

# Voice Mail System

## Personal Mailbox Management

### Manual

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# Contents

<b>1</b>	<b>Introduction .....</b>	<b>1-1</b>
1.1	Manual Audience and Contents .....	1-1
1.2	Manual Conventions .....	1-1
<b>2</b>	<b>PERSONAL MAILBOX MANAGEMENT (PMM) utility.....</b>	<b>2-1</b>
2.1	Installation.....	2-1
2.2	Mailbox Parameters.....	2-6
2.2.1	Mailbox Settings .....	2-7
2.2.2	Mailbox Notifications .....	2-9
2.2.3	Mailbox Statistics .....	2-12
2.3	Communication.....	2-13
<b>3</b>	<b>End User Operations.....</b>	<b>3-1</b>

## List of Figures

Figure 2-1: PMM Installation Window (IP address).....	2-2
Figure 2-2: PMM Installation Window (Mailbox number) .....	2-3
Figure 2-3: Outlook window with Forward as Wave button.....	2-3
Figure 2-4: Personal Mailbox Management Main Screen .....	2-4
Figure 2-5: Personal Mailbox Management Main Screen (rep.) .....	2-7
Figure 2-6: Mailbox Notification Parameters .....	2-9
Figure 2-7: Mailbox Statistics Screen.....	2-12
Figure 3-1: Mailbox Quick Reference.....	3-3

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# 1 Introduction

## 1.1 Manual Audience and Contents

The *Voice Mail System Personal Mailbox Management Manual* is intended for end-users of the Voice Mail System.



### NOTE

Please read this manual before installation and operation.

The manual contains the following:

Chapter	Heading
---------	---------

1	Introduction
2	Personal Mailbox Management (PMM) Utility
3	End-User Operations

## 1.2 Manual Conventions

The manual's typographic and command entry conventions are as follows:

Typeface	Usage
<i>Manual</i>	Book titles, new words or terms and words to be emphasized
<b>NOTE</b> text	Heading and text of a note, caution or warning
<b>Bold Text</b>	GUI items: dialogs, menu items, field names, etc.



# 2 PERSONAL MAILBOX MANAGEMENT (PMM) utility.

The Personal Mailbox Management Utility (PMM) is a tool to maintain your personal mailbox. Via the Local Area Network (LAN) connection, the mailbox owner can easily change the main parameters, such as Password, Language, Mailbox type, etc. The PMM can also provide you with mailbox statistics.

## 2.1 Installation

Install the PMM software on the PC that is being used for the set up and managing of your Personal Voice Mail account.



### NOTES

The PMM software can be downloaded, installed and used for your Personal Mailbox configuration.

The Mailbox owner's PC has to be connected to a TCP/IP protocol based Local Area Network (LAN).

The system administrator provides the mailbox owners with access to the external notification variable parameters.

During the installation the Voice Mail System's IP address and Voice Mailbox number will be needed. Check this data with your local network administrator. If the required data is not entered during the installation, the PMM software will not run.

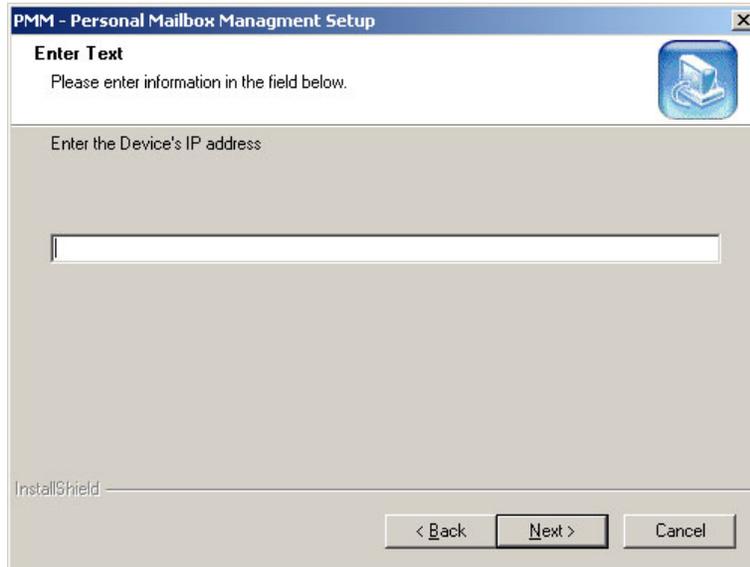
Once defined, the Voice Mail System's IP address and Voice Mailbox number can't be changed.

