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# IP Office - Job Aid

## Voicemail Email Alerts

### Summary

Voicemail Email is a feature supported by Voicemail Lite and Voicemail Pro. It relies on the PC running the voicemail server also having a MAPI enabled email client program such as Outlook or Outlook Express installed.

Unlike IMS, Voicemail Email does not support full synchronisation between the users email mailbox and voicemail mailbox.

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# Voicemail Email Alerts

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## Introduction

Voicemail Email is a feature supported by Voicemail Lite and Voicemail Pro. It relies on the PC running the voicemail server also having a MAPI enabled email client program installed. (MAPI = Messaging Program Application Interface)

Known email client programs that support MAPI are:

- **Outlook 97, 98 and 2000.**
- **Outlook Express.**
- **Eudora** (Note: Eudora installs its own MAPI drivers which replace the default Microsoft drivers. The Eudora MAPI drivers are not compatible with Phone Manager Pro's Pop Outlook functionality).

Voicemail Email can be used with Voicemail Lite and Voicemail Pro. For Voicemail Pro installed as a service (the default on Windows NT4/2000/XP Professional), emails can be sent without having to open and run the email client program. For Voicemail Lite and for Voicemail Pro installed as a server program, the email client program may have to be left open for mail transfers to occur.

The exact method of integration between the voicemail server and the email client depend on whether the voicemail server is part of a workgroup or a domain. This document contains examples for both approaches.

The processes described in this document were based on Microsoft Windows 2000 Professional with Microsoft Outlook 2000 and Microsoft Outlook Express 5.5. Steps may differ depending on the version of Windows and email client used.

- **IMS (Integrated Messaging System)**  
IMS is supported by Voicemail Pro and is a separate service from Voicemail Email. IMS is more advanced than Voicemail Email. It supports synchronization between the users voicemail mailbox and email mailbox. In its default mode, messages remain in the voicemail mailbox, however when the user clicks on an email alert they can hear the message. For IMS, configuration and setting of user email addresses is done through the IMS administration tool.

## User and Group Configuration

Voicemail Email can be used with both user mailboxes and hunt group mailboxes. Setting of the user or group's email address can only be done through IP Office Manager. The remaining settings can be set:

- Through IP Office Manager (see below).
- Through mailbox access on Voicemail Lite or Voicemail Pro running in IP Office mailbox mode (see "User Configuration" on page 4).
- Through a Voicemail Pro callflow using a Play Configuration Menu action (see "Play Configuration Menu Action" on page 4).

### Manager Settings

The Voicemail Email settings are found on the Voicemail tab of the user or hunt group form.

- **Voicemail Email:** The user or group's email address.
- **Voicemail Email:**
  - **Off:** Does what is says on the tin.
  - **Copy:** Send a copy of each new message as a wav file attachment to the email. The original message remains in the mailbox.
  - **Forward:** Send a copy of each new message as a wav file attachment to the email and delete the original message from the mailbox. Note: This settings overrides all other actions such as message waiting indication and voicemail ringback.
  - **Alert:** Send an email alert for each new voicemail message but do not attach a copy of the message.

Note: Forward and Copy should be used with care. Each 1 minute message will result in a 1MB wav file. This may impact on the performance of the network and if used the Exchange server.

## User Configuration

Users on Voicemail Lite or Voicemail Pro running in IP Office mailbox mode, can switch Voicemail Email on/off and select the mode of Voicemail Email operation.

The method for doing this depend on the type of phone being used.

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### Avaya 20 Series Display Phone

2030, 2050 and 20CC telephone users who have an email address set in the system configuration, can alter the Voicemail Email mode through there phones display.

1. Select **•VOICE**.
2. Select **•EMAIL** (you may have to press **SCROLL** to display this option).
3. Enter the telephones passcode.
4. The current mode is displayed.
5. Select **•CHANGE** to change the mode between **ALERT**, **OFF**, **COPY** and **FWD**.
6. When complete select **•DONE**.

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### Other Phone Types and External Call Access

If no email address has been set for the user or group then the voicemail server will respond "Email is not enabled for this mailbox".

Having entered the mailbox, user the following:

- **\*01** - Sets the Voicemail Email mode to Forward.
- **\*02** - Sets the Voicemail Email mode to Alert.
- **\*03** - Sets the Voicemail Email mode to Off.

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## Play Configuration Menu Action

For Voicemail Pro systems, the Play Configuration Menu action can be used to set a user or group's Voicemail Email alert mode. Note however that this action is not aware whether the user or group has an email address set for the service.

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## Configuration as Workgroup Member

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### 1a. Pre Installation Requirements

The following steps should be taken prior to installing the Voicemail Server.

