Quick Reference Guide

UC for Business
Unified Messaging for Microsoft® Exchange
Email Integration

Revision History

Document No.	Release Date	Change Description
UM01-51QRG	03/16/11	Initial release.

Table of Contents

Email Integration

The CTI Server stores voice, email and fax content, as well as Presence schedules in a central database. Executive Desktop/Insight, Console and your phone all access this content in the database.

Unified Messaging enables delivery and synchronization of voice and fax messages with your email client inbox. It also synchronizes your presence schedule with calendar appointments saved in your email client calendar.

- For Voice Messaging, the email message includes a player control that gives you access to your voice mailbox. It is also possible to manually attach the voice message as an MP3 or WAV file.

- For Fax, the email message includes an image of the fax (TIFF or PDF) and a built-in viewer.

Depending on your selected preferences, you can choose to keep the copies "in sync" within Desktop and your email client automatically, or you can choose to manage (move or delete) the copies manually.

Note: These options are only available if Unified Messaging is installed on your system.

Key Features

| Number	Feature
1	Message type icon specifies whether the message is a fax or voicemail.
2	A voice message that was marked urgent by the caller activates the Outlook High Importance (!) status icon.
3	Voice message notification can optionally include the voicemail message as an attachment.
4	Unified Messaging items are clearly identifiable in your Inbox.
5	Voice messages marked as Private by the caller is marked Private in you Inbox.
6	If known in the UCB phonebook, sender name is included in the notification.
7	Based on Calling Line ID (CLI), the caller phone number or fax number is included in the Subject line.

Mailbox Settings

Email and calendar integration settings can be accessed from the Voicemail toolbar in Executive Outlook, or the Voice Messaging toolbar in Executive Desktop.

Figure 1. Microsoft Outlook Voicemail toolbar.
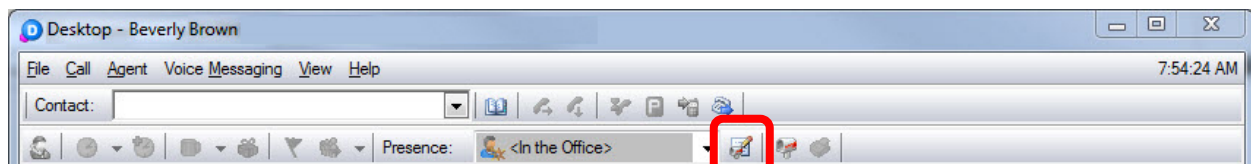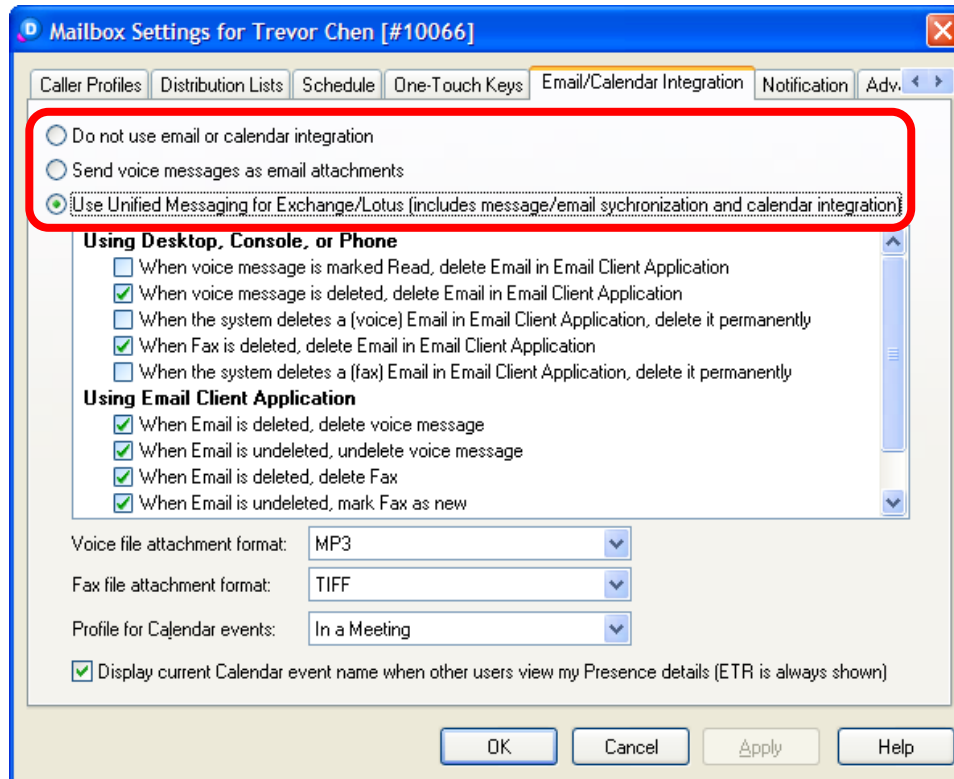
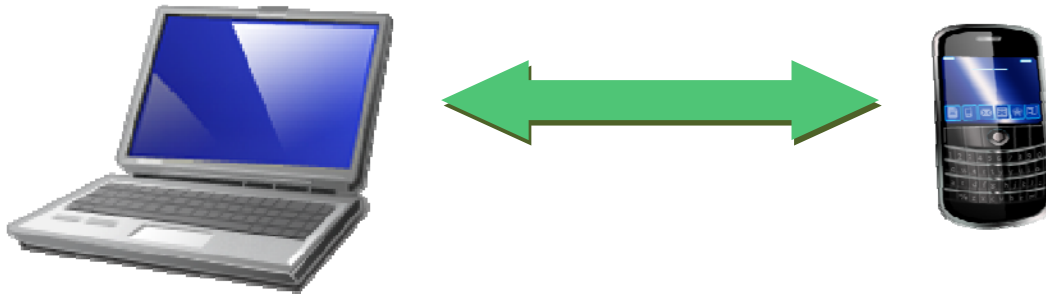**Figure 2. Executive Desktop Voice Messaging toolbar.**