The following describes the installation of the PMM software from CD. We are aware that, in most cases, users will install the software from the network. In that case, go directly to the second part from step 3 and continue to follow the installation instructions.

### ➤ To install the PMM software

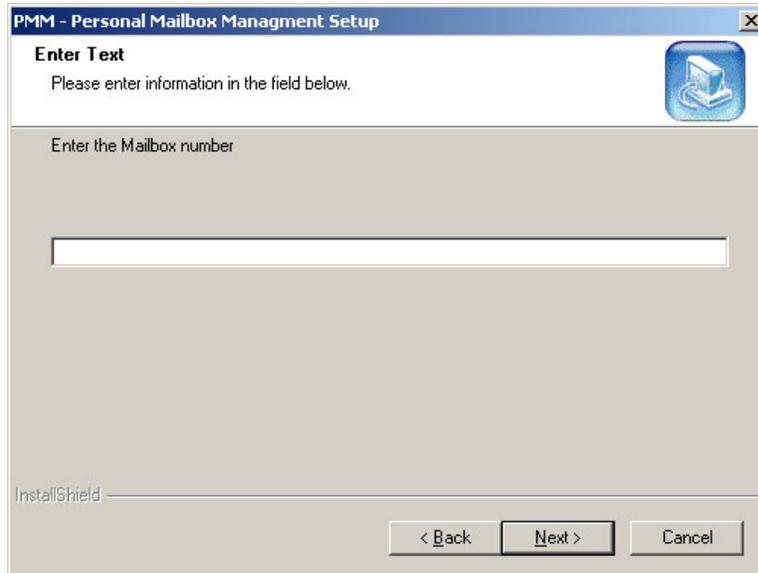
1. Insert the support CD in the CD-ROM drive of your PC.

2. The CD should run automatically .If it doesn't, press **Start → Run** and  
browse on the CD for the **PMM Set up** icon. 
3. Click on the **PMM Installation** icon and follow the instructions on the screen. During the installation the following two windows will appear:



**Figure 2-1: PMM Installation Window (IP address)**

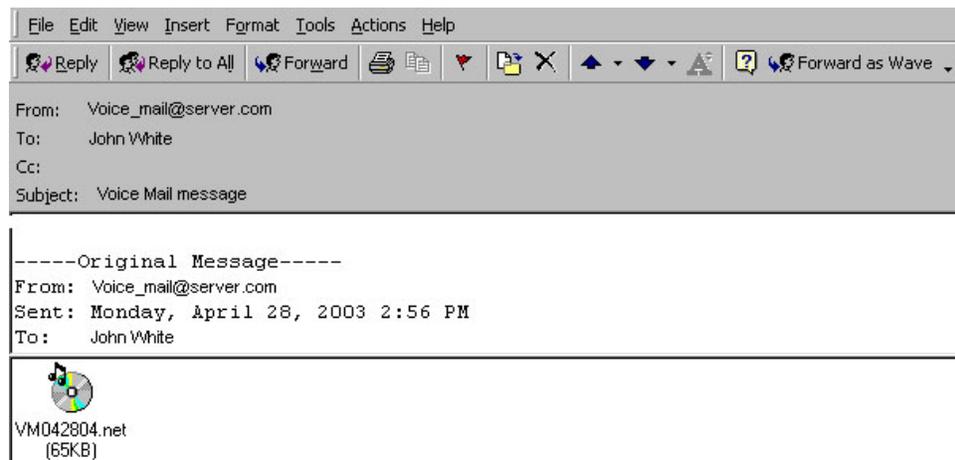
In this window, the IP address from the Voice Mail System has to be entered. Contact the system administrator for this address.



**Figure 2-2: PMM Installation Window (Mailbox number)**

In this window, your Personal Mailbox number has to be entered.