1. Logon to the Voicemail server PC as the Local Administrator and create a new user. For this example the name of the user account created will be called ***Voicemail***.
2. Set a secure password
3. Uncheck **User must change password at next logon** and check **Password never expires**.
4. Click **Create** and then **Close**.
5. Right-click on the **New Account**, and select **Properties**.
6. Select the **Member Of** tab.
7. Click **Add**.
8. In the **Select Groups** window, highlight **Administrators** and click on **Add**. Click **OK**.
9. Logoff off the Voicemail Server.
10. Logon the Voicemail Server using the ***Voicemail*** account and password.
11. Install the Voicemail Pro software, and choose the ***Voicemail*** account when prompted.
12. Reboot the PC when the installation has completed.
13. Once the PC has rebooted, logon using the ***Voicemail*** account.
14. Continue with either:
  - "1b. Configuring Outlook Express" on page 6.
  - "1c. Configuring Outlook for Internet Mail" on page 7.
  - "1d. Configuring Outlook for Exchange Server" on page 8.

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## 1b. Configuring Outlook Express for Internet Mail

1. Complete the process in "1a. Pre Installation Requirements" on page 5.
2. Click on the Outlook Express icon to start the Configuration wizard
3. In the **Display name** enter **Voicemail** and click **Next >**.
4. Select **I already have an e-mail address that I'd like to use** and enter the address in **E-mail address**, eg. **voicemail@your\_domain\_name**. Click **Next >**.
5. Enter the name or address of the **Incoming mail server** and the **Outgoing mail server**. Note: If you enter the name, you must ensure that the Voicemail PC has the correct IP address of the DNS Server configured. Click **Next >**.
6. Enter the email account name and password, ie. **Voicemail**. Tick **Remember password**. Click **Next >**.
7. Click **Finish** to complete the wizard
8. Open Outlook Express and select **Tools | Options**.
9. Select the **General** tab:
  - Untick **Send and Receive messages at Start up**.
  - Untick **Check for new messages every**.
10. Select the **Send** tab.
  - Untick **Save copy of sent messages in the 'Sent Items' folder**.
  - Tick **Send messages immediately**.
  - Under **Mail Sending Format** select **Plain Text**.
11. Click **OK**.
12. Test the operation, see "Testing the Connections" on page 10.

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## 1c. Configuring Outlook for Internet Mail

Please note that for the installation of Outlook to work correctly, the following set-up process must be followed. Outlook can be configured in two methods. Using the Wizard, prior to completing the steps below will cause Outlook not to send the messages correctly.

1. Complete the process in "1a. Pre Installation Requirements" on page 5.
2. Right-click on the Outlook icon on the desktop and select **Properties**.
3. Select **Add**.
4. Select **Internet E-mail** and click on **OK**.
5. For the Mail Account enter **Voicemail**.
6. For User Information enter Voicemail as the Name and for the **E-mail address** enter your address, eg. **voicemail@your\_domain\_name**.
7. Select the **Servers** tab. Enter the name or IP address of the **Outgoing mail server** and **Incoming mail server**.
8. The **Incoming Mail Server** details can be left blank as Outlook does not need to check for mail. Otherwise enter the account name and password, ie. **Voicemail**. Tick **Remember password**.
9. Select the **Connection** tab. Select **Connect using my local area network (LAN)**. Click **Next >**.
10. Click **OK**.
11. Click **Next >**.
12. Accept the default path for file creation.
13. Select **Next >**, then **Finish** and then **Close**.
14. Open **Outlook**.
15. On the **Email Service Option Screen**, select **Internet Only**. Click **Next >**.
16. Select **Yes** to register Outlook as the default email application.
17. Select **Tools | Options**.
18. Choose the **Preferences** tab. Click on **Email Options**.
19. Uncheck **Save copies of messages in Sent Items folder**. (Note: You may want this option selected during initial setup and troubleshooting. Due to the size of wav file message attachments deselect it once installation is complete.)
20. Test the operation, see "Testing the Connections" on page 10.

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## 1d. Configuring Outlook for Exchange Server

This option may be configured if Outlook is to be configured to connect to the Exchange Server, using a valid username and password, while the Voicemail PC remains a member of a workgroup.

