

Messenger

MITEL

OnePoint Messenger™



User Guide

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OnePoint Messenger User Guide
PN 9164-120-110-NA, Issue 2

OnePoint Messenger Release 2.0

December 7, 2000

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Printed in Canada.

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About This Guide

This guide describes how to install and use the client components of OnePoint Messenger™, a multimedia messaging application from Baypoint Innovations that consolidates voice mail, fax, e-mail, and compound messages in one Microsoft Exchange™ mailbox. You can access this mailbox from a telephone or a PC running Windows 95™, Windows 98™, or Windows NT™. On a PC, you can use a compatible version of Microsoft Outlook™ or a compatible Web browser (see Chapter 2, [page 43](#)).

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How to Use This Guide

This manual is written for the end user. It also contains instructions that will be useful to the installer of the client components of OnePoint Messenger.

If you are an end user, see Chapter 1 ([page 19](#)) for an overview of the features that are explained in each chapter. See also the “Where to Go from Here” heading that appears below (and at the end of every chapter) for chapter summaries. In Acrobat, blue text, such as in the chapter contents list above, indicates hyperlinks that you can click to jump to the referenced spot.

NOTE: OnePoint Messenger has many optional features, such as text-to-speech, paging notification of unified messages, and Web access to your mailbox. Ask your system administrator what features are enabled for you.

If you are the installer, you can use the instructions in Chapter 2 (page 43) to install OnePoint Messenger on each user's PC. Also, see the *OnePoint Messenger Installation Guide*.

If you are the administrator, you can use this guide as a resource to answer users' questions about OnePoint Messenger. It is not intended as a substitute for Microsoft Outlook and Web browser documentation or for the *OnePoint Messenger Administrator Guide*.

Conventions Used in This Guide

The word “press” is used with keyboard commands, and the key names are shown in brackets, with initial capitals, such as “Press **[Enter]**.”

Menu names, menu commands, and button names are shown in **bold**. For example, “From the **File** menu, choose **Save**.”

The word “select” is used to identify options in a dialog box. Generally, you would click something in the dialog, such as an item in a list or a radio button, but you usually can select the item by navigating to it with keys—usually the Tab key.

Italic type indicates titles of publications and variables.

Typeface in Commands

For statements in command syntax format, `small monospace type like this` indicates the characters you should type, and *italic* type designates the variables that you are to replace with other information. For example, in the following command, you type the word “install” but replace “drive” and “directory” with the names of the drive and directory you're using:

```
\\(drive)\(directory)install
```

Other Documentation

The OnePoint Messenger documentation set includes:

- This *OnePoint Messenger User Guide*
- *OnePoint Messenger Quick Reference Card* for the telephone
- Online help and training cards; see the next section.
- Documentation for installers and administrators

Getting Online Help

OnePoint Messenger has online help for each of its three mail clients:

- The “desktop” OnePoint Messenger (Outlook and Unified Fax Printer) help is described in [“Getting Online Help” on page 62](#) in Chapter 3. See also [“Using Windows WinHelp for Online Help” on page 212](#) in Appendix B.
- The Web Client interface, described in Chapter 4 ([page 103](#)), provides links to two sets of HTML-based online help, one for Microsoft’s Outlook Web Access, and one for the OnePoint Messenger Web Client additions that provide unified messaging.
- The OnePoint Messenger Telephone User Interface (TUI) provides some help; press [00] in each TUI menu. Details on using the TUI are contained in Chapter 7 ([page 165](#)).

To open a set of “training cards”, online help for the most common tasks using OnePoint Messenger on Outlook:

Click the Windows **Start** button, then choose **Programs**, then **OnePoint Messenger**, then **Help**.

Note that the last item in the training card list is a link to the full online help for OnePoint Messenger on Outlook.

Contacting Mitel Technical Publications

The Mitel Technical Publications and Media Development Group maintains this document. We welcome your questions and suggestions—notes on spelling and grammatical errors, comments on readability, and suggestions for improvements. Please reference the document number that appears on the back of the cover page. Send your comments to:

techpubs@mitel.com

Where to Go from Here

NOTE: This heading appears at the end of each chapter to give you a preview of the remaining chapters.

- For a general overview and definitions of terms used in the OnePoint Messenger product suite, see Chapter 1, [“What OnePoint Messenger Can Do for You”](#) on page 19.
- To install OnePoint Messenger on your PC, see Chapter 2, [“Installing OnePoint Messenger Client Components”](#) on page 43.
- To use OnePoint Messenger to send and receive voice messages and other mail through Outlook, see Chapter 3, [“Using OnePoint Messenger with Outlook”](#) on page 61.
- To use OnePoint Messenger on the World Wide Web with Internet Explorer TM and Netscape TM to receive and send voice messages, see Chapter 4, [“Web Access to Exchange”](#) on page 103.
- To use OnePoint Messenger to view, annotate, create, and send faxes via telephone or e-mail, see Chapter 5, [“Using OnePoint Messenger Fax Features”](#) on page 125.
- To use your PC to configure or modify the telephone user interface, such as recording your name and greeting announced on the telephone, see Chapter 6, [“Setting Preferences”](#) on page 153.
- To learn how to use the Telephone User Interface (TUI), see Chapter 7, [“Using OnePoint Messenger from a Telephone”](#) on page 165.
- To learn how to test your multimedia controls, see Appendix A, [“Tuning Your Multimedia Setup”](#) on page 205.
- To learn about standard Windows controls, which are used with Outlook, see Appendix B, [“Standard Windows Controls”](#) on page 209.
- To find a desired topic, see the Table of Contents or the index of this book.

1. What OnePoint Messenger Can Do for You

This chapter introduces you to OnePoint Messenger and explains the program's terms and concepts. It contains the following sections:

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What Is OnePoint Messenger and Unified Messaging?

OnePoint Messenger is a suite of client and server software components that brings unified messaging to your telephone and PC. *Unified messaging* is the combination of voice mail, fax, and e-mail in a single Inbox with a single point of user administration, thus the name "OnePoint Messenger". However, although you have a single Inbox, you have multiple ways to access it. See "[OnePoint Messenger Messaging Interfaces](#)" on page 23.

In OnePoint Messenger, a *unified message* is any message that you create with OnePoint Messenger tools, either with the New Unified Message form that OnePoint Messenger adds to Outlook or a telephone message, including fax, stored by OnePoint Messenger on Exchange. Even if you use the New Unified Message form simply to create a text e-mail message, we consider it a unified message. This

distinction is important for several reasons. It affects what messages are available to some OnePoint Messenger users over the telephone or through their pagers. Unified messages have special icons that provide utility such as more sorting options and message component access through QuickPick and QuickPlay, features added to Outlook by OnePoint Messenger.

What's New in OnePoint Messenger 2.0

New features in this release include:

- Support for the “.wav” sound file format for voice messages, while continuing to support the “.cvv” format for existing voice messages. See Chapter 3 ([page 61](#)).
- *Calling Line Information (CLI)*, which is the name or phone number of the caller. It appears in the Subject field of a message when sent from a telephone. When leaving a telephone message for a OnePoint Messenger user, you can also change the number that appears. See Chapter 7 ([page 165](#)).
- *Fax Gateway*, which enables you to send a fax or text message directly to a fax machine from Outlook.
- Latin American Spanish telephone user interface (TUI) prompts can be installed on the Telephony Server, in addition to British and American English, to allow you to have a choice of TUI languages separately at the system level and within your mailbox.
- Message delivery fault tolerance—When the Microsoft Exchange goes offline, OnePoint Messenger continues to take and store telephone messages. When Exchange comes up, the messages are delivered, providing an extra degree of “guaranteed delivery”. See “[Post Office Resiliency](#)” on [page 28](#).

NOTE: This feature is not yet operational.

- *Multiple greetings*, which you can record and set for various conditions both from the telephone and from Outlook. See Chapters 6 ([page 153](#)) and 7 ([page 165](#)).
- Outlook 2000 support, in addition to Outlook 98 (Outlook 97 is not supported)
- *QuickFax*, which enables you to create and send a fax directly to a fax machine from any application along with the option to create a personal cover page or use a system fax cover page. See Chapter 5 ([page 125](#)).

- *QuickPlay*, which adds enhanced voice message playing options directly from the Outlook Inbox list, including support for Call-Me/Meet-Me. See Chapter 3 ([page 61](#)).
- *Voice Profile for Internet Mail (VPIM)* support, which enables you to receive voice messages in your Inbox from other voice mail systems. With a separate site feature license, you can also send VPIM messages. See “[Using Voice Profile for Internet Mail \(VPIM\)](#)” on [page 28](#). You can send the same message to a VPIM address, standard e-mail address, and a fax machine.
- You can now change your telephone passcode from Outlook without having to remember your current passcode. See Chapter 6 ([page 153](#)).

OnePoint Messenger Highlights

With OnePoint Messenger, you can:

- Access both your e-mail and voice mail from any phone or PC.
- From any telephone, you can call your mailbox and listen to your e-mail converted to speech for you by the Text-to-Speech feature.
- From any telephone, you can reply to and forward e-mail, voice mail, and faxes, including messages sent from another voice mail system.
- Create and send compound multimedia messages on your PC desktop or telephone. Unified messages may include graphic or text components and voice, fax, and other types of attachments.
- Send and receive messages through the Internet to other Internet-enabled (“VPIM-compliant”) voice mail systems.
- Perform advanced fax creation, viewing, and management. Annotate faxes on your desktop and forward them directly to a fax machine or to any e-mail account or VPIM-compliant voice mail system. The Text-to-fax feature means you can convert any document to a fax, and also download text email to a fax machine.
- Add phone messages to advanced Outlook file management, including integration with My Computer, Web “Favorites,” personal folders, and public folders on Exchange.
- Record telephone greetings for various conditions, ranging from a busy-phone greeting to an extended out-of-office greeting, from either your PC or telephone.

Using OnePoint Messenger Creatively

OnePoint Messenger users with cellphones and long commutes appreciate telephone features such as Text-to-Speech, forwarding messages to fax machines, sending voice messages to distribution lists, and getting paged when urgent messages arrive.

Desk-bound users appreciate the OnePoint Messenger “Quick” features in Outlook—QuickPick, QuickPlay, and QuickFax—and the ability to manage telephone messages as e-mail, such as forwarding or replying to telephone messages as e-mail.

The combination of telephone and e-mail in one interface with a graphical user interface enables synergies, such as sorting all messages by sender or storing related messages in one subfolder.

Typically, old telephone messages stack up because, to remember what an old message contains, you must listen to each message in sequence. OnePoint Messenger essentially turns those messages into e-mail with voice attachments, so, not only can you point and click to access any message, you can make comments on the Subject field to remind you of the subject matter or sender, set importance or reminder flags, and add text or voice comments on the body of the message. Also, OnePoint Messenger adds the QuickPlay button to the Outlook Inbox (see [page 74](#)), so you can scan voice messages by jumping from one to any other one.

QuickPick (see [page 24](#)) is another time-saving feature that is especially useful for accessing particular components in a message that contains multiple attachments or a sequence of replies.

If you are travelling, you can download all your messages onto your laptop before you leave. While travelling, you can access your Inbox by using either Web Client (see [page 103](#) in Chapter 4) or a Meet-Me connection (see [page 82](#) in Chapter 3). You can use any PC with Internet access. You can route text messages or faxes from your Inbox to any fax machine, so you don't need a printer.

OnePoint Messenger's fax functionality also provides a number of incidental benefits. A fax machine becomes a scanner to import documents into your Inbox. In the other direction, you can create review documents from any application by turning the document into a fax image and sending it either as a fax or as e-mail.

OnePoint Messenger Messaging Interfaces

OnePoint Messenger provides automated telephone answering and messaging, and it interfaces with the Microsoft Exchange e-mail server to give you access to all your messages from your computer or any telephone. It also provides several ways for you to send faxes. OnePoint Messenger provides three ways for you to access your Inbox:

Telephone: You can access your mailbox from any telephone to retrieve and send voice and fax messages and text e-mail. You can reply to or forward incoming messages, route messages to a fax machine, and create new messages. See Chapter 7 ([page 103](#)) for details on the Telephone User Interface (TUI).

Outlook: OnePoint Messenger adds your telephone messages to your Outlook e-mail and enables you to more easily create messages with voice and fax content. See Chapter 3 ([page 61](#)) for details on using OnePoint Messenger with Outlook.

Desktop Fax: You can choose the Unified Fax Printer from any application that has a print menu. The Unified Fax Printer dialog has several options for creating faxes, now including QuickFax for sending a fax directly to a fax machine. See Chapter 5 ([page 125](#)) for details on faxing.

Web: The Web interface to your mailbox provides you access to both your e-mail and telephone messages from any computer connected to the Internet or your LAN. The Web client provides most of the same functionality as Outlook and simulates the Outlook interface for easy use. The main difference is that the Unified Fax Printer does not automatically create fax attachments in the Web client. See Chapter 4 ([page 103](#)) for details on using Web Client.

To access and create unified messages from either a Web browser or Microsoft Outlook™, see “[What You Need on Your PC](#)” on [page 44](#) in Chapter 2). Compatible Web browsers are Internet Explorer 4.0™+ or Netscape 4.0™+ (see [page 44](#)) on any Windows 95 (or higher) PC connected to the network or the Internet.

What You Can Do with OnePoint Messenger on a PC

The OnePoint Messenger features that you can access on your PC depend on what features your organization has set up for you on the Exchange and Telephony Servers.

At the most basic level, your Inbox may have no unified messaging privileges. However, OnePoint Messenger users can send anyone a unified message, and people who do not have OnePoint Messenger installed can still play the fax and voice content using the standard image viewer and sound player that are bundled with Windows.

The next level of OnePoint Messenger privileges is access to your Inbox through the telephone. Those features are described in the next section.

With the Full Unified Messaging license, you can install OnePoint Messenger on your PC. When you install OnePoint Messenger on your PC, you can choose whether to install the Outlook client, the Unified Fax Printer, or both. If your organization has purchased the Web site license, you can access your mailbox with a Web browser from any PC with access to your Exchange Server, either via the LAN or via the Internet.

Within Outlook, the Call-Me feature, while standard, has levels of availability set by your Telephony Server and Exchange administrators. Otherwise, all features described in Chapters 3 through 6 are available. The basic features that OnePoint Messenger adds to Outlook include the ability to receive messages as unified messages both other OnePoint Messenger users and from telephone callers. You can play unified messages using a Unified Message Read form, Quick-Pick, QuickPlay, Call-Me, and Meet-Me. These features are detailed in Chapter 3. In summary, they are:

Call-Me and Meet-Me—These are two ways to use a phone as a listening and recording device while you are using Outlook (see below).

QuickFax—This is a new option in the Unified Fax Printer dialog that enables you to send a document as a fax directly to a fax machine. You can use the system fax cover page or create one through an included cover page creation dialog.

QuickPick—This opens a window in Outlook to display the components of a selected unified message. It represents each of the component parts (attachments, text, embedded images) in each message in the reply sequence, providing direct access to any component.

QuickPlay—This enables you to play voice messages from the Inbox list without opening them (See below.)

Unified Fax Printer—Unified Fax Printer uses the print menu of any Windows application to create a multi-page TIFF fax image of the active document. Unified Fax Printer can spawn a New Unified Message form in Outlook to which it attaches the fax image or send the fax directly to a fax machine (see **QuickFax**.)

The **Unified Messaging** tab—This is a tab in the Options dialog of Outlook that contains your preference settings for opening messages, setting your telephone passcode, spoken name, and greetings.

Web Client—If your organization has set up Web access to e-mail, you can access your mailbox on your Exchange Server from any PC that can connect to it from the LAN or Internet. You do not need to install anything prior to making the connection. For details, see Chapter 4 ([page 103](#)).

Playing and Viewing E-mail, Fax, and Voice Messages

When you double-click a header, the message form opens. If there is an attachment, it appears as an icon in the message form. Double-click the icon to start the associated viewer/player. You can listen to voice messages using either speakers or headphones attached to a sound card installed in your PC.

Call-Me/Meet-Me

Call-Me and Meet-Me are two related features that OnePoint Messenger adds to Outlook. They are alternative ways of setting up a connection between your computer and your telephone so that you can use your telephone with Outlook as a substitute for a microphone and speakers. In both Call-Me and Meet-Me, once you set up the connection, you control what message plays or the progress of a recording session by using your computer controls in Outlook. Your telephone simply replaces the speakers and microphone. The difference between Call-Me and Meet-Me is how the telephone-computer connection is established:

- **Call-Me:** Initiate the connection from Outlook by signalling Telephony Server to call your telephone. Your telephone rings. When you answer, the message appears on-screen indicating a successful connection.
- **Meet-Me:** Initiate the telephone connection from Outlook by signalling Telephony Server to expect a call to your mailbox from

you, then dial the Message Center from your telephone. The resulting interface is the same as for Call-Me.

Details on choosing and using a player and recorder are in [“Choosing between Telephone and Desktop Audio” on page 76](#) and [“Choosing between Call-Me and Meet-Me” on page 78](#) in Chapter 3.

Sending, Viewing, and Annotating Faxes

OnePoint Messenger displays incoming faxes in Outlook and your Web mailbox interface. Opening a fax invokes your default TIFF viewer, usually Imaging for Windows, an application that is bundled with Windows. This program shows the fax image and allows you to magnify it, change its orientation, annotate it, and print it on a printer.

OnePoint Messenger now provides two ways to create a fax. With the first, you can create a fax from any document and attach it automatically to an e-mail message. The new alternative enables you to create a fax from any document, attach a cover page to it, and send it as a traditional fax (with no other added text or attachments) to any recipient including voice mailboxes and fax machines. See Chapter 5 ([page 125](#)) for details on creating, viewing, annotating, and printing faxes.

Managing Your Mail

Use the main screen of your Inbox to view a combined list of your telephone and e-mail messages. You can sort, file, display, delete, forward, reply to, and otherwise manage your unified messages in the same ways that you can manage standard e-mail. You can open a New Unified Message form from any folder. For details on using the Inbox, see Chapter 3 ([page 61](#)).

Using the standard functionality of Outlook, you can also manage your voice mail better than with any voice mail system. For example:

- You can create subfolders in your Inbox for people, projects, and content types. For example, you might create a folder for a particular person, to which you move all messages (including voice messages) to and from that person, then add notes about conversations. That same folder can hold relevant faxes, e-mails, and documents (which you can attach to draft messages so that you can consolidate them in that folder). You might also create a folder for a particular project, to which you can add copies of relevant messages from the other folder.

- Use the Outlook *Inbox Assistant* to filter messages by sender, type, or priority. You can even create a virtual message waiting alert list for voice messages. See “[Creating a Telephone Message Alert](#)” on page 161 in Chapter 6, or see your Outlook documentation. For example, rather than hear from your voice mail system only that you have “17 saved messages”, you might create a High Priority folder in Outlook, to which you have the Inbox Assistant automatically copy all e-mail and voice messages from your boss.
- Also using the Inbox Assistant, you can create automatic replies as out-of-office alerts. See “[Using the Out of Office Assistant to Alert Contacts](#)” on page 160 in Chapter 6, or see your Outlook documentation.

Recording Greetings and Spoken Name

You can use a microphone attached to your PC or use a telephone to review and update your telephone greetings and spoken name. Greetings are played to callers when they are forwarded to your mailbox when you do not answer your telephone. Your spoken name is played in several situations, most commonly when another OnePoint Messenger user uses a telephone to access his or her mailbox and then address a message to you.

For details on recording your greeting or name using your PC, see Chapter 6 ([page 153](#)). For details on recording using a telephone, see Chapter 7 ([page 165](#)).

NOTE: Call-Me/Meet/Me is not available for recording name and greeting.

What You Can Do with OnePoint Messenger on a Telephone

Depending on the features invoked for you, OnePoint Messenger functionality is very similar using either a PC or a telephone. Using any standard touchtone telephone, you can:

- Access voice, fax, and text e-mail messages. You can specify which parts of the messages you want to hear and in which order. You can set whether text from e-mail messages is spoken to you.
- Forward faxes and e-mail in your mailbox to any fax machine. You can set a particular default fax machine telephone number, or have the fax sent to the number from which you are calling, or enter another number.

- Answer or forward messages, including e-mail, voice, and fax messages.
- Send new voice and fax messages to one or many people at once, including to system distribution lists. For details on accessing distribution lists, see “Sending Messages to Distribution Lists” in Chapter 7.
- Change your passcode, default fax delivery number, and pager number.
- Record telephone greetings and your name.

Post Office Resiliency

OnePoint Messenger 2.0 has a feature called Post Office Resiliency that provides an extra degree of fault tolerance for telephone messages. If callers attempt to leave a message for you when Microsoft Exchange is not working, the OnePoint Messenger Telephony Server will store the message until your Inbox is available on Exchange. This helps to ensure both that the caller has the ability to leave the message and that you receive it.

Exchange must come back online for you to receive the message from any client. To access the message from a telephone, both the Exchange Server and Telephony Server must be operational and communicating. The time stamp for the message will be the time that it reached your Inbox.

NOTE: This feature is not yet fully operational.

Using Voice Profile for Internet Mail (VPIM)

OnePoint Messenger now provides the ability to exchange messages with users of voicemail systems that support the Voice Profile for Internet Mail (VPIM) RFC 2421 standard. The VPIM standard allows compliant telephone voice mail systems to exchange messages over the Internet. OnePoint Messenger complies with the standard with one exception: it does not support sensitivity attributes (Confidential/Not Confidential) sent by other voicemail systems.

Message attributes required by the VPIM standard that OnePoint Messenger supports include sender name, VPIM address, importance (OnePoint Messenger uses Urgent/Not Urgent), return receipts, non-delivery notices for components or recipients, and recipient name and address. If the message is generated from an e-mail client, a subject line is also available.

Communicating with Users of Other Voice Mail Systems

If your recipient uses a voice mail system that conforms to the VPIM standard, you can address messages to that system by using a special “VPIM” addressing format. On the PC, using Outlook or Web Client, you have three ways to enter the address:

- Enter the complete address as defined by your recipient’s mail server. The VPIM address is in this form:

[VPIM:<user address>@<Internet domain name>]

Typically, the part occupied by “<user address>” is the user’s mailbox number, which is usually the user’s telephone extension.

- You can have the person send you a message, so that you can reply to it and capture it to your Contacts list. Record the address in the form shown above. For example, if the address is 1234@myco.com, enter it as:

[VPIM:1234@myco.com]

If you already have an entry for your recipient’s e-mail address, you might add the full VPIM address as an alternate e-mail address or you might create a separate contact with a name that better identifies the address as a VPIM address. When you address a VPIM message to your recipient, enter his or her alias, click **Check Names**, then choose the VPIM address from the list of alternatives when the list appears.

- Your Exchange administrator can create *Custom Recipient* accounts, which make the addresses of users of other mail systems available to all of your Exchange users from the system address book. If your VPIM recipient is someone who would receive messages via VPIM from other members of your organization, ask your Exchange administrator to enter the VPIM address in a Custom Recipient account for that person.

Because many voice mail systems only accept voice and fax messages, it can be helpful for the Exchange administrator to indicate that the Custom Recipient mailbox has that limitation by adding something like “voice only” to the Custom Recipient name. You would see that note in the address list and know not to send text or non-voice/fax attachments to that address.

To address a message to a VPIM recipient from a telephone, you have the second two options listed above. You can reply to a message

from the VPIM user or access the Custom Recipient address through the Dial by Name (DBN) feature (see [“Dial by Name” on page 168](#) in Chapter 7). As above, if your Exchange administrator appends “voice only” to the Custom Recipient name, you would enter enough of the user’s last name for OnePoint Messenger to identify a short list of possible recipients, and you would then be able to recognize the VPIM account because the TUI would speak the VPIM user’s name followed by “voice only” (or “VPIM” or whatever the Exchange administrator appends to the user name).

Communicating with Remote OnePoint Messenger Users

When the Microsoft Exchange administrator sets up an Exchange Site Connector connection with other Exchange Servers, the connector copies those remote addresses to your system directory. If OnePoint Messenger is installed on that remote Exchange Server, unified messages that you send to those users will be handled as unified messages by that remote Exchange Server. When one of those remote users sends a new unified message to you or in reply to your message, your client applications will treat the message as a unified message, giving you the extra OnePoint Messenger controls.

With VPIM, you now have another way to address messages. When a remote Exchange Server is not connected to your Exchange Server with a Site Connector, using a VPIM address to send a unified message to another OnePoint Messenger user at that site is the best way to address the message. The problem with using a standard e-mail address is that some unified message coding is lost in transmission so some functionality with that message is lost to the recipient (and to you if your recipient replies). The VPIM protocol preserves the unified message coding.

Distribution Lists

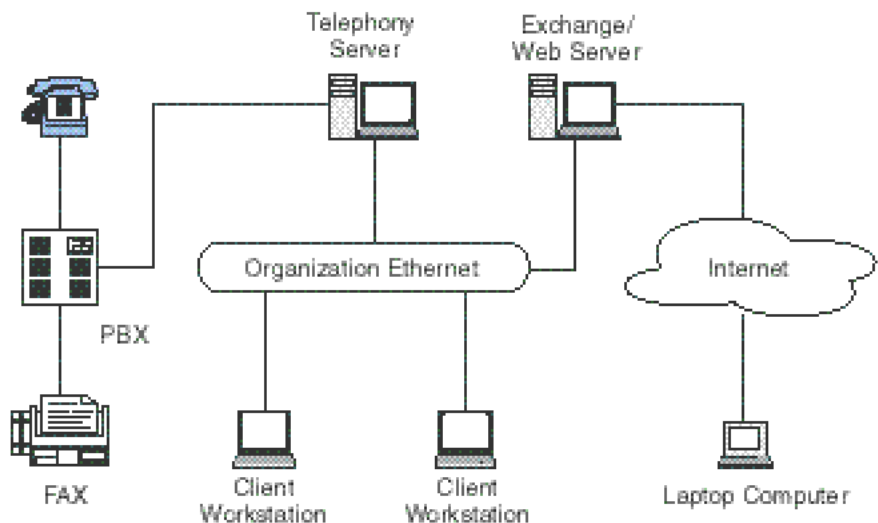
You can address messages to system distribution lists that consist of combinations of addressee types. Some recipients can be OnePoint Messenger users at the local Exchange Site, OnePoint Messenger users at remote Exchange Sites, and recipients at other e-mail and VPIM-compliant voice mail systems. The only problem will be the inability of some VPIM voice mail systems to receive some attachments. You will receive a non-delivery notice for those undelivered components. To counter that possibility, it is best for the Exchange administrator to separate the VPIM addresses into a separate distribution list.

How OnePoint Messenger Works

On your Windows PC, OnePoint Messenger adds telephone controls to Microsoft Outlook. OnePoint Messenger provides a Web Client, so that you can use the Internet to access your mailbox on the Exchange Server. The Web Client automatically downloads to your PC when you log in to Exchange through a Web browser. See Chapter 4 for details.

OnePoint Messenger is part of the communications system shown in Figure 1-1 below. The OnePoint Messenger server software runs on two Windows NT Server 4.0 computers. One is the Telephony Server, which has telephony linecards that connect to the telephone network, typically through a PBX, as shown below. The Telephony Server connects to the OnePoint Messenger-enhanced Microsoft Exchange mail server through your local area network (LAN).

Figure 1-1 OnePoint Messenger Unified Messaging Network.



When you access OnePoint Messenger through a telephone, the call goes through the PBX to the Telephony Server, which connects you to OnePoint Messenger mailboxes—yours and others’—on the Microsoft Exchange Server.

If someone calls you and you do not answer, the call is routed by your PBX to the Telephony Server, which plays your greeting, then records and sends the caller’s message to your mailbox on Exchange.

When you use Outlook on your office PC to access your mailbox on Exchange, all of the traffic between your computer and Exchange are through your office network. For example, when you make changes to your telephone greeting using your PC, that greeting goes over the network to Exchange. It then is copied to the Telephony Server, which keeps a cache of such user information so that there are few data transfers between servers to delay the messaging session.

Using OnePoint Messenger on Windows with Outlook

OnePoint Messenger clients run only on Windows 95, Windows 98, or Windows NT. See [“OnePoint Messenger Installation Requirements” on page 43](#) in Chapter 2 for details on hardware and software prerequisites and setup.

Chapter 3 ([page 61](#)) covers the use of OnePoint Messenger on Outlook, providing general information on the Outlook Inbox. Online help for OnePoint Messenger is available from the Outlook **Help** menu under **OnePoint Messenger Help**. Training cards are in the OnePoint Messenger program group.

For ease of use, OnePoint Messenger uses the full graphical functionality of Windows and the conventional controls, so, if you are familiar with using Windows, you will be able to use OnePoint Messenger with very little training. The OnePoint Messenger menus, dialog boxes, and windows are integrated into Outlook, which uses standard Windows controls. For information on Windows controls, see Appendix B, [“Standard Windows Controls” on page 209](#), your Windows manual, Outlook manual, and Outlook online help.

Using OnePoint Messenger with a Web Browser

The OnePoint Messenger Web Client works on Windows 95/98/NT with Internet Explorer (IE) 4.01 or later or Netscape 4.0 or later. Microsoft provides Outlook Web Access, a Web interface designed to look like the Outlook interface. OnePoint Messenger adds Web Client to Outlook Web Access to provide unified messaging. Web Client requires a site license.

You do not need to install anything on your PC except a supported Web browser before accessing your Exchange website. When you use Netscape for the first time to access your mail, a Netscape plug-in downloads. This gives you the ability to connect to your mailbox quickly from any Windows PC with Internet access. See Chapter 4 ([page 103](#)), for details on using Web Client.

Using the Telephone User Interface (TUI)

The Telephone User Interface (TUI) is detailed in Chapter 7. You are probably familiar with using voice mail menus for accessing and creating and messages. The TUI lists your options in a particular context, then you choose one by pressing the appropriate key on the telephone keypad. In some cases, you must traverse several menus to reach your desired option. In some of those cases, OnePoint Messenger is set up to enable you to skip the menus by typing ahead. OnePoint Messenger also makes the key commands easy to remember by associating them with the first letter of the command.

Advanced voice messaging features include:

- Fax on Demand and Automated Attendant, two services that you can dial directly or access through the Message Center
- Multiple conditional greetings, which you can record and invoke for difference situations, such as when you are on vacation.
- Message-notification on your telephone and through your pager
- You can create and send a message from the TUI to multiple recipients, including preset system distribution lists. You can enter the addresses directly or by using the Dial by Name service (see [“Dial by Name” on page 168](#) in Chapter 7). You can edit the list after you create the message.

The TUI supports unified messaging in various ways:

- When you log in, the TUI tells you the number of unread messages of each type (voice, fax, and e-mail) that are waiting in your Inbox. You can set which type of message plays first or if it plays at all.
- You can preset what parts of messages play, and you can override those presets. For example, you can set the TUI to play only the subject of text messages, but then if you hear the subject of one that you want to play, the Text-to-Speech engine will read the text to you.
- You can route a fax or text message to any fax machine, and you can select your online fax number, a preset default number, or enter another fax number.

Setting OnePoint Messenger User Options

OnePoint Messenger adds unified messaging to Microsoft Exchange. If you have an Exchange mailbox, your Exchange Administrator can set up one of three general levels of OnePoint Messenger feature levels for you:

- **Full Unified Messaging:** This feature level provides you the right to install OnePoint Messenger on your desktop, giving you unified messaging through Outlook and the ability to create faxes using the Unified Fax Printer. If your organization has purchased the Web Client license, you can create unified messages through the Web Client. From any telephone, you can access and manage all of your messages, including e-mail.
- **Voice and Fax Mail:** With this feature level, you can access voice and fax messages through any telephone, but you cannot access other content types within e-mail messages from the telephone. You may not install the OnePoint Messenger Desktop Client components, but you can receive unified messages through Outlook as standard e-mail messages with voice and fax attachments, then play voice content through standard “.wav” format players, and view faxes through your default “.tif” format viewer. However, the additional playback controls that OnePoint Messenger adds are not available.
- **None:** Exchange users with this OnePoint Messenger setting on their mailbox profiles do not have any telephone access to their Exchange mailboxes, no Web Client access to unified messages, and no right to install OnePoint Messenger on the desktop. An Outlook user with this setting could still receive and play unified messages, as described for Voice and Fax Mail, above.