4. Open your mail client application (MS Outlook) and check if the new button “Forward as wave” has been added to the toolbar (see Figure 2.3). This button is used to convert the in the email attached recorded message to WAV format, so that it can be forwarded to a user without an installation of the PMM.



**Figure 2-3: Outlook window with Forward as Wave button**

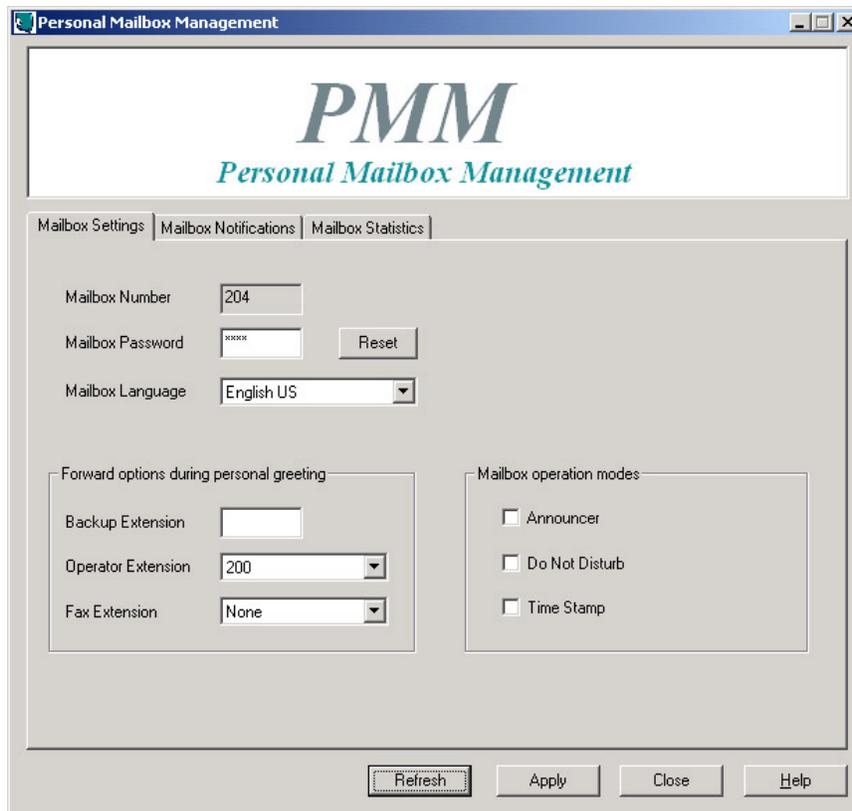
5. To start the PMM program, click on **Start → Programs → PMM – Personal Mailbox Management <version> → PMM.**

Alternatively, double-click on the **PMM – Personal Mailbox**



**Management** shortcut on your desktop Pmm.Ink .

6. Press **OK** to view your mailbox settings.
7. Enter your password (default is 1234) and click on **OK**.
8. The PMM Main screen appears (Check the notes, in case the PMM Main screen does not appear.):



**Figure 2-4: Personal Mailbox Management Main Screen**



#### NOTES

Alternatively, a message box may suggest to “**Work Off-Line**”. This will happen in one of the following 3 situations:

1. The defined mailbox doesn't exist. (Contact the system administrator.)
2. The incorrect password has been entered 3 times. (Use the off-line state to check if your mailbox number is correct. The system administrator can reset your mailbox password.)
3. There is a communication failure and the PMM failed reading the data. (Check with the system administrator, if there is a communication failure.)



## 2.2 Mailbox Parameters

At the start of the PMM software, the user is prompted to load the mailbox parameters. The mailbox owner can now change the parameters.



