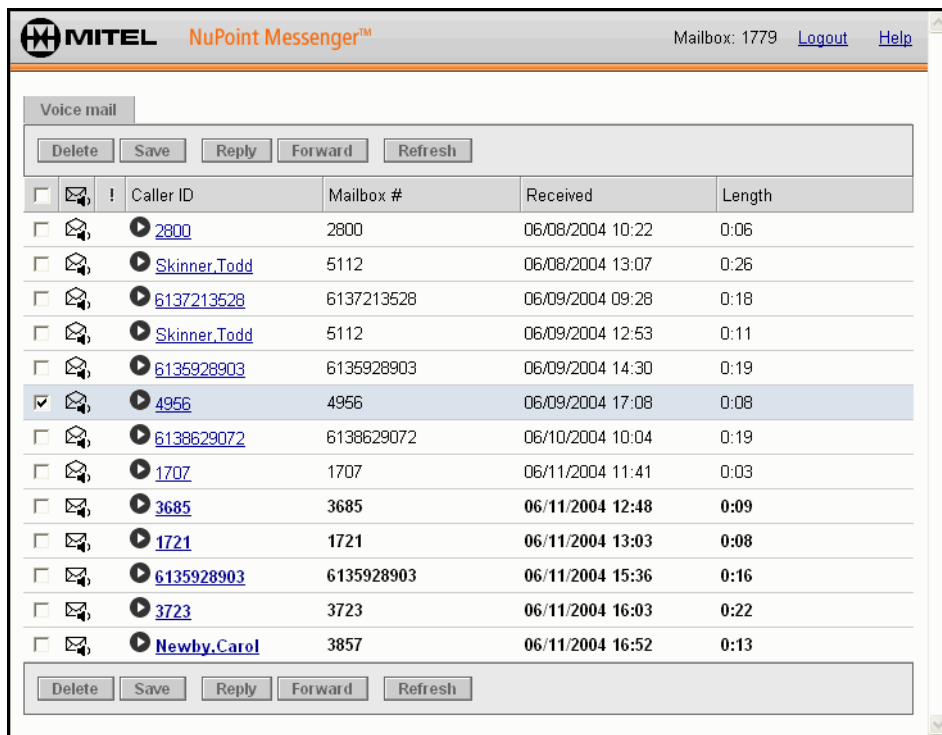
**Note:** You can delete more than one message at a time by checkmarking the messages to delete first, and then clicking on the Delete button. If you wish to delete ALL the messages in the Voicemail folder, you can click on the box in the message title bar to automatically select all the messages in the Voicemail folder for deletion.

## Saving a Message

Follow the steps below to save a message from the Voicemail folder to the Inbox folder of your e-mail client.

1. Select a message to save from the Voicemail folder by placing a checkmark in the box beside the message with the mouse. The selected message will become highlighted.