1. Click the Mailbox Settings icon to open the mailbox setup window.

2. Select the Email/Calendar Integration tab.

3. Select the required options by checking or clearing the respective checkboxes. Refer to the tabulated details below.

4. Click OK to close the Mailbox Setting screen and enable Unified Messaging options.

Feature	Explanation
Do not use email or calendar integration	Selecting this checkbox disables the use of email and calendar integration. When this checkbox is selected, all other options on the Email/Calendar Integration tab are greyed out.
Send voice messages as email attachments	Select this check box to send the message as a MP3/WAV file attachment to an email address. This option is used if a users email address is not on the same Exchange server as the Unified Messaging for Exchange module. If this setting is enabled the users main email address appears on the Contact Properties in Phonebook. This option can only be selected if **SMTP Notification** has been set up on the CTI Server.
Use Unified Messaging for Exchange/Lotus	Selecting this checkbox enables the use of the Unified Messaging synchronization features. If this feature is not selected then Unified Messaging will be disabled for this mailbox. *Note*: This option can only be selected if Unified Messaging for Exchange or Unified Messaging for Lotus licenses are installed on the CTI Server.

Voice Message Synchronization Options

These options are used to specify the synchronization behavior that occurs between the email system and the Voice Mailbox.

| Feature	Explanation
Voice Message Synchronization Options	**Using Desktop, Console or Phone:** These options dictate what will happen to email notification messages when voice messages are read or deleted using Desktop or Console, or by accessing the voice messaging system via a touch tone phone. • When Voice Message is marked Read, delete Email in Email Client Application • When Voice Message is deleted, delete Email in Email Client Application • When the system deletes a voice Email in Email Client Application, delete it permanently • When a fax is deleted, delete Email in Email Client Application • When the system deletes a fax Email in Email Client Application, delete it permanently ***Note***: In Voice Messaging, there is a distinction between 'read' and 'unread' messages. You can choose that only unread messages will generate message waiting notifications, but both read and unread messages are played as 'new' when you access your mailbox. Only saving or deleting the message will change the message status.

Feature	Explanation
Voice Message Synchronization Options (cont.)	**Using Email Client Application:** These options dictate what will happen to messages in the voice messaging system if the message notification email is deleted (or undeleted) from the users email client: • When Email is deleted delete voice message *Note*: This option differs from the When the system deletes an Email in Email Client Application delete it permanently option listed above, due to the fact that the voice message can still be recalled if the When Email is undeleted, undelete voice message checkbox is selected. • When Email is undeleted, undelete voice message • When Email is deleted delete Fax • When Email is undeleted, mark Fax as new **Email Options:** • **Attach Voice Messages as a WAV/MP3 file** - This option makes it possible to forward voice messages to another party via email. This option also ensures that voice messages can be saved and accessed, even after the original voice message has been purged from the system. Note that these messages use much more space in the email mailbox than regular text-only email messages. *Note***:** The sound file format that is used is controlled within the System Settings section of Administrator.
Attachment Options	• Voice file attachment format *Tip:* Wave files are, on average, up to three times larger than MP3 files (and therefore take up more space within an email inbox), but require less CPU processor cycles to convert voice messages into file attachments. • Fax file attachment format
Calendar Event Options	• Profile for Calendar Events - This defines the Presence profile that will be used when calendar appointments override the default Presence profile. Setting this field to <Disabled> disables this feature, so that calendar appointments do not override the Presence profile. • Display my current Calendar event name when other users view my Presence details - When this option is enabled, users will be able to see the name of your calendar appointment from your Presence button. If this option is not selected then your calendar appointment information is kept private. *Note*: If appointments are marked as private, then they will be also be displayed as private in Console, regardless of the Unified Messaging setting chosen.