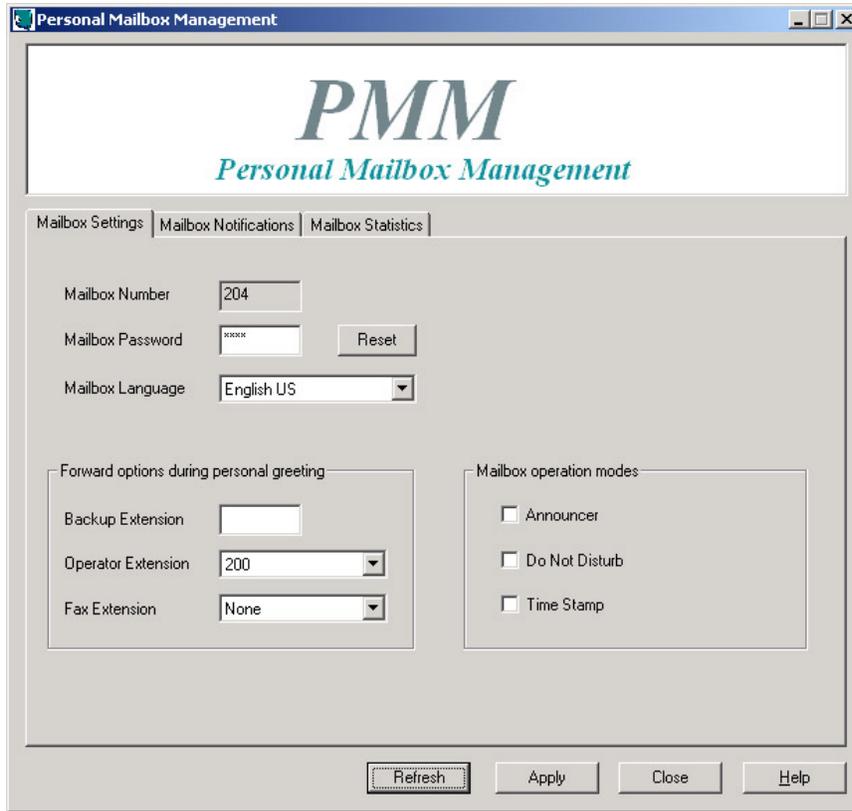
### NOTES

Every time the PMM program starts, the Read parameters action is automatically performed for the mailbox number that was define during the installation.

The Extension number is not relevant for a Virtual mailbox (The Virtual mailbox has been described in the manual for the system administrator.)

## 2.2.1 Mailbox Settings

The **general** parameters show the mailbox number, password and language settings.



**Figure 2-5: Personal Mailbox Management Main Screen (rep.)**

Parameter	Usage
<b>Mailbox Number</b>	Shows the current Mailbox number. (Can't be edited!)
<b>Mailbox Password</b>	Mailbox's features access code. (Can be reset, by pressing the Reset button)
<b>Mailbox Language</b>	The language used by the mailbox to play system messages.

The **Forward options during Personal Greeting** parameters provide the possibility to transfer a call to another destination, during the time the Personal Opening Greeting is playing.

<b>Parameter</b>	<b>Usage</b>
<b>Backup Extension</b>	Transfers a call from the Personal Greeting message to another extension. When the caller dials the specified digit (Forward ID code) while the Personal Greeting Message is being played, the call is transferred to the predefined extension. <i>(Note: The Voice Mail System Administrator must have specified the Forward ID code.)</i>
<b>Operator Extension</b>	Transfers a call from the Personal Greeting Message to one of the eight local Operators. <i>(Note: The Voice Mail System Administrator must have specified the Transfer to Operator code.)</i>
<b>FAX Extension</b>	Transfers a call to the specified fax extension. When, during the Personal Greeting Message, a fax data signal is detected, the call will automatically be transferred to the fax extension.

The **Mailbox Operation Modes** parameters provide extra information to the caller.

<b>Check</b>	<b>Function</b>
<b>Announcer</b>	Plays a personal greeting (announcement), without allowing a message to be left.
<b>Do Not Disturb</b>	Prevents call transfers from the Automated Attendant to extensions in DND mode and plays a Do Not Disturb message.
<b>Time Stamp</b>	Plays or does not play the time and date of the message.

## 2.2.2 Mailbox Notifications

The Mailbox Notifications tab provides you with a window, in which several notification options can be defined.



### NOTE

The mailbox owner can only define the external notification options, if the Voice Mail System Administrator has provided the permission. The “External notification is Allowed” check box is always dimmed.