Your systems administrator can set a range of privileges for both Full Unified Messaging and Voice and Fax Mail users, including access to messages through pagers, limits on Call-Me sessions, use of fax, use of Text-to-Speech from the telephone, use of VPIM messaging (described in [“Using Voice Profile for Internet Mail \(VPIM\)” on page 28](#)) and other features. Get a list of your privileges from your systems administrator. Some settings that your systems administrator must enter that are not so much limits on service as they are your preferences include:

- Whether to play the TUI tutorial when you first log in to your mailbox from a telephone

- Your pager type and number and the whether all unified messages or only urgent messages generate a page to you
- The language used for your mailbox prompts and the language used for the system prompts outside your mailbox

In addition to being able to set how Outlook handles your unified messages, you can use Outlook to set these telephone user interface (TUI) preferences:

- Record your name and mailbox greetings, and enable greetings played to callers for various conditions
- Mailbox log-in passcode that you enter from a telephone

You can log in to your mailbox from a telephone, then set the telephone user interface (TUI) preferences above and:

- Enable or disable your pager and set the level of paging to urgent messages only or all unified messages
- Change your default personal fax number
- Set the amount of message detail played (headers only or headers and message body—Actually, with the setting “Headers Only”, you can still play the message body by pressing P again after the header plays.)

For details on setting preferences in Outlook, see Chapter 6 ([page 153](#)). For details on setting preferences using a telephone, see Chapter 7 (“[Setting Telephone User Interface Options](#)” on [page 196](#)).

Terms and Components

This chapter has introduced many terms and OnePoint Messenger features. This section summarizes the terms that have been introduced and adds a few more definitions of terms relevant to OnePoint Messenger clients. For additional definitions, see the glossary in *OnePoint Messenger Administrator Guide*, described in the section “[Other Documentation](#)” on [page 16](#) in this guide.

The previous section introduced the basic license levels, Full Unified Messaging (“Full UM”), Voice and Fax Mail (“Voice & Fax”, and None. Within Full UM and Voice & Fax, system administrators assign you a *Class of Service* (“COS”) that sets further limits on access to services such as Text-to-Speech reading of e-mail over the telephone, Call-Me (see Chapter 3), and VPIM messaging (see

[“Communicating with Users of Other Voice Mail Systems” on page 29](#)).

Software Components

The software components in the OnePoint Messenger client are:

- The *OnePoint Messenger Outlook Extension* and the *OnePoint Messenger Exchange Extension* bring unified messaging to Exchange, Outlook, any touchtone telephone, and supported Web browsers. OnePoint Messenger adds telephone controls, sound, fax features, and document viewing features.
- *QuickPick* opens a window in Outlook to show details about unified messages (see [“QuickPick and the Unified Read Message Form” on page 83](#)).
- *Unified Fax Printer* creates fax images from any program with a Print menu.
- *Unified Message Player*, usually called the “player,” plays sound attachments in unified messages. It presents a control bar so you can control volume and what part of the message to play.
- *Web Client* is the unified messaging extension to Outlook Web Access to download a simulation of your Outlook Inbox in supported Web browsers to provide an Internet interface to your Inbox on Exchange.

The software components provided by other vendors that support OnePoint Messenger unified messaging are:

- *Internet Explorer (IE)* and *Netscape* are Web browsers for accessing the World Wide Web on the Internet.
- *Microsoft Exchange* runs on a Windows NT Server to provide your mailbox, address books, and other functions.
- *Microsoft Outlook* is a personal information management application that provides a desktop client interface to the Microsoft Exchange mail server.
- *Outlook Web Access* is the Microsoft Web interface to Exchange.

Outlook Interface

The terms used in this guide to describe elements that appear in Microsoft Outlook are:

- *Inbox*: The folder that contains your incoming mail. The *Inbox list* is the mail summary that appears on the Inbox main screen.
- *Header*: The message description fields, including message type icons, Subject, Sender, and date received. It appears as a line in the Inbox list. You can choose what fields display there.
- *New Unified Message form*: The message-creation form that OnePoint Messenger adds to Outlook. Its distinguishing feature is that it has a recorder toolbar on it so that you can easily record voice attachments. Otherwise, it is a normal form to which you can add any content type. The *Unified Read Message form* is the full OnePoint Messenger incoming message form. It contains the components of the standard Outlook Read Message form, plus a list of icons representing the message components, and the Unified Message Player toolbar. Instead of an Options tab, it contains an Options button.
- *Outlook Bar*: Optional column of buttons on the left side of the Outlook interface that provides easy access to folders.
- *Outlook toolbar*: The standard toolbar that appears in every Outlook folder. OnePoint Messenger adds *Unified Messaging buttons* to the right end of that toolbar, including buttons for *QuickPlay*, *Call-Me/Meet-Me*, and for accessing unified messaging forms. Chapter 3 details those buttons and functions.

Address Books and Distribution Lists

You can maintain address books on your own disk drive for use with Outlook. Your Exchange administrator can maintain one or more address books on the Exchange Server for group access.

To address a unified message in Outlook, you have the same access to system and personal address book that you have for standard e-mail messages. When using a Web browser, you have access only to the address books on Exchange. Using a telephone, you have access only to addresses stored on Exchange of OnePoint Messenger users.

A *distribution list* contains the e-mail addresses of one or more people or other distribution lists. You can send e-mail to all of the lists members by selecting the distribution list name from the address book. *System distribution lists* (those maintained on Exchange by

your Exchange administrator) are available to all desktop client users. Only those distribution lists to which the Exchange administrator assigns the OnePoint Messenger Voice and Fax Mail setting are available to OnePoint Messenger telephone users. This is to ensure that everyone on such a list has a voice-enabled mailbox.

Using Outlook, you can create distribution lists for your private use in your Personal Address Book, stored on your local drive. Only Outlook can use them to address mail; you cannot access them with Web Client or a telephone.

Dial by Name (DBN) is a feature that enables you to call other users or address messages to them by pressing the keys on the telephone keypad that spell enough of your recipient's name that the TUI can reduce the possible recipients to a short list. You can also do this to select a distribution list. When the system recognizes your intended recipient or a short list of possibles, the TUI asks you to press the key that matches your recipient. See [“Dial by Name” on page 168](#).

Personal Message Folders

A personal message folder is one that only you can see unless you give permission to others. Your Inbox is a personal message folder, and you can create others on your PC or network server. You can create and name as many personal message folders as you want to help you organize your messages.

Messages, Compound Messages, and Sibling Messages

OnePoint Messenger allows you to exchange all combinations of e-mail, voice, and fax messages with other users through a combined telephone voice mail and e-mail system. This tends to complicate the description of terms used for message types.

Unified message here means a message created by OnePoint Messenger, either using the telephone or unified message form on the desktop. Within the unified message, there may be a *voice attachment*. A message *attachment* is a file that can be detached and stored separately from the message. The message indicates the presence of the attachment with an icon.

Voice mail (or *voicemail*) traditionally describes messages recorded from a telephone, while *e-mail* describes text messages created on a PC. In the world of unified messaging, the terms still indicate the source, but the content of the message is not necessarily voice only or text only. This is why the term *unified message* is used here instead for OnePoint Messenger messages. For example, with OnePoint

Messenger, you might use a telephone to forward an e-mail text message to someone. With no voice content, that is certainly not a voice message. This guide uses *voice message* for a message containing only voice.

An *antecedent message* is the message that you are forwarding, or to which you are replying. You may receive a message from someone that is composed of a series of comments from different authors, each one commenting on what was in the earlier (antecedent) message.

Sound files (or audio files) are created by many programs, including OnePoint Messenger. While you can attach all kinds of sound files to a unified message, the Unified Message Player plays only the WAV (.wav extension) and OKI (.cvv extension) formats. To help differentiate between supported and unsupported sound files, this book refers to those supported sound files as voice attachments. You can use the OnePoint Messenger recorder to record sounds other than voice.

A *compound message* contains a combination of message component types—typically text in the body of the message and an attached file. One kind of attachment can be an antecedent message. In Outlook, an antecedent message included as an attachment is represented by an envelope icon on the body of the current message. By default, a unified message form sent as a reply or forward is set to include the antecedent message as an attachment. The antecedent attachment icons in the unified message depend on the content of the antecedent message.



For more on unified message attachment icons, see [“QuickPick and Read Message Form Toolbar” on page 88](#).

You can choose to have the antecedent message included as *inline text* (below your text on the message body) or as an attachment. Since forwarding a voice message as inline text is not possible, the OnePoint Messenger unified message buttons open forms that have the antecedent message attached.

An *intentional message* is a voice message that you send directly to another mailbox instead of calling the person.

File Formats

.WAV and .CVV: The OnePoint Messenger recorder now saves voice attachments with a “.wav” extension, which plays in your default .wav player as well as the Unified Message Player installed with OnePoint Messenger 2.0. OnePoint Messenger 1.1 uses the “.cvv” extension, which Unified Message Player can also play. If you forward a “.cvv” attachment to someone, you may want to send the

Unified Message Player (“ribbit.exe” on your disk drive) to be sure your recipient can play the attachment.

.TIF: Unified Fax Printer creates faxes using the multi-page version of the TIFF format (.TIF file extension), a common format that many graphics programs can interpret.

Text file formats: Outlook gives you the option of saving e-mail as text (.txt), as Rich Text (.rtf), as an Outlook template (.oft), or in native Outlook message format (.msg). RTF includes some formatting (bold, italics, etc.). Most word processing programs can interpret RTFs. An MSG file retains all the formatting, but is not available in a word processing program.

Where to Go from Here

- To install OnePoint Messenger on your PC, see Chapter 2, [“Installing OnePoint Messenger Client Components” on page 43](#).
- To use OnePoint Messenger to send and receive voice messages and other mail through Outlook, see Chapter 3, [“Using OnePoint Messenger with Outlook” on page 61](#).
- To use OnePoint Messenger on the World Wide Web with Internet Explorer™ and Netscape™ to receive and send voice messages, see Chapter 4, [“Web Access to Exchange” on page 103](#).
- To use OnePoint Messenger to view, annotate, create, and send faxes via telephone or e-mail, see Chapter 5, [“Using OnePoint Messenger Fax Features” on page 125](#).
- To use your PC to configure or modify the telephone user interface, such as recording your name and greeting announced on the telephone, see Chapter 6, [“Setting Preferences” on page 153](#).
- To learn how to use the Telephone User Interface (TUI), see Chapter 7, [“Using OnePoint Messenger from a Telephone” on page 165](#).
- To learn how to test your multimedia controls, see Appendix A, [“Tuning Your Multimedia Setup” on page 205](#).
- To learn about standard Windows controls, which are used with Outlook, see Appendix B, [“Standard Windows Controls” on page 209](#).

- To find a desired topic, see the Table of Contents or the index of this book.

2. Installing OnePoint Messenger Client Components

This chapter lists requirements for the system and tells you how to install OnePoint Messenger on your PC. It contains these sections:

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OnePoint Messenger Installation Requirements	43
Preparing Your PC for OnePoint Messenger	45
• Installing Desktop Multimedia	45
• Installing Outlook	45
• Setting Network Access	46
• Creating an Exchange Transport Profile	48
• Modifying your Exchange Transport Profile	51
Installing the OnePoint Messenger Client	52
Removing OnePoint Messenger from Your PC	57
Testing Your PC Sound Setup and Volume Levels	58
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NOTE: If your system administrator has already installed OnePoint Messenger on your PC, skip this chapter and proceed to Chapter 3 for instructions on how to use OnePoint Messenger with Outlook.

OnePoint Messenger Installation Requirements

Before installing the OnePoint Messenger for Outlook client, a mailbox configured for OnePoint Messenger must be created for you on the Microsoft Exchange Server. There must be a LAN connection to the Exchange Server, and there must also be one to the Telephony Server if you plan to install the Outlook client from there. To provide telephone functionality, the complete communications system must be running, as described in [“How OnePoint Messenger Works” on page 31](#).

The following sections list what you need on your PC to run Outlook and the OnePoint Messenger Outlook client, then guide you through installing the components. You do not need to run the OnePoint Messenger client installation program in order to provide access to your mailbox from a Web browser or from a telephone. For details on using a Web browser to access your mailbox, see Chapter 4, “[Web Access to Exchange](#)” on page 103. For details on using a telephone to access your mailbox, see “[Using OnePoint Messenger from a Telephone](#)” on page 165.

What Comes with OnePoint Messenger

In addition to its documentation, the OnePoint Messenger client installation includes two options:

- **Unified Fax Printer:** Installed in your printer folder, it creates faxes from any application. For details on OnePoint Messenger fax features, see Chapter 5 ([page 125](#)).
- **OnePoint Messenger Outlook Client:** Software components include:
 - Unified Messaging Extensions to Outlook, including the recorder, New Unified Message form, and the Unified Message Read Message form
 - Unified Message Player, the sound player
 - QuickPick, for viewing unified message components

For details on using the client on Outlook, see Chapters 3 ([page 61](#)) and 6 ([page 153](#)).

What You Need on Your PC

You must have the following hardware and software to run the OnePoint Messenger Outlook client on a PC.

- Microsoft Windows 95, Windows 98, or Windows NT 4.0
- Microsoft Outlook 2000 or Outlook 98
- At least 20 MB of disk storage, including 3 MB for OnePoint Messenger. Outlook alone requires 17 MB. However, if you install Outlook as part of Microsoft Office, you must have enough disk storage for Office, which requires about 100 MB, depending on options.

- Outlook typically utilizes up to 14 MB of RAM, if the resource is available.
- For network access to your Exchange Server, you need either a network card for LAN access or a modem for remote access.
- To play and record voice messages using your PC multimedia hardware, you need a sound card, speakers, and a microphone. For details, see [“Tuning Your Multimedia Setup” on page 205](#). As an alternative to using desktop multimedia, OnePoint Messenger provides Call-Me and Meet-Me, two ways to create a combined computer-telephone session. For details, see [“Choosing between Telephone and Desktop Audio” on page 76](#) in Chapter 3.

Preparing Your PC for OnePoint Messenger

Before you can make full use of OnePoint Messenger features, you must prepare your PC. You need to set up:

- Desktop multimedia
- Outlook 98 or Outlook 2000
- Network access ([page 46](#))
- Exchange transport profile ([page 48](#))

This section discusses the procedures for providing those elements.

Installing Desktop Multimedia

In order to use desktop multimedia—microphone and speakers—install the multimedia elements from your Windows CD-ROM.

- 1 Load the Windows CD-ROM.
- 2 Select **Multimedia** from the **Add/Remove** dialog in the installation wizard.

Installing Outlook

Before you can install OnePoint Messenger on your PC, Outlook 2000 or Outlook 98 must be installed. Install the full version of Outlook, which you can do from its own CD-ROM or as part of Microsoft Office.

- 1 Select **Full Installation** (not the default Standard installation).

- 2 Select **Corporate or Workgroup** as the e-mail service (do not select Internet).
- 3 After Outlook installs, you must reboot, which is necessary to do before you install the OnePoint Messenger client.

If you have Outlook already installed, but are not sure if the version is supported, check the version number in the Outlook Help menu.

To ensure that the Exchange transport profile is correctly created, and that you have selected Corporate or Workgroup as the e-mail service:

- 1 Click the Windows **Start** button, then choose **Settings**, then **Control Panel**, then **Control Panel**.
- 2 On Windows 98, double-click **Mail**, or, on Windows 95 and NT, double-click **Mail and Fax**.
- 3 If **Microsoft Exchange** is not in the list on the **Services** tab, close **Mail**, then open the **Add/Remove Programs** applet in **Control Panel**.
- 4 Select **Outlook**, then click **Add/Remove**.
- 5 When the dialog asks if you want to remove Outlook or add components, select **Add Components**.
- 6 The dialog will ask for the source CD-ROM or drive. Load the source, then select **Corporate** connection from the options list.

To check your Outlook version number:

- 1 Start Outlook.
- 2 Choose **About Microsoft Outlook** from the **Help** menu.

Setting Network Access

In order for OnePoint Messenger to run, network communication must be established. To do this on a Windows 95 or 98 PC, you must set the proper network access control and security level.

On Windows 95 and Windows 98, set the network access control:

- 1 Right click the **Network Neighborhood** icon on the desktop and choose **Properties**.
- 2 Select the **Access Control** tab.
- 3 Select "User-level access control."

- 4 Type your LAN Domain name in the edit box.
- 5 Click **OK**.

Setting the Security Level

For Windows 95 and Windows 98 clients, you must set the DCOM security level in order to use Call-Me in Outlook (for more on the Call-Me and Meet-Me features of OnePoint Messenger, see “[Choosing between Call-Me and Meet-Me](#)” on page 78 in Chapter 3.)

You can download DCOM for a Windows 95 or Windows 98 system from this URL:

<http://www.microsoft.com/com/resources/downloads.asp>

Download both the administrative application and DCOM itself. For both Windows 95 and Windows 98, dcom95cfg.exe is the administrative application. Put both in a temporary directory, and double-click each to install them.

To set the security level:

- 1 In Windows Explorer, navigate to and double-click **dcomcnfg.exe** in the **\system** subdirectory of the **\Windows** directory. A dialog with three tabs appears, as shown in [Figure 2-1](#).

Figure 2-1 DCOM Dialog



- 2 If you see “Before you can use DCOM, your system must be configured for ‘User-level’ security”, use the **Network** icon in the

Windows **Control Panel** to set directory access for “User-level” security before running the DCOM configuration utility. That means you must change file-sharing to identified users rather than general password access:

- a. In **Control Panel**, double-click the **Network** applet.
 - b. In the Network dialog, select the **Access Control** tab.
 - c. Select **User-level access control**. Changing file sharing from file to user level removes all existing shares. You must reboot for the changes in sharing to take effect.
- 4 When user-level sharing is set up, select the **Default Security** tab of the dcomcnfg dialog.
 - 5 Under **Default Access Permissions**, click **Edit Default**.
 - 6 If “**The World**” does not appear in the Access Permissions list, click **Add**.
 - 7 Select “**The World**” from the list on the right (if no list appears, select your workgroup list from the “**Obtain list from**” drop-down list, then click **Grant Access**, so that The World appears in the access list on the right.
 - 8 Click **OK**.
 - 9 Reboot.

Creating an Exchange Transport Profile

To establish communication between Outlook and the Exchange Server, you must create a mail transport profile. If you have already created a profile, you may need to modify it.

If you already have a mail transport profile, check the settings:

- 1 Click the Windows **Start** button, then choose **Settings**, and **Control Panel**. Double-click the **Mail** applet.
- 2 If the **Services** tab contains an “**Internet E-mail**” profile, you may need to delete or modify it if Outlook and OnePoint Messenger do not run correctly.
- 3 A preemptive approach is to record the properties listed in the Internet E-mail profile, then click **Remove** to delete it; set up Outlook and OnePoint Messenger; create an Exchange mail transport profile, then set up the Internet E-mail profile again if you still want it.

To set up the Exchange mail transport profile:

- 1 When you start Outlook for the first time, the Exchange Setup Wizard (called Inbox Setup Wizard in Outlook 98) appears, as in [Figure 2-2](#), to help you create the transport profile.

NOTE: If the Wizard does not run and you have not established a connection with your mailbox on Exchange, see the next section.

Figure 2-2 First Screen of Exchange Setup Wizard



- 2 Under “Use the following information services,” select **Microsoft Exchange Server**, as shown in [Figure 2-2](#).
- 3 Click **Next**. The next screen of the wizard appears, as shown in [Figure 2-3](#).

Figure 2-3 Second Screen of Exchange Setup Wizard



- 4 Under **Microsoft Exchange server**, enter the name of your server. Under **Mailbox**, you can accept the suggested profile name or enter any name that you prefer. Click **OK**. The third wizard window appears, as in [Figure 2-4](#).

Figure 2-4 Third Screen of Exchange Setup Wizard



- 5 If you want to be able to work offline, click **Yes** under the prompt “Do you travel with this computer?”
- 6 Click **Next**. The next screen helps you locate your Personal Address Book on your local drive. This window lists the default address book that is installed with Exchange. You can accept this, or click **Browse** to select another address book.

Figure 2-5 Setup Wizard, Personal Address Book Path



- 7 Click **Next**. In Outlook 98, a screen appears offering you the option of having Outlook start when you boot Windows. Choose your preference, then click **Next**.
- 8 Click **Finish**. You can view and modify the properties of your transport profile in the **Mail and Fax** applet in Control Panel, as described next.

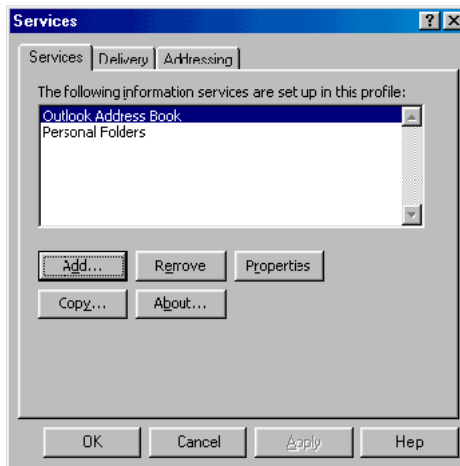
Modifying your Exchange Transport Profile

If you need to modify your Exchange transport profile, for example, to add a connection to a Lotus Notes mailbox in addition to Outlook, or if you need to set up a new transport profile, you can do so from the Services applet in Control Panel or from Outlook.

To add an Exchange transport profile from Outlook:

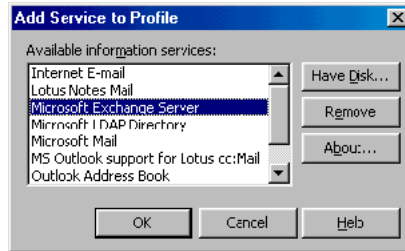
- 1 From the **Tools** menu of the Inbox, choose **Services**. The Services dialog opens, as shown in [Figure 2-6](#).

Figure 2-6 Services Dialog



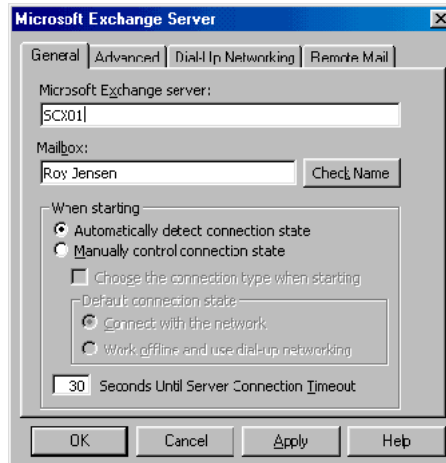
- 2 Click **Add**. The Add Service to Profile dialog opens, as shown in [Figure 2-7](#).

Figure 2-7 Add Service to Profile Dialog



- 3 Select **Microsoft Exchange Server**, as shown above, then click **OK**. A dialog with four tabs appears.
- 4 On the **General** tab, enter the computer name of your Exchange Server in the **Microsoft Exchange server** text box, and enter your own name in the **Mailbox** text area, as shown in [Figure 2-8](#).

Figure 2-8 Microsoft Exchange Server, General Tab



- 5 Click **Check Names**. If you have entered both names correctly and you have a good network connection to the Exchange Server, the names become underlined.
- 6 Click **OK** to accept changes and close the dialog.
- 7 Reboot.

Installing the OnePoint Messenger Client

After installing Outlook, and setting up network access and your Microsoft Exchange transport profile, install the OnePoint Messenger

client components. The installation program gives you the option of installing the Unified Fax Printer and/or the Outlook components.

You can run the installation from the OnePoint Messenger CD-ROM or from the Telephony Server over the LAN. In order to install the software over the network to a Windows NT computer, the account on which you are logged in must have local administrator rights.

NOTE: When upgrading OnePoint Messenger client software, you must remove the older version first. See [“Removing OnePoint Messenger from Your PC” on page 57](#). If you start the installation program before uninstalling, a reminder message appears that stops you from proceeding.

To install the OnePoint Messenger client components on a PC:

- 1 From your system administrator, get your mailbox address and personal Exchange ID (“alias”). If installing the client from the network, get the location of the installation directory. The default directory is \UMInstall on the Telephony Server.
- 2 Start Windows on your PC. Close all applications.
- 3 Click the Windows **Start** button, and choose **Run**.
- 4 In the **Run** dialog, enter the Telephony Server install path or the drive letter of the CD-ROM that contains the OnePoint Messenger client components.

The path to the Telephony Server includes the name of the server, “UMClient” (the name of the shared client directory), and “setup” (the client setup file), in this form:

```
\\<server>\<directory>\setup
```

For example, in this path:

```
\\Typhoon\UMClient\setup
```

“Typhoon” is the name of the server.

“UMClient” is the directory that contains the client software.

“Setup” is the setup.exe file.

- 5 Click **Next**.
- 6 Click **Next** or **Yes** to accept the defaults for these screens:
 - **Welcome**
 - **Software License**—please read the license before accepting
 - **Information**—lists the components that can be installed
 - **Choose Destination**—target directory
- 7 From the **Select Components** dialog, select one or both of the two options, then click **Next**:
 - **Outlook Client**: Installs OnePoint Messenger additions to Outlook—Unified Message Player, Recorder, menu items, buttons, forms, and QuickPick
 - **FAX Client**: Installs the Unified Fax Printer to create faxes from applications with Print menus, ImageViewer fax viewer, fax cover page generator

- 8 On the **Select Program Folder** screen, to accept the default folder name, click **Next**.
- 9 A progress screen appears while the OnePoint Messenger client components are installed. A DOS window appears on top of the progress screen, then disappears. If a Readme text file appears with last-minute information about OnePoint Messenger, read the file, then click **Continue**.
- 10 On the **Setup Complete** screen, choose either:
 - Yes, I want to restart my computer now.
 - No, I will restart my computer later.

The computer must restart in order for the OnePoint Messenger installation to take effect.

Testing the OnePoint Messenger Client

After installing the client, inspect the Outlook interface to verify that the OnePoint Messenger components have been added. For example, note the new unified messaging buttons at the right end of the Outlook toolbar and the new menu items in the Tools menu. For details, see Chapter 3. If you do not see these elements, use Version Reader, as described in the section “[Version Reader](#)” below to check for OutlookExt.dll.

If you installed the Unified Fax Printer, you should see it listed in the printer list in any print menu.

Installation details are in CVInstall.log, a log file placed in your \temp directory by the OnePoint Messenger Desktop Client installation program. The log notes the files installed, the registry keys read and modified, and installation errors.

If the installation failed, remove any vestiges of the client before reinstalling. See “[Removing OnePoint Messenger from Your PC](#)” on [page 57](#), below.

To make sure that everything works, run this test sequence:

- 1 Create a voice message in a New Unified Message form, as explained in “[Creating Unified Messages](#)” on [page 91](#) in Chapter 3. If you cannot access the form, see the section “[Version Reader](#)” below to check for the existence on your system of cvMail.dll, cvCommon.dll, and cvExten.dll.
- 2 Send the message to yourself.

- 3 When the message returns from the Exchange Server, it should appear with a telephone icon in the Inbox list. Double-click the message. QuickPick should open a window and Auto-play should play the voice attachment component.
- 4 If QuickPick does not display, see the section “[Version Reader](#)” below to check for QuickPickControl.dll.
- 5 If the voice message does not play, check for cvSound.dll and ribbit.exe. Also, check the Unified Message Player status window for “No License”.
- 6 If you selected the Unified Fax Printer installation option when you installed OnePoint Messenger, create and send a fax message, as explained in Chapter 5 ([page 125](#)).

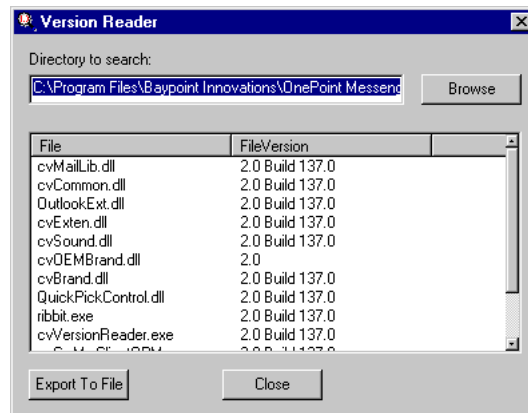
Version Reader

Version Reader is a handy OnePoint Messenger utility that is installed on your system. It displays version information for the OnePoint Messenger programs currently installed.

To verify the installation using Version Reader:

- 1 From the Windows **Start** button, choose **Programs**, then **OnePoint Messenger**, and **Version Reader**. Version Reader appears, as shown in [Figure 2-9](#). If the OnePoint Messenger group does not exist, the program is either not installed, or you assigned it another program group name.

Figure 2-9 Version Reader



- 2 Check the presence and build number of the files listed above in the list.

3 Click **Close**.

NOTE: Note the **Export to File** button, which you can use to create a list of currently installed components. With this and the **Browse** button, you can use Version Reader to examine component versions of other installed programs.

NOTE: The OnePoint Messenger program group consists of only Help and Version Reader, because the OnePoint Messenger client runs as a part of Outlook and the Unified Fax Printer runs within the print menus of all applications, so you do not need to start either separately.

The Help listed in the group is a set of “training cards” for the most common tasks. Also, the last item in the list of cards is a link to the general OnePoint Messenger help.

Removing OnePoint Messenger from Your PC

If you decide to quit in the middle of installing or setting up OnePoint Messenger on your PC, or to remove OnePoint Messenger from your PC after it is installed (such as before installing an updated version), follow these steps:

- 1 Click **Start**, then **Settings**, then **Control Panel**.
- 2 On the **Control Panel**, click **Add/Remove Programs**.
- 3 Highlight the OnePoint Messenger program in the list.
- 4 Click **Add/Remove**.
- 5 Click **OK**.
- 6 Close the **Control Panel**.

If you remove Outlook from your PC, OnePoint Messenger will still be on the system but will be unavailable. Follow the steps above to remove it.

Setting Up Web Access to Exchange

You can use Internet Explorer or Netscape to connect to your mailbox on your Exchange Server over the Internet. When you use your Web browser to connect to your mailbox, the Exchange Server presents you a Web page that simulates the Outlook interface. Microsoft calls this interface Outlook Web Access. OnePoint Messenger installs an

extension on the Exchange Server to add unified messaging features to the Outlook Web Access interface. Outlook Web Access and Web Client download automatically to your system when you use Internet Explorer. When logging in for the first time with Netscape, you are prompted to install the Web Client plug-in.

To set up Web browser access to your mailbox:

- 1 Install and launch Internet Explorer 4.0 or later or Netscape 4.0 or later.
- 2 Configure your dial-up or LAN settings for TCP/IP access.
- 3 In your browser, enter the URL or network address of your Exchange Server, as described in [“Connecting to Your Mailbox through the Web” on page 105](#).

For details on the use of Web Client, see [“Introduction to the Web Interface” on page 108](#).

Testing Your PC Sound Setup and Volume Levels

To use your PC to listen to or record voice messages, make sure your sound card and volume controls are set up properly. Refer to your desktop multimedia documentation for instructions about how to set and test the multimedia components.

Also, use the Microsoft utilities included with Windows, such as Windows Media Player and Volume Control, to test and set your audio output levels. For details on using those applications, see your Windows documentation and [“Tuning Your Multimedia Setup” on page 205](#) in Appendix A.

Where to Go from Here

- To use OnePoint Messenger to send and receive voice messages and other mail through Outlook, see Chapter 3, [“Using OnePoint Messenger with Outlook” on page 61](#).
- To use OnePoint Messenger on the World Wide Web with Internet Explorer™ and Netscape™ to receive and send voice messages, see Chapter 4, [“Web Access to Exchange” on page 103](#).
- To use OnePoint Messenger to view, annotate, create, and send faxes via telephone or e-mail, see Chapter 5, [“Using OnePoint Messenger Fax Features” on page 125](#).

- To use your PC to configure or modify the telephone user interface, such as recording your name and greeting announced on the telephone, see Chapter 6, [“Setting Preferences” on page 153](#).
- To learn how to use the Telephone User Interface (TUI), see Chapter 7, [“Using OnePoint Messenger from a Telephone” on page 165](#).
- To learn how to test your multimedia controls, see Appendix A, [“Tuning Your Multimedia Setup” on page 205](#).
- To learn about standard Windows controls, which are used with Outlook, see Appendix B, [“Standard Windows Controls” on page 209](#).
- To find a desired topic, see the Table of Contents or the index of this book.

3. Using OnePoint Messenger with Outlook

This chapter explains how to use Outlook with OnePoint Messenger to play and create unified messages. This chapter contains the following sections:

Section	Page
Starting Outlook and Connecting to Your Mailbox	62
Getting Online Help	62
Overview of OnePoint Messenger Elements in Outlook	63
Working with Unified Messages in the Inbox List	67
Playing Voice Messages	74
QuickPlay	75
Choosing between Telephone and Desktop Audio	76
Choosing between Call-Me and Meet-Me	78
Using Call-Me and Meet-Me	79
QuickPick and the Unified Read Message Form	83
Creating Unified Messages	91
Addressing and Sending Unified Messages	98
Saving and Deleting Unified Messages	99
Printing Messages	100
Where to Go from Here	101

NOTE: To use your Outlook to configure or modify the telephone user interface, such as recording your name and greetings that are announced to telephone callers, see Chapter 6, “[Setting Preferences](#)” on page 153.

If you are familiar with Outlook, skip to the section [“OnePoint Messenger Buttons Added to the Outlook Toolbar” on page 65](#). If you are unfamiliar with Windows, read Appendix B first.