Playing Voice Mail Messages

Listening to your voice message

Note: The images below may differ slightly depending on your Microsoft Outlook version.
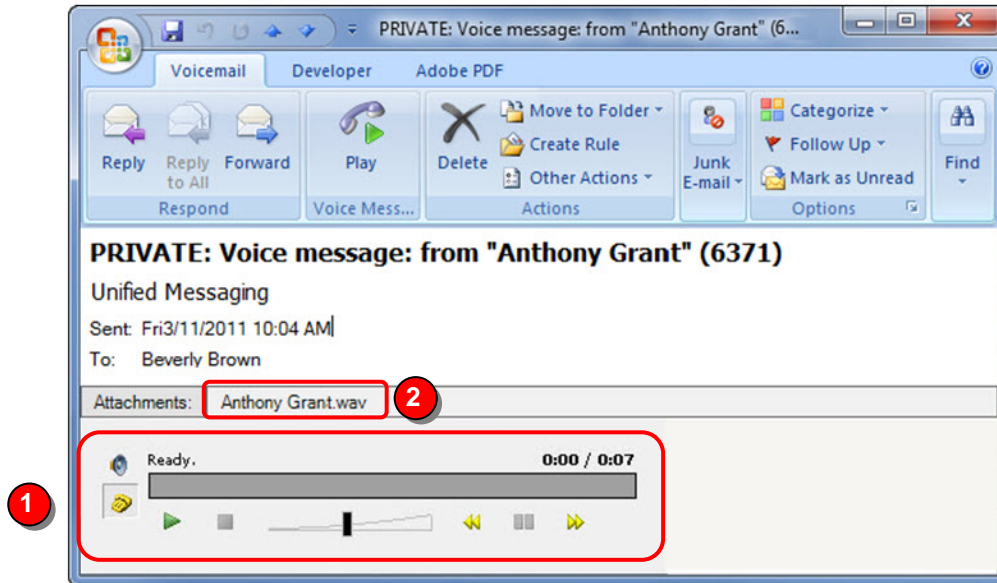

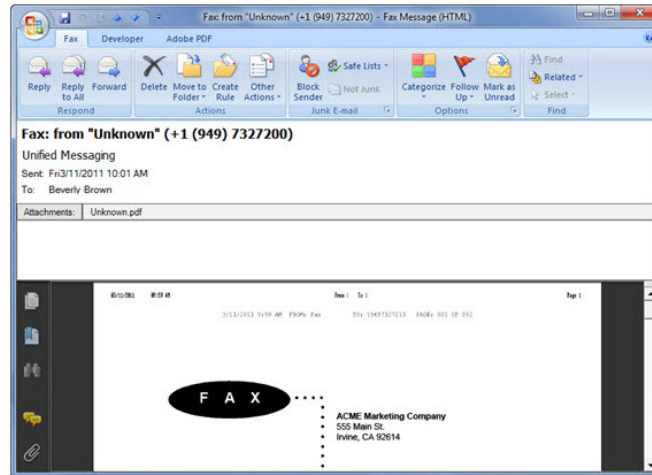|	Feature
1	When you open a voice messaging notification, the email message should contain a player bar. Click on the speaker icon to listen to the message using your computer's speakers. Click on the telephone icon to listen to your message using your digital phone (the phone will go off-hook when the icon is pressed). From the player bar, you may: • Play message • Stop message • Adjust the volume • Rewind message • Pause message • Fast forward message
2	If selected, the voicemail message may be attached to the message notification. This will allow you forward the voice mail message to others via email.

Forwarding Voice Mail Messages
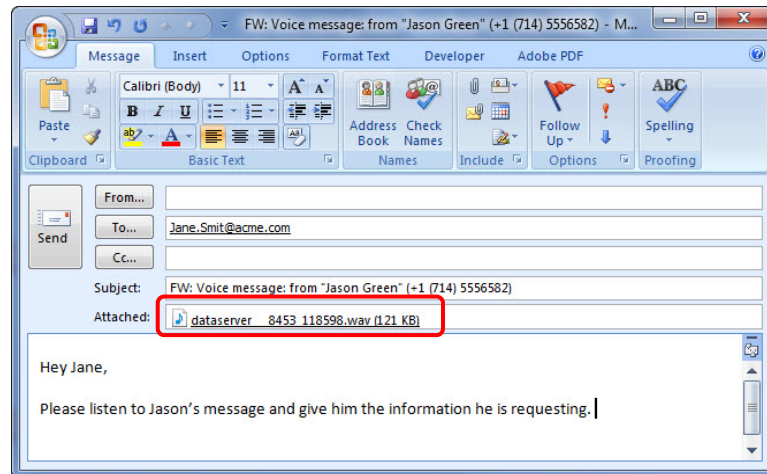
Unified Messaging allows you to forward voice mail messages to any email address worldwide. Forwarded voice and fax messages arrive in the recipient's email application as a standard email with an attachment. The message can also be saved within the recipient's email application, local PC or on their network.

Viewing Fax Messages

Note: The following requires the UCB Fax Messaging License.

	Feature
1	When you open a fax messaging notification, email message should display the the fax viewer.
2	The fax message may be attached to the message notification. This will allow you forward the fax message to others via email.

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