**Figure 2-6: Mailbox Notification Parameters**

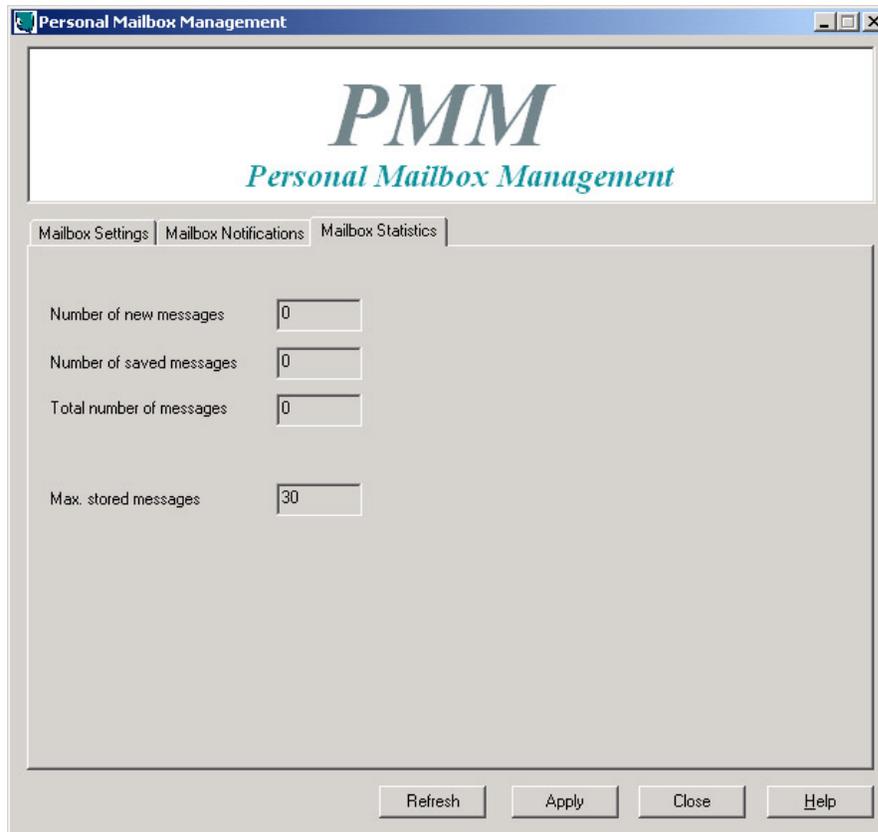
The **Mailbox** Notification parameters provide options for the External notification. The Administrator has defined the Local notification type and Extension to notify.

Option	Usage										
<b>Local Notification Type</b>	The Administrator can set the following Local Notification Type:										
	<table border="1"> <thead> <tr> <th>Option</th> <th>Usage</th> </tr> </thead> <tbody> <tr> <td><b>Message Light 1</b></td> <td>Turns on the light on the telephone or changes the dial tone of the extension, by sending the code defined in the <b>Notification codes</b>. (The Voice Mail System Administrator has defined this code.)</td> </tr> <tr> <td><b>Message Light 2</b></td> <td>Identical to <b>Message Light 1</b>, but for PBX units that support more than one type of message notification code.</td> </tr> <tr> <td><b>Sign Ring</b></td> <td>The Voice Mail System rings the extension number once, to inform the mailbox owner of new messages.</td> </tr> <tr> <td><b>Rings</b></td> <td>The Voice Mail System rings an internal or external number for a period of time. (These settings, defined by the Voice Mail System Administrator via the <b>Ring Notification Duration</b> and the <b>Ring Notification Retries</b> parameters, inform the mailbox owner of new messages.) When the owner of the mailbox calls the mailbox, the unit plays a menu for retrieving the messages.</td> </tr> </tbody> </table>	Option	Usage	<b>Message Light 1</b>	Turns on the light on the telephone or changes the dial tone of the extension, by sending the code defined in the <b>Notification codes</b> . (The Voice Mail System Administrator has defined this code.)	<b>Message Light 2</b>	Identical to <b>Message Light 1</b> , but for PBX units that support more than one type of message notification code.	<b>Sign Ring</b>	The Voice Mail System rings the extension number once, to inform the mailbox owner of new messages.	<b>Rings</b>	The Voice Mail System rings an internal or external number for a period of time. (These settings, defined by the Voice Mail System Administrator via the <b>Ring Notification Duration</b> and the <b>Ring Notification Retries</b> parameters, inform the mailbox owner of new messages.) When the owner of the mailbox calls the mailbox, the unit plays a menu for retrieving the messages.
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<b>Extension to notify</b>	The Extension number, with which the mailbox is associated. After a new message has been recorded, a local message notification will be sent to this number (Set by the Administrator).										
<b>Telephone number</b>	Check the <b>Enable</b> box and enter the telephone number, the Voice Mail System has to dial, to notify the Voice Mailbox owner of new messages. The recorded message is played on the remote telephone, after the mailbox owner enters the correct password.										
<b>Email target address</b>	Check the <b>Enable</b> box and enter the email address, from where mailbox owner can get his/her email messages.										