1. Complete the process in "1a. Pre Installation Requirements" on page 5.
2. Create a new mailbox on the Exchange Server, eg. **Voicemail**, and assign it the same password as has been configured on the Voicemail PC.
3. Untick **User must Change password at Next Logon** and tick **Password Never Expires**.
4. On the Voicemail PC, logon with the **Voicemail** account.
5. Right-click on the Outlook icon on the desktop and select **Properties**.
6. Select **Add**.
7. Highlight **Microsoft Exchange Server** and click OK.
8. Type in the Microsoft Exchange Server name and enter **Voicemail** in the **Mailbox** field.
21. Highlight the **MS Exchange Settings**, Click **Properties**.
22. Highlight **Microsoft Exchange Server**. Click **Properties**.
23. Click **Check name** and ensure the name is resolved.
24. If the name is resolved, select **Apply**. Click **OK**, **OK** and **Close** to shut the Mail settings.
25. Do not continue until the name has been resolved correctly with the Exchange Server. If the name is not resolved, check the account details with the Exchange Administrator.
26. Open **Outlook** and select **Yes** to register Outlook as the default email application.
27. Select **Tools | Options**.
28. Choose the **Preferences** tab. Click on **Email Options**.
29. Uncheck **Save copies of messages in Sent Items folder**. (Note: You may want this option selected during initial setup and troubleshooting. Due to the size of wav file message attachments deselect it once installation is complete.)
30. Test the operation, see "Testing the Connections" on page 10.



## Configuration as a Domain Member

The following should be done before the Voicemail Pro software is installed. The user name and password created are requested as part of the installation of the Voicemail Pro service. The process assumes that Outlook is installed but has not be used or configured.

1. Make sure that the PC that will be running the Voicemail Server is a member of the Domain. Note: To join the Domain you will need the use of an Account with Administrative permissions on the Domain (please consult the Domain Administrator).
  - **Windows NT:** Right-click **Network Neighborhood** and **Select Properties**.
  - **Windows 2000:** Right-click **My Computer** and select **Properties**. Select the **Network Identification** tab.
2. On the Exchange server create an account called **Voicemail** on the Domain and an associated Mailbox. Provide a secure password. Check the **User Cannot Change Password** and **Password Never Expires** check boxes. Please consult the Domain or Exchange Administrator for assistance as required.
3. Logon to the Voicemail Server PC using a domain administrator account. From the Control Panel, select **Administrative Tools**. Select **Computer Management | Local Users and Groups | Groups**. Double-click **Administrators** and select **Add**. In the **Look In** drop-down list select the Domain name. In the **Name** window locate and highlight **Voicemail**. Click **Add** followed by **OK** and **OK** to close.
4. Log off and log back on using the **Voicemail** account and password
5. Install the Voicemail Pro software, and choose the **Voicemail** account when prompted. Reboot the PC when the installation has completed.
6. Once the PC has rebooted, logon using the **Voicemail** account.
7. On the desktop, right-click on the **Outlook** icon and select **Properties**.
8. On the **General** tab select **Add**. Tick **Microsoft Exchange Server**. Click **Next >**.
9. Enter the Exchange Servers name in the **Server** field and **Voicemail** in the **Mailbox** field. Click **Next >**.
10. Select **No** when asked if you travel with this computer. Click **Next >**.
11. Click **Finish**.
12. Highlight the **MS Exchange Settings**, Click **Properties**.
13. Highlight **Microsoft Exchange Server**. Click **Properties**.
14. Click **Check name** and ensure the name is resolved.
15. If the name is resolved, select **Apply**. Click **OK**, **OK** and **Close** to shut the Mail settings.
16. Do not continue until the name has been resolved correctly with the Exchange Server. If the name is not resolved, check the account details with the Exchange Administrator.
17. Open **Outlook** and select **Yes** to register Outlook as the default email application.
18. Select **Tools | Options**.
19. Choose the **Preferences** tab. Click on **Email Options**.
20. Uncheck **Save copies of messages in Sent Items folder**. (Note: You may want this option selected during initial setup and troubleshooting. Due to the size of wav file message attachments deselect it once installation is complete.)
21. Test the operation, see "Testing the Connections" on page 10.

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## Testing the Connections

1. From Outlook or Outlook Express send a message direct to an extension user.
2. If this is received correctly, configure the user's voicemail account for Voicemail Email (see "Manager Settings" on page 3).
3. With Outlook or Outlook Express open, leave a voicemail for the user.
4. You should briefly see the message appear in the Outbox before it is sent.
5. Voicemail Pro Only: Close Outlook/Outlook Express and repeat the test. The voicemail email should still be sent whilst Outlook is closed. (Requires Voicemail Pro to be installed as a service (the default on Windows NT4/2000/XP Professional) using the Voicemail username account).