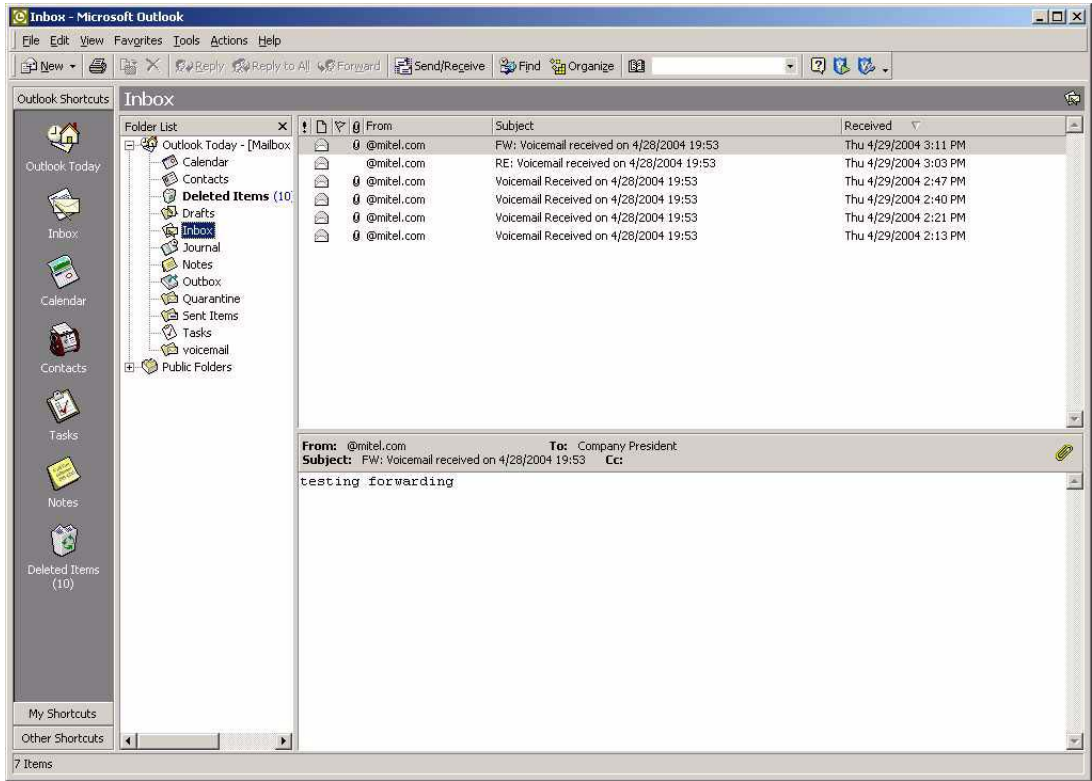
The following screen shows a selected message:



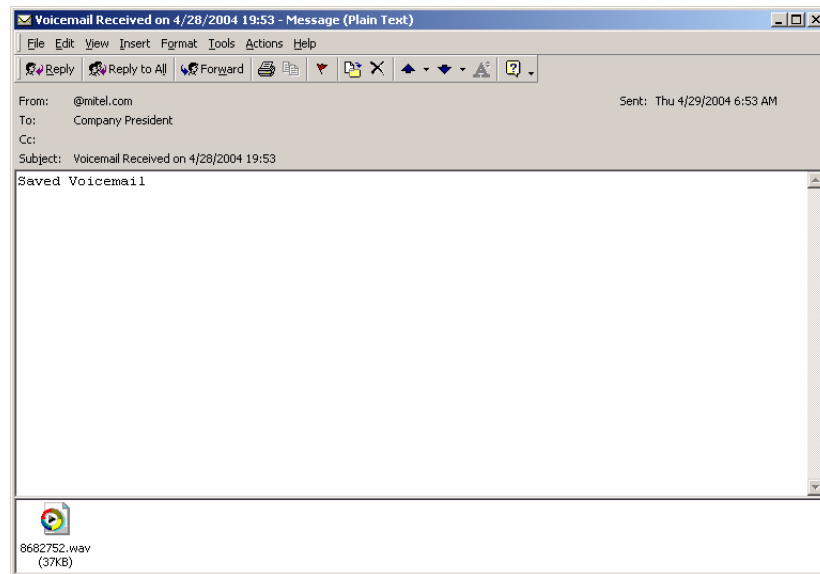
2. Click on the **Save** button either at the top or bottom of the page.

The message appears in your e-mail client Inbox as a new e-mail message with a voicemail attachment in the form of a .WAV file.

The following screen shows Microsoft Outlook with several saved voicemail messages in the Inbox folder:



Once you click on a saved voicemail message in the Inbox, the following window opens:



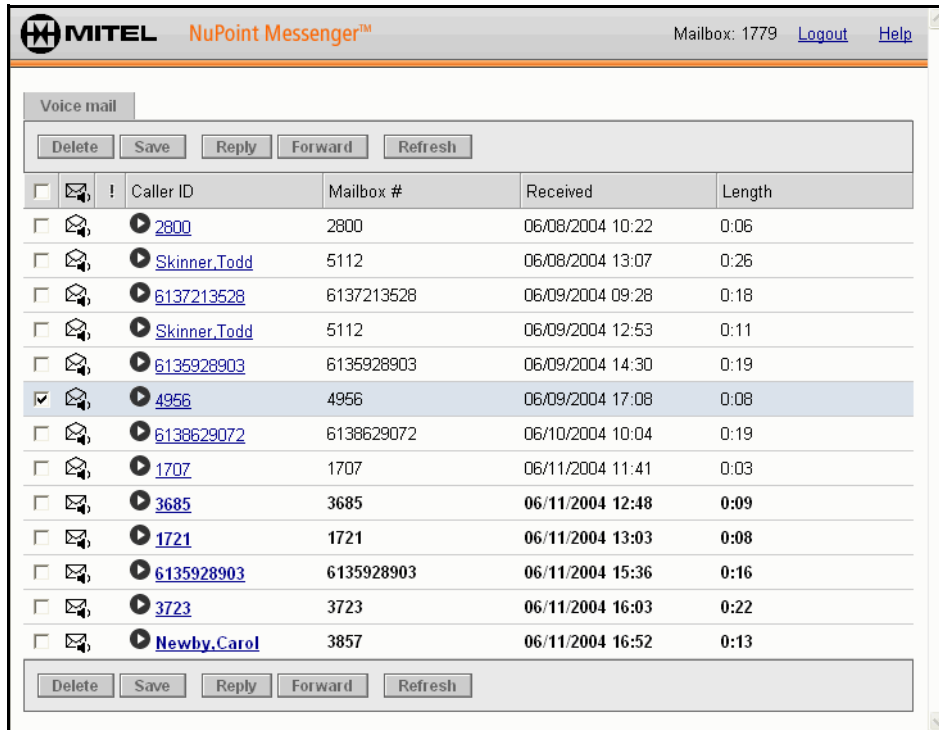
You can now perform the message management tasks that are available through your e-mail client and treat this message as any other e-mail in your Inbox.

## Replying to a Message

Follow the steps below to reply via text (not voice) to a message that is in your Voicemail folder.

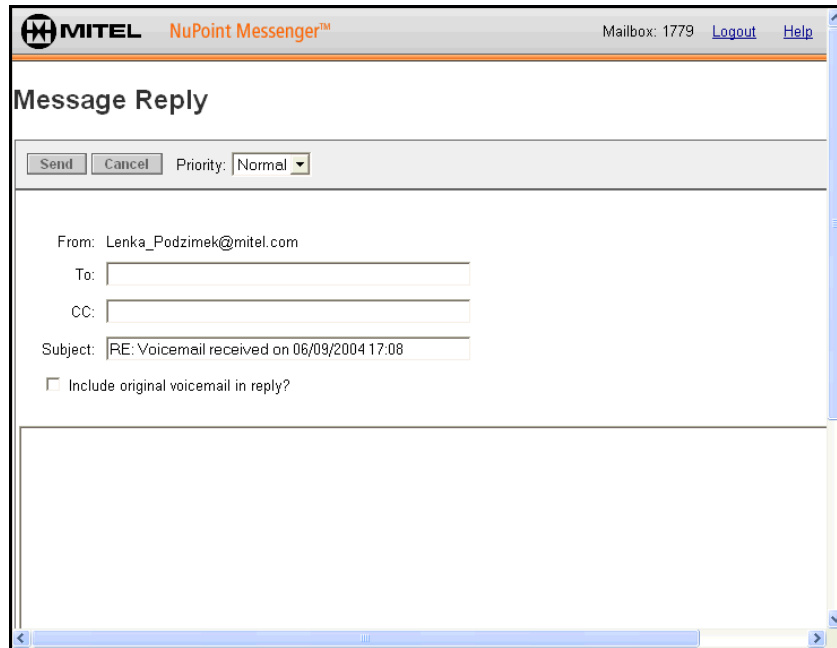
1. Select a message to reply to from the Voicemail folder by placing a checkmark in the box beside the message with the mouse. The selected message will become highlighted.

The following screen shows a selected message:



2. Click on the **Reply** button either at the top or bottom of the page.

The following Message Reply window appears:



3. Enter the e-mail address of the recipient(s) for the message in the To: and CC: fields.



**Note:** Your e-mail address is automatically entered in the From: field. If the user to whom you are replying has an e-mail address specified in the NuPoint Messenger system, then it will automatically appear in the To: field.