Option	Usage
<b>Message Type</b>	<p>Select the appropriate email notification mode from the drop-down menu:</p> <ol style="list-style-type: none"><li data-bbox="607 348 1300 453">1. <b>Without attachment.</b> An email will be sent to the target email address with information about the newly recorded message, but without attachment.</li><li data-bbox="607 474 1312 579">2. <b>With voice message attached.</b> An email will be sent to the target email address with an attached media file. This file contains the recorded message.</li><li data-bbox="607 600 1317 705">3. <b>Voice message attached and saved.</b> After the email notification, the voice message will be marked as saved in the Voice Mail System.</li><li data-bbox="607 726 1338 831">4. <b>Voice message attached and deleted.</b> After the email notification, the voice message will be marked as deleted in the Voice Mail System.</li></ol>
<b>Pager number</b>	<p>Check the <b>Enable</b> box and enter the pager number, the Voice Mail System has to dial, to notify the Voice Mailbox owner to return a call and check his/her mailbox.</p>
<b>SMS-Mobile phone number</b>	<p>Check the <b>Enable</b> box and enter the mobile phone number, to which the Voice Mail System has to send an SMS message via the SMS Transmitter. The SMS message will contain information about the newly recorded message. <i>(Note: Only the Voice Mail System administrator can define the displayed SMS text and the option will only be available if the SMS Transmitter is connected to the Voice Mail System.)</i></p>

## 2.2.3 Mailbox Statistics

The Mailbox Statistics tab provides you with a window, from which the mailbox usage figures can be read.



**Figure 2-7: Mailbox Statistics Screen**

The following statistics parameters will be shown:

Parameter	Explanation
<b>Number of New Messages</b>	Shows the number of the new recorded messages.
<b>Number of Saved messages</b>	Shows the number of the saved messages.
<b>Total number of messages</b>	Shows the total number of recorded messages.
<b>Max. stored messages</b>	Shows the maximum number of messages, which can be recorded in the mailbox.

## 2.3 Communication

You are able to refresh the mailbox data and to upload changes for your mailbox to the Voice Mail System. The following steps have to be taken:

- **To refresh your mailbox data**
  1. When inside the PMM program, click on **Refresh**
  2. Click on **OK**
  
- **To upload changes for your mailbox to the Voice Mail System**
  1. Click on the **Apply** button in the PMM program
  2. Click on **OK**



# 3 End User Operations

The Voice Mail System end-user can execute the following mailbox operations:

- Retrieve messages
- Send messages
- Set the mailbox parameters

Use the outline in Figure 3-1 for a quick reference to mailbox menus or continue to the procedures below.

➤ **To enter the user's main menu**

1. Use one of the following three methods:
  - Enter the Automated Attendant access digits (\*160) for retrieving messages.
  - Press an access digit during the mailbox greeting.
  - Dial the voice mail extension and, if the PBX supports the in-band DTMF protocol, enter the mailbox menu automatically.



**NOTE**

You can also enter the user's main menu by dialing the programmed "Key to retrieve messages", while the mailbox greeting is played. This parameter is programmed via command \*331 or via the VUP (9 is the default digit).