Starting Outlook and Connecting to Your Mailbox

To use OnePoint Messenger with Outlook, first perform the installation and configuration procedures in Chapter 2, then start Outlook. When Outlook starts for the first time, you are presented with a wizard to help you create a transport profile to Exchange. For details, see [“Creating an Exchange Transport Profile” on page 48](#).

Depending on how you set your Outlook login preferences, you may be connected directly to Exchange as soon as you start Outlook, or you may be presented with a choice of user profiles, a password screen, or a screen asking if you want to connect to the server.

NOTE: If you see a password screen on your first use of Outlook, get your password from your system administrator. You can change your password and startup screen later. See Outlook help for details.

Logging into Your Exchange Mailbox from a Different PC

You can use OnePoint Messenger with Outlook to log into your Exchange Server from any PC that has both Outlook and OnePoint Messenger installed and which has network access to your Exchange Server. When you log in to Exchange from another PC, any personal folders on your own PC will not be available.

NOTE: OnePoint Messenger works only with Outlook, not other Exchange clients. Exchange Client is not Outlook.

Getting Online Help

OnePoint Messenger adds online help to Outlook as ToolTips, “What’s This” help, and as a comprehensive topical help system, in parallel to the help offered by Outlook:

- **ToolTips:** If you hold the mouse over Outlook and OnePoint Messenger buttons, ToolTips appear.
- **What’s This help:** From the **Help** menu, choose **What’s This?**, then click a button or other interface element to get a popup with more information on its function.

- **Help Topics:** You can access topics on tasks and forms from either the Outlook help or OnePoint Messenger help, which are both available from the Outlook Help menu.

To access online help for OnePoint Messenger on Outlook:

- Choose **Unified Messaging Help** from any Outlook **Help** menu.
- For help on the **Unified Messaging** tab, click its **Help** button. To get to the general help contents for OnePoint Messenger from the tab's help dialog, click **Help Topics**.


Training Cards: The OnePoint Messenger Training Cards are explanations of how to perform major tasks using OnePoint Messenger on Outlook and Unified Fax Printer. The main window of the training card help is the list of tasks, such as creating a fax or a voice message.

To use the training cards:

- 1 Click the Windows **Start** button, then choose **Programs**, then **OnePoint Messenger**, then **Help**.

- 2 Click a task to see the associated procedure.

Also, a link to the comprehensive OnePoint Messenger topic help is the last item in the task list. You can have both help systems open and keep them in the background behind Outlook.

- 3 To close the training card task list, click the Close box  in the top right corner of the help system.

Overview of OnePoint Messenger Elements in Outlook

This section describes the OnePoint Messenger functions added to Outlook. For a full discussion of Outlook features, see your Outlook documentation. If you are an experienced Outlook user, you can probably skim this section. The interface controls are all common to Windows applications. For more on using the standard Windows controls used in Outlook, see [“Standard Windows Controls” on page 209](#), or see your Windows documentation.

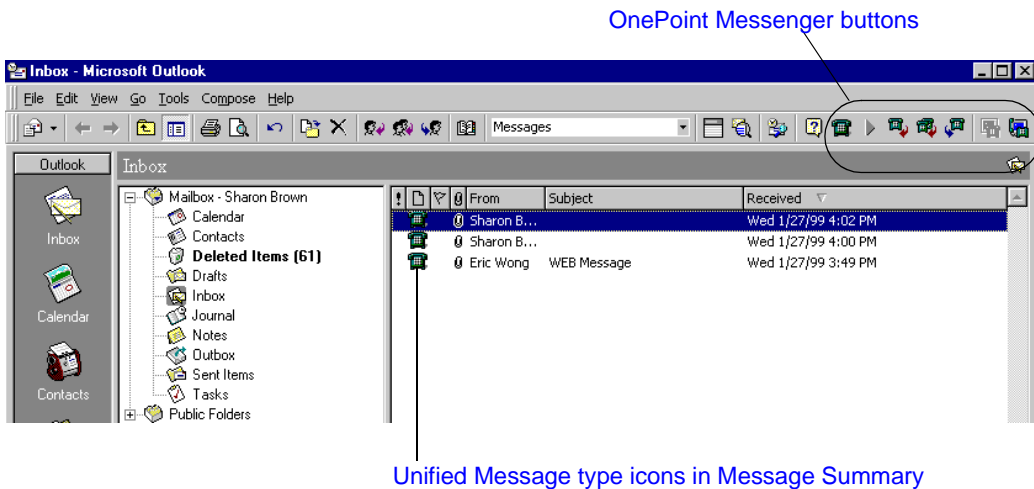
When you start Outlook, the Outlook main screen appears, showing the Inbox folder, as shown in [Figure 3-1](#). You can change the default startup folder. See your Outlook documentation for details.

When you use Outlook with Microsoft Exchange, you can select whether to leave your mail on the mail server, copy it to your local drive, or remove it from Exchange to your computer. To be able to

access your mail from a telephone, keep your mail on the server. You can, however, copy your mail to a folder on your computer—for example, to a laptop that you will use off-line—and still have access to it on Exchange. For details, see your Outlook online help.

With OnePoint Messenger, the Inbox contains your incoming messages from both your telephone and e-mail system. [Figure 3-1](#) shows OnePoint Messenger added to the Outlook Inbox folder, next to the Outlook Folder View and Outlook Bar.

Figure 3-1 Outlook Main Screen, Folder View



For details on OnePoint Messenger interface elements, see:

- [“OnePoint Messenger Commands on Main Screen Menus”](#), next
- [“OnePoint Messenger Buttons Added to the Outlook Toolbar”](#) on page 65
- [“Inbox Message Summary \(Inbox List\)”](#) and [“Unified Message Icons in the Inbox List”](#) on page 66
- [“Folders”](#) on page 67

OnePoint Messenger Commands on Main Screen Menus

The menu options on the Outlook menu bar change between folders, but the same OnePoint Messenger commands appear in each folder:

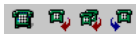
- **Help menu:** Unified Messaging Help
- On the **Tools** menu:
 - New Unified Message
 - Play Unified
 - Reply Unified
 - Reply All Unified
 - Forward Unified
 - Initiate Call-Me/Meet-Me
 - Terminate Call-Me/Meet-Me
 - The Unified Messaging tab within the Options command

With the exception of OnePoint Messenger controls in the Unified Messaging tab (available from **Tools > Options**), each of the commands in the Tools menu has an equivalent toolbar button.

OnePoint Messenger Buttons Added to the Outlook Toolbar

OnePoint Messenger adds new buttons to the right end of the standard Outlook toolbar of the Inbox and other Outlook folders, as shown in [Figure 3-1](#). All of the buttons in the Outlook toolbar have equivalent commands in the **Tools** menu of the Inbox. For details on the unified message buttons, see the section “[OnePoint Messenger Buttons Added to the Outlook Toolbar](#)” on page 65.

NOTE: Your OnePoint Messenger system administrator configures user access to certain OnePoint Messenger features, so some features described here may not appear on your system



Four OnePoint Messenger buttons—New Unified, Reply Unified, Reply All Unified, and Forward Unified—have the same general function of opening the New Unified Message form. The difference in that form from the standard Outlook message form is that the New Unified Message form has a recorder toolbar on it to make it easy to record a voice attachment. You can use the New Unified Message form to include every kind of content that you can with the standard Outlook form. For details, see “[Creating Unified Messages](#)” on page 91.

The OnePoint Messenger buttons on the Outlook toolbar are:



New Unified Message—Opens an empty New Unified Message form (no preset addresses or file attachments).



Play Unified—Launches the Player toolbar and plays the first voice attachment in the selected unified message using desktop audio. If there is no voice attachment, nothing happens. The **Play** button does not trigger the display of a fax message.



Reply Unified—Opens a New Unified Message form in reply to the selected message. This form includes the name of the sender of the original message in the **To** field. The original message is attached.



Reply All Unified—Opens a New Unified Message form with the names of all “To” recipients of the original message in the **To** field and “Cc” recipients in the **Cc** field. The original message is attached.



Forward Unified—Opens a New Unified Message form with the selected message attached.



Initiate Call-Me/Meet-Me—Initiates a Call-Me or Meet-Me session, depending on the telephone connection method that you have specified in the Unified Messaging tab. For details, see [“Choosing between Call-Me and Meet-Me” on page 78](#).



Terminate Call-Me/Meet-Me—Terminates the active Call-Me or Meet-Me session.

Inbox Message Summary (Inbox List)

The Inbox Message Summary (Inbox list) shows your incoming messages, both opened and unopened. Unopened messages appear in bold. By default, the Inbox list displays these fields about each message: **Priority, Message Status, Flag, Attachment, From, Subject,** and **Received Date/Time**. You can change which fields appear and their order. For details, see Outlook help.

Unified Message Icons in the Inbox List

A unified message is one created on a Unified Message form or from a telephone. The icons that appear next to the message on the Inbox list indicate the primary content.



A telephone icon in the Inbox list indicates a telephone call or that the sender created the message using a Unified Message form.



A fax icon appears when the message is generated by the Unified Fax Printer or when a telephone user sends a fax. A voice message to which a fax is attached displays a telephone icon.



The standard Outlook paperclip icon appears in the attachment field of all unified messages that contain voice or fax attachments.

See the [Inbox symbols](#) topic in Outlook help for details on standard Outlook symbols.

Folders

Folders are a standard feature of Outlook. Folders include message subfolders, public folders, and application folders (Contacts, Notes, Journal, Calendar, and Tasks). OnePoint Messenger lets you create unified messages from any folder. The unified messaging buttons that OnePoint Messenger adds appear in the Outlook toolbar in each folder, as do the unified messaging commands in the Tools menu and the Unified Messaging Help command in the Help menu.

Messages you send are stored, by default, in the **Sent Items** folder. Messages you mark for deletion are stored in the **Deleted Items** folder. You can create message subfolders for your own needs. You can move or copy any message to any folder, either manually or by using the Inbox Assistant (see Chapter 6 “[Creating a Telephone Message Alert](#)” on page 161, or see your Outlook documentation.)

Working with Unified Messages in the Inbox List

This section discusses selecting, opening, closing, and managing unified messages in the Inbox.

Modifying Long Outlook Toolbars

If you shrink the right side of the Outlook window, buttons on that side of the Outlook toolbar may not be visible. Since OnePoint Messenger adds buttons to the right end of the Outlook standard toolbar, those buttons will be the first to disappear.

In Outlook 98 and 2000, to help make these buttons visible, you can create a new toolbar below the standard one, then move some standard Outlook buttons to it, leaving the OnePoint Messenger buttons more to the left and visible in the Outlook toolbar. You can create custom toolbars in all windows.

To create a new toolbar:

- 1 From the **View** menu, choose **Toolbars**, then **Customize...** The Customize dialog appears.
- 2 Click **New**. The New Toolbar dialog appears.

- 3 Enter a name for the new toolbar.
- 4 Click **Close**.
- 5 With the Customize dialog open, drag standard Outlook buttons from the Outlook toolbar to the new toolbar.
- 6 Click **Close**.

Selecting Unified Messages

Working with unified messages in the Inbox is the same as working with standard Outlook messages, which is similar to working with files in the Windows File Manager. You can select one or more messages to open, move to another folder, delete, flag, mark as read or unread, and other options.

To select a message:

Click its message header once in the Inbox. This highlights it without opening it, so that you can choose what to do with it.

To select several messages:

Press [**Shift**] while clicking the top and bottom message of a block of messages.

or

Press [**Ctrl**] while clicking nonadjacent messages.

You can perform a function on the selected messages at the same time, such as saving their combined contents to a single file, moving them to another folder, marking them as read or unread, deleting them, or printing them.

Opening Unified Messages

To open a unified message:

Open a unified message just as you do a standard e-mail message:

- Double-click the message.
- Alternatively, select the message, then press [**Enter**].

To open more than one message, select each, then press [**Enter**].

Each message opens in its own window. Unified messages open in one of two types of windows:

- A Unified Read Message form, just as standard e-mail messages open in a standard Read Message form. The Unified Read Mes-

sage form differs from the standard form in several ways, as described in [“QuickPick and the Unified Read Message Form” on page 83](#).

- **QuickPick**, a OnePoint Messenger application that opens the message in a small window showing the message components displayed as icons. At installation, QuickPick is set as the default.

Use the Unified Messaging tab to set which form you want to open automatically. For details, see [“QuickPick and the Unified Read Message Form” on page 83](#).

Two other options determine how voice messages play:

- **Call-Me/Meet-Me:** Call-Me and Meet-Me are two ways to establish a combined computer-telephone session, so that you can listen to and record messages using the telephone handset.
- **Auto-play:** At installation, auto-play is set as the default. With auto-play set, the first voice attachment in a unified message plays automatically when you open the message.

Using Message Preview Options

QuickPlay: The term *QuickPlay* represents functionality added to the **Play** button on the Outlook toolbar. It gives you quick access to voice attachments from the Inbox list. For details, see [“QuickPlay” on page 75](#).

AutoPreview: From the **View** menu, choose **AutoPreview** to display the first three lines of each unread message. You can use this to determine if a unified message contains text. Telephone messages generally have no body text, so nothing appears in the preview.

Preview: In addition to the three-line autopreview, Outlook 98 and Outlook 2000 also have a preview pane (**View > Preview**) that you can use for the same purpose.

When you see a message with a telephone icon, the subject “Unified Message” and no body text, you probably have a voice message that you can play from the Inbox list without opening. See [“Playing Voice Messages” on page 74](#).

Using the Preview Pane

In addition to the “Messages with AutoPreview” list option, Outlook 98 and Outlook 2000 provide a preview pane that enables

you to see much more of a selected message without opening it. Limitations include:



- A typical telephone message contains only a voice attachment, so its preview pane displays only an attachment icon.
- For messages created in a New Unified Message form in Outlook, the preview pane displays “Items with embedded script cannot be displayed in the preview pane.”
- When you have the preview pane open and Call-Me/Meet-Me set as the default, selecting a unified message created from a telephone launches a Call-Me/Meet-Me connection.

To stop the Call-Me/Meet-Me connection process while in preview mode:

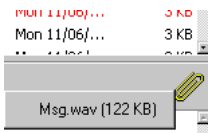
Click **Cancel** in the connection dialog.

or

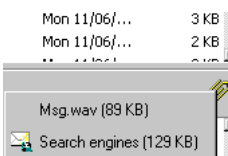
You can change your audio preferences in the Unified Messaging tab to Desktop Multimedia (or Call-Me, without specifying a phone number). For details, see: [“Choosing between Call-Me and Meet-Me” on page 78.](#)

To access a voice attachment when the preview pane is open:

Besides the standard methods of playing the voice attachment selecting the message in the Inbox list, then clicking Play or by double-clicking the message, you can access the voice file from the Preview pane if the message was created from a telephone:



Click the left mouse button on the attachment button above the top right corner of the Preview pane, then click the attachment icon that appears.







If the phone message contains more than one attachment or an antecedent message, icons appear for each. “Msg.wav” is the most recent voice attachment. Clicking an antecedent icon opens the antecedent in QuickPick or the Unified Read Message form, depending on your set preference.

Closing Messages

You have several ways to close a message in QuickPick or the Unified Read Message form:

- Press [**Esc**].

- Use standard Windows controls (**Control Menu** button, **Close Box** button, or the **Close** command from the **File** menu)
-  • Click the Outlook **Delete** button in the QuickPick or Unified Read Message form toolbar. This moves the message to the Deleted Items folder and opens the next message.
-  • Click the Unified Message **Delete** button. This moves the message to the Deleted Items folder and opens the next unified message.
- Click the Outlook **Next** or **Previous** buttons to open the next or previous message.
-   • Click the Unified Message **Next** or **Previous** buttons to open the next or previous unified message.

Managing Messages from the Inbox

Messages that appear in your Inbox that come from telephone callers generally do not display as much information in their headers about the caller and subject as do messages sent as e-mail. In the Inbox message summary, a call made from a telephone displays:

- “Unified Message” as a default **Subject**, unless the call is a response to an e-mail, because callers cannot enter a subject.
- “Outside Caller” in the **From** field, unless the PBX sends information about the caller (calling telephone number, possibly also the caller name associated with that number) to the Telephony Server. If the call is from an extension in the OnePoint Messenger domain, the PBX is more able to send the name of the caller along with the calling phone number.

You can make notes about telephone messages that you save in the Inbox in several ways:

- Edit the **Subject** fields of calls.
- Open the message. Enter notes on the message body. Close the message, then mark the message as **Unread**. If you select Auto-Preview view option, you can see your notes in the preview.
- Use a New Unified Message form to forward the unified message to yourself, adding notes about it.

To make the Subject field editable:

- 1 In Outlook 98 and Outlook 2000, choose **Current View** from the **View** menu on the Outlook main screen, then **Define Views**.

- 2 In the **Define Views for “Inbox”** dialog, select the view(s) in which you want to edit the Subject field.
- 3 Select **Other Settings**.
- 2 Select **Allow in-cell editing**.
- 3 Click **OK** to accept changes.

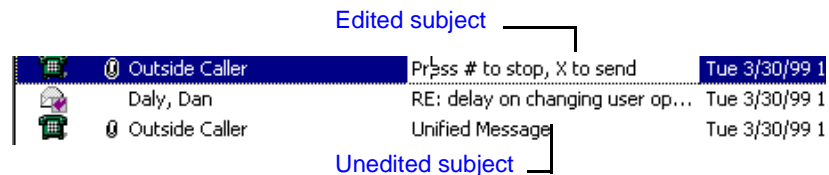
NOTE: The **Allow in-cell editing** setting will persist until you change it, or you change views without saving this view, or you install a new version of OnePoint Messenger.

To annotate the incoming message summary:

- 1 Listen to the message.
- 2 Press [**Esc**] to close the message.
- 3 Edit the **Subject** field of the message:
 - a. Select the message.
 - b. Press [**Tab**] to select the **Subject** field.
 - c. Enter your notes about the caller and subject.
 - d. Select another message to accept the changes.

Figure 3-2 shows several messages. The top line shows a call from “Outside Caller.” The Subject is being edited to note the information in the call. The Subject field in the third line has the original “Unified Message.”

Figure 3-2 In-cell Editing in Outlook Inbox List



Marking Messages as Read or Unread

Both OnePoint Messenger and standard Outlook messages use bold text in the Inbox list to highlight unread messages. Also, standard Outlook messages have icons in the Icon field of the list that indicate whether the messages have been read or not. Unified message icons do not signal read/unread status. Conversely (or perversely!), when you display the Preview Pane, the act of selecting then deselecting a

standard Outlook message makes the message status indicators signal Read, which does not happen with unified messages.

How you play a unified message determines whether it is marked as read or unread in the Inbox list. When you listen to a message through the telephone or QuickPick, the message is marked as read in the Inbox list.

If you simply select the message in the Inbox list and click **Play** to play the voice attachment without opening the message, the message is not marked as read. This is to prevent you from thinking that you had opened the message and inspected all of its contents, which may include more than one voice attachment. However, if you are confident that you have played the whole message, you might want to mark the message as read.

To mark the message as read:

- 1 In the Inbox list, select the message.
- 2 From the **Edit** menu, choose **Mark As Read**.

or, in the Read Message form:

From the **Edit** menu, choose **Mark As Read**.

NOTE: In the Inbox, you can [**Shift**]-**click** to select a contiguous group of messages (to select non-contiguous messages, [**Ctrl**]-**click** each message) upon which to perform this Mark As Read operation.

Marking a Message as Unread

You might want to mark a message as unread after having played it to remind you to do something with the message. Also, marking a message as unread places it high in the message queue so that it is easily available from a telephone the next time you call in.

NOTE: Marking a message as unread will not cause the message-waiting indicator (MWI) to signal your telephone. However, if you receive another unified message, the MWI will stay on until you have played both messages.

To mark an opened unified message as Unread:

Right-click on the message, then choose **Mark as Unread** from the context menu (popup menu).

Alternatively, select the message in the Inbox, then from the **View** menu, choose **Mark As Unread**.

Using Subfolders

Outlook provides you the ability to create subfolders under the root Inbox folder, most commonly for storing related messages that you have received. With OnePoint Messenger unified messaging, you now have the ability to store telephone messages in those subfolders. However, be careful that you do not unintentionally dilute the functionality that you have for accessing messages from a telephone, because you cannot use a telephone to access a message that you have moved to a subfolder. In addition, moving an unread unified message to a subfolder deactivates the message-waiting indicator (MWI) on your telephone.

Playing Voice Messages

OnePoint Messenger adds several voice access and creation options to Outlook. Those options can work independently or together, as defaults or as manually-invoked methods. QuickPick is one of those options. Auto-play and using the telephone with Outlook are other options. You can listen to a voice attachment through desktop audio or a telephone, and choose from several ways how to play the message through those devices. Ways to start to play a voice message are:

- ▶ • Select a message in the Inbox, then click **Play** on the Outlook toolbar. OnePoint Messenger 2.0 has added Call-Me/Meet-Me support and the *QuickPlay* feature to the Play button so that you have many more options for playing voice messages directly from your Inbox list, as described below ([page 75](#)).
- ▶ • In the QuickPick list, select a voice attachment, then click **Play** on the player toolbar to use the player to play the attachment.
- In the QuickPick list, double-click the voice icon to play the attachment in your default player.
- Double-click a voice icon in the message body to play the attachment in your default player
- Set auto-play as the default, then, when you open a message with voice content, the first voice attachment plays automatically. For details, see “[Using QuickPick and Auto-play with Unified Messages](#)” on [page 91](#).

QuickPlay

The Play button in the Outlook toolbar gives you quick access to voice messages from the Inbox summary list. When you select a message in the Inbox list that has a voice attachment, you can click Play to play the voice content through your PC speakers, or you can start a Call-Me or Meet-Me session (see [page 76](#)) to play the message through your telephone. You can skip to other voice messages in the Inbox list without closing the previous messages.

To use QuickPlay to play voice messages directly from the Inbox list:

- 1 Select the unified message to play.
- 2 Click **Play** on the Outlook toolbar.
QuickPlay, which adds enhanced voice message playing options directly from the Outlook Inbox list, including support for Call-Me/Meet-Me. See Chapter 3 ([page 61](#)).
- 3 The Unified Message Player appears as a floating control bar, and the most recent voice attachment in the message plays. You can use the player controls to skip forward or back in the message, or stop and start the message. For details on the player controls, see [“Unified Message Player Controls” on page 88](#).
- 4 To play a voice attachment in another message, select it, then click **Play**. The previous message stops playing and the most recent voice attachment in the selected message begins to play.

While using the Inbox **Play** button is a quick way to play voice messages, there are limitations:

- The **Play** button plays messages only through the desktop, not through the telephone when Call-Me/Meet-Me is invoked.
- A message may contain more than a voice attachment. To access other content in the message, such as text, fax, or more than one voice attachment, you must open the message.

If there is no voice content in a message that you select and click **Play**, a message popup tells you. If someone uses a unified message form only to forward or reply to a voice message, but does not record anything, clicking **Play** will invoke the same message.

Choosing between Telephone and Desktop Audio

You have several ways to access voice messages in Outlook:

- **Call-Me:** Set up a combined computer-telephone session by having Telephony Server call your telephone.
- **Meet-Me:** Set up a combined computer-telephone session by initiating the telephone connection from Outlook, then dial the Message Center from your telephone. The resulting interface is the same as for Call-Me. Call-Me and Meet-Me are detailed below.
- **Desktop multimedia:** To play voice attachments through the computer, use a PC sound card with speakers or headphones.
- **Independent telephone call and Outlook session:** Call your mailbox while you have an Outlook session open. Do not establish a Call-Me/Meet-Me connection. You can use Outlook to view the same message that you are listening to on the telephone, or you can open different messages with each interface. You can use Outlook to give you more information about messages, so that you can exercise more control on your telephone over what messages and parts of messages play.

Here are some factors to consider when choosing how to play and record messages:

- **Privacy:** Using the telephone allows you to listen to messages without others hearing.
- **Consideration:** Using the telephone also allows you to listen to messages without disturbing others.
- **Clarity:** The telephone generally provides greater clarity in playback and recording, including reducing background office noise.

With those telephone benefits, why would you bother using Outlook to open telephone messages?

- **Control of message components:** When you receive a message that contains more than one component, such as a fax attachment or reply thread, Outlook gives you direct access to and more control of those components.
- **Reply and forward options:** You can have more choices and better control when you reply to or forward a message. You can combine voice and text, add an attachment, add recipients that are not OnePoint Messenger users, and set other options.

- **Message management options:** After listening to the message in Outlook, you have more choices and easier control over how to manage the message, such as save the message in a special folder, annotate the Subject field, flag it, set it to Unread, save or print attachments.

If using Call-Me or Meet-Me gives you the benefits of both Outlook and a telephone, why would you not set up one of them as the default?

- Setting Call-Me or Meet-Me as the default means that all unified messages invoke Call-Me or Meet-Me, even if it does not contain voice content.
- While you are on the telephone playing or recording a voice message means that the telephone is busy when someone calls you.

Choosing a Remote Access Method

If you are logging into your mailbox remotely, another criterion for deciding whether to listen to a message through the telephone or desktop speakers might be telephone connection costs. If you are calling at long distance rates, listening to text-to-speech rendering of e-mail through a telephone can get expensive.

If you can set up a connection to the Exchange Server to run Outlook or WEB Client (see Chapter 4, [page 103](#)), you can read or file the messages, so that, when you call for messages, only the voice messages play.

If you have desktop multimedia, you can choose whether to play voice messages on the computer or through the telephone. One criterion is long the message is. You can see that by adding the **Size** field to your Inbox message list header.

To add the Size field to the Inbox list header:

- 1 From the **View** menu in the Inbox, choose **Show Fields**. The Show Fields dialog appears.
- 2 From the Available Fields list, select **Size**, then click **Add**. Size moves to the “Show these fields in this order list.”
- 3 Select **Size**, then click **Move Up** or **Move Down** to move it to your preferred spot in the header.
- 4 Click **OK**.

Call-Me/Meet-Me: You can also use Call-Me or Meet-Me in Outlook with any telephone, giving you direct control over each compo-

ment, playing the chosen voice component over the telephone, while opening other attachments, including faxes, on the desktop.

Independent Telephone Call and Outlook Session: If you cannot set up Call-Me or Meet-Me remotely, you might use the method of the independent call and Outlook session, so that you can multi-task. You can play voice messages over the phone as you open text messages on-screen.

The parts of messages that play over the telephone in the independent session can differ from a Call-Me/Meet-Me session:

- If you have the text-to-speech (TTS) service, the independent session allows the TUI to play text over the phone. Text is not rendered by TTS during a Call-Me/Meet-Me session.
- A Call-Me/Meet-Me session allows you to use Outlook to choose which message plays over the telephone. The independent session does not.
- In the independent session, you can use Outlook to see what message is playing on the telephone, including its size, subject, parts, and other elements. With this information, you can better use the Telephone User Interface (TUI) to control message playing. As the TUI plays a message, you can tell the TUI to skip it, play it, skip forward or back, answer, forward, or delete it.

For details on using the telephone menus, see [“Overview of Telephone User Interface Functions” on page 166](#) in Chapter 7.

Choosing between Call-Me and Meet-Me

Call-Me and Meet-Me differ only in how you establish the connection between your Outlook session on your PC and your telephone. After you have make the connection, performance does not differ.

You might prefer Call-Me to Meet-Me, because it entails no telephone dialing—the Telephony Server calls you. Be sure to say “hello” to establish the session. On the other hand, to use Call-Me, you need to enter the telephone number that the Telephony Server is supposed to call. Both are simple operations.

Call-Me and Meet-Me use different resources on the Telephony Server, and sometimes, certain resources may not be available. If you cannot establish a Call-Me or Meet-Me connection, report the instance to your system administrator, so that the administrator can re-evaluate the allocation of resources.

Using Call-Me and Meet-Me

There are two ways to establish the telephone-computer connection:

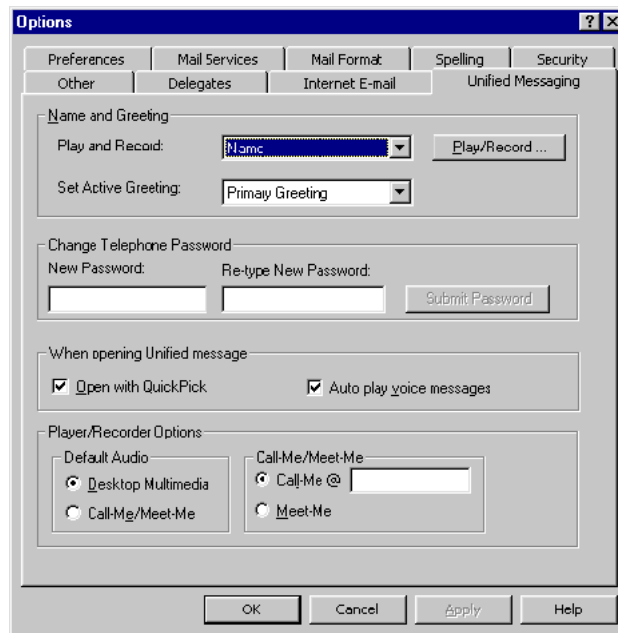
- Set your preferences in the Unified Messaging tab so that a Call-Me or Meet-Me session starts automatically when you open a unified message.
- Click **Initiate Call-Me/Meet-Me** on the Outlook toolbar.

CAUTION! Do not use Call-Me/Meet-Me with personal or offline folders. Outlook will quit.

To start a Call-Me or Meet-Me session automatically:

- 1 Choose **Options** from the Inbox **Tools** menu.
- 2 Select the **Unified Messaging** tab, shown in [Figure 3-3](#).

Figure 3-3 Unified Messaging Tab



The Default Audio group in Player/Recorder Options offers options to play voice attachments through your speakers or telephone (using Call-Me/Meet-Me).

- 3 Select **Call-Me/Meet-Me**.

The Call-Me/Meet-Me group contains choices independent of the Default Audio group. You are simply choosing between Call-Me

and Meet-Me as your preferred connection method, once you have chosen to establish a combined session.

- 4 To set **Meet-Me** as your preferred connection method, select **Meet-Me**.
- 5 To set Call-Me as your preferred connection method, select **Call-Me@**.
- 6 To set a telephone number to be called when you open a unified message using Call-Me, enter the telephone number in the box to the right of Call-Me@.

If your PBX requires that you enter an access code to access an outside line, precede your extension in the field with that code.

To reach your Telephony Server in another area code, enter your local access code if necessary, 1 (in the U.S.), the Telephony Server area code, and the local phone number, just as you would dialing the telephone. For example, if the access code is 9, the area code is 777, and the phone number is 123-4567, enter 9177771234567.

If you do not enter a phone number in the Call-Me field, whenever a Call-Me connection initiation process begins, a dialog will prompt you for the number. The dialog also gives you the option of switching to a Meet-Me session or cancelling the connection.

- 7 Click **OK**.

To establish the telephone-computer connection manually:



- 1 Click **Initiate Call-Me/Meet-Me** in the Outlook toolbar.

or

from the Inbox **Tools** menu, choose **Initiate Call-Me/Meet-Me**.

What happens next depends on what preferences you have set in the Unified Messaging tab, as described above.

If Call-Me is set as the default, but no phone number is set in the Unified Messaging tab, the dialog shown in [Figure 3-4](#) appears.

Figure 3-4 Call-Me/Meet-Me Connection Dialog



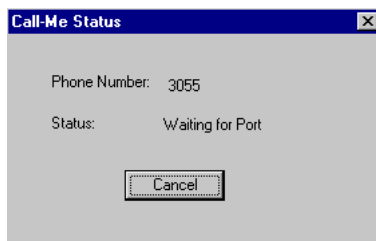
- 2 To use Call-Me, select **Call-Me**, enter your phone number, then click **OK**.

or

to use Meet-Me, select **Meet-Me**, then click **OK**.

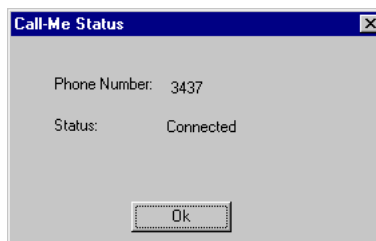
If you chose **Call-Me**, the dialog shown in [Figure 3-5](#) appears. When your phone rings, pick up the telephone receiver.

Figure 3-5 Call-Me Connection Status Message



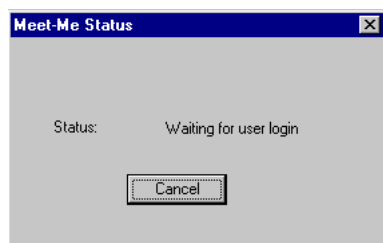
- 3 Click **OK** on the Call-Me Status dialog, as shown in [Figure 3-6](#). The message opens.

Figure 3-6 Call-Me Connection Confirmation Message



- 4 If you chose **Meet-Me**, an initialization status window briefly appears, followed by the status window shown in [Figure 3-7](#). To complete the Meet-Me connection, dial the Message Center and log in to your mailbox. When an on-screen confirmation message appears, click **OK**.

Figure 3-7 Meet-Me Status Window



Playing Audio Using Call-Me/Meet-Me

When you invoke Call-Me/Meet-Me and open a unified message that contains a voice attachment, the audio plays through your telephone. You can only play the audio through the telephone from QuickPick or the Unified Read Message form, not from the Inbox. Messages played from the Inbox play through desktop media.

If auto-play is set as your preference in the Unified Messaging tab (see [“Using QuickPick and Auto-play with Unified Messages” on page 91](#)), the message begins playing immediately.

If auto-play is not set, to play a voice attachment using Call-Me/Meet-Me:

- 1 Open the message.
- 2 Double-click the voice attachment icon in the list, or select it and click **Play** in the toolbar.

See [“Creating Unified Messages” on page 91](#) for information on creating messages using Call-Me/Meet-Me.

Using the Unified Fax Printer with Call-Me/Meet-Me

A Call-Me/Meet-Me session does not automatically start when the Unified Fax Printer opens a New Unified Message form in the course of creating a fax.

To use a Call-Me/Meet-Me session to add a voice attachment to a message with a Unified Fax attachment:



- 1 Click **Initiate Call-Me/Meet-Me** to establish the combined computer-telephone session
- 2 Create the fax, as described in [“Creating Faxes” on page 128](#) in Chapter 5. When the form opens with the fax attached, you can use the telephone as a surrogate microphone to record the voice attachment. For details on recording, see [“Creating Unified Messages” on page 91](#).

Ending a Call-Me/Meet-Me Session

You can end a Call-Me or Meet-Me session in several ways:

- Click **Terminate Call-Me/Meet-Me**, the last button on the right end of the Outlook toolbar, next to Initiate Call-Me/Meet-Me.
- Choose **Terminate Call-Me/Meet-Me** from the Outlook **Tools** menu.
- Quit Outlook.
- Do nothing. Your systems administrator will generally set up the Telephony Server so that Call-Me and Meet-Me sessions are cancelled if there is no activity on the phone line within a certain time.

CAUTION! Do not simply hang up the telephone. The PBX does not relay the hang-up to the Telephony Server, so the port stays open and is unavailable to other callers.

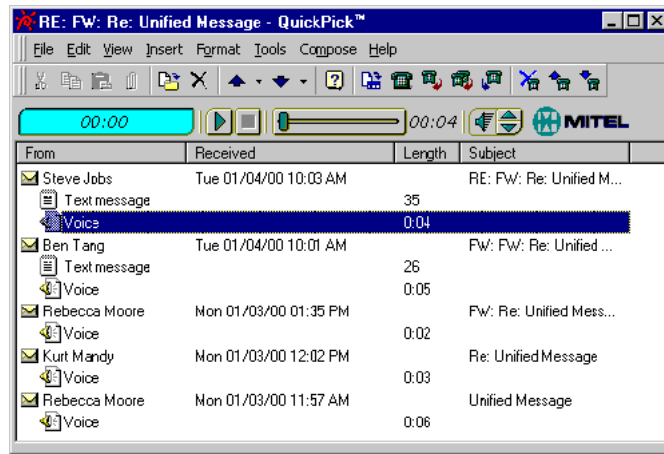
QuickPick and the Unified Read Message Form

In the Unified Messaging tab, you can choose whether QuickPick or the Unified Read Message form opens to display unified messages when you double-click a unified message in the Inbox list. For information on setting the default form type, see [“Using QuickPick and the Read Message Form”](#) on page 89.



The default condition is that QuickPick opens. QuickPick, shown in [Figure 3-8](#), is a small window that lists the message components, including any embedded thread of message replies and forwards (*antecedents*) and their components.

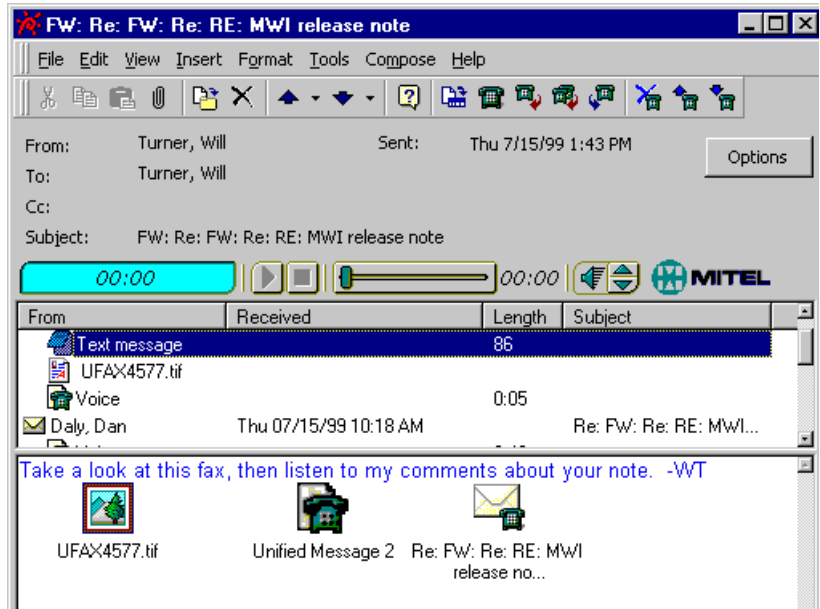
Figure 3-8 QuickPick Window



The QuickPick component list gives you direct access to any part of any message in the thread. The icons represent the components, indicated by type—text by the text icon, and so forth. Note that the icons used to represent the voice attachments in the example are the standard icons used by Windows to represent “.wav” files. The icon used by your system will be the one associated with your default “.wav” application. Telephone icons may also appear, representing “.cvv” sound file format voice attachments recorded in previous versions of OnePoint Messenger. For details on playing voice attachments, see [“Playing Voice Messages” on page 74](#).

The Unified Read Message form, shown in [Figure 3-9](#), combines most of the QuickPick elements with the elements of the standard Outlook Read Message form.

Figure 3-9 Unified Read Message Form



Two benefits of the Unified Read Message form over QuickPick are:



- Text on the message body is displayed. In QuickPick, to view the body text, you must either click **Change Form Size** to open the Unified Read Message form, or double-click the text icon, which displays the text in your default text editing application.
- Right-clicking an attachment icon in the message body opens a popup menu that provides attachment options, such as Quick View, print, or save.

QuickPick provides two benefits over the Unified Read Message form:

- The QuickPick window is usually smaller, preserving screen space.
- QuickPick displays the complete message component list. The Unified Read Message form shows only five components, then adds a scroll bar to display any additional components. The scroll bar is shown in [Figure 3-9](#).

Interpreting the Message Sequence

The QuickPick form in [Figure 3-8](#) shows a series of unified messages that are replies to or forwards of an original unified message, the one at the bottom of the list from Rebecca. The two most recent messages

in the sequence—from Steve and Ben—contain both voice attachments and text in the message body.

The Unified Read Message form in [Figure 3-9](#) shows part of a message sequence. The most recent message contains fax, text, and voice components, plus the embedded previous message. Each of the components is represented by icons in the component list. In the message body, each of the components is again represented by an icon, except for the text in the current message, which appears complete in the message body.

Message Form Components

Menus: The OnePoint Messenger commands added to the menus of the Inbox (and other folders) also appear in the standard Outlook Read Message form, QuickPick, and the Unified Read Message:

- On the Help menu, the Unified Messaging Help command
- Five commands on the Tools menu:
 - New Unified Message
 - Play Unified
 - Reply Unified
 - Reply All Unified
 - Forward Unified
 - Initiate Call-Me/Meet-Me
 - Terminate Call-Me/Meet-Me

In addition, Change Form Size (to switch between QuickPick and the Unified Read Message form) appears in the Tools menu of QuickPick and the Unified Read Message form. The Compose menu (Action menu in Outlook 98 and Outlook 2000) in QuickPick and the Unified Read Message form contains three unified messaging commands:

- Reply Unified
- Reply All Unified
- Forward Unified

Top Pane: The top pane of QuickPick ([page 84](#)) differs from the Unified Read Message form ([page 85](#)):

- QuickPick adds “- QuickPick” after the message Subject in the window title bar.

- The Unified Read Message form header contains an Options button that opens an Options tab containing the same fields as the Options tab on the standard Outlook message form.
- The Unified Read Message form header displays the From, To, Sent (date), Subject, and Cc fields.
- The Unified Read Message form displays the same reply chain and message part icons that QuickPick displays, but only a partial list with a scrollbar for a long list.
- The Unified Read Message form displays the message body.

Fields in the Message Components List: The QuickPick (page 84) and Unified Read Message form (page 85) message components lists display the following information about each message and message component in the reply chain of the selected message:

- Message type indicator icons appear in the leftmost field. An open or closed envelope icon indicates whether a message is read or unread. The envelope is closed in Figure 3-8, indicating that the recipient has not yet read the letter.

Indented from the envelope are the component icons. The icons are those associated with the default application that you have assigned to the document type. E-mail body text is represented by the icon of the default text application, such as Wordpad or Notepad. Unified Fax attachments, by default, are represented by the Imaging for Windows application icon.



- The **From** field shows who sent the message. If the sender is a telephone caller outside the OnePoint Messenger domain, the field lists “Outside Caller”.
- The **Date** field lists the date and time the message was sent.
- The **Length** field shows the length of a voice message in minutes.
- The **Subject** field shows the subject line of the message entered by the sender. If the sender is a telephone caller, the subject is listed as “unified message” unless the caller is replying to or forwarding a message.

The bottom pane of the Unified Read Message form (page 85) shows the body of the message, including text, graphics, and attachment icons. The attachment icons represent the same objects as the attachment icons in the list. For example, the Unified Read Message form in Figure 3-9 displays these icons in the message body:



Unified Message 2



UFAx4577.tif



Re: FW: Re: RE: M/W
release no...



- The telephone icon with the label “Unified Message 2” is a voice attachment added to the reply chain after one previous voice or fax attachment.
- The icon labelled UFAx4577.TIF represents the fax in the current message. The application generates the number in the label.
- An envelope icon in the message body represents the previous message in the reply chain. The label under the icon is the Subject of the message. A telephone in front of the envelope indicates that the previous message was a voice message. A fax icon in front of the envelope indicates that the previous message was generated as a Unified Fax.

QuickPick and Read Message Form Toolbar

The message buttons to the left of the Outlook **Help** button are the standard Outlook buttons that appear on the Outlook toolbar. OnePoint Messenger adds the following buttons to the toolbar in QuickPick and in the Unified Read Message form:



Change Form Size—Toggles between QuickPick and the Unified Read Message form, displaying the message selected in the Inbox.



The four new message buttons that also appear on the Outlook toolbar—New Unified Message, Reply Unified, Reply All Unified, and Forward Unified.



Delete—Deletes the current unified message and opens the next unified message in the Inbox list.



Previous Unified Message—Displays the previous unified message in the Inbox list.

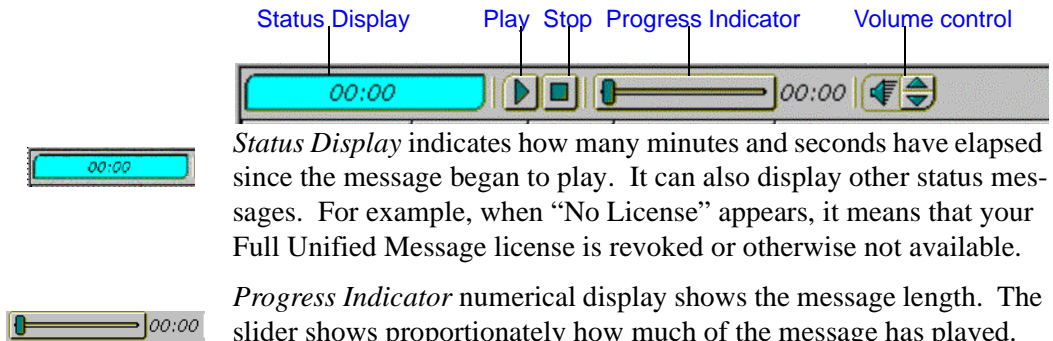


Next Unified Message—Displays the next unified message in the Inbox list.

Unified Message Player Controls

The Unified Message Player control bar, shown in [Figure 3-10](#), appears below the toolbar in QuickPick and the Unified Read Message form. In addition, when you double-click a voice attachment in the message body, the player appears in a separate window, staying on-screen for 10 seconds after the message has played. You can keep it on-screen by clicking the controls.

Figure 3-10 The Unified Message Player



Status Display indicates how many minutes and seconds have elapsed since the message began to play. It can also display other status messages. For example, when “No License” appears, it means that your Full Unified Message license is revoked or otherwise not available.

Progress Indicator numerical display shows the message length. The slider shows proportionately how much of the message has played. To move around in the message, drag the slider bar, or click before or after the bar to jump back or ahead in five second increments.

For more on setting multimedia controls, see Appendix A ([page 205](#)).

Using QuickPick and the Read Message Form

You have two choices for opening a unified message, opening in QuickPick or the Unified Read Message form.

Set your message-opening preference in the Unified Messaging tab:

- 1 In the Inbox, choose **Options** from the **Tools** menu.
- 2 Select the **Unified Messaging** tab. The tab appears, as shown in [Figure 3-3](#).
- 3 To have QuickPick (the default) display unified messages when you open them, select **Open with QuickPick**.
Or, to have the Unified Read Message form display unified messages when you open them, deselect **Open with QuickPick**.
- 4 Click **Apply** or **OK** to accept changes and close the tab.

The change takes immediate effect.

In QuickPick, to view or play a message component:

- 1 Double-click the component in the QuickPick list.
When you double-click a voice attachment, it begins to play.



Alternatively, select a voice attachment, then click **Play** in the player toolbar.

Use the controls in the toolbar to control the playing, as described in [“Unified Message Player Controls” on page 88](#).

- 2 Text, fax, and other components open in their default applications. The default application for fax attachments is Imaging for Windows, described in “[Viewing and Annotating Fax Messages](#)” on page 133 in Chapter 5.
- 3 When you are finished viewing an attachment in its default application, you can close the application or leave it open to view other attachments. Each attachment invokes its own instance of its default application.

To open the full Unified Read Message form from QuickPick:

Click **Change Form Size** in the QuickPick toolbar.



To return to QuickPick from the Unified Read Message form:

Click **Change Form Size** in the Unified Read Message form.

With QuickPick disabled, when you double-click a message in the Inbox, the Unified Read Message form opens, displaying the message body and a shorter version of the QuickPick attachment list.

In the Unified Read Message form, you can double-click a component icon in the list to open the component, as in QuickPick, or you can double-click some component icons in the message body.



Antecedent unified messages are indicated on the message body by icons displaying a telephone or fax next to an envelope, depending on their creation method.

To open an antecedent message from the Unified Read Message form:

Double-click the antecedent icon to open the antecedent message. If the antecedent message itself contains one or more replies or forwarded messages, to open one down in the stack, you must double-click down through the stack to reach it.

One of the benefits of QuickPick is that it displays the complete component list, so that you can quickly access a component that is buried in a stack.

Why would you use the Read Message form instead of QuickPick? The Unified Read Message form displays the message body, so you can see text on the message body immediately. QuickPick shows you only the text icon, requiring another step to view the text.

Using QuickPick and Auto-play with Unified Messages

As discussed above (“[QuickPick and the Unified Read Message Form](#)” on page 83), QuickPick is an optional way to view unified messages. Auto-play is another control option. With auto-play set as your preference, the first voice attachment in the selected message begins to play when you open the message. With auto-play on, even if the first voice attachment (most recent) is buried in an attached antecedent message, it plays automatically.

You can invoke QuickPick and auto-play independently. Auto-play runs in either QuickPick or the Unified Read Message form. QuickPick and auto-play are on by default. Use the Unified Messaging tab, as shown in [Figure 3-3](#), to change one or both options.

To enable or disable QuickPick:

- 1 Open the **Unified Messaging** tab: From the Inbox **Tools** menu, choose **Options**, then select the tab.
- 2 Select **Open with QuickPick** to enable QuickPick, or deselect the setting to disable QuickPick.
- 3 Click **OK** to accept the change and close the dialog.

To enable or disable Auto-play:

- 1 Open the **Unified Messaging** tab as above.
- 2 Select **Auto-play voice messages** to enable Auto-play, or deselect the setting to disable Auto-play.
- 3 Click **OK** to accept the change and close the dialog.

As soon as you select an option and click **OK**, it takes effect.

Creating Unified Messages

While you can continue to use the standard Outlook message form, OnePoint Messenger provides a new mail form—the New Unified Message—that enables you to add all of the media types that you can with the standard form, while giving you more options for adding voice and fax attachments. Also, the recipient of a unified message has more options for accessing and managing messages.

The New Unified Message and standard Outlook message forms are interoperable. In other words, you can reply to or forward either form with either message form.



You can open a New Unified Message form from nearly every window—any folder, incoming message form, or QuickPick. Use the toolbar buttons, as described in [“OnePoint Messenger Buttons Added to the Outlook Toolbar” on page 65](#), or equivalent new unified message commands from the Tools menus.

For details on creating fax messages using OnePoint Messenger, see [“Creating Faxes” on page 128](#) in Chapter 5.

Recording a Voice Message

There are two basic ways to record a message that the Unified Message Player can play—computer microphone or telephone. For more on tuning desktop multimedia, see [“Tuning Your Multimedia Setup” on page 205](#).

There are several ways to use a telephone to create voice messages. You can call yourself and leave a voice message for someone else, then, in Outlook, forward it or copy it to a new message addressed to that person. You can use Call-Me or Meet-Me. As discussed in [“Choosing between Call-Me and Meet-Me” on page 78](#), there are several ways to start Call-Me or Meet-Me. If you set Call-Me or Meet-Me as your default audio, a combined computer-telephone session is invoked when you open a New Unified Message form.

or



From the Inbox, click **Initiate Call-Me/Meet-Me**.

NOTE: If you set Call-Me or Meet-Me as your default audio, a Call-Me/Meet-Me session will *not start automatically* if you use either of these methods to compose a New Unified Message:

- Directly reference the Outlook File Templates by double-clicking Unified.oft or Unified.Fax.oft in Windows Explorer.
- Select the Unified Message form from the Organizational Forms library in Outlook

Recording a voice message and creating other message components is the same whether you record on the desktop or in a Call-Me/Meet-Me session. The telephone is a substitute for a microphone and speakers.

If you reply to a message with a voice message, the antecedent message is automatically attached to the reply form.

To remove the antecedent message from the reply:

Click the attachment in the reply form, then press **[Delete]**.

To create a voice message:

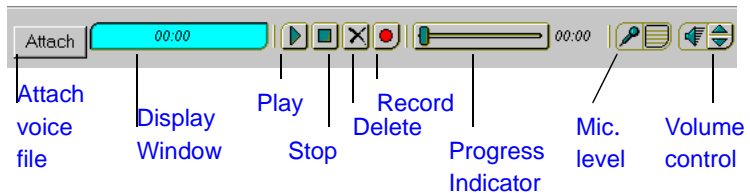
- 1 Decide whether to record using a microphone or telephone.
- 2 To record using the telephone, start a Call-Me/Meet-Me session. If your preferences are set so that a Call-Me/Meet-Me session does not start automatically when you open a unified message, from the Inbox, click **Initiate Call-Me/Meet-Me**.
- 3 Click a unified message button, either **New Unified Message**, **Reply Unified**, **Reply All Unified**, or **Forward Unified**, in any window. To respond to or forward a message, select the message, in the Inbox, QuickPick, or in the incoming message form, before opening a New Unified Message form.



A unified message form opens with the recorder control bar, which looks like the Unified Message Player with several more buttons, as shown in [Figure 3-11](#).

NOTE: If a message contains antecedents, you can reply only to the current message from QuickPick.

Figure 3-11 OnePoint Messenger Recorder



- 4 You can assemble a message in any order—type text, add other attachments, record a voice message, and address it.
- 5 To record, click **Record**. As you record, the volume indicator shows how loudly you are recording. For information about the volume control utility included with Windows, see Appendix A.
- 6 Click **Stop** when you are finished. The **Display Window** shows the length of the recording in minutes and seconds. If it displays “No License”, contact your administrator.
- 7 To review your recorded message, click **Play**. You have the same controls as in the Unified Message Player. To stop and continue the message replay, click **Stop**, then **Play**. You can drag the **Progress Indicator** to replay a section or simply click to the left or right of the indicator to jump the message backward or forward five seconds.



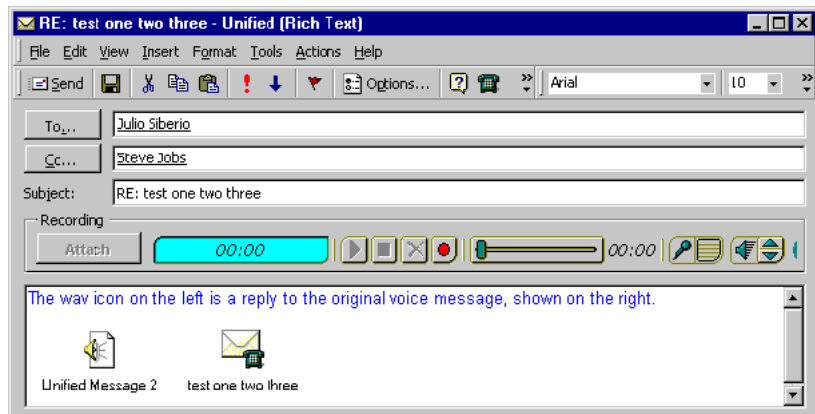
- 8 To adjust your playback volume, use the Volume Control utility, the controls on your speakers, or click the **Volume** arrows on the Recorder toolbar.
- 9 To append to the end of the message, click **Record**.
- ✕ 10 To discard the recording, click **Delete**. You can then re-record.
- 11 If you want to attach another recording or file, click **Attach** to first attach the current recording.
- 12 Complete the recipient fields (**To**, **Cc**, **Bcc**), the **Subject** field, and the message body as you would a standard Outlook message.
- 13 Click **Send** to send the message.



Unified Message Attachment Icons and Labels

When you attach a file to a unified message, the attachment icon represents the associated application, just as on standard Outlook forms. When you record a voice message on a New Unified Message form, the voice attachment appears on the form represented by a “.wav” icon, as shown in [Figure 3-12](#).

Figure 3-12 New Unified Message Form



The voice attachment label is “Unified Message” followed by a number that represents the total number of attachments in the message. For example, if you record a voice attachment to a message that already contains another attachment, your voice attachment label is “Unified Message 2.”

When you reply to or forward a unified message, that previous message becomes an attachment to your message, represented by an icon that displays a telephone in front of an envelope. Its label comes from the Subject field of the message. The attached unified message may



itself contain a unified message antecedent, in which case opening it would also reveal the same icon. The icon of the antecedent counts as one attachment, incrementing your voice response label number by one.

A unified message opened with the Unified Fax Printer, or one forwarding a unified message made with the Unified Fax Printer, display fax icons, as described in [“Viewing and Annotating Fax Messages” on page 133](#).

When you copy an attachment from a unified message to a standard Outlook form, including a forward or reply, the icons and labels are preserved. The reverse is also true.

Considering your Recipient’s Messaging Llimitations

In the not-quite-merged worlds of telephone and e-mail, you need to consider how your recipient accesses messages. Issues include:

- Does your recipient generally access messages from an e-mail reader or from a telephone, and is one or the other unavailable?
- How well do the messaging systems that you and your recipient use communicate between each other?
- Does your recipient have full unified messaging, none at all, or some level in between?

If you know of, or are not sure of, limitations in communicating some forms of multimedia to your recipient, you should design your message to conform to those limitations.

Sending Voice Attachments

The OnePoint Messenger 2.0 sound file format is a “wave” format with the extension “.wav”. This is the most common format in the Windows world, so your Windows recipients will probably have a default player for it. The older OnePoint Messenger sound format is the OKI format (“.cvv” extension), which is not supported by many sound players. For those older “.cvv” messages that you have stored that you want to forward to someone who might not have a player, you can include in your e-mail the Unified Message Player, which is a 148k file labelled “ribbit.exe” in your \OnePoint Messenger\bin directory. The same Unified Message Player can also play “wave” formats.



To use the Unified Message Player as a registered application:

- 1 The recipient of a unified message should first double-click the voice attachment to make sure that a player is not already registered for the “.cvv” extension.
- 2 If a player is not registered, save the sound file and ribbit.exe to a local directory.
 - a. On the Outlook message, right-click the file, then choose **Save As** from the popup menu.
 - b. In the Save Attachment dialog, navigate to the directory in which you want to save the file, then click **Save**.
- 3 In the local directory, double-click the sound file. The **Open With** dialog appears.
- 4 Click **Other**, navigate in the dialog to ribbit.exe, then click **Open**.

You can double-click unified message voice attachments in Outlook to play them. The player launches as an independent application.

Replying to Callers

With OnePoint Messenger on Outlook, you can reply directly to any e-mail address and to phone numbers within the OnePoint Messenger domain. If you try to use Outlook to reply to a phone number outside the domain (the From field displays “Outside Caller”), an error message appears.

Here are some options for replying to people outside the OnePoint Messenger domain:

- Of course, if you know the person’s e-mail address or phone number, you can simply send a message or call.
- You can create a text reply in Outlook, then use a telephone to call your mailbox and route the message to the caller’s fax machine. See [“Routing Fax and E-mail Messages to a Fax Machine” on page 147](#) in Chapter 5 for details.
- If you receive a phone message from an outside caller, in Outlook you can create a reply with the sender’s message attached by copying the call into a New Unified Message.
- After recording a caller’s message, the OnePoint Messenger Telephone User Interface (TUI) prompts the caller to enter a callback phone number. That number appears in the Subject line of the message, so that you can quickly see what number to call.

To use Outlook to create a reply to a phone call from an “Outside Caller” with the caller’s message attached:

- 1 Open the message to which you want to reply in the Unified Read Message form.
- 2 Select the voice attachment, then press **[Ctrl-c]** to copy it.
- 3 Close the message.
- 4 Click the **New Unified Message** form button on the Outlook toolbar.
- 5 Enter your message.
- 6 Below your message in the message body, press **[Ctrl-v]** to paste the caller’s message.

Using Text in Unified Messages

Enter text on a New Unified Message form just as you do on a standard Outlook mail form. You can enter text without adding voice, or before or after you record.

You can relate text to attachments by adding the attachments and then adding text notes that relate to each attachment. The text-attachment sequence is preserved by Outlook, but can get thrashed by other mail systems, so be aware of what mail system your recipient uses.

If your recipient has some degree of unified messaging and generally accesses messages from a telephone but does not have a text-to-speech (TTS) option or an engine to convert e-mail into faxes, text that you send is not accessible from the telephone.

If your recipient is a OnePoint Messenger TTS user, consider these constraints:

- The TTS engine pronounces each letter of words entered in all capital letters, such as acronyms. The exception is “TTS,” which it translates to “text-to-speech.”
- TTS analyzes context, so instead of speaking most punctuation marks, it renders them into their intended usage, such as upwardly inflecting a sentence that ends with a question mark. On the other hand, TTS pronounces some characters meant as punctuation.

Addressing and Sending Unified Messages

Address and send a unified message as you would any Outlook message. You can address a unified message before or after you create it.

To enter a recipient address, you have the standard options:

- Reply messages are automatically addressed, except those that arrive from outside callers routed from your telephone.
- Enter enough of the recipient's name in the address field of your message so that Outlook can recognize the intended addressee, then press **[Ctrl-K]** or click the **Check Names** button. You can enter aliases in your own Contact and Personal address books that resolve more quickly to your favorite recipients.
- Copy senders' addresses or their copied recipients' addresses from the senders' messages.
- To send a message to a VPIM address (a VPIM-compliant voice mail or e-mail system—see [“Communicating with Users of Other Voice Mail Systems” on page 29](#) in Chapter 1 for an introduction to VPIM), enter the recipient's VPIM address as it is known to the recipient's mail system. The standard VPIM addressing format is:

```
[VPIM:<recipient phone number>@.VPIM.<Internet domain>]
```

For example, to send a message to a user with the telephone number of (408) 555-1234 at myco.com, enter:

```
[VPIM:4085551234@VPIM.myco.com]
```

What must actually appear in the area occupied by “<recipient phone number>” depends on what address is entered on the recipient's own mail server.

If you have created an entry in your Contacts or Personal folder for your recipient's VPIM address, or your Exchange administrator has created a VPIM “Custom Recipient” (routing mailbox) for your recipient, you can enter your recipient's Exchange alias, then have Exchange resolve the alias into the VPIM address.

- To send a unified message to a OnePoint Messenger user at another Exchange Site, you can preserve the unified message metadata by entering the address in the VPIM format or by using the recipient's alias, as described above.

- Address messages to distribution lists that you or your Exchange administrator creates. A distribution list can contain both e-mail and VPIM addresses.

Sending your Message

All standard Outlook message options are available for unified messages, such as requesting a return receipt, Make Confidential, and Make Urgent. To set addressing options, select the **Options** tab on the New Unified Message form. For details, see your Outlook documentation.



After completing the recipient addresses and all desired fields on the message form, click **Send** at the left end of the message form toolbar. For details on addressing and sending, see your Outlook documentation.

NOTE: When you send a message that contains attachments to a voice mail system, generally that system will be unable to process some types of attachments. Parts of the message may be delivered. Those that are not will generate non-delivery notices in your Inbox. For example, NuPoint Messenger accounts can render only the voice and fax components of VPIM messages.

Saving and Deleting Unified Messages

You can save and delete unified messages using all of the standard Outlook commands:

- When you send a message, it is saved by default in your Sent Items folder, in the Mail group in your Outlook Bar. You can change that option using the **Sending** tab under **Options** in the **Tools** menu. See your Outlook documentation.
- Use the **Options** tab on the New Unified Message form to choose where to save the current message in the same way as for a standard Outlook message
- To a draft without sending, from the form **File** menu, choose **Move to Folder**.

If you are offline, you can place your new message in your Outbox to send when you connect to the Exchange server.

- You can save a draft or an annotated e-mail that you have received, by choosing **Save** from the **File** menu of either the message form or the Inbox. The message appears in your Inbox.

To save a voice message as a separate file on your local disk:

- 1 Select the voice icon on the message form.
- 2 Right-click the icon, then choose **Save As** from the popup menu. The Save As dialog displays file name with a “.cvv” extension or “wav” extension, depending on the file type. If you change the extension, it will no longer be opened by the Unified Message Player.

or

From the **File** menu, choose **Save Attachments**.

Deleting Messages

You can delete unified messages using all standard Outlook methods. In the read form or QuickPick, you have two choices:



- To delete the current message and replace it in the window with the next unified message, click **Unified Delete** on the toolbar.
- To delete the current message and replace it in the window with the next message of any type, click the standard **Delete** button.

To discard a new unified message without sending it:

- 1 Press [**Esc**].
- 2 When the message “Do you want to save changes?” appears, click **No**.

Printing Messages

With OnePoint Messenger in Outlook, you have the same print options that you have with standard Outlook. You can print e-mail text and faxes from your PC on a printer. When you send unified message that has a voice or other attachment to a printer, the icons are printed as they appear on the message body.

See Chapter 5 for details on printing faxes, see [“Routing Fax and E-mail Messages to a Fax Machine” on page 147](#) in Chapter 5.

Where to Go from Here

- To use OnePoint Messenger on the World Wide Web with Internet Explorer™ and Netscape™ to receive and send voice messages, see Chapter 4, [“Web Access to Exchange” on page 103](#).
- To use OnePoint Messenger to view, annotate, create, and send faxes via telephone or e-mail, see Chapter 5, [“Using OnePoint Messenger Fax Features” on page 125](#).
- To use your PC to configure or modify the telephone user interface, such as recording your name and greeting announced on the telephone, see Chapter 6, [“Setting Preferences” on page 153](#).
- To learn how to use the Telephone User Interface (TUI), see Chapter 7, [“Using OnePoint Messenger from a Telephone” on page 165](#).
- To learn how to test your multimedia controls, see Appendix A, [“Tuning Your Multimedia Setup” on page 205](#).
- To learn about standard Windows controls, which are used with Outlook, see Appendix B, [“Standard Windows Controls” on page 209](#).
- To find a desired topic, see the Table of Contents or the index of this book.

4. Web Access to Exchange

This chapter discusses how to use OnePoint Messenger with Internet Explorer 4.01+ or Netscape 4+ to access and use your Exchange mailbox. It contains the following sections:

Section	Page
What You Can Do with the Web Client	103
Connecting to Your Mailbox through the Web	105
Introduction to the Web Interface	108
Playing Voice Messages In the Web Client	112
Managing Messages In the Web Client	115
Creating Messages In the Web Client	116
Addressing and Sending Messages	121
Where to Go from Here	123

NOTE: OnePoint Messenger adds the OnePoint Messenger Web Client to Outlook Web Access only for Exchange 5.5. “Web Client” in this guide refers to the combined interface of the OnePoint Messenger Web Client with Outlook Web Access. Outlook Web Access is available for all Exchange users. The Web Client is available to you if your site has the Web Client site license and you have Full Unified Messaging rights.

What You Can Do with the Web Client

If your site has the Web Client site license, you have the Full Unified Messaging user license, you can use the Web Client to perform many of the same functions that you can with OnePoint Messenger on Outlook, including playing and creating voice messages. To do this, use either Microsoft Internet Explorer 4.0+ or Netscape 4.0+ on a Windows PC to connect to your Exchange Server website. If you do not

have the Full Unified Messaging user license, you cannot create voice messages, but you can receive and play them.

Choosing between the Web Client and Outlook to Access Messages

The main purpose of using a Web browser instead of Outlook to access mail is that it gives you easy access from any computer with LAN or Internet access to your Exchange Web server.

Web Client advantages include:

- Minimal software installation and no Exchange profile setup.
- **Convenience:** If you already have the browser running for another reason, you can also access your mailbox, datebook, and other Outlook folders.
- Fewer computer resources required than for Outlook, including less RAM and disk space used.

The Web Client has fewer features than Outlook, specifically:

- No access to the Outlook folders that you keep on your local PC, such as your Personal Address Book.
- Fewer views of your desktop than Outlook provides, such as My Computer, Favorites, and Personal.
- Limitations in the use of some Outlook folders, such as Notes, Journal, and Tasks.
- Fewer view control options, such as sorting options, filters, and message summary views.
- You cannot edit your spoken name and telephone greeting through the Web Client.
- If you connect remotely, download and upload times will probably be slower than on the LAN. The Web Client shows you the file size of each message in the message summary, so you can choose which messages to download if you have a bandwidth constraint.

When playing a voice message through the Web Client, OnePoint Messenger reduces the fidelity of the message slightly to help in getting an uninterrupted message when using a smaller bandwidth Internet connection. The message remains in the original rich encoding on the Exchange server.

- Call-Me/Meet-Me is not available in the Web Client.

Connecting to Your Mailbox through the Web

NOTE: In this chapter, regardless of whether the example screen images are from Internet Explorer or Netscape, the appearance of the Web Client is the same in both browsers.

To connect to your Exchange Server website:

- 1 From your Exchange administrator, obtain your logon ID (“alias”) and Exchange website URL (address).

You may use two forms of the URL—one that you will use from the company LAN and another for remote use.

Figure 4-1 Browser Logon Screen and Password Screen



- 2 In your browser **Address** edit box, enter the URL of your Exchange Server, as shown in [Figure 4-1](#).
- 3 In the **Logon** field on your Exchange **Microsoft Web Access Logon** page, type your logon ID (“alias”), then press [**Enter**].

Typically, your alias is the name that you use to log on to the network on your office computer, and your password is your Windows network log-on password.

- 4 If a **Username and Password Required** screen like that shown overlaid on [Figure 4-1](#) above appears, type your alias and password in the appropriate fields.

If your Exchange Server is not the primary domain controller, you must enter both your network domain name and personal alias in the **User Name** field on the **Username and Password Required** screen in this form:

<domain>/<alias>

For example, if your network domain name is "Building 4" and your alias is "fred," type:

Building 4/fred

Typically, your password is your primary computer network logon password.

Errors on Logon

If you receive an error message when you attempt to log on, check:

- Did you attempt to link directly to your mailbox URL, rather than access it through the **Logon** screen?
- Did you enter your name, domain, or password incorrectly?
- Is Exchange or the link with Exchange down, or too busy to provide you service? An error of this type may generate a screen with the text

"error ASP 0115...Unexpected error.../exchange/USA/logon.asp..."

- Do you have the correct browser; only Netscape 4.0+ and Internet Explorer 4.0+ are certified with OnePoint Messenger.

The Exchange Web server has a timeout setting. If you do not actively use your Web Client session, Exchange disconnects you. If that happens, or you receive an error message, restart your browser before logging in again.

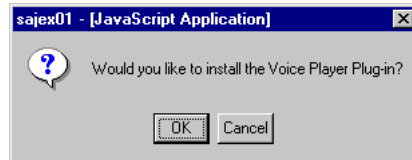
Downloading Plug-ins

When you first log in to your mailbox using a Web browser from a PC on which OnePoint Messenger for Outlook is not installed, a plug-in for playing voice messages is downloaded to your computer.

Netscape Plug-in

Whether or not you have OnePoint Messenger for Outlook installed, when you first log in using Netscape, Exchange senses that you need the Voice Player plug-in for Netscape, providing the dialog shown in [Figure 4-2](#).

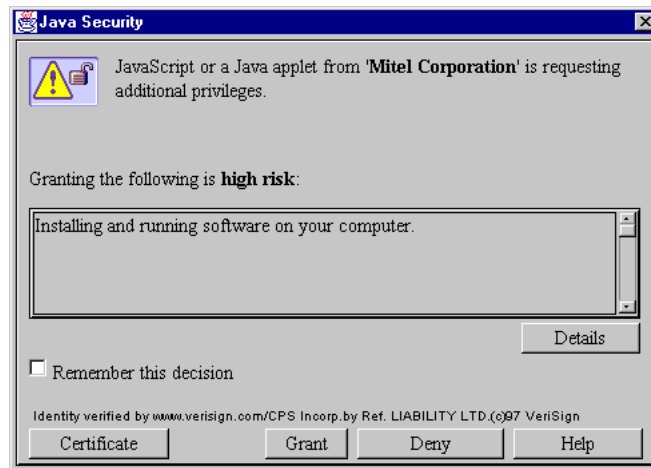
Figure 4-2 Netscape Plug-in Download Start Dialog



To download the Netscape plug-in:

- 1 Click **OK** on the “Netscape Plug-in Download Start Dialog” dialog. A page appears titled “OnePoint Messenger Player/Recorder Download Page.”
- 2 Click **Download Plug-In Now**. A security screen appears, as shown in [Figure 4-3](#). If you have other applications open, it may not appear on top. Minimize the other applications, or press [**Alt-Tab**] to the plug-in screen.

Figure 4-3 Netscape Plugin Download Security Alert



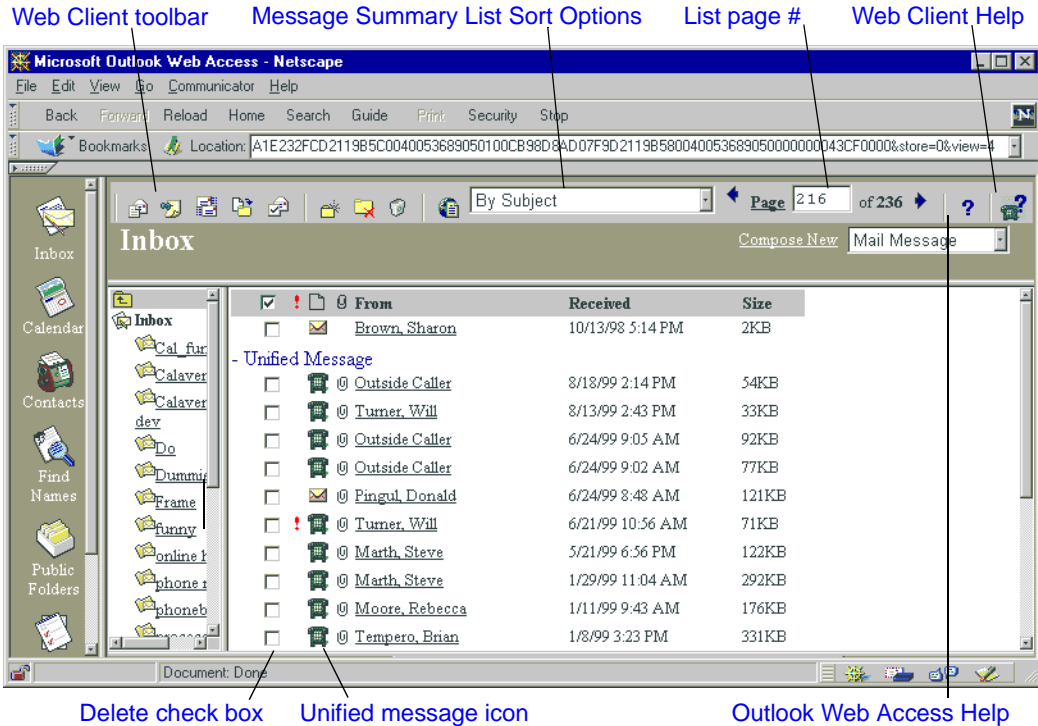
- 3 Click **Grant**. The SmartUpdate: Unified Messaging Player/Recorder Plug-in screen appears.
- 4 Click **Install**. A JavaScript message screen appears displaying “The Unified Messaging player/recorder Plug-in is installed.”

- 5 Click **OK**.
- 6 On the screen labelled Unified Messaging Player/Recorder Download Page, click **Login**.

Introduction to the Web Interface

The Web Client Inbox is shown in [Figure 4-4](#).

Figure 4-4 Web Client Main Screen.



Do not use your browser menus and buttons to control the Web Client. Use the “Web Client” toolbar, shown annotated in [Figure 4-4](#).

Using Web Client Online Help

When the Web Client is open, there are three online help systems:

- **Browser Help:** The **Help** menu in the top menu bar contains the online help for your browser, not for the Web Client.
- **Outlook Web Access Help:** For basic Outlook Web Access help, click the question mark button at the right end of the toolbar. The

Help buttons on the **Options** and **Find Names** pages also access Outlook Web Access help.



- **Web Client Help:** For help with the Web Client, click the question mark/telephone icon. Both the Outlook Web Access and the Web Client help systems are in HTML and load from Exchange.

Web Client Main Screen

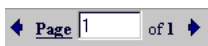
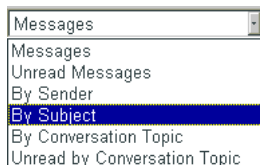
The main screen, shown in [Figure 4-4](#), contains a toolbar and three frames that you can size—the *Inbox*, *Folder View*, and the *Outlook Bar*. Each contains a hyperlinked list.

The Web Client has fewer options than Outlook for organizing messages and folders. You are able to create Inbox subfolders and move messages to them. You cannot sort the Inbox list by clicking a column header.

Sorting the Message List

The “**Message Summary List Sort Options**” box in the middle of the toolbar in [Figure 4-4](#) enables you to select from a list of several ways to sort your incoming messages. You can sort by subject by selecting the “Subject” option in the Message Summary List Options list. Voice messages using the default “Unified Message” subject will appear together in the list, as shown in [Figure 4-4](#).

Figure 4-5 Message List Sort Options



- **Page #:** The Web Client downloads one page of your Inbox message list at a time. Click the **Next** and **Previous** arrows to move between pages of the Inbox list.

To jump to a particular place in the list, type the page number, then click **Page**. The Web Client lists the number of pages of entries, for example “Page 1 of 11.”

Inbox Toolbar Buttons












There is one change in functionality for the standard toolbar buttons. The **Create New Message** button opens a New Unified Message form. That is the only new message form available. For details, see “[Creating Messages In the Web Client](#)” on page 116.

Below the right end of the toolbar is **Compose New**, another way to open a new message form. The **Compose New** popup menu contains links to forms, including **Mail Message**, **Custom Form**, **Appointment**, **Meeting Request**, and **Post to this Folder**.

To choose an option from Compose New:

- 1 Click the down arrow.
- 2 Choose an option from the list.
- 3 Click **Compose New** to open the selected form.

The Inbox toolbar buttons are:

-  Compose new message
-  Compose new post message
-  Check for new mail
-  Move/copy a folder
-  Delete selected messages
-  Create new folder
-  Delete selected folder
-  Empty deleted items folder
-  Update page address

Hold the mouse over a button for ToolTips.

Inbox Message List

The Inbox message list contains fields equivalent to those in Outlook—**Message Urgency**, **Message Class Icon**, **Subject**, and **Received date**. Two fields are different from the default Outlook toolbar:

- The **Delete** check box at the left end of the message summary
- The **File Size** field at the right end of the message summary

Knowing the file size helps you decide whether or not to download a file. If it is a large file, you might defer accessing it until you have a better connection.

The message class indicator icons that appear in the Web Inbox message list are the same as those in Outlook.



- A telephone icon in the Inbox list means the message is a telephone call or the sender created the message on a Unified Message form.



- A fax icon appears when the message is generated by the Unified Fax Printer or when a telephone user sends a fax unaccompanied by a voice message. A message with a telephone icon can contain a fax, but does not display the fax icon unless created in one of these two ways.



- The standard Outlook paperclip icon appears in the attachment field of all unified messages that contain voice or fax attachments.

You can use Web Client to read faxes, and you can attach files created by Unified Fax Printer to messages you create in Web Client. However, Unified Fax Printer does not automatically open a form in Web Client with the fax attached, as it does with Outlook.

Other Folders

Just as in Outlook with Exchange 5.5, two lists of folders are available to you through your Web browser.

- The Outlook Bar is the vertical bar on the left edge of the screen.
- Folder View is the next column, showing an Explorer-like view of folders.

Each bar appears in a separate frame, so you can drag the Outlook Bar and Folder View borders to the sizes that you want.

Outlook Bar

The Outlook Bar has a single array of folders: Inbox, Calendar, Find Names, Public Folders, Options, and Log Off. Web Client supports message creation from each of the folders.



The **Options** button provides access to the Out of Office Assistant and Calendar options. Out of Office Assistant enables you to set up an automatic message response to incoming e-mail, typically to tell

your correspondents that you received their e-mail but will be away for a period of time and unable to respond.



Click the **Log Off** button at the bottom of the Outlook Bar before you leave the website, then close your browser to ensure that your mailbox closes.



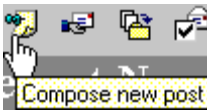
The **Find Names** button in the Outlook Bar is for directory searches. Use it to look up the address of intended recipients of your message before you open a **New Message** form.

If you are connected to Exchange 5.5, you can see all of your Exchange folders in the **Folder View** to the right of the Outlook Bar: Sent Items, Outbox, Deleted Items, Task List, Journal, and Notes. In addition, you can create subfolders using the Web Client.

To access your private folders:

- 1 In Folder View (click the up arrow above "Inbox." The Folder View changes to display a list under the heading "Mailbox.")
- 2 In Folder View, click a folder name.
- 3 To return to the Inbox, click the **Inbox** button on the Outlook Bar.

Public folders contain information needed by many people in your organization. You have the same access to public folders through your Web browser as you do through Outlook. You can send messages and files to public folders to which you have publishing permission by clicking **Post to Folder** on the main screen. Unified messaging is not supported for public folders.



To access public folders:

- On the **Logon** screen, click **Public Folders**. Only public folders that are available to everyone appear using this method.
- On the Outlook Bar or Folder View, click **Public Folders** to reach all the folders for which you have access permission.

Playing Voice Messages In the Web Client

Web Client presents messages somewhat differently from Outlook:



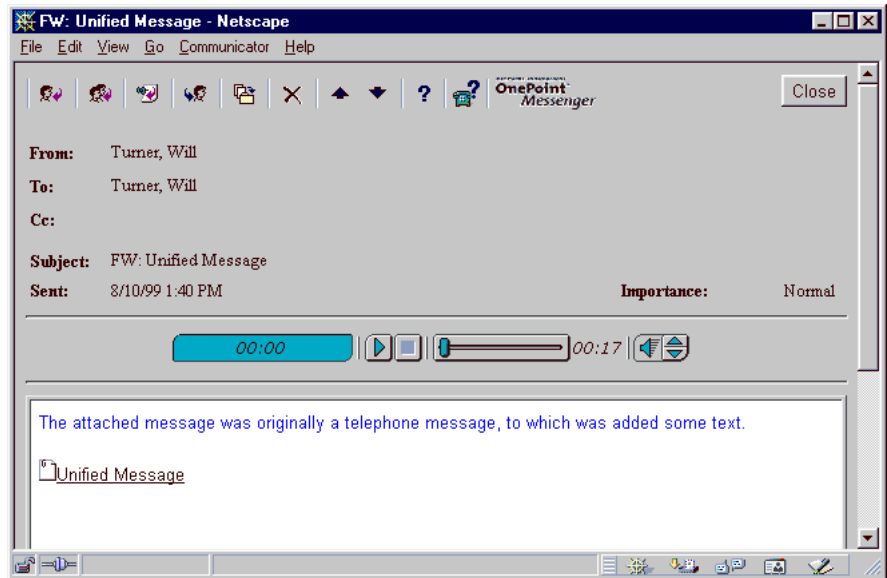
- Selecting the message (one click) opens the message form.
- There is no QuickPick or QuickPlay.
- Graphics placed ("embedded") on the message body do not display.

- You cannot edit the Subject field in the Inbox list.
- Voice auto-play is always enabled. One click on a message plays the first voice attachment. Auto-play is activated only if there is no other attachment other than voice.
- When you open and close a message, the Unread status indicated by bold text in the Inbox list does not update until you click **Update page address**.



A voice message is indicated on the Read Message form by the presence of the sound player and a file attachment with a “.cvv” or “.wav” label, depending on the source format, as shown in [Figure 4-6](#) . If there is no voice message, the player control bar does not display.

Figure 4-6 Web Client Read Message Form, Voice Message



To play a voice message:

Remember that the top menus are for your browser and do not control the Web Client.

- 1 In the Inbox list, click the sender’s name of the message that you want to open. The message form opens and displays any body text and the voice attachment icon. The first voice attachment plays automatically.

NOTE: Do not click the voice attachment on the message body, only the **Play** button on the player control bar. Although the file

attachment type is listed as ".wav" or ".cvv", the attachment plays in a "streaming" proprietary format called TruSpeech.

- 2 Just as in Outlook, you can use the sound player controls to control the volume and the part of the message to replay, all or part. To play the message again, click **Play**.

If there two voice attachments on the form, two sound player control bars appear, along with two message icons in the message body, as shown in [Figure 4-7](#). The top player controls the most recent message, which plays automatically as the form opens. To play the other message, click the **Play** button on the lower control bar.

Figure 4-7 Two Voice Messages on One Form



- 3 To save the voice attachment, right-click the file, then choose **Save Link As**. The file is saved in wav format.
- 4 To close the **Read Message** form, click **Close** at the top of the form.

or

If you scroll down the form to view a long message, the Close button disappears from view, so click the **Close box** in the top right of the form.

or











Click **Previous Message** (up arrow) or **Next Message** (down arrow) on the form's toolbar to access the message above or below the current message in the Inbox list.

A limitation of the Web Client is that it does not display non-voice content when combined in the same forwarded message with a voice attachment. For example, if the forwarded message contains a voice attachment and body text, the Web Client displays an icon on the new message with a label representing the Subject of the forwarded message. The player will play the voice attachment, but the other content will be unavailable. Clicking the icon of the forwarded message yields an error message in a separate window.

Managing Messages In the Web Client

In the Web Client, you can sort messages, reply, forward, or delete them, create or move folders, add messages to folders, and other message management functions. Some functions are in the Inbox; others are in the Read Message form. The toolbar buttons in the Read Message form as shown in [Table 4-1](#).

Table 4-1 Read (Incoming) Message Form Toolbar Buttons

	Reply to the sender of the selected message
	Reply to the sender and recipients of the selected message
	Reply to a selected post in a folder
	Forward the selected message
	Move/copy a folder
	Delete the selected message
	Display the “previous” message (the message above the current one in the Inbox list)
	Display the “next” message (the message below the current one in the Inbox list)
	Display Outlook Web Access Online Help
	Display the Web Client Online Help

Sorting Messages in the Web Client Inbox

You can sort your incoming messages in several ways. The Inbox toolbar contains a list view options window providing these sort options:

- **Messages**—Messages sorted by date.
- **Unread Messages**—Displays only unread messages.
- **By Sender**—Displays messages sorted by sender.
- **By Subject**—Displays messages sorted by subject header.

- **By Conversation Topic**—Displays indented list of messages sorted by subject. The originating message is the top message.
- **Unread by Conversation Topic**—Displays indented list of unread messages sorted by conversation thread.

You can use the sort options in other folders, such as **Sent Messages**. The message preview option is not available in the Web Client.

Marking as Read or Unread

Messages that you have not read appear in bold in the Web Client. Viewing and closing the incoming message does not update the status. To update the Read/Unread status, click **Check for New Mail** on the main screen toolbar.



Deleting Incoming Messages

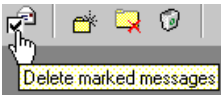
You can delete messages from the message summary on the main screen or from the Read Message form.

To delete messages from the message summary:

- 1 Click the **Delete** box to the left of the message that you want to delete, as shown in the message list sample in [Figure 4-8](#).

Figure 4-8 Message Summary Delete Check Box

<input checked="" type="checkbox"/>		Subject	Received	Size
<input checked="" type="checkbox"/>		More questions...	3/20/98 3:17 PM	2KB



- 2 To select several messages to delete, click the **Delete** boxes next to those messages.
- 3 To delete the selected messages, click **Delete** on the toolbar.

To delete a message in the Read Message form:

- ✕ Click **Delete** on the Read Message form toolbar, shown in [Table 4-1](#). The message form closes, returning you to the Inbox.

Creating Messages In the Web Client

You can use the Web Client to create messages with all content types—text, voice, fax, and other attachments—except embedded graphics. Also, to attach a fax, you must attach it from a saved file, not using Unified Fax Printer to open a form.

All New Message forms in the Web Client contain the recorder control bar, so you do not need to decide which kind of form you need to record voice.

Reply and Forward buttons are only available on the Read Message form, while the Compose New Message button is only available from the Inbox.



To create a new message:

On the main screen, click **Compose New Message**.

To reply to or forward a message:

- 1 In the Inbox list, click the message to which you want to reply to or forward. The Read Message form opens.
- 2 Click the appropriate button (**Reply**, **Reply to All**, or **Forward**) at the left end of the incoming message form tool bar, as shown above in [Table 4-1](#). These are the same message buttons used in Outlook to create a text message, and they work the same as in Outlook, except that they open a message form that includes the Recorder toolbar.

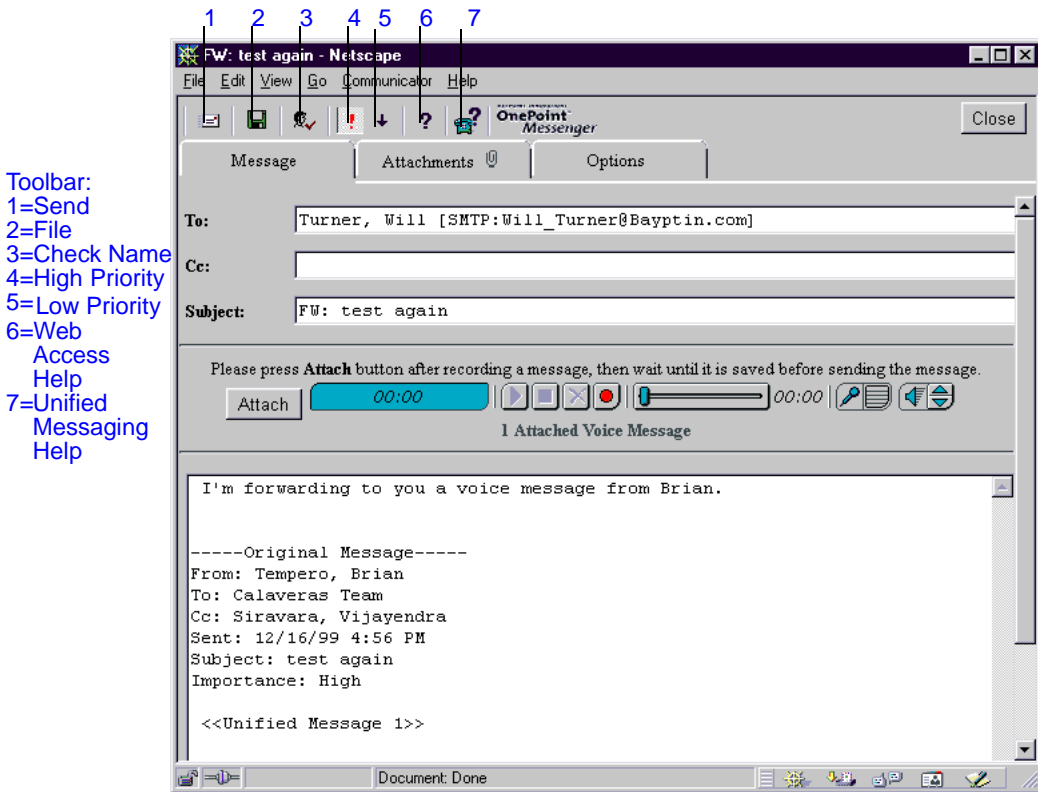
When you reply to a message, your message does not automatically include the attachments from the antecedent message. The best way to automatically include the original message in a reply is to forward the message to the sender.

Clicking any of the new message buttons opens the message creation form shown in [Figure 4-9](#). As in Outlook, you can type text in the message body and send it without recording a voice message, text can accompany your voice recording, or you can simply record a voice message with no text.

To make a voice recording, use the recorder on the form. The process is the same as in Outlook, except that you cannot use Call-Me or Meet-Me with the Web Client.

To add file attachments, see [“Attaching Other Files To Your Message” on page 119](#).

Figure 4-9 Web Client New Unified Message Form





Recording Voice Messages

The voice recorder is the same as used in Outlook with a slightly modified control bar (a reminder above the bar to click **Attach**)

Figure 4-10 Voice Recorder.



To record a voice message:

- 1 Click **Record**  to begin recording.
- 2 Click **Stop**  to stop recording.
- 3 Click **Play**  to review your message.

- 4 To modify the recording, click **Record** again to append, or click **Delete** ✕ to start over. See also [“Recording Multiple Voice Messages” on page 120](#).
- 5 Click **Attach** to attach the voice attachment to the message. Wait until the word “SAVING” disappears from the Status Display window. The voice file is attached as a “.wav” file that any Windows or Macintosh computer can play.

An alert also appears below the recorder toolbar indicating the number of voice attachments. For example, if there is one voice or fax attachment, the alert displays “1 Attached Voice Message”.

No attachment icon appears in the message body of the outgoing message. Instead, the voice attachment appears in the list of attachments on the **Attachments** tab, shown below in [Figure 4-11](#).

NOTE: You must have a sound card (or equivalent motherboard sound chip) and microphone on your PC. To test the recording, you must have speakers on your PC. Web Client does not support Call-Me/Meet-Me. For details on Call-Me/Meet-Me, see [“Using Call-Me and Meet-Me” on page 79](#) in Chapter 3.

Attaching Other Files To Your Message

When creating a voice message, you are attaching the voice file. You can include text along with your voice message, assembling the message components in any order. You can also attach other files.

You can attach a fax to a new message in the Web Client using Unified Fax Printer. Open your document in an application with a print menu, then choose Unified Fax Printer from the print menu printer list to save the document as a fax image, as described in [“Creating Faxes with Unified Fax Printer” on page 128](#) in Chapter 5.

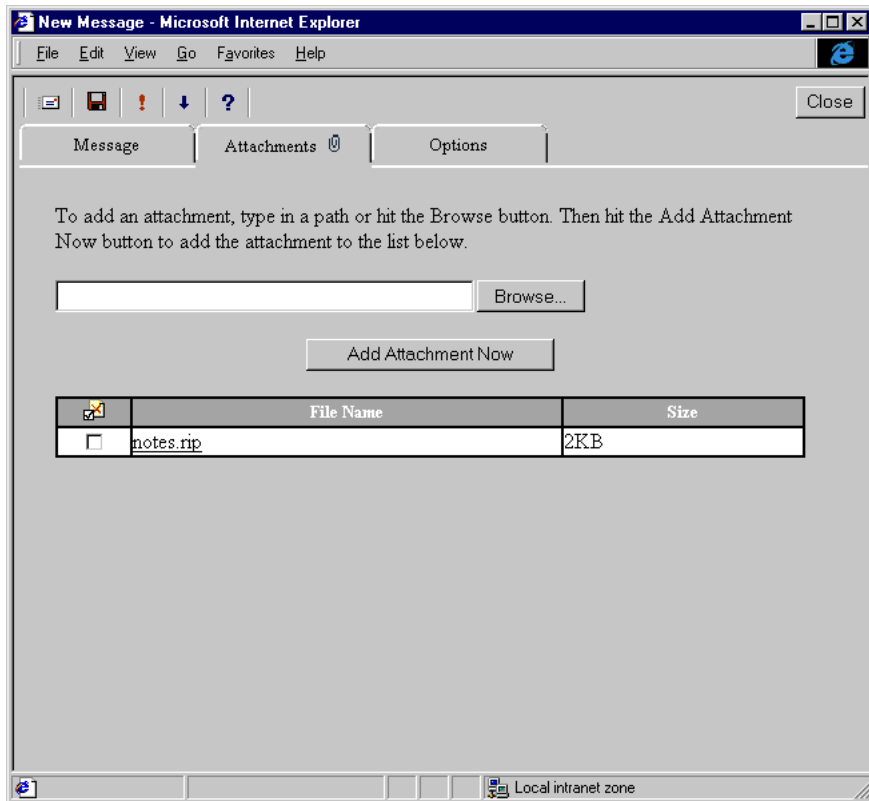
To attach or unattach a file to your message:

- 1 Select the **Attachments** tab on the message creation form. The **Attachments** tab appears, as in [Figure 4-11](#).
- 2 Click **Browse** to find your file, or type its path.
- 3 Click **Attach File**. The file name appears in the list.
- 4 To attach another file, repeat the steps.

- 5 To delete an attached file, select the file, then click the button at the left end of the list summary bar.



Figure 4-11 Mail Form, Attachments Tab



Recording Multiple Voice Messages



You may want to create several voice messages on one mail form. For example, you may want to annotate an incoming message in several places in your reply.

To record multiple voice messages:

- 1 Record your message, as described above.
- 2 Click **Attach** to attach the message.
- 3 Record the next voice message.
- 4 Click **Attach** to attach that message.
- 5 Repeat the record-and-attach process for each voice message.

Saving Draft Messages

To save an unfinished message you are creating:

- 1 Type a subject in the **Subject** field. Otherwise, you will not be able to reopen it from your browser.
-  2 With the mail form open, click **Save** on the toolbar. The mail form stays open and the message is saved in your Inbox with no sender listed.
-  3 You can close the message form and reopen it by clicking on the subject line in the main screen message list. If you do not see it, try sorting by sender or click **Update Mail**.

Addressing and Sending Messages

If you need an address, it is easiest to obtain it from your directory or message list before you open the new message form. If you are not sure of the address or would rather copy and paste rather than type, see the next section, “[Finding an Address in the Directory](#).”

To address and send your message:





- 1 Type or paste the full e-mail addresses of your recipients (use OnePoint Messenger domain or Internet SMTP forms of addresses) in the **To** and **Cc** fields.

To send a message to a VPIM-compliant voice mail system or to a OnePoint Messenger user at another Exchange Site to preserve the unified message metadata (see “[Using Voice Profile for Internet Mail \(VPIM\)](#)” on page 28 in Chapter 1), enter the address in the same VPIM format as you would enter in Outlook:

```
[VPIM:<user mailbox number>@.VPIM.<Internet domain>
```

For example, to send a message to a user with the telephone number of (408) 555-1234 at myco.com, enter:

```
[VPIM:4085551234@VPIM.myco.com
```

-  2 To convert partial addresses to complete addresses, click **Check Names**
-   3 You can assign a **High Importance** or **Low Importance** flag to the message by choosing the appropriate button on the toolbar.
-  4 Click **Send** at the left end of the toolbar. The message form closes and the main the Web Client screen appears.

CAUTION! Clicking **Close** cancels the message.

If your message is undeliverable because the address is incorrect or has expired, you will receive an alert, but generally not immediately.

Finding an Address in the Directory

To find an address, check in your own mail stack, in a public folder, or in the company e-mail directory.

To find an address when you are in your mail creation form:

- 1 Press [**Alt-Tab**] to switch from the mail form to the Inbox window.
- 2 Click **Find Names** on the Outlook Bar on the main screen. A search interface appears, with fields for last name, first name, and other search options. If you need help using the interface, click **Help** on the Find Names form for context-sensitive help.
- 3 Select a field to search based on the text you enter. For example, type the first few letters of a last name in the **Last Name** field.
- 4 Click **Find**. Exchange lists names from the directory that include your text.
- 5 Select the name for which you want to open the address card.
- 6 Triple-click the address listed on the address card of your recipient. Copy it using [**Ctrl-C**] (or right-click, and choose **Copy**).
- 7 Click **Close** on the Address card and again on the **Find Names** window.
- 8 Press [**Alt-Tab**] to return to your mail form window.
- 9 Paste using [**Ctrl-V**] (or right-click and choose **Paste**) or type the address.

When you send a message that contains attachments to a voice mail system, generally that system will be unable to process some types of attachments. For the parts of the message that cannot be delivered, non-delivery notices are sent to your Inbox.

Where to Go from Here

- To use OnePoint Messenger to view, annotate, create, and send faxes via telephone or e-mail, see Chapter 5, [“Using OnePoint Messenger Fax Features”](#) on page 125.
- To use your PC to configure or modify the telephone user interface, such as recording your name and greeting announced on the telephone, see Chapter 6, [“Setting Preferences”](#) on page 153.
- To learn how to use the Telephone User Interface (TUI), see Chapter 7, [“Using OnePoint Messenger from a Telephone”](#) on page 165.
- To learn how to test your multimedia controls, see Appendix A, [“Tuning Your Multimedia Setup”](#) on page 205.
- To learn about standard Windows controls, which are used with Outlook, see Appendix B, [“Standard Windows Controls”](#) on page 209.
- To find a desired topic, see the Table of Contents or the index of this book.

5. Using OnePoint Messenger Fax Features

This chapter explains how to use OnePoint Messenger to view, annotate, create, and send faxes using your PC and telephone. It also describes how to download or forward combinations of fax and text e-mail to a fax machine. It concludes with a discussion of Fax on Demand. The main sections are:

Section	Page
OnePoint Messenger Fax Options	125
Creating Faxes	128
Sending Faxes through Outlook	131
Viewing and Annotating Fax Messages	133
Printing Faxes	142
Using A Telephone to Access Fax Features	143
Where to Go from Here	151

OnePoint Messenger Fax Options

OnePoint Messenger provides options to create, send, receive, view, and manage faxes. You can create faxes from all four client interfaces—Outlook, Web Client, Unified Fax Printer/Image Maker, and a telephone.

The popularity of fax machines has diminished, but there are several reasons why OnePoint Messenger makes fax images more useful:

- You can send a softcopy of your document to someone who may not have software to view your document in its native form.
- You can send an uneditable softcopy of your document when you want to minimize the possibility that the recipient can edit it.

- You can easily create an image of a Web page (or other document) to attach to a mail form and save in your own mailbox, so that you can send it and/or organize it in a project folder.
- E-mail a fax image with added voice or text notes.
- Send a hardcopy document through a fax machine to yourself (or others), so that you have it available from your Inbox.
- Send a document as a fax from your PC to your recipient's fax machine or VPIM-compliant voice mail system (see Chapter 1 [“Using Voice Profile for Internet Mail \(VPIM\)”](#) on page 28.)
- Download faxes and text e-mail to yourself or to others by calling your mailbox and directing the message to a fax machine (the Text-to-fax feature).

Other fax management features include:

- View and annotate an incoming fax message on your PC, then save it, or print to a printer or fax machine, or resend it. See [“Viewing and Annotating Fax Messages”](#) on page 133 and [“Printing Faxes”](#) on page 142.
- Reply to a fax or voice message sent from another voice mail system. Reply with voice, fax, or a combination of both.
- Simultaneously view a fax on your PC and listen to the attached voice message when you receive messages containing both voice and fax attachments.
- Send faxes from a fax machine to the mailbox of a OnePoint Messenger user. See [“Sending Faxes to a OnePoint Messenger User by Phone”](#) on page 145.
- Route text and fax messages to your fax machine or forward them to someone else's fax machine or mailbox. See [“Routing Fax and E-mail Messages to a Fax Machine”](#) on page 147.
- Maintain a Fax on Demand (faxback) list (maintained by the Telephony Server administrator) for general access, such as for customers who want literature or forms. See [“Creating Faxes with the Fax on Demand Service”](#) on page 133.

Unified Fax Printer Overview

With the Unified Fax Printer feature of OnePoint Messenger 2.0, you can now send a fax through Outlook and Exchange directly to a fax machine or to any voice mail system that is VPIM-compliant (see Chapter 1, [page 28](#)). Also, see [“Sending Faxes through Outlook” on page 131](#). Also, using Unified Fax Printer, you can turn a softcopy document into a fax to:

- Send directly to a fax machine. This option is called *QuickFax*. See [“Using QuickFax to Send a Fax to a Fax Machine” on page 129](#).
- Automatically open a New Unified Message form in Outlook with the fax attached. See [“Sending Faxes through Outlook” on page 131](#).
- Save a document or image in TIFF format. As a file, the fax image is available at any time for printing and faxing or for attaching to a Web Client or Outlook message. You can also edit the file in ImageMaker Viewer (included with OnePoint Messenger) or Imaging for Windows (bundled with Windows), then save it as a TIFF file, or use Unified Fax Printer within one of those programs to send the fax through QuickFax or Outlook.

Overview of Fax Options Using a Telephone

Using a telephone, of course you can dial a voice mail system or fax machine to deliver a fax, but OnePoint Messenger offers additional options. You can direct a fax to any fax machine by calling your mailbox, accessing the message containing the fax, then forwarding it to the fax machine. You can do the same with text components of messages that are in your Inbox. See the next section, and see [“Creating Unified Messages” on page 91](#) in Chapter 3 of this guide, and see [“Routing Fax and E-mail Messages to a Fax Machine” on page 147](#).

Creating Faxes

In addition to the standard methods of faxing printed documents from one fax machine to another, you can use OnePoint Messenger to generate faxes:

- As noted above, use the Unified Fax Printer feature to create faxes from any application, including from Web pages. See [“Creating Faxes with Unified Fax Printer”](#) next.
- Convert text e-mail to faxes by routing the message to any fax machine. See [“Routing Fax and E-mail Messages to a Fax Machine”](#) on page 147.
- Send a document through a fax machine to a OnePoint Messenger mailbox. See [“Sending Faxes to a OnePoint Messenger User by Phone”](#) on page 145.
- Forward a fax in a unified message. See [“Sending Faxes through Outlook”](#) on page 131
- Send a document to your Telephony Server administrator to put on the Fax on Demand list. See [“Using Fax on Demand”](#) on page 150.

NOTE: You can annotate a received fax in ImageMaker Viewer or Imaging for Windows and resend it to people who have those viewers, but the annotation tools render the document unviewable to many other TIFF viewers.

Creating Faxes with Unified Fax Printer

As described above, Unified Fax Printer is a OnePoint Messenger print driver dialog that enables you to choose from several ways to create a fax from a document and route it to a fax machine, e-mail account, or disk file.

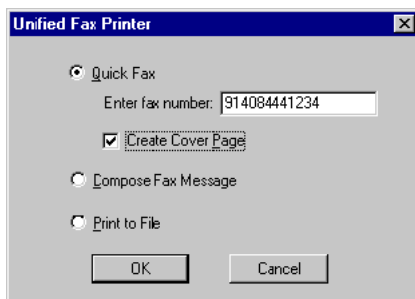
NOTE: To use the Unified Fax Printer described in this chapter, you must install it, either separately or with the other OnePoint Messenger components, as described in Chapter 2 ([page 43](#)). Also choose the Windows multimedia option from your Windows installation disk.

OnePoint Messenger installs Unified Fax Printer in the Windows printer resource list so you can create a fax image of a document in any application that has a print menu. When creating the fax image, you can choose to save the image as a file, send the fax directly to a fax machine, or have Unified Fax Printer open a New Unified Message form in Outlook and attach the fax image to it.

To create and send a fax using Unified Fax Printer:

- 1 Open an application that has a print menu.
- 2 Use the application to create (or import or open) the document of which you want to create a fax image.
- 3 Select **Unified Fax Printer** in the list of printer options, usually on the **File** menu under **Print Setup**, **Page Setup**, or **Print**.
- 4 Click **OK** (or the **Print** button equivalent) for the application.
- 5 Choose one of the options on the Unified Fax Printer dialog, as shown in [Figure 5-1](#), to create a multi-page TIFF format fax image of your document.

Figure 5-1 Unified Fax Printer Dialog



- To send the document directly to a fax machine, you can use QuickFax or Outlook. To use QuickFax, see [“Using QuickFax to Send a Fax to a Fax Machine”](#) on page 129. To use Outlook, see [“Sending Faxes through Outlook”](#) on page 131.

Using QuickFax to Send a Fax to a Fax Machine

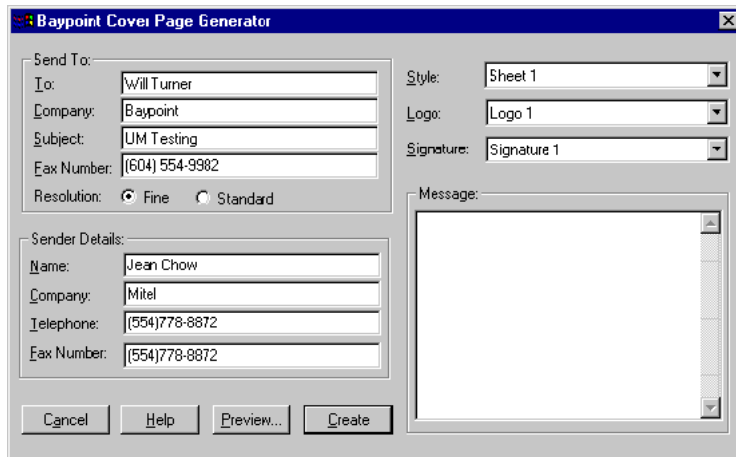
To deliver a fax from your computer to a fax machine, you can use Unified Fax Printer in two ways, as described above. To skip the creation of a unified message in Outlook, select **QuickFax** on the Unified Fax Printer dialog. The QuickFax option also gives you the ability to add a personal fax cover page.

To send a fax using QuickFax:

- 1 Open the **Unified Fax Printer** dialog, and select **QuickFax**, and, in the dialog that appears, enter the fax machine telephone number of your recipient as you would dial it, as described above.

- 2 To add a personal cover page, click **Create Cover Page**, then click **OK**. The Cover Page Generator dialog opens, as shown completed in [Figure 5-2](#).

Figure 5-2 Personal Fax Cover Page Generator




- 3 Complete only as many of the fields as you want. The data you enter and selections you make appear as defaults in the Cover Page Generator dialog the next time you open it, so you will not need to reenter static information. You will probably only want to change the recipient data.
 - a. To select a different cover page form from the current default, click the **Style** down-arrow. When installed, the form associated with "Sheet 1" contains a logo field at the top of the form. The other two forms do not contain a logo field.
 - b. For the **Logo** and **Signature** fields, click their down-arrows to select one of the .pcx-format files installed in the \OnePoint Messenger\Fax directory.
 - c. To use a different image file in either field, replace one of the existing files with your file; delete an existing .pcx file in the \Fax directory, then save your file with the name of the deleted file.
 - **Logo:** Logoact.pcx appears in the dialog as Logo1, logo-sys.pcx as Logo 2, and logoxyz.pcx as Logo 3.
 - **Signature:** Sigfred.pcx appears as Signature 1, sig-tom.pcx as Signature 2, sighand.pcx as signature 3, and sigken.pcx as Signature 4.

- 4 Click **Preview** to review the completed cover page, then click **Create** to send the fax.

NOTE: If you do not select **Create Cover Page**, the mail server attaches your organization's default cover page, substituting your name and the sending and recipient phone numbers.

Sending Faxes through Outlook

There are several ways that you might send a fax through Outlook:

- You can forward a fax that you have received in your Inbox. You can do so with a standard Outlook form, or, to use a Unified Message form, select the message containing the fax, then click  **Forward Unified**.
- You can attach a fax, saved on a disk drive, to a standard Outlook form, or, to use a Unified Message form, click **New Unified Message**, then, on the form, choose **File** from the **Insert** menu, navigate in the popup Insert File dialog to the fax file, and double-click it, or select it, and click **Insert**.
- As described in [“Creating Faxes with Unified Fax Printer” on page 128](#), you can use Unified Fax Printer to create a fax attachment to a Unified Message form in Outlook. Outlook does not need to be running when you create the fax.

In all three cases, you can then send the message to an e-mail recipient or to a fax machine.

To send a fax from Outlook to an e-mail recipient:

- 1 With the document open that you want to send as a fax (for example, a document open in Microsoft Word), from the **Print** menu, select **Unified Fax Printer** from the list of printers, then click **Print**.
- 2 On the **Unified Fax Printer** dialog that opens, select **Compose Fax Message**. A Unified Message form opens with the fax attached, as indicated by an icon with the label "UFAX" followed by a number.
- 3 Enter e-mail recipient addresses, a subject, and select delivery options as you would any standard e-mail message. For details, see [“Creating Unified Messages” on page 91](#) in Chapter 3.
- 4 Click **Send**.

To send a fax from Outlook to a fax machine:

- 1 Follow the procedure above to create the fax, but recognize that only the fax and the text that you add to the body of the e-mail message are rendered in a fax.

enter the fax machine phone number in the **To** or **Cc** field in this form:

[FAX:<fax machine phone number>]

Enter the number just as you would in your office fax machine. If you must normally dial a prefix digit to access an outside line, or if you normally must enter 1 before entering an area code, do so here also. For example, if you must enter 9 for an outside line and 1 and the area code 408, when sending a fax to 333-4444 in that area code, enter:

[FAX:914083334444]

NOTE: To send the fax using a VPIM address and in VPIM format to a VPIM-compliant voice mail account, address it using the recipient's VPIM alias, or enter the recipient's VPIM address, which is typically constructed in this form:

[VPIM:<user telephone number>@.VPIM.<Internet domain>

For details, see [“Using Voice Profile for Internet Mail \(VPIM\)”](#) on page 28 in Chapter 1.

Creating Faxes Offline

If you have an Exchange account, Unified Fax Printer, and Outlook, you can create a fax even if you are not connected to Exchange.

Using Unified Fax Printer, you have two options:

- Select **Print to File** to save the document as a fax image in a file. You can then send it by attaching the file to a message in Outlook or Web Client.
- Choose **Compose Fax Message** to attach the document as a fax image to a Unified Message form in Outlook. You can then save the message as a draft until you connect to your Exchange Server.

To save your fax draft in your Outlook Outbox:

- 1 From the **File** menu on the message form that contains your fax, choose **Move to Folder**.

- 2 Select **Outbox** in the list of folders in the **Move Item To** dialog, then click **OK**.
- 3 When you are ready to finish preparing and sending your e-mail, select **Outbox** in the **Mail** group of the **Outlook Bar**.
- 4 Double-click the message in the Outbox list.
- 5 Add any voice, text, or attachments you want, then address and send the message as you would with any e-mail. See [“Sending Faxes through Outlook” on page 131](#) for details.

Creating Faxes with the Fax on Demand Service

Fax on Demand is a OnePoint Messenger service managed on the OnePoint Messenger Telephony Server by the Telephony Server administrator. Fax on Demand, or “faxback,” means providing a list of faxable documents accessible by list number through a designated telephone number. You can make a document available for general distribution by having your administrator add it to the Fax on Demand list. For details on accessing the list, see [“Using Fax on Demand” on page 150](#).

Viewing and Annotating Fax Messages

The Outlook Inbox can contain faxes that you receive from fax machines or as e-mail attachments. It can also contain faxes that you create and save as attachments to New Unified Message forms.



When someone using an application other than OnePoint Messenger sends a fax as an attachment, the e-mail appears in the Inbox list represented by the standard Outlook envelope. The fax attachment is indicated by the attachment paperclip icon in the list, and on the message body by the icon of the graphic viewer associated with the file type extension used by the fax.



When a fax arrives that was created with Unified Fax Printer directly to a New Unified Message, the fax icon appears in the message summary. In the message form, the symbol associated with your default TIF viewer represents the fax, along with a “UFAX<number>” label.



When you use Unified Fax Printer to create the fax, then save it, then attach it from the saved file to a New Unified Message, a telephone icon appears in the Inbox message list.

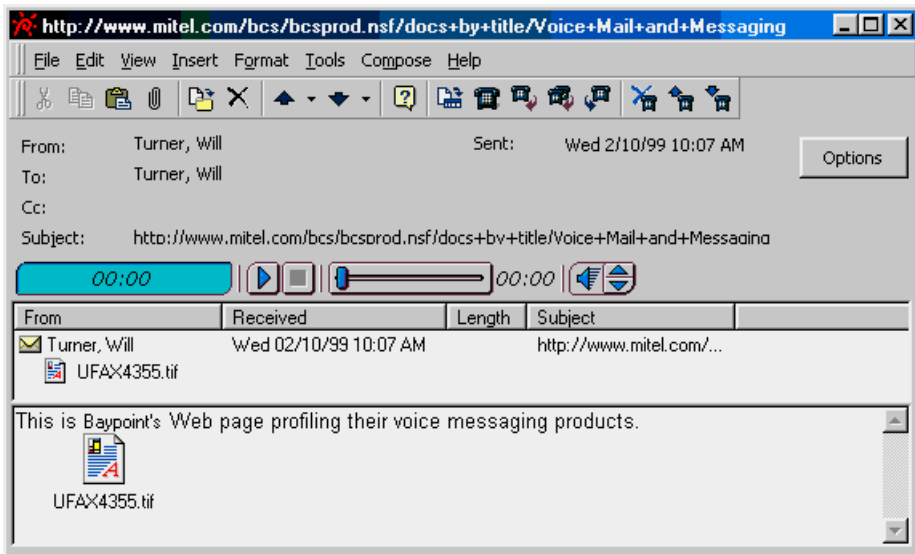


If someone uses a standard form to forward or reply to the fax, the Inbox list displays the standard closed envelope before you view it, and displays the standard open envelope after you view it.



When you open a standard e-mail containing a forwarded unified fax, the forward is represented on the message body of the standard form by a fax in front of an envelope. The subject of the forwarded message is below the icon. When you double-click that icon, QuickPick or the Unified Read Message form opens and displays the fax attachment icon and any other contents, as shown in [Figure 5-3](#).

Figure 5-3 Unified Read Message Form with Fax Attachment



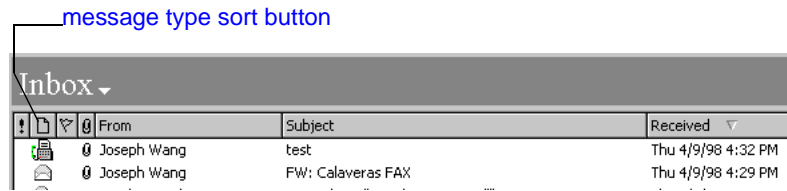
Organizing Faxes

To view a summary of received faxes, sort the Inbox list by message type, as shown next. This will align messages by icon type. Unified messages displaying the fax icon will align, but unified messages in which the fax was added as a second attachment will be in the group displaying telephone icons.

To sort the Inbox by message type:

Click the message type icon in the list control bar. [Figure 5-4](#) shows two messages in the Inbox list. The top message displays the fax indicator icon.

Figure 5-4 Inbox, Message Type Indicator Sort Button



Viewing the Fax

To select a fax message to view using the toolbar:

- 1 From the Inbox list, double-click the fax message you want to view. Either QuickPick or the Unified Read Message form opens, depending on your set preferences.
- 2 Double-click the fax icon in the message form or QuickPick list to invoke ImageMaker Viewer or Imaging for Windows to view the fax image. An example fax in Imaging for Windows appears in [Figure 5-5](#).
- 3 When you are finished viewing and annotating the fax, choose **Exit** from the **File** menu to quit ImageMaker Viewer or Imaging for Windows.
- 4 In the Read Unified Message form or QuickPick, your options include clicking **Next** or **Previous** to view the next or previous message, **Delete** to delete the current message and open the next message (or **Delete Unified** for the next unified message), or opening a new message form.
- 5 To return to the Inbox from the message form or QuickPick, press [Esc] or choose **Close** from the **File** menu.

or



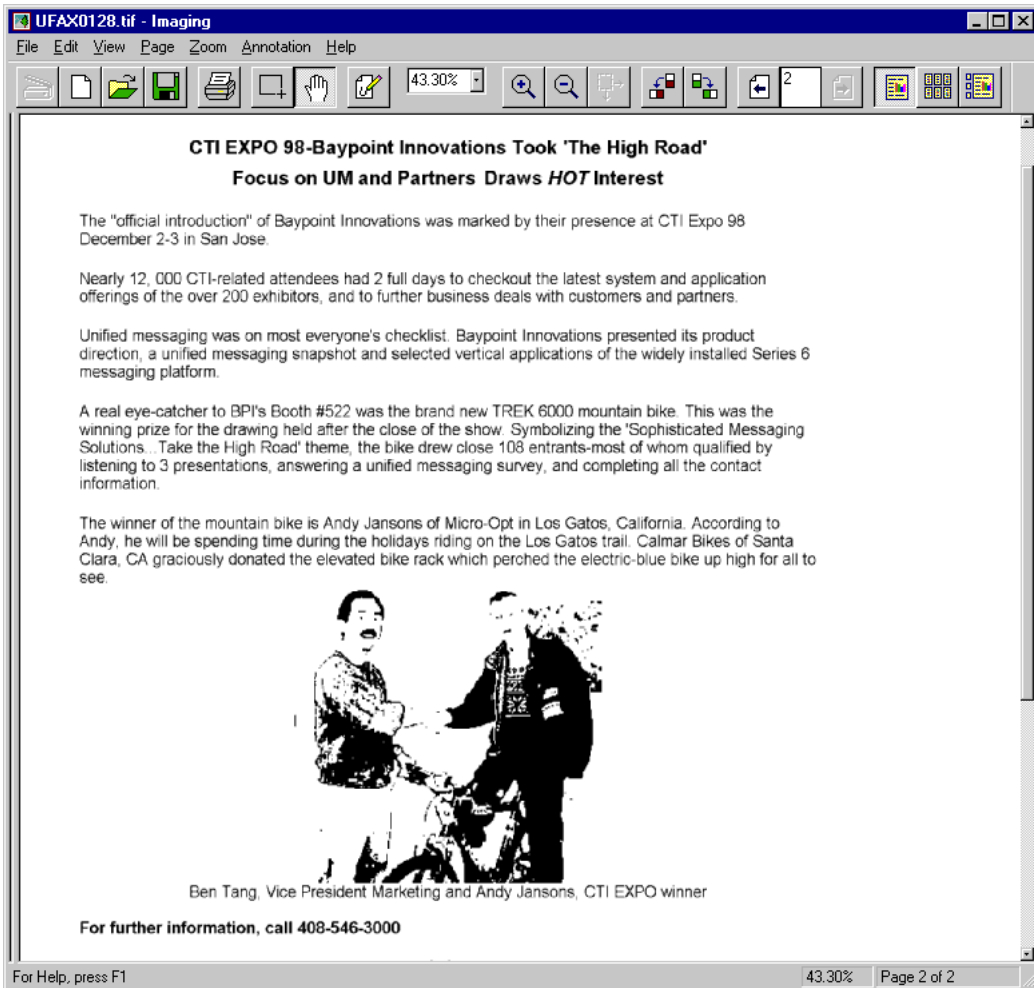
To return to QuickPick from the message form, click **Change Form Size**.

Using Imaging for Windows

Imaging for Windows is the default application included with Windows 95, 98, and NT for viewing and annotating multi-page unified faxes. ImageMaker Viewer is a program with similar but smaller annotation toolbar. When you double-click a Unified Fax Printer attachment to open it, whichever program is registered as your multi-page TIFF viewer launches and displays the fax. Imaging for Win-

dows is shown in [Figure 5-5](#). Both programs have online help. If you prefer, you can choose another TIFF viewer.

Figure 5-5 Fax Displayed in Imaging for Windows



In both Imaging for Windows and ImageMaker Viewer, you can manipulate unified faxes in several ways:

- Flip or rotate the fax if it arrived upside down or sideways.
- Choose a magnification level to see details or an overview.
- Select a page to view from a multi-page fax.
- Use anti-aliasing features to enhance fax readability.
- Annotate the fax.

Imaging for Windows also has thumbnail overviews of all pages, or you can see a combination of full page and thumbnail views.

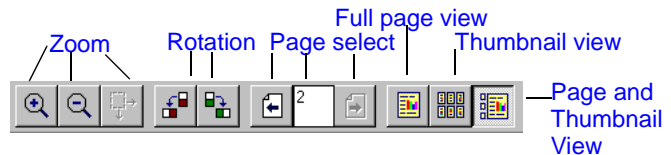
Using the Imaging for Windows Toolbar

You can use the Imaging toolbar or find the same commands in the menus. Except for the **Scan** button at the left end of the toolbar, those buttons invoke typical commands (**New**, **Open**, **Save**, **Print**, **Select** (area), **Drag**, and open **Annotation Toolbox**).

Figure 5-6 shows the buttons that appear at the right end of the Imaging for Windows toolbar:

- The **Rotation** buttons turn the image 90 degrees in either direction. To flip a page, from the **Page** menu, choose **Flip**.
- The **Page** selection buttons show the previous or next page, or you can designate a page to view by page number.
- Page scaling options are:
 - **Zoom In**, **Zoom Out**, and **Zoom Selected** (to the selected area)
 - **Full Page View**, **All Thumbnails View**, and **Page and Thumbnail View** (combination of full page next to thumbnails, as shown in Figure 5-7).

Figure 5-6 Imaging for Windows Toolbar for Page Manipulation



Rotating a Fax

You may receive a fax that was sent upside down or sideways. To compensate, you can flip or rotate your fax images in any 90-degree increment. You can rotate individual pages or all the pages in your fax with a single command. The left and right rotation tool buttons appear on the toolbar, shown in Figure 5-6. The **Page** menu contains more options.

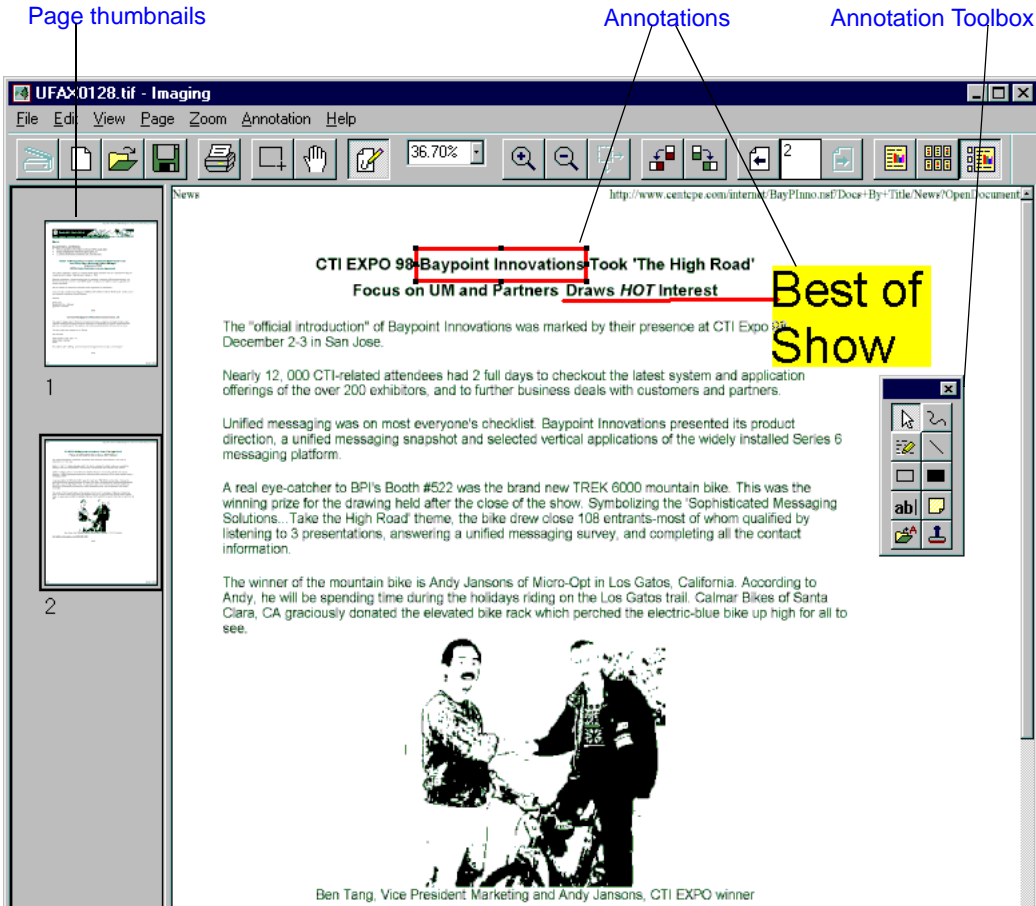
Using Thumbnail Views

Figure 5-7 shows the fax from Figure 5-5 after clicking the combination **Page and Thumbnail View**. A thumbnail image of each page of the fax appears to the left of the document. Notice that the two

thumbnails indicate that the fax is two pages long. The lower thumbnail has a larger border around it, indicating that it is the page being displayed.

A good way to get an overview of a large multi-page fax is to click **All Thumbnails View**, which shows thumbnails of all the pages arrayed across the whole display. For example, you can use the All Thumbnails View to find a particular page, then select it and switch to Page view to view it.

Figure 5-7 Page and Thumbnail View



Zooming In and Out of a Fax

Use the zoom buttons on the toolbar or the more complete **Zoom** menu to zoom in to see detailed portions of a fax page or zoom out to see a thumbnail overview of the entire fax document.

Annotating Faxes

You can annotate a fax before you send it or after you receive it.

The annotation toolbox is shown at the right side of the annotated document in [Figure 5-7](#). The Imaging for Windows **Annotation** menu contains equivalent commands.

In the example, a Web page has been annotated with lines, the hollow rectangle tool, and the text tool to note important news.

NOTE: The Imaging for Windows annotation tools render the document unviewable to many other TIFF viewers.

You can annotate a fax in the following ways:

- Add notes by writing freeform or typing text using any available Windows font.
- Draw boxes, lines, and ellipses.
- Highlight or cover portions of a fax document with filled boxes and ellipses.
- Remove a header.
- Draw objects freehand.
- Erase portions of the fax.
- Undo and redo your editing actions.
- Move objects.
- Paste objects to and copy from the Windows Clipboard.

Using Imaging for Windows Annotation Tools

To display the Annotation Toolbox:

From the **Annotation** menu, choose **Show Annotation Tools**.

To specify tool characteristics before you start to annotate:

- 1 In the Annotation Toolbox, click the tool that you want to use.
- 2 Depress and release the right mouse button (a sustained right-click) on the tool, then choose **Properties** from the popup menu (This will not work on low-resolution displays).
- 3 Properties available depend on the tool, presenting either font or graphics elements (e.g., line width and color).

- 4 Put the cursor where you want to place the annotation, and click or hold the mouse down and drag the mouse pointer, depending on the type of annotation.
- 5 When entering text, type your text, then double-click the selection pointer.

To change the line width, color, or font of an existing annotation:

- 1 Click the **Pointer** tool in the annotation toolbox.
- 2 Click the annotation to select it.
- 3 Click the right mouse button, then **Properties** from the popup menu.

The Imaging for Windows annotation toolbox includes these tools:



Pointer—Click this, then select annotations for to delete, move, or change. You can also click this to deselect the other annotation tools.



Text—To enter text, click the Text tool, move the cursor to the insertion point, click the left mouse button, and begin typing.

Text from File—To insert text, select the tool, then click where you want to place the annotation. In the dialog, select the text file to use, then click **Open**. To adjust the position, font size, font color or other properties, click the selection pointer, then select the text.



Rubber Stamp—Click this and select a stamp from the list that appears (Approved, DRAFT, Received, Rejected). Alternatively, you can choose **Rubber Stamps** from the **Annotation** menu and create your own stamp. Point the cursor at the part of the fax where you want the stamp to appear, then click.






Select Region—Use this tool to select the region of a fax you want to copy or cut. Place the top left corner slightly above and over the area you want to select, then drag the lower right corner down and to the right until the dashed box encloses the desired area.

To delete the selected area of the fax image and place it on the Clipboard, from the **Edit** menu, choose **Cut**.



Freehand Pen—Use this tool to draw images freehand in the same way you use a pencil or a pen. To draw an image, click the Pen tool, move the pointer to the place you want to start, hold down the left mouse button, and begin drawing. To stop, release the mouse button. Use the Properties menu to set line width and color.

-  **Hollow Rectangle**—Draws a hollow rectangle. You can change the line width and the color of the outline, and specify whether the color is transparent or not.
-  **Solid Rectangle**—Draws a filled box. Use the Properties menu to set the color.
-  **Line Tool**—Draw horizontal, vertical, or diagonal lines. To draw a line, click the **Line** tool, move the pointer to the place you want to start, then hold down the left mouse button as you drag the pointer across the screen. A thin line represents the line's size and position. When the line is the length you want, release the left mouse button. Use the Properties menu to set line width and color.

Combining Documents

You can use Imaging for Windows to assemble a new fax from two or more documents. You can insert pages from one document into, or append one to the other. You can choose which pages from a multi-page document to insert into or append one to the open document.

For example, you might receive a multi-page fax that contains one page that you want to replace with updated information. You could annotate the existing page or replace it with a new page.

To use Unified Fax Printer to replace a page with a new page:

- 1 Open or create the document from which you want to extract information into the existing fax.
- 2 Print the document to a file using Unified Fax Printer.
- 3 In Imaging for Windows, select the page of the fax to replace.
- 4 From the **Edit** menu, choose **Delete Page**.
- 5 From the message box, click **OK** to confirm deletion.
- 6 From the **Page** menu, choose **Insert**, then **Existing Page**.
- 7 In the **Insert** dialog that appears, navigate to the document that you want to use, then choose **Open**. The Insert dialog then offers two Range choices—All or selected Pages.
- 8 Select **Pages**, enter the page range in **From** and **To**. Click **OK**.

Forwarding or Answering a Fax

If you have received a fax and have only viewed it without annotating it, you can resend it without recreating it. Close the fax viewer, return

to Outlook or WEB Client, select the message with the fax, then choose one of the forwarding or reply options.

To send an annotated the fax, first print it to a new fax using the Unified Fax Printer. For details, see [“Creating Faxes with Unified Fax Printer” on page 128](#).

NOTE: Before sending, consider printing your annotated fax to proofread it.

Saving Faxes

You have two ways of saving an annotated fax:

- Create a new fax image from it.
- Save the revised image to a file on disk.

To save a document from Imaging for Windows to a file:



Click **Save** on the Image Maker Viewer or Imaging for Windows toolbar. You may want to save often, because there is no Undo command.

Alternatively, from the **File** menu, choose **Save** or **Save As**:

- **Save** stores the TIFF image in your designated Temporary (TEMP) directory.
- **Save As** offers a choice of location and type (.ano or .cvr—coverpage template—in Image Maker Viewer or BMP or TIFF in Imaging for Windows). BMP is a single-page format, while TIFF supports multiple pages.

To open a saved fax document in Imaging for Windows:

Click **Open** on the toolbar or, from the **File** menu, choose **Open**.

NOTE: Be sure to save your fax with its changes before forwarding or resending it.

Printing Faxes

In Outlook, in Web Client, and from a telephone, a fax appears in a unified message as an attachment. In Outlook and Web Client, you can save the attachment to a disk, then open it in an imaging application to print it, or you can select to open it from the form. The imaging application registered to view TIF images opens and displays the fax. To print a fax from a telephone, you must direct it to a fax

machine. For details, see [“Routing Fax and E-mail Messages to a Fax Machine”](#) on page 147.

To print a fax attachment:



- 1 Double-click the fax attachment icon in the QuickPick or Unified Read Message form list. It opens in your chosen TIF viewer.
- 2 Click the **Print** button on the toolbar, or, from the **File** menu, choose **Print**.
- 3 In the **Print** dialog that appears, select the pages to print, the number of faxes per page, the number of copies, and the printer.
- 4 In Imaging for Windows, you can click **Options** to select the scaling option (Actual Size, Pixel to Pixel, or Fit Page) and select or clear **Print displayed annotations**.
- 5 Click **OK**.

Imaging for Windows proportionally scales a fax if it is too long to print on a standard 8.5 by 11 inch page. If a fax page is longer than 14 inches, Imaging prints it on two pages.

- 6 Then use the **Print** menu command in that application.

When calling from your telephone, you can print e-mail text and faxes to a fax machine. For details, see [“Routing Fax and E-mail Messages to a Fax Machine”](#) on page 147.

Using A Telephone to Access Fax Features

The following sections describe how to use your telephone to access OnePoint Messenger fax features:

- [Setting Your Fax Delivery Number](#)
- [Sending Faxes to a OnePoint Messenger User by Phone](#)
- [Routing Fax and E-mail Messages to a Fax Machine](#)
- [Using Fax on Demand](#)

Setting Your Fax Delivery Number

When you use a telephone to download faxes and text e-mail to a fax machine, you can direct the message to:

- The *online* fax machine (a fax machine attached to the phone number from which you are calling)

- Any phone number that you enter that has a fax machine attached
- The default fax machine, as described next

Your system administrator sets a default fax delivery number for you in your user profile. This allows you to call your mailbox and send faxes to that default fax machine without having to key in a phone number of a fax machine. This capability is especially valuable when you are downloading many messages to a fax machine.

You can revise the default fax number through the Telephone User Interface (TUI). Alternatively, ask your Exchange administrator to enter the new number in your profile.

To change your default fax number through the TUI:

NOTE: References to TUI menus in procedures in this chapter are hyperlinks to the TUI menu descriptions provided in Chapter 7.

- 1 Call your mailbox by dialing your own number or calling the system number and keying in your extension at the prompt.
- 2 From [Menu B: Main](#), press [U] (the 8-key) to access [Menu H: User Options](#).
- 3 From [Menu H: User Options](#), press [A] (the 2-key) to access [Menu I: Advanced Options](#).
- 4 From [Menu I: Advanced Options](#), press [F] (the 3-key) to access [Menu J: Fax Storage Options](#).
- 5 From [Menu J: Fax Storage Options](#), press [N] (the 6-key) to access [Menu K: Change Your Default Fax Number](#).
- 6 From [Menu K: Change Your Default Fax Number](#), press [C] (the 2-key) to access the prompt **Change the Default Fax Number**.
- 7 Enter the new fax telephone number to which to have faxes sent.
- 8 Press [K] (the 5-key) to choose **Keep the Default Fax Number**, or press [X] to exit to the previous menu, or just hang up.

Sending Faxes to a OnePoint Messenger User by Phone

There are several ways for you to send a fax to a OnePoint Messenger user's mailbox when you are calling from a fax machine that includes a telephone handset. Five methods are described here. With each of the first three methods, you can continue interacting with the TUI after you have sent the fax.

- **Method 1: Send a hardcopy fax via the Message Center.**
- **Method 2: Send a hardcopy fax after you leave a voice message.**
- **Method 3: Send a fax message from your own mailbox.**
- **Method 4: Use the OnePoint Messenger Direct Inward Dial (DID) feature.**
- **Method 5: Send a walkaway fax via the Message Center.**

You can also forward e-mail, including faxes, from your mailbox to other OnePoint Messenger users. For details, see [Menu K: Change Your Default Fax Number](#) in Chapter 7.

Method 1: Send a hardcopy fax via the Message Center.

When you call the Message Center, you can connect directly to your recipient's mailbox to send the fax without having your recipient hear fax noise.

To send a fax via the Message Center:

- 1 Dial the Message Center number. At the prompt, dial the recipient's mailbox number.
- 2 Listen to enough of the recipient's greeting to be sure you have the correct mailbox, then press [L] (the 5-key).
- 3 The TUI prompts you: "To send your fax, press the Start button on your fax machine now." Press the **Start** button on your fax machine.
- 4 After the fax is sent, you can hang up, or you can stay on the line to choose other options. For details, "[Learning to Use the TUI](#)" on page 171 in Chapter 7.

Method 2: Send a hardcopy fax after you leave a voice message.

When you have reached the prompt menus of a user's mailbox, as above or by calling the user's unanswered telephone, you can first leave a voice message before sending the fax.

To send a fax after you leave a voice message:

- 1 Listen to the recipient's greeting, then record your voice message.
- 2 Press [#] after you finish recording your voice message.
- 3 Press [L] (the 5-key).
- 4 When the TUI prompts you, press the **Start** button on your fax machine.
- 5 After the fax is sent, you can hang up, or you stay on the line to choose other options.

Method 3: Send a fax message from your own mailbox.

The process of sending a fax while logged into your own mailbox is similar to Method 1, sending a fax as a caller to a recipient's mailbox. You have more options with this method—in creating the message, changing the recipient address list, address in the fax to a distribution list, and other options.

When you are logged into your mailbox from a telephone, you can create and send messages to other OnePoint Messenger users in two ways. You can send the fax from a fax machine, or you can forward a fax that is in your Inbox.

To send a fax from a fax machine while logged into your own mailbox:

- 1 Log in to your mailbox.
- 2 In the Main menu (see [“Menu B: Main” on page 177](#)), press [M] (the 6-key) to access [Menu E: Make Message](#).
- 3 Enter the mailbox number of your recipient(s) (or the mailbox number of a distribution list, or use DBN (see [“Dial by Name” on page 168](#))).
- 4 If you want to record a voice message, you can do so before or after you send the fax.
- 5 Press [L] (the **5-key**) to send the fax. The TUI prompts you to press the **Start** button on the fax machine.
- 6 After the fax is sent, and the TUI confirms transmission, you can hang up, or you can use the prompt menu again.

Method 4: Use the OnePoint Messenger Direct Inward Dial (DID) feature.

To use the OnePoint Messenger Direct Inward Dial (DID) feature, dial the user's DID fax number (not the user's voice phone number), then press the **Start** button on your fax machine without waiting for an answer. A DID fax goes to the user's Inbox or to a fax machine, depending on the PBX routing table. When your fax machine is done, it will hang up.

Method 5: Send a walkaway fax via the Message Center.

Because OnePoint Messenger listens for the tone sent by your fax machine, you can send a fax to a recipient's mailbox without waiting for the prompts that tell you to start transmission. This is quicker than Method 1 and completes the transmission unattended. Because you do not wait to listen to the greeting, you do not hear confirmation that you have dialed the correct mailbox.

To send a “walkaway” fax via the Message Center:

- 1 Call the Message Center.
- 2 At the prompt, dial the recipient's mailbox number.
- 3 Press the **Start** button on the fax machine without waiting for an answer. When your fax machine is done, it will hang up.

Routing Fax and E-mail Messages to a Fax Machine

If you have the Full Unified Messaging client license, you can call your mailbox and route text and fax messages to any fax machine. There are several reasons why you might want to do this:

- Your recipient needs a document sent to a fax machine, but you do not have good access to a fax machine yourself. Use a telephone to call your mailbox and direct the document to the recipient's fax machine.
- You are not presently able to log into your mailbox from a computer, so you call your mailbox and direct your fax and text messages to a convenient fax machine.
- You have Text-to-Speech (TTS) access to text messages from your telephone, but a message is too complicated to understand using TTS. Route it to a fax machine so you can read it.

You can have faxes and e-mail messages sent from your mailbox to any fax machine. Telephony Server converts the message header and

text body to a fax and delivers it to the number specified. A message that contains text and fax components will be rendered into one fax. Other components, such as embedded images and attachments, will not be rendered.

OnePoint Messenger provides three ways for you to route text and fax messages from your mailbox to a fax machine:

- **Routing Method 1: Route the message to your default fax phone number.**
- **Routing Method 2: Route the message to the online fax machine.**
- **Routing Method 3: Route the message to another fax machine.**

For Routing Methods 2 and 3, Telephony Server creates a fax cover page, listing the sender, the recipient (it is always listed as you), and the destination fax number. After prompting you to enter the telephone number of the destination fax machine, the TUI offers you the option of specifying a hotel room number or extension number, to help identify the intended recipient of the fax.

You can use Routing Methods 2 and 3 to forward the message to someone else. Your name is listed on the cover page as the intended recipient, but the hotel staff can use the room number to find your true recipient.

All three fax routing methods require this beginning sequence:

- 1 Call your mailbox.
- 2 When the TUI announces a message in your mailbox, press [P] (the 7-key) to go to [Menu C: Play Message](#).
- 3 From [Menu C: Play Message](#), press [T] (the 8-key) to go to [Menu D: Fax Transmittal Options](#).

After arriving at [Menu D: Fax Transmittal Options](#) (see [page 188](#) in Chapter 7), you can have the message sent:

- Directly to you (Routing Method 1)
- To your default fax number (Routing Method 2)
- To another fax machine (Routing Method 3)

After routing the fax, you are returned to [Menu C: Message Playback \(page 188\)](#), where you can choose other options, including forward the document to another mailbox.

Routing Method 1: Route the message to your default fax phone number.

With this method you route a message from your mailbox to the fax machine identified in your Exchange profile as your default fax machine. You can set its telephone number by calling your mailbox and using [Menu J: Fax Storage Options \(page 188\)](#), available from [Menu K: Change Your Default Fax Number](#):

- 1 Perform the three steps in the beginning sequence of this section from a fax phone to reach [Menu D: Fax Transmittal Options](#).
- 2 At [Menu D: Fax Transmittal Options](#), press **[D]** (the 3-key).
- 3 At the prompt, press the **Start** button on your fax machine.
- 4 After the fax transmission is complete, either press the **Stop** button and continue to listen for additional mailbox option(s), or hang up.

Routing Method 2: Route the message to the online fax machine.

The online fax machine is at the phone number from which you are calling (the “online” phone).

If you have a fax machine that has a telephone handset, or have a phone connected to the same extension as the fax machine, you can call your mailbox from that phone and have a message delivered from your mailbox to that fax machine.

To retrieve a message at your online fax machine:

- 1 Perform the three steps in the beginning sequence of this section to reach [Menu D: Fax Transmittal Options](#).
- 2 At [Menu D: Fax Transmittal Options](#), press **[R]** (the 7-key) to send the fax to the default fax machine.
- 3 Choose other mailbox options or hang up.

NOTE: A fax cover page is delivered along with the message.

Routing Method 3: Route the message to another fax machine.

To forward a fax or text message to any fax machine:

- 1 Perform the three steps in the beginning sequence of this section to reach [Menu D: Fax Transmittal Options](#).
- 2 Press [**I**] (4-key). The TUI prompts you for the phone number.
- 3 Enter the destination fax phone number. If you are routing the document to a fax machine within your PBX domain, you can enter just the extension. If dialing outside, add the outside dialing prefix.
- 4 After you enter the number, you can wait for the TUI to respond, or you can press [**#**] (the pound key) to alert the TUI to respond.
- 5 If you wait for the TUI to respond, the TUI repeats the number you entered for you to confirm it. Press [**A**] (the 2-key), or press [**I**] (4-key) to repeat the sequence from Step 2.
- 6 After confirmation, the TUI prompts, “If you would like to enter a room or extension number, please enter the number followed by the pound key, or simply press [**#**] to have the fax sent.” If desired, enter a room or extension number.
- 7 Press [**#**] to deliver the fax message. The TUI replies “Your fax sent.”
- 8 You can now choose other mailbox options or hang up.

NOTE: A fax cover page is delivered along with the fax message.

Using Fax on Demand

The Fax on Demand feature is a service that sends documents on request. Callers request documents by keying in a document number and a fax phone number, then Fax on Demand sends the document. The documents in the list can be in text or TIFF format. Your administrator manages the list.

NOTE: If you call the Fax on Demand service to order a document, a fax cover page accompanies the fax message only if the fax is delivered to a number other than your default fax number.

The general user session to download documents is described next.

To have a document sent from the Fax on Demand service to a fax machine:

- 1 Call the Fax on Demand phone number. The TUI prompts you to press [**1**] to request the master index of the available fax documents, or press [**2**] to request specific documents. You can have the TUI fax the master index to you, and then you can refer to this list when requesting specific document by index number. The TUI alerts you if you enter a document number that is not on the list.
- 2 After choosing a document, you are prompted to enter the destination fax number. Press [**R**] to retrieve to the number from which you are calling, or press [**I**] to enter another number. Once you have entered your fax phone number, the TUI prompts you to request other fax documents without asking you again for your phone number. You can request documents in one session up to the limit that the Telephony Server administrator sets.
- 3 If you retrieve fax documents directly to your online phone (the fax machine from which you are calling), listen for the fax tone, then press the **Start** button on your fax machine.
- 4 After the faxes are delivered, you can access other menu option(s).

Where to Go from Here

- To use your PC to configure or modify the telephone user interface, such as recording your name and greeting announced on the telephone, see Chapter 6, [“Setting Preferences” on page 153](#).
- To learn how to use the Telephone User Interface (TUI), see Chapter 7, [“Using OnePoint Messenger from a Telephone” on page 165](#).
- To learn how to test your multimedia controls, see Appendix A, [“Tuning Your Multimedia Setup” on page 205](#).
- To learn about standard Windows controls, which are used with Outlook, see Appendix B, [“Standard Windows Controls” on page 209](#).
- To find a desired topic, see the Table of Contents or the index of this book.

6. Setting Preferences

This chapter details the preferences that you can set in how your client interfaces work. It provides details on using Outlook to set your telephone preferences and setting up automated responses and alerts that support unified messaging. It contains these sections:

Section	Page
Setting Preferences on the Unified Messaging Tab	156
Recording and Setting Your Name and Greeting	157
Using the Out of Office Assistant to Alert Contacts	160
Creating a Telephone Message Alert	161
Where to Go from Here	163

NOTE: To use a telephone to set preferences, see [“Setting Telephone User Interface Options”](#) on page 196 in Chapter 7.

Preferences Overview

As described in [“Setting OnePoint Messenger User Options”](#) on page 34 in Chapter 1, the Microsoft Exchange administrator assigns one of three basic feature levels to your Exchange account, selects a Class of Service for you that sets privileges within those general feature levels, and sets default telephone numbers (extension, incoming and outgoing fax machine, and pager).

If you have the "Full Unified Messaging" feature level, you can use Outlook to set how Outlook handles unified messages and how the Telephone User Interface (TUI) presents your mailbox, as detailed below in [“Setting Preferences on the Unified Messaging Tab”](#). With both the Full Unified Messaging and Voice and Fax Mail feature levels, you can use a telephone to manage telephone preferences (see page 196). The telephone preferences that are available on the Unified Messaging tab in Outlook are also all available through the TUI.

Telephone Settings Available on Your PC

In addition to accomplishing the following tasks from a telephone, you can use the Unified Messaging tab in Outlook to:

- **Passcode:** Change your mailbox log-in passcode that you enter from a telephone.
- **Greetings:** Record telephone greetings and set the active one.
- **Spoken name:** Record your name. Your spoken name is used in several situations on the telephone:
 - To identify your mailbox to you when you call the Message Center
 - To identify your e-mail address to a OnePoint Messenger user in your organization when that person plays a message from you or replies to the message, or addresses an intentional message to you
 - To identify your mailbox to someone when you haven't recorded a greeting when:
 - The person calls your unanswered telephone and is routed to your mailbox.
 - The person calls your mailbox directly to leave you an intentional message.

Greetings Overview

You can use the Unified Messaging tab in Outlook to record multiple greetings and select which of your greetings to be active.

There are four greeting categories:

- **Conditional:** The Conditional Greeting is set up as two greetings that play as a function of the following conditions:
 - **Busy Greeting:** When you set the Conditional Greeting as your active greeting, the Busy Greeting plays when your telephone is busy (when you are on another call). Typically, for this greeting, you might record something like "I am on another call but will return your call as soon as I am free...."
 - **Ring-No-Answer Greeting:** When you set the Conditional Greeting as your active greeting, the Ring-No-Answer greeting plays at any time that you do not answer other than when the phone is busy. For this greeting, you might say "I am

away from my desk at the moment, but I will return your call when I return.”

- **Primary Greeting:** This is intended as a general condition greeting, the one where you are not as specific in your reasons for not answering the call. You might simply say “I am sorry I missed your call. Please leave your name, phone number, and message, and I will return your call as soon as I can.”
- **Out-of-Office:** This greeting is intended to be the one you use to alert callers that you will be away for extended periods of time. Your greeting might include the number where you can be reached or the number of another contact in the office.

How the TUI Selects which Greeting to Play

An unanswered call to your telephone is routed by the telephone switch (PBX) to your Inbox . If you have recorded a greeting, the system plays it and then prompts the caller to leave a voice message and/or send a fax, as described in [“Menu Q: Outside Caller Messaging” on page 182](#) in Chapter 7.

Which greeting plays depends on the greetings you have recorded, the greeting you enable, and on the conditions that activate the greeting. You can enable only one greeting—the Conditional greeting, the Out-of-Office greeting, or the Primary greeting. The enabled greeting plays to all of your unanswered calls. Of course, in the case of the Conditional greeting, which is composed of two greetings, the greeting that plays depends on whether your phone was busy or unanswered for another reason.

One of those other conditions might be that your PBX has a feature that allows you to transfer calls to your Inbox either manually or automatically. If you have your Conditional Greeting enabled, your caller has just talked to you, and you transfer him to your Inbox so he can deposit a fax, you could forewarn him that your Ring-No-Answer Greeting will play.

If you enable a greeting category for which you have not recorded a greeting, the TUI plays your Primary Greeting. If you have not recorded a Primary Greeting, the TUI plays your recorded name, then plays "is not available". Then, whether or not you record a greeting, the TUI prompts the caller to leave a message. If you have not recorded your name, the TUI uses Text-to-Speech to render the text name assigned as the owner of your mailbox.

Setting Preferences on the Unified Messaging Tab

The Unified Messaging tab added by OnePoint Messenger to Outlook contains your preferences for how to open and play unified messages in Outlook. You can enable QuickPick, Auto-play, Call-Me, Meet-Me, or desktop audio, as discussed in Chapter 3:

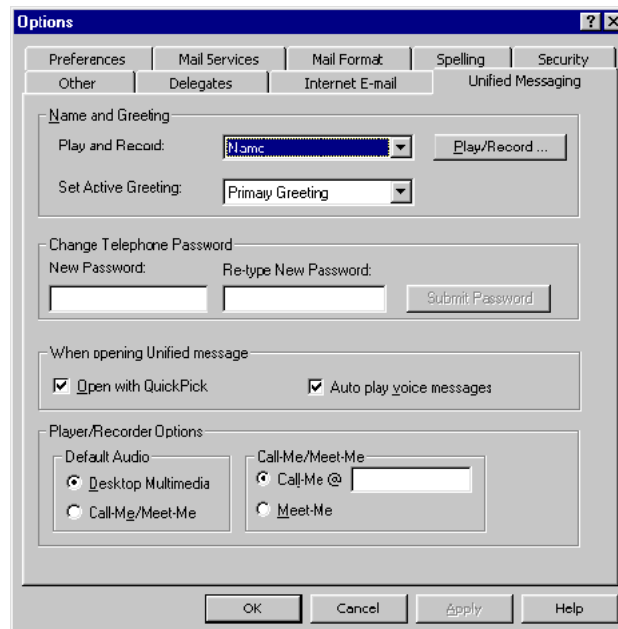
- To change your auto-play and QuickPick preference, see [“Using QuickPick and Auto-play with Unified Messages” on page 91](#).
- To choose between desktop media, Call-Me, or Meet-Me to play and record voice messages, see [“Choosing between Telephone and Desktop Audio” on page 76](#), then [“Choosing between Call-Me and Meet-Me” on page 78](#).

Also, you can use the Unified Messaging tab to review and record your name played to telephone callers, review, record, and set telephone greetings, and change your telephone log-in passcode.

To set preferences on the Unified Messaging tab:

- 1 In the Inbox, choose **Options** from the **Tools** menu, then select the **Unified Messaging** tab, as shown in [Figure 6-1](#), below.
- 2 Set preferences, then click **Apply** or **OK**. Outlook preference changes take effect immediately.

Figure 6-1 Unified Messaging Tab



Telephone greeting and name changes take up to ten minutes to take effect.

Recording and Setting Your Name and Greeting

If you do not record your name, Text-to-Speech (if it is activated) pronounces your name as entered in the name field of your mailbox.

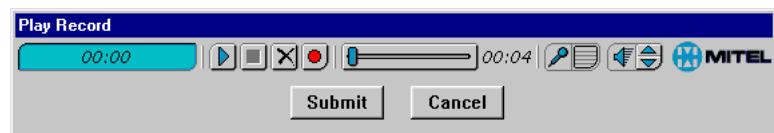
The first time you call your mailbox from a telephone, you are prompted to record your name and a Primary greeting. You can record them at that time or later by using the telephone. You can also record or re-record your name and greeting on your PC from Outlook (if you have a microphone and sound card installed on your PC).

To record your spoken name from Outlook:

NOTE: You cannot use Call-Me/Meet-Me to record your name or greetings.

- 1 Open the **Unified Messaging** tab, as described above (page 156— **Tools>Options**) The tab is shown in [Figure 6-1](#).
- 2 To record or change your recorded name, select **Name** from the Name/Greeting list, then click **Play/Record**. The player/recorder toolbar appears, as shown in [Figure 6-2](#). This is the recorder described in “[Recording a Voice Message](#)” on page 92 in Chapter 3, except that the Attach button is replaced here with Submit and Cancel buttons.

Figure 6-2 Recorder




- 3 To review your current spoken name, select **Name**, then click **Play**. If you do not yet have something recorded for the name speech, the Play button is dimmed.
- 4 To record, click **Record**. Your name recording can be up to 10 seconds long.
- 5 To stop the recording, click **Stop**.
- 6 You can then append to the recording, review it, delete and start over, cancel the session without saving, or, if you are satisfied

with your recording, click **Submit** to accept your changes and quit the recording session.

NOTE: After you accept your changes, it may take 15 seconds, depending on traffic, for the recording to be saved on the server and for the recording dialog to close.

- 7 Click **OK** on the **Unified Messaging** tab. It takes about ten minutes for the recording to become available to a caller.

To record a telephone greeting through Outlook:

- 1 Select the **Unified Messaging** tab, as described above ([page 156](#)). The tab appears in [Figure 6-1](#).
- 2 To record or change a greeting, select the greeting, either **Busy**, **Ring No Answer**, **Out-of-Office**, or **Primary**, as described above, from the Name/Greeting list, then click **Play/Record**.
- 3  The player/recorder appears, as described above. If you do not yet have something recorded for the selected greeting, the **Play** button is dimmed.
- 4 Follow the directions above ([page 157](#)) to record and control the playback review of your greeting. Your greeting can be up to two minutes long.
- 5 To save your greeting, click **Submit**, or click **Cancel** to quit without saving. Click **Delete** to erase the recording and start over. Depending on the length of the greeting and the status of the network and Exchange Server, it can take up to a minute for the recording to be transmitted and for the Recorder dialog to close.
- 6 To record another greeting, repeat the procedure to select it, review it, record it, and submit or cancel the changed greeting.

You do not need to record the greetings as they were intended. For example, if you are out of the office a lot, you might use the Primary Greeting to say that you are generally out of the office, then give the caller an alternate phone number, or ask the caller to record a message that includes the best time to return the call the next day.

To change the active greeting:

- 1 Open the **Unified Messaging** tab if it is not already open.
- 2 Click the down-arrow by the **Active Greeting** field, then select the greeting to enable from the list.

- 3 Click **OK**. It takes about ten minutes for the recording to become available to a caller..

For details on which greeting plays, see “[How the TUI Selects which Greeting to Play](#)” on page 155. In summary, if you activate a greeting that you have not recorded, the Telephone User Interface plays your Primary greeting. In the case of the Conditional greeting, if you record just one part of it—Busy or Ring No Answer—and the call is routed to the recorded portion, it plays; if the call is routed to the unrecorded portion, the Primary greeting plays. If you have not recorded your Primary greeting, the Telephone User Interface plays a system greeting that says you are unavailable, identifying you by either your spoken name or the Text-to-Speech version of it that is entered in your Exchange profile.

Changing your Telephone Passcode

How often have you forgotten your telephone passcode and had to ask your Exchange Server administrator to reset it? The Unified Messaging tab provides you the ability to change that passcode without having to remember and enter your old passcode first. The risk is that someone could use your PC to change your passcode. However, if they can access your Outlook, then they already have access to your messages, so they do not have much to gain by changing your passcode, and doing so would alert you to the security breach. At least the current passcode does not appear on the tab.

To change your telephone passcode:

- 1 On the Unified Messaging tab, enter a new passcode in the **New Passcode** field, then reenter it in the **Re-type New Passcode** field.

These key combinations are not allowed:

- Any sequence longer than 12 numbers.
- A passcode that is the same as the mailbox number.
- A passcode in either of these sequences: 123456 or 654321
- A passcode that is all the same number, such as 2222 or 3333

The Exchange administrator may also set a minimum and maximum passcode length.

- 2 Click **Submit Passcode**.
- 3 Click **Apply** or **OK**.

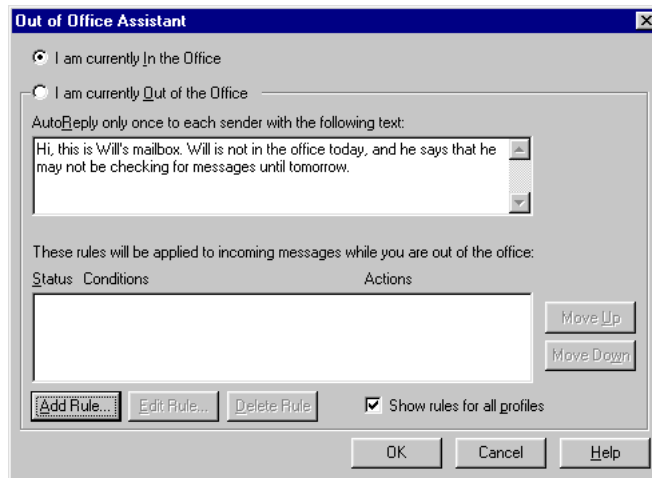
Your new passcode should propagate to the Telephony Server in no more than 10 minutes.

NOTE: For information on changing your passcode from the TUI, see [“Changing your Telephone Passcode from the TUI”](#) on page 197 in Chapter 7.

Using the Out of Office Assistant to Alert Contacts

Outlook has an Out of Office Assistant feature that you can use to alert people who send you e-mail when you are unavailable. The Out of Office Assistant configuration screen appears in [Figure 6-3](#). The Out of Office Assistant does not alert telephone callers.

Figure 6-3 Out of Office Assistant



To add the Out of Office Assistant and Inbox Assistant to the Tools menu:

- 1 Check to see if **Inbox Assistant** and **Out of Office Assistant** appear on the **Tools** menu on the Outlook main screen.
- 2 If not, choose **Options** from the **Tools** menu.
- 3 Select the **General** tab.
- 4 Click **Add-in Manager**. The **Add-ins** window appears.
- 5 Click **Install**. The **Add-ins** directory appears.
- 6 Select **Emsuix.ecf**. Click **Open**. The **Add-ins** window reappears with Exchange Extensions added to the list.

- 7 Click **OK** to exit the **Add-ins** window, and **OK** again to exit the **Options** tab.
- 8 Check that **Inbox Assistant** and **Out of Office Assistant** appear on the **Tools** menu.
- 9 If not, quit Outlook and restart it. Check again.

NOTE: If you install a new version of OnePoint Messenger, you may need to reinstall Emsuix.ecf.

To set the Out of Office Assistant:

- 1 From the **Tools** menu, choose **Out of Office Assistant**.
- 2 Type an out-of-office message in the **Out of Office Assistant** dialog.
- 3 If you are ready to have **Out of Office Assistant** begin alerting e-mail senders, select “I am currently out of the office.”
- 4 Click **OK** to close the **Out of Office Assistant** dialog.

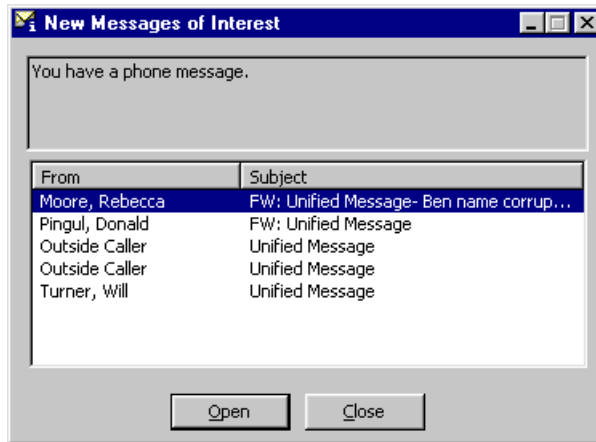
Alternatively, you can use Web Client to configure **Out of Office Assistant**. In Web Client, click **Options** on the **Outlook Bar**.

Creating a Telephone Message Alert

In the Inbox Assistant in Outlook, you can set up automated processes. For example, you can filter messages by subject and sender, deleting some types. You can copy or move certain messages to specific subfolders, and send automated replies.

You can create a screen popup to alert you when a telephone message arrives. This can be especially useful if you do not have a Message Waiting light on your telephone. [Figure 6-4](#) shows a popup message listing several new telephone messages.

Figure 6-4 Outlook Inbox Assistant Telephone Message Alert



To create a telephone message alert popup in Outlook 98 or 2000:

- 1 Choose **Rules Wizard** from the **Tools** menu on the Outlook main screen.
- 2 In the first **Rules Wizard** dialog window, select the “check messages when they arrive”. Click **Next**.
- 3 Check the “**with specific words in the Subject**” checkbox.
- 4 In the Rule description window at the bottom of the dialog, click the word “**specific**”.
- 5 In the dialog that appears, type “**Unified Message**” (“Unified Message” is what appears in the Subject field of telephone messages by default, except for replies or forwards of e-mail messages.)
- 6 Click **Next**.
- 7 In response to “What do you want to do with this message?”, check “**notify me using a specific message.**”
- 8 In the Rule Description window below, click “**a specific message**”.
- 9 In the Notification Message dialog, type the notification message that you want, such as “**You have a phone message.**”
- 10 Click **OK**.
- 11 In the Rules Wizard dialog, click **Next**.
- 12 In the Add any exceptions window, check any exceptions you want, such as “except where my name is in the Cc box.” Click **Next**.

- 13 Under “Please specify a name for this rule”, type a name that reminds you what the function is, such as “**phone message.**” Click **Finish**.
- 14 Click **OK**.

Where to Go from Here

- To learn how to use the Telephone User Interface (TUI), see Chapter 7, “[Using OnePoint Messenger from a Telephone](#)” on page 165.
- To learn how to test your multimedia controls, see Appendix A, “[Tuning Your Multimedia Setup](#)” on page 205.
- To learn about standard Windows controls, which are used with Outlook, see Appendix B, “[Standard Windows Controls](#)” on page 209.
- To find a desired topic, see the Table of Contents or the index of this book.

7. Using OnePoint Messenger from a Telephone

This chapter explains how to use OnePoint Messenger features with a telephone—calling your mailbox, sending messages to other OnePoint Messenger users, and setting your mailbox preferences through the Telephone User Interface. This chapter also addresses faxing and paging. It contains these sections:

Section	Page
Overview of Telephone User Interface Functions	166
Learning to Use the TUI	171
Handling Incoming Messages from a Telephone	183
Making Messages from a Telephone	189
Setting Telephone User Interface Options	196
Where to Go from Here	203

NOTE: This chapter does not cover Call-Me or Meet-Me, which use your telephone but not the telephone user interface. For details, see [“Choosing between Call-Me and Meet-Me” on page 78](#) in Chapter 3.

OnePoint Messenger 2.0 adds two features that you can use from a telephone:

- **VPIM messaging:** You can send exchange messages with users of other voice mail systems that conform to the VPIM protocol, as described in [“Using Voice Profile for Internet Mail \(VPIM\)” on page 28](#) in Chapter 1 and [“VPIM Messaging” on page 190](#).
- **Multiple personal greetings:** You can record and enable a choice of greetings. For details, see [“Changing your Name or Greeting from the TUI” on page 198](#) in this chapter.

Overview of Telephone User Interface Functions

The Telephone User Interface (TUI) is the system of prompts and keypresses that you use when you use a telephone to call the OnePoint Messenger system. Any standard touchtone telephone can be used with the TUI. The TUI handles calls in these situations:

- Callers are forwarded to your mailbox when you do not answer your phone or you transfer them to your mailbox.
- Callers access Fax on Demand to retrieve fax documents. For details, see [“Using Fax on Demand” on page 150](#) in Chapter 5.
- Callers send faxes to fax reception numbers not attached to fax machines; see [“Sending Faxes to a OnePoint Messenger User by Phone” on page 145](#) in Chapter 5.
- Callers reach the Automated Attendant or the Message Center (the “pilot number”). See [“Automated Attendant and Message Center” on page 166](#) in this chapter.
- OnePoint Messenger users call their own Exchange mailboxes to access messages or create intentional messages for other OnePoint Messenger users or to send to users on VPIM-compliant voice mail systems.
- OnePoint Messenger users call other OnePoint Messenger users’ mailboxes to leave intentional messages.

When an unanswered call reaches the OnePoint Messenger system, OnePoint Messenger plays that user’s greeting, prompts the caller to leave a message, then sends the message to the Exchange Server for storage in the recipient’s mailbox. The TUI offers several options while taking the message, such as to leave a fax. For details, see [“Making Messages from a Telephone” on page 189](#) in this chapter.

Automated Attendant and Message Center

The *Automated Attendant* (announced by the TUI as the Automated Receptionist) and the *Message Center* are similar OnePoint Messenger services:

- Use the Automated Attendant to connect to the *extension* of a OnePoint Messenger user.
- Use the Message Center to connect to the *mailbox* of a OnePoint Messenger user. Dialing a mailbox enables you to leave a message without interrupting the recipient.

Each service has its own phone number. You can dial either service from inside or outside your organization, or reach one service from the other.

To access the Message Center from the Automated Attendant:

If the Automated Attendant is in service, it will answer:

“Welcome to the Automated Receptionist. Please enter an extension number.”

Enter the Message Center extension.

NOTE: If there is a live operator on duty, the Automated Attendant will also say:

“or wait for assistance.”

To reach the live operator, Press [0].

To access the Automated Attendant from the Message Center:

Press [#].

After you have passed the “lobby” of the Message Center—in other words, you have entered a mailbox number—press [##] to access to Automated Attendant.

NOTE: Depending on how your Telephony Server administrator configures the TUI, you can press [#] or [1] after a user’s greeting begins to play to interrupt the greeting so that you can leave a message more quickly.

Note the difference in the Automated Attendant and the Message Center prompts to be sure you are where you want to be:

- The Automated Attendant (announced as the Automated Receptionist) prompts you:

“Please enter an *extension* number...”

- The Message Center prompts you:

“Please enter a *mailbox* number....”

When you log into your own mailbox through the Message Center, you have three general categories of functionality—handling incoming messages, creating messages, and managing preferences. See:

- [“Handling Incoming Messages from a Telephone” on page 183](#)
- [“Making Messages from a Telephone” on page 189](#)
- [“Setting Telephone User Interface Options” on page 196](#)

Dial by Name

Dial by Name (DBN) is a OnePoint Messenger option for accessing a mailbox (or telephone, if you are at the Automated Attendant) by keying in that person's name. You can access DBN when:

- You call the Message Center number, then use DBN to leave a message in another mailbox.
- You call the main number for your organization, then use DBN to access extensions.
- You call your mailbox and press [#] to switch to the Automated Attendant, then use DBN to access extensions.

In each of these situations, you are presented with a menu of options that may include DBN (if your organization has enabled the feature). DBN is useful when you do not know someone's mailbox number. DBN also works with the names of distribution lists.

You have probably encountered the DBN feature before, and, in any case, there is a minimal learning curve. The explanation here lets you know what to expect.

To access and use DBN from the Automated Attendant:

- If you have an operator on duty, your Telephony Server administrator will set the greeting to a version of

```
"Welcome to the Automated Attendant. Please
enter an extension number or wait for assis-
tance."
```

Wait for the DBN prompt.

- If your organization has enabled the DBN feature, the TUI tells you what key sequence to dial to activate Dial by Name. For example, the TUI may prompt:

```
"Enter 2* to dial by name."
```

Press [2*] to activate DBN.

- After you press the DBN activation code, you can interrupt the following explanation provided by the TUI by entering the name of your intended recipient. The TUI typically prompts:

```
"Enter the last name of the person you are call-
ing, followed by the first name. Press pound
when finished entering name; Press zero at any
time to exit Dial by Name".
```


{“Pound” means the #-key.}

“For the letter Q use the <key> key. For the letter Z use the <key> key.”

(“<key>” is the key your OnePoint Messenger administrator chooses for keys to represent Q and Z.)

- As you press the keys on the telephone keypad that represent the name of your intended recipient, the TUI matches the letters (the telephone keys you press) against the names in the OnePoint Messenger database. When only one name is left that matches the letters that you have entered, the TUI connects the mailbox, and the greeting plays.
- If you finish dialing the name before the TUI interrupts with a match, press [#].
- If you are unsure of the spelling of a name, press [#] after you have entered enough letters of the name so that you can get a short list of possibilities.
- If the TUI has more than one match, it prompts you:

“There are <number of entries>. For <mailbox name>, press <a unique number>.”

The TUI lists whatever number of matches are found (or a maximum number, depending on what your OnePoint Messenger administrator has configured). It then gives you a unique number to enter for each one. You can interrupt the list recitation as soon as you hear the number of the person you want to reach.

Example of Using Dial by Name

In this example, you are in your office and want to send a voice message to Zubin Mehta at your organization. You and Zubin both have OnePoint Messenger. Your OnePoint Messenger system administrator has set 2* as the DBN activation key sequence.

- 1 Dial your Message Center. The TUI prompts “Please enter your password”, because your telephony administrator has set the PBX to recognize the phone number from which you are calling as yours. Otherwise, the prompt would be “Please enter a mailbox number or wait. Dial 2* to use Dial by Name.”

- 2 You now have two choices. You can access your mailbox and then create and send the intentional message, or you can dial Zubin’s mailbox directly.
- 3 To dial Zubin’s mailbox with DBN, press [2*]. The TUI prompts “Press the pound key to exit Dial by Name. Please enter the last name of the person, followed by the first name. Press pound when finished entering name. For the letters Q and Z, use the zero key.”
- 4 Enter the keypad sequence for “MehtaZubin” by pressing [6348298246] and then [#] to signal that you are finished. However, the TUI has probably interrupted you with an exact match. If the TUI finds more than one possible name for the sequence that you have entered, it lists each possible name, associated with a key to press to access that mailbox. The TUI plays either the spoken name that Zubin Mehta recorded or, if he has not recorded a name, the TUI speaks the name typed in the Name field of his Exchange profile.
- 5 Press the key that the TUI has associated with Zubin Mehta. The TUI reports the mailbox number of Zubin Mehta and plays his greeting. The TUI tells you to record your message.
- 6 You are now on the **Outside Caller** menu. You can record a voice message and/or send a fax. For details, see [“Making Messages from a Telephone” on page 189](#).

Routing Calls in a Multi-site Organization

In a large organization, especially one with more than one office, it is normal practise for system administrators to set up more than one Exchange Server—one or more per office. Mailbox information on each Exchange Server can be automatically replicated so that each has the global directory. This gives you the ability to use a telephone to call the local Message Center and send a message to anyone in the directory. For details on creating intentional messages, see [“Making Messages from a Telephone” on page 189](#). See the description of [“Dial by Name” on page 168](#) for entering extensions and mailbox numbers.

Some system configurations allow you to call local numbers to reach offsite extensions. In that case, the Dial by Name feature for the Automated Attendant recognizes names of offsite personnel and can connect you to the associated extensions. It may also be possible,

then, when you are visiting another office in your organization, to log into your mailbox by calling the local Message Center. If you try to log in to your mailbox when it is not accessible from the local Message Center, the TUI responds “I’m sorry. That is an invalid mailbox number.”

Faxing and Paging

You can set fax delivery and pager preferences through the Telephone User Interface (TUI). See [“Setting Advanced TUI Options \(Menu I: Advanced Options\)”](#) on page 199 for details. See also [“OnePoint Messenger Fax Options”](#) on page 125 in Chapter 5.

Learning to Use the TUI

The Telephone User Interface (TUI) is the set of menus and prompts that you use to access and create voice mail, and to use features such as Fax on Demand. The TUI is easy to learn, because the key to press to invoke a command is often labelled with the first letter of the command (see the TUI menu diagram on [page 174](#)). For example:

- “Play Message” uses [7], because [P] appears with the 7-key on the keypad.
- “Keep Message” is [K] (the 5-key).
- “Delete Message” (or “Discard Message”) is [D] (the 3-key).
- “Answer Message” is [A] (the 2-key).
- [AA] invokes “Answer All” (Reply to all recipients of the original message).

The TUI provides other ease-of-use features:

- The TUI usually tells you all of the menu options for the menu that you are in, so you do not need to memorize anything. At times, it does not do so immediately, such as after it enumerates your messages and says “Press P to play the first message.” However, if you wait, it repeats the prompt, and then lists the other options in the menu.
- To reach help for a menu, press [00].
- To back out to the previous menu, press [X] (for exit).
- You can type ahead one menu. In other words, you can anticipate the available prompts and press the key for the option you want

before the TUI has completed speaking. You can interrupt a greeting by pressing [#] or [1], depending on the administrator's setting.

The Message Center TUI has three general functions to enable you to:

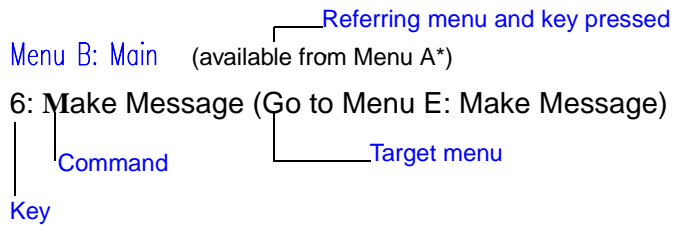
- Handle incoming messages ([page 183](#)).
- Create and send messages ([page 189](#)).
- Set preferences, such as greetings, fax number defaults, and the incoming message playback sequence ([page 196](#)).

The TUI menus in this section are presented in the sequence in which you might access them after dialing the Message Center. The letters to the left of the menu headings provide an indication of the sequence in which you are likely to encounter each menu:

- [Menu A: Incoming Call](#) contains the three choices you have when you dial the Message Center (if the features are enabled).
- [Menu B: Main](#) is the first available menu after you access your mailbox and links you to the three main functions.
- [Menu C: Play Message](#) and [Menu D: Fax Transmittal Options](#) are the menus you use to get your messages.
- [Menu E: Make Message](#), [Menu F: Recipient Management](#), and [Menu G: Message Addressing Options](#) are for making messages from your mailbox.
- [Menu H: User Options](#) through [Menu P: Pager Options](#) manage user options.
- [Menu Q: Outside Caller Messaging](#) is the menu that a caller has when leaving a message for a OnePoint Messenger user who does not answer the telephone.

Scan the TUI list below to get a sense of what is available. Then read the sections following the list for instructions on performing particular tasks. [Figure 7-1](#) shows the menu format.

Figure 7-1 Menu Item Format Description



- The number to the left of the menu command is the key that you press to invoke the operation on the right.
- The highlighted underlined letter in the menu item correlates to the number/letter on the keypad that you should press.
- The statement in parentheses to the right of the menu command tells you what menu is accessed by pressing the key.

OnePoint Messenger TUI Diagram

Figure 7-2 is a diagram of the part of the OnePoint Messenger Telephone User Interface (TUI) that controls access to the Message Center. Most of the menus are available only to a OnePoint Messenger user. The “Outside Caller” menu is available to all callers. The diagram is organized by the three main functions: accessing mail from a user’s mailbox, creating messages, and changing personal options.

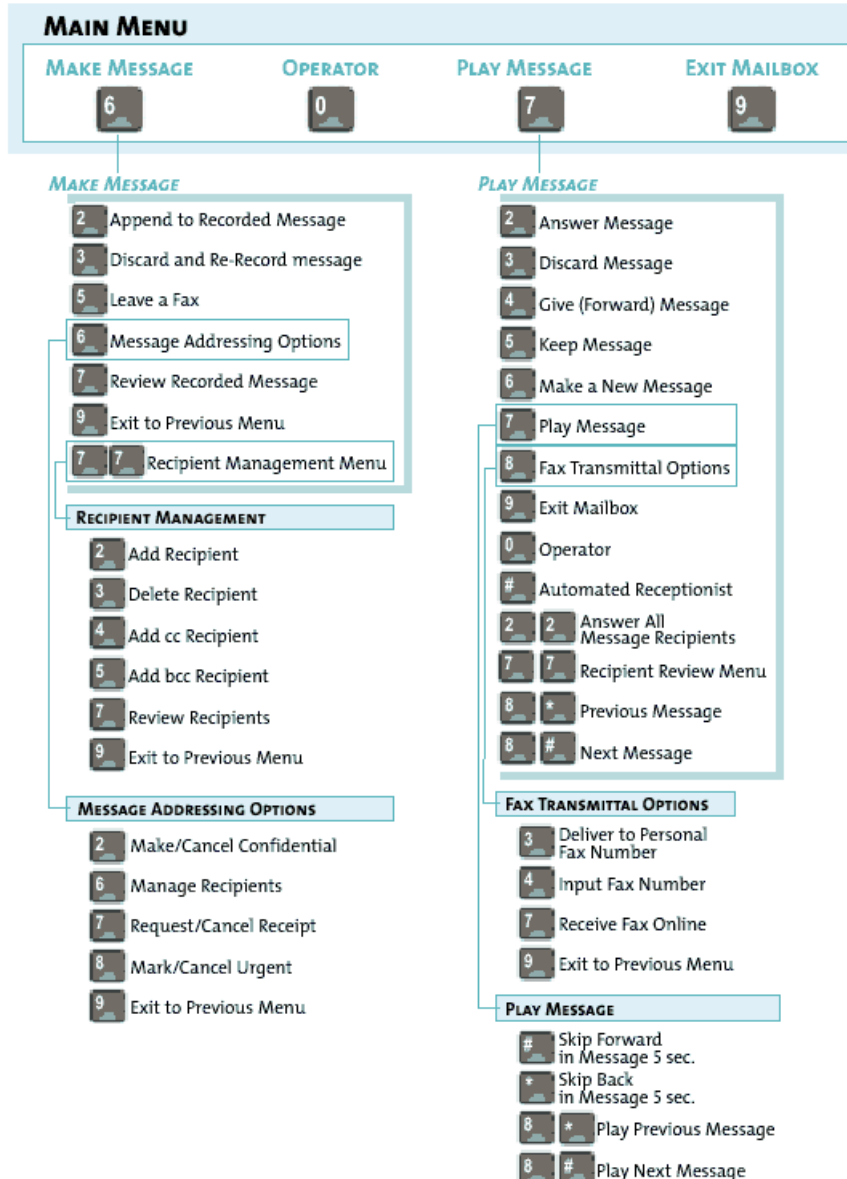
NOTE: The behavior of both the Fax on Demand and Automated Attendant services is highly configuring, including prompts, greetings, and menu options, including multiple nested menus, so it is not possible to describe the TUI for those services here.

Figure 7-2 OnePoint Messenger Telephone User Interface

MITEL
OnePoint Messenger™ TELEPHONE USER INTERI

To access your mailbox, call the Message Center, then follow the prompts.

If the Message Center answers with another user's mailbox name, press , then

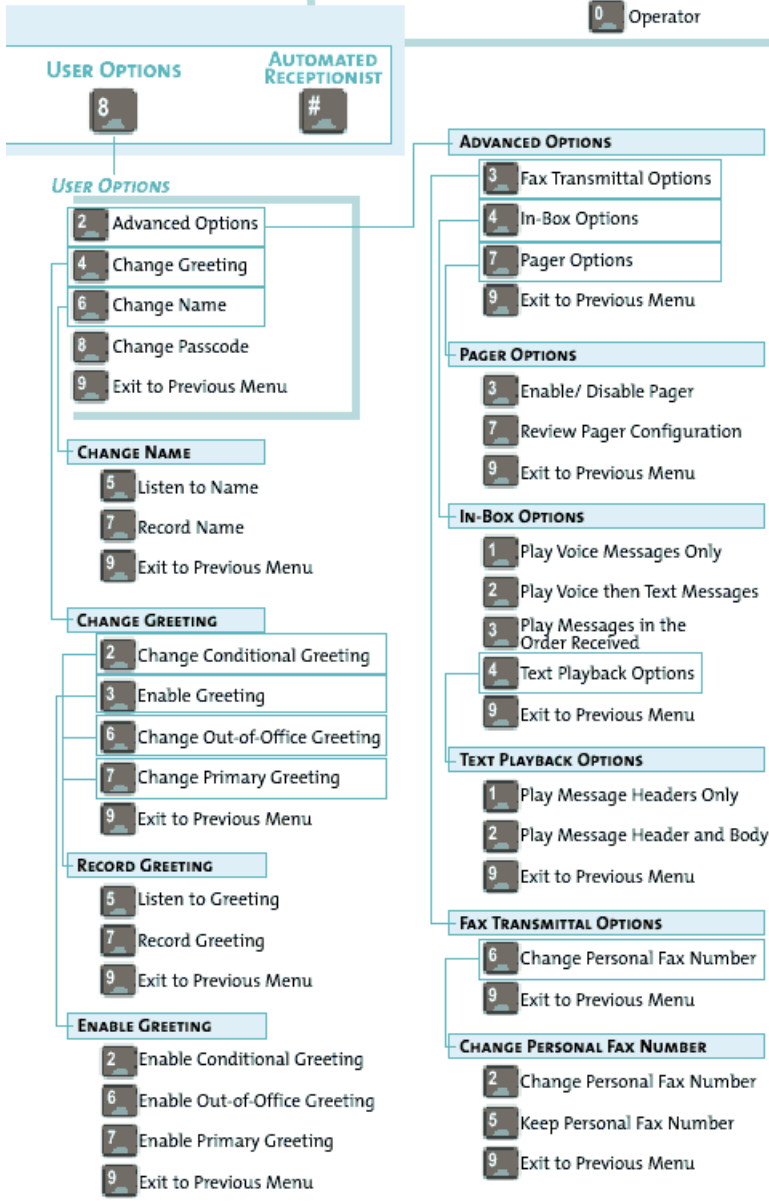


OUTSIDE CALLER MESSAGING

FACE

follow the prompts.

- 2 Append to Recorded Message
- 3 Discard and Re-record Message
- 5 Leave a Fax
- 7 Review Message
- 8 Mark/Cancel Urgent
- 9 Exit System
- # Automated Receptionist
- * User Login
- 0 Operator



List of TUI Menus

There are 17 menus in the Message Center TUI, grouped by function. The first menu is the one that you reach by calling the Message Center. The following menus are those you use after you log in to your mailbox to get and send messages. The next menus are those you use to set preferences. The last two menus are for callers who have been forwarded to a another user's mailbox in order to leave a message.

Enter the TUI in either of two ways:

- **Menu A: Incoming Call:** You reach this menu when you dial the Message Center.
- **Menu Q: Outside Caller Messaging:** You reach this menu if you call someone who does not answer the phone.

Menu A: Incoming Call

NOTE: You reach the Incoming Call menu when you call the Message Center. How the TUI prompts you in this menu can vary greatly, depending on how the system is set up:

- **Mailbox log-in prompt**—If the system is set up to associate a call to the Message Center from a particular extension with a particular user, the TUI will say "Hello" then play the user's name and prompt the user to log in. So, if you call the Message Center from your own extension and want to log in, enter your passcode. After a successful log-in, you are at [Menu B: Main](#).
 - To access your mailbox from another phone set up this way, press [*] when the TUI prompts for a passcode. When the TUI says "Welcome to the Message Center. Please enter a mailbox number", enter your mailbox number and press [*]. The TUI will say "Hello", play your name, and prompt you to enter your passcode.

NOTE: For users who do not have physical telephone extensions, this is how they would log in to their mailboxes,

Then, if you simply enter your mailbox number and forget to press [*], the TUI presumes you are a caller wishing to leave a message, so it plays your greeting and prompts you to leave a message. If your greeting starts to play, you can still press [*]. The TUI interrupts the greeting and prompts you to enter your passcode.

- To access a mailbox in which to leave a message, enter the mailbox number. When the user’s greeting plays, you are at [Menu Q: Outside Caller Messaging](#).

If you call the Message Center from a telephone that is not associated with a particular user, the TUI prompts you to enter a mailbox number.

- To access your mailbox, enter your mailbox number, then press [*]. Enter your passcode at the prompt.
- To access another mailbox in which to leave a message, enter the mailbox number.

0: **Operator**—This option is available only if your administrator has enabled the link to a live operator.

#: **Automated Attendant**—This option is available only if your administrator has enabled the link to the Automated Attendant.

Menu B: Main

You reach this menu on a successful login to your mailbox from [Menu A: Incoming Call](#). The TUI enumerates your messages and offers to play the first one in your priority list. You have these options:

6: **Make Message** (Go to “[Menu E: Make Message](#)”)

7: **Play Message** (Go to “[Menu C: Play Message](#)”)

8: **User Options** (Go to “[Menu H: User Options](#)”)

9: **Exit Mailbox**—The TUI enumerates your messages, then hangs up

0: **Operator**

#: **Automated Attendant** (You can also dial the Message Center number from the Automated Attendant.)

00: **Help for this menu**

Menu C: Play Message

(available from “[Menu B: Main](#)”)

2: **Answer Message** (press [22] for **Answer All**)

3: **Discard Message**

4: **Give Message** (Forward)

5: **Keep Message**

- 6: **Make Message**
- 7: **Play Message** (and **Replay Message**)
- 77: **Review Recipients**
- 8: **Fax Transmittal Options** (Go to [“Menu D: Fax Transmittal Options”](#))
- 9: **Exit Mailbox**
- #: **Skip Forward in the Message** 5 seconds
- #: **Skip Back in the Message** 5 seconds
- 8#: **Skip Forward to the Next Message**
- 8*: **Skip Back to the Previous Message**
- 0: **Operator**
- 00: **Help on this menu**

Menu D: Fax Transmittal Options

(available from [“Menu C: Play Message”](#))

- 3: **Send to Personal Default fax number**
- 4: **Input Fax Number**
- 7: **Receive Fax Online**
- 9: **Exit to previous menu**
- 00: **Help for this menu**

Menu E: Make Message

(available from [“Menu A: Incoming Call”](#))

- 1: **Pause**
- 2: **Append to your recorded message**
- 3: **Discard and re-record your message**
- 5: **Leave a fax** (“Press the Start button on your fax...”)
- 6: **Message Addressing Options** (Go to [“Menu G: Message Addressing Options”](#))
- 7: **Review your recorded message**
- 77: **Recipient Management** (Go to [“Menu F: Recipient Management”](#))

9: Exit to Main Menu

00: Help for this menu

Menu F: Recipient Management

(available from “[Menu E: Make Message](#)” [77])

2: Add Recipients

3: Delete Recipients

4: Add Cc Recipients

5: Add Bcc Recipients

7: Review Recipients

9: Exit to previous menu

Menu G: Message Addressing Options

(reached from “[Menu E: Make Message](#)”)

2: Make Confidential (Press [2] again to cancel Confidential)

6: Manage Recipients

7: Request/Cancel Receipt (Press [7] again to cancel Request Receipt)

8: Make/Cancel Urgent (Press [8] again to cancel Make Urgent)

9: Exit

00: Help for this menu

Menu H: User Options

(available from “[Menu B: Main](#)” [8])

2: Advanced Options (Go to “[Menu I: Advanced Options](#)”)

4: Change Greeting (Go to “[Menu M: Change Greeting](#)”)

6: Record Name (Go to “[Menu L: Record Name](#)”)

7: Change Passcode

9: Exit to previous menu

00: Help for this menu

Menu I: Advanced Options

(available from “[Menu H: User Options](#)”)

3: Fax Storage Options (Go to “[Menu J: Fax Storage Options](#)”)

- 4: **I**nbox Options (Go to “[Menu N: Inbox Options](#)”)
- 7: **P**ager Options (Go to “[Menu P: Pager Options](#)”)
- 9: **E**xit to previous menu

Menu J: Fax Storage Options

(available from “[Menu I: Advanced Options](#)”)

- 6: Change Personal Default Fax Number (Go to “[Menu K: Change Your Default Fax Number](#)”)
- 9: **E**xit to previous menu
- 00: Help for this menu

Menu K: Change Your Default Fax Number

(available from “[Menu J: Fax Storage Options](#)”)

- 2: **C**hange Personal Default Fax Number
- 5: **K**eep Default Fax Number
- 9: **E**xit to the previous menu
- 00: Help for this menu

Menu L: Record Name

(available from “[Menu H: User Options](#)”)

- 5: **L**isten to name
- 7: **R**ecord name
- 9: **E**xit to the previous menu

Menu M: Change Greeting

(available from “[Menu H: User Options](#)”)

- 2: Change the Conditional greeting (goes to Menu MR)
- 3: Enable a greetng (goes to Menu ME)
- 6: Change the Out-of-Office greeting (goes to menu MR)
- 7: Change the Primary greeting (goes to menu MR)
- 9: **E**xit to the previous menu

Menu ME: Enable Greeting

(from menu M, choice 3, Enable a Greeting)

- 2: Enable the Conditional Greeting

- 6: Enable the Out-of-Office Greeting
- 7: Enable the Primary Greeting
- 9: Exit to the previous menu

Menu MR: Record Greeting

(from menu M, choices 2, 6, or 7)

- 5: **L**isten to greeting
- 7: **R**ecord greeting
- 9: Exit to the previous menu

Menu N: Inbox Options

(available from [“Menu I: Advanced Options”](#))

- 1: Voice Messages only (See explanation for these options in [“Setting Inbox Options \(Menu N: Inbox Options\)”](#) on page 201.)
- 2: Voice then text messages
- 3: Play messages in order received
- 4: Text Playback Options (Go to [“Menu O: Text Playback Options”](#))
- 9: Exit to previous menu
- 00: Help for this menu

Menu O: Text Playback Options

(available from [“Menu N: Inbox Options”](#))

- 1: Play Headers Only
- 2: Play Message Body
- 9: Exit to previous menu
- 00: Help

For details on the Text Playback Options menu, see [“Text Playback Options \(Menu O: Text Playback Options\)”](#) on page 202.

Menu P: Pager Options

(available from [Menu I: Advanced Options](#)) (Your administrator must give you pager permissions, then set your pager type and number.)

- 3: **D**isable/Enable Pager—Press [3] to toggle (enable or disable) paging. If you enable paging, you are placed at the Enable Paging alert level menu:

- Press [**2**] to be paged for **all** new voice and fax messages.
- Press [**8**] to be paged only for **urgent** messages.
- Press [**X**] to **exit** to the previous menu.

7: **Review Pager configuration**—The TUI announces your pager status—enabled or disabled, and, if enabled, the level of paging. If enabled, the TUI also announces your pager number.

9: **Exit** to previous menu

00: Help for this menu

Menu Q: Outside Caller Messaging

This menu is presented to anyone has been forwarded to voice mail in the OnePoint Messenger system. It is presented to anyone who dials the Message Center, then enters the mailbox number of a OnePoint Messenger user in order to make an intentional message.

1: **Pause** (press [#] to resume recording)

2: **A**ppend to your recorded message

3: **D**iscard and re-record your message

5: **L**eave a fax (“Press the Start button on your fax...”)

7: **Review Message** (your recorded message)

8: **M**ake/cancel mark message as **U**rgent

9: **Deliver** the message and **Exit** the system

* (Enter your mailbox number, then press [*]) user login.

0 : Operator

00: Help for this menu

#: Automated Attendant. The #-key has other functions, depending on the context:

- When you call the Message Center, press [#] to access the Automated Attendant, if the Automated Attendant is enabled.
- When you call the Automated Attendant, press [#] to access the Operator, if one is available.
- While recording a message, press [1] to pause the recording, then press [#] to continue recording.
- When you are finished recording, press [#] to stop recording. The TUI repeats the Outside Caller choices.

- While the TUI repeats the Outside Caller choices after you have recorded a message, press [#] to deliver the message and access the Automated Attendant.

Handling Incoming Messages from a Telephone

You can access your Exchange mailbox from any telephone. The only messages available are in the root Inbox folder, not those you have moved to subfolders. Any message that you have sent is also not available unless you send a copy to yourself and leave it in the root Inbox folder.

Message Waiting Indicator

If you have a Message Waiting Indicator (MWI) on your telephone, such as a light or a stutter dial tone, OnePoint Messenger turns the MWI on when you receive a unified message (a phone call or e-mail created with a Unified Message form), then turns it off after you have opened and saved or discarded the message. After you use any of the three clients—Outlook, Web Client, or the TUI—to handle the message, the MWI turns off.

The exception is if you listen to a message on the phone and then press [8#] (Skip Forward) without saving or discarding the message, the message is not marked as read, and MWI does not turn off. Marking a message as unread in Outlook does not cause MWI to turn on, but does prevent it from being turned off until you play the message (and all other unread unified messages).

You can also use the Inbox Assistant in Outlook to alert you when you have a telephone call. See Chapter 6, “[Creating a Telephone Message Alert](#)” on page 161, for details.

To access your mailbox:

Call your organization’s Message Center number (It is probably an extension, if you call from inside the office.)

- 1 Dial the Message Center number.
- 2 If you call from an outside phone, the TUI prompts “Welcome to the Message Center. Please enter a mailbox number or wait (for assistance). Press 2 star to dial by name.” (Your administrator may disable Dial by Name or change its access code, or change the greeting.) Enter your mailbox number, followed immediately by [*]. The TUI plays

your recorded name, or, if you have not recorded your name, the TUI speaks the text version of your name that it finds in your Exchange profile. It then asks you to enter your passcode.

If you do not press [*] immediately, your greeting plays, and you are prompted to leave yourself a message. You can press [*] to interrupt the greeting and log in.

Alternatively, if you dial the Message Center from your office phone, the Message Center may be set up to assume that the caller is you, so the TUI plays your name, then prompts “Please enter your password.”

- 3 Enter your passcode, then press [#] or wait for the timeout.

If Exchange is off-line, the TUI says “The system is experiencing technical difficulties. Please call again later.”

NOTE: This prompt also plays to callers attempting to leave messages for users when Exchange is off-line.

Accessing Your Messages from within Your Mailbox

After you log into your mailbox