4. Checkmark the box underneath the subject heading if you wish to include the original voicemail in the reply.
5. Type in your reply message in the text box at the bottom of the page.
6. Select the Priority setting (either Normal or Urgent) from the toolbar at the top of the page.
7. Click the **Send** button.



**Note:** The Cancel button deletes all information that you have entered and exits to the main Voicemail window.

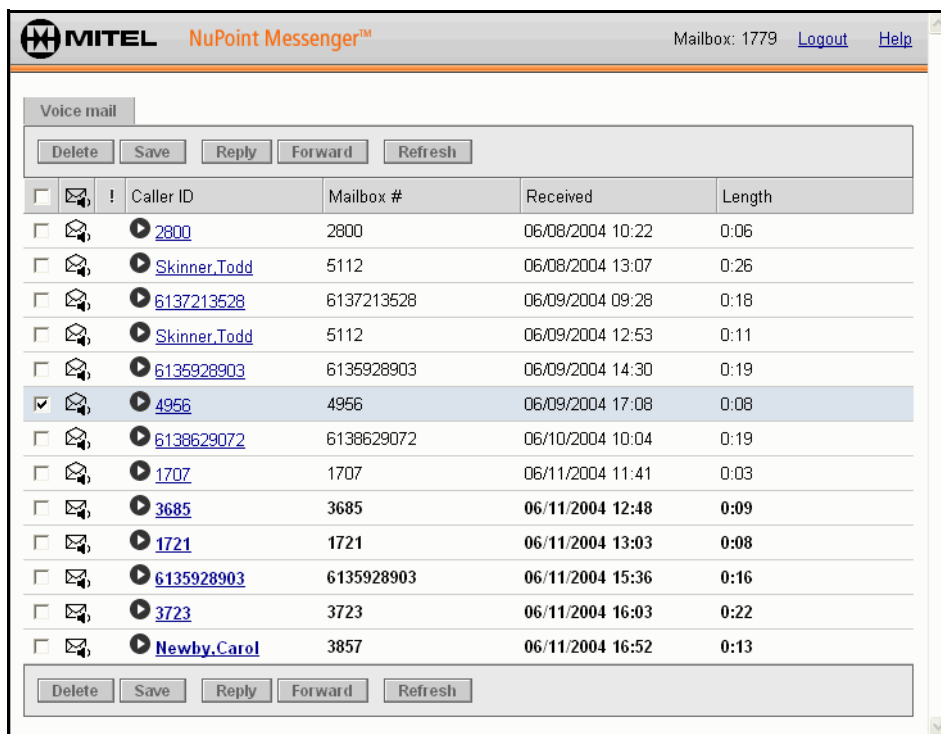
The message is now sent to the specified recipient(s) and will appear in the Inbox of their e-mail client.

## Forwarding a Message

Follow the steps below to forward a message that is in your Voicemail folder.

1. Select a message to forward from the Voicemail folder by placing a checkmark in the box beside the message with the mouse. The selected message will become highlighted.

The following screen shows a selected message:



2. Click on the **Forward** button either at the top or bottom of the page.

The following Message Forward window appears:

MITEL NuPoint Messenger™ Mailbox: 1779 Logout Help

### Message Forward

Send Cancel Priority: Normal

From: Lenka\_Podzimek@mitel.com

To: [ ]

CC: [ ]

Subject: FWD: Voicemail received on 06/09/2004 17:08

Include original voicemail in reply?

[ ]

3. Enter the e-mail address of the recipient(s) for the message in the To: and CC: fields.



**Note:** Your e-mail address is automatically entered in the From: field.

4. If you do not wish to include the original voicemail with the forwarded message, deselect the checkmark in the box underneath the subject heading.



**Note:** This box is checkmarked by default for the Message Forward option. If you deselect the checkmark, then the original voicemail will not be sent to the recipient(s).

5. Type in your message in the text box at the bottom of the page.
6. Select the Priority setting (either Normal or Urgent) from the toolbar at the top of the page.
7. Click the **Send** button.



**Note:** The Cancel button deletes all information that you have entered and exits to the main Voicemail window.

The message is now sent to the specified recipient(s) and will appear in the Inbox of their e-mail client.