2. Listen to the Voice Mail System, which announces the number of received messages and plays the main menu.
3. Press the digit, corresponding to the required option:

<b>Press</b>	<b>To</b>
1	Listen to messages.
2	Set the mailbox parameters.
8	Send a message to a specific mailbox or to a group of mailboxes.
9	Exit the main menu and return to the Automated Attendant.



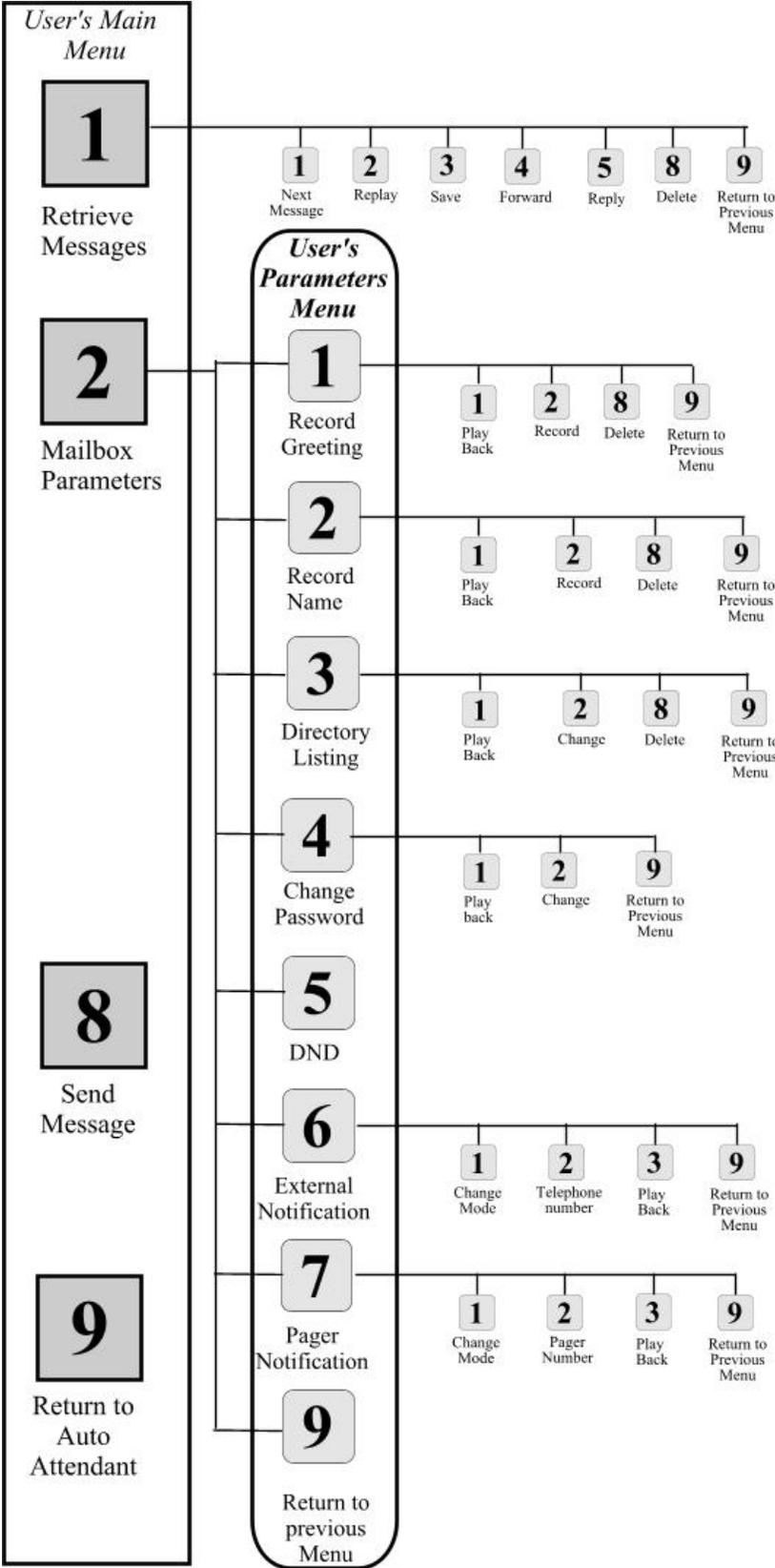


Figure 3-1: Mailbox Quick Reference

➤ **To handle received messages**

1. Dial 1 to play the new messages followed by previously saved messages.
2. Listen to the receive message menu, played at the end of each message and press the digit, corresponding to the required option:

---

<b>Press</b>	<b>To</b>
1	Play the next message.
2	Replay the current message.
3	Save the current message.
4	Forward the current message to another mailbox.
5	Reply to the message (only internal messages).
8	Delete the current message.
9	Return to the main menu.