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## What Voicemail Email Messages Look Like

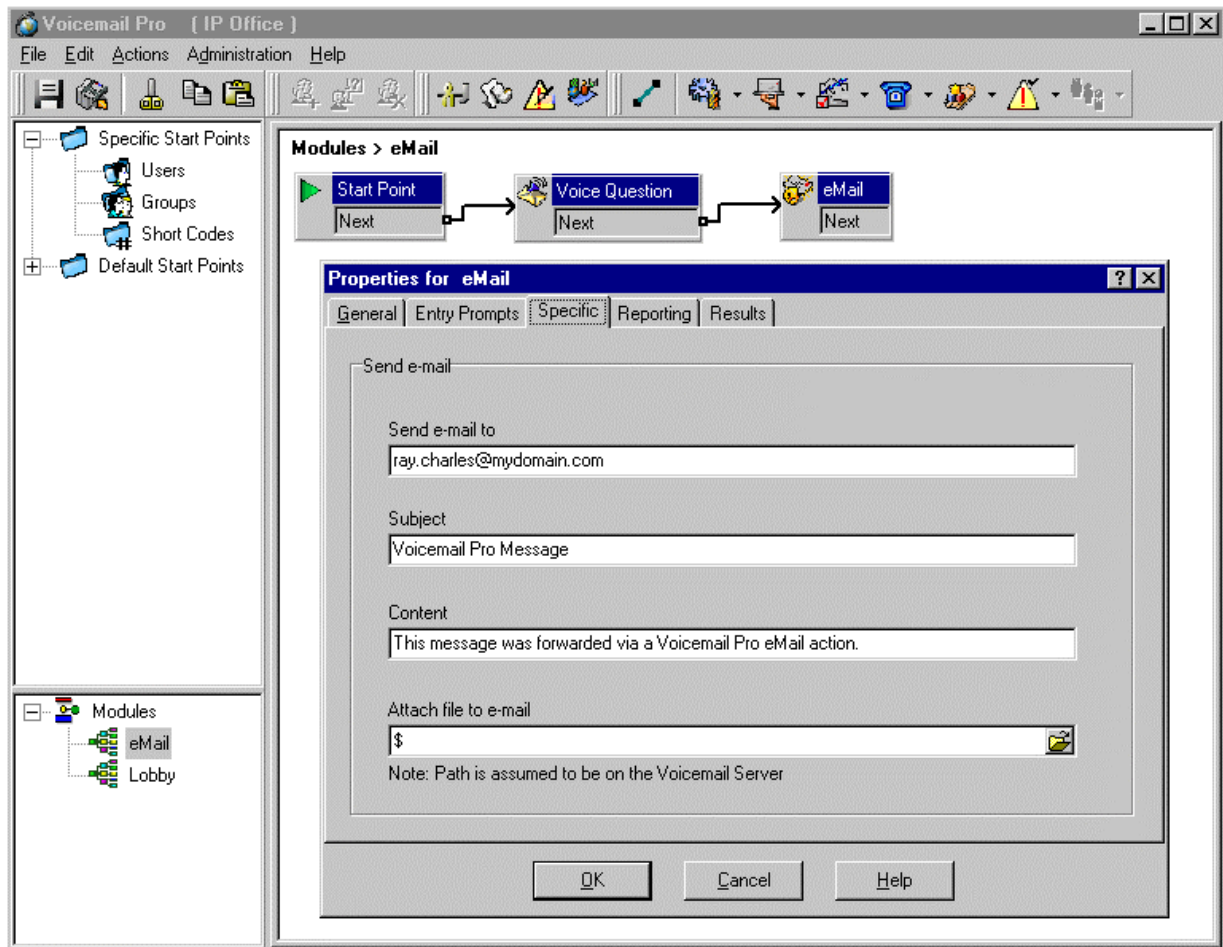
Messages sent by a user or groups Voicemail Email settings will contain the following:

- **To:** The user/group email address.
- **From:** The name and address setting of the email client account.
- **Subject:** Voicemail Message ('calling number' > 'user name')  
From: 'calling number'
- **Body:** If the user or groups Voicemail Email mode is set to Copy or Forward, the message body will contain "IP Office Voicemail redirected message"
- **Attachment:** When using Copy or Forward mode the message wav file is attached.

The text parts of the message are set through registry settings and so can only be changed at the System Administrator's own risk. Messages sent via a Voicemail Pro eMail action are configurable (see "The Voicemail Pro Email Action" on page 11).

## The Voicemail Pro Email Action

The eMail action in Voicemail Pro can be used to send messages via email in response to caller actions in the voicemail callflow. The action can also attach a wav file.



In the example above, the **eMail** action follows a **Voice Question** action. The **\$** in the eMail action's **Attach file to e-mail** field instructs it to use the file recorded by the preceding **Voice Question** action.

The same method can be used with a **Leave Mail** action. Note however that the **Leave Mail** action must be set to a valid target mailbox which will then have a copy of the message.

Alternatively the **eMail** action can attach a prerecorded wav file by specifying the file name. That named file can be created by an **Edit Play List** action.

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