➤ **To set the mailbox parameters**

1. Dial 2 to play the mailbox parameters menu.
2. Listen to the mailbox parameters menu and press the digit, corresponding to the selected option from the mailbox parameters menu:

---

<b>Press</b>	<b>To</b>
1	Record a greeting message for the mailbox.
2	Record your name.
3	Set the directory listing parameters.
4	Change the mailbox access password.
5	Enable or disable the Do Not Disturb function.
6	Set the external notification parameters (if allowed).
7	Set the pager notification parameters (if allowed).
9	Return to the main menu.

➤ **To handle the mailbox greetings**

1. Dial 1 from the mailbox parameters menu.
2. Press the digit, corresponding to the selected option from the greetings menu:

---

<b>Press</b>	<b>To</b>
1	Play the current greeting message.
2	Record a new greeting message.
8	Delete the current message.
9	Return to the mailbox parameters menu.

3. To record a greeting message for a mailbox group, enter the mailbox group number. The above menu is played and a message can be recorded or altered.

➤ **To edit your name record**

1. Dial 2 from the mailbox parameters menu.
2. Press the digit, corresponding to the selected option from the name recording menu:

Press	To
1	Play the current recording.
2	Record a new name.
8	Delete the current name.
9	Return to the mailbox parameters menu.

➤ **To edit the directory listing parameters**

1. Dial 3 from the mailbox parameters menu.
2. Press the digit, corresponding to the selected option from the directory listing menu:

Press	To
1	Play the current directory listing code.
2	Change the directory listing code.
8	Delete the directory listing code.
9	Return to the mailbox parameters menu.

➤ **To handle the 4-digit password**

1. Dial 4 from the mailbox parameters menu.
2. Press the digit, corresponding to the selected option from the password menu:

Press	To
1	Play the current password.
2	Change the current password. Dial four digits (0 to 9) for the new password (see notes below).
9	Return to the mailbox parameters menu.



**NOTES**

To disable the password, dial 4 from the mailbox parameters menu, then dial 0000.

The Administrator can reset the mailbox password to the default password by using code \*570 or via the VUP.

➤ **To enable/disable the Do Not Disturb mode**

1. Dial 5 from the mailbox parameters menu and listen to the changed mode (enabled or disabled).
2. When a caller dials an extension which has been set to the Do Not Disturb mode, the Voice Mail System plays one of the following messages:

Message	Type
121	System message (default).
25	Script message in the 1 <sup>st</sup> language.
35	Script message in the 2 <sup>nd</sup> language.
45	Script message in the 3 <sup>rd</sup> language.

➤ **To handle the external notification of a mailbox**



**NOTE**

Before being activated by the end-user, the external notification of a mailbox must be enabled by the Administrator.

1. Dial 6 from the mailbox parameters menu.
2. Press the digit, corresponding to the selected option from the external notification menu:

Press	To
1	Change the external notification state (the alternate state is assumed when pressing the digit).
2	Enter the telephone number of the extension to be notified.
8	Play the number of the external telephone.
9	Return to the mailbox parameters menu.

➤ **To define the pager notification for a mailbox**

**NOTE**

Before being activated by the end-user, the pager notification of a mailbox must be enabled by the Administrator.

1. Dial 6 from the mailbox parameters menu.
2. Press the digit, corresponding to the selected option from the pager notification menu:

<b>Press</b>	<b>To</b>
1	Change the pager notification state (the alternate state is assumed when pressing the digit).
2	Enter the number of the pager to be notified.
8	Play the number of the pager.
9	Return to the mailbox parameters menu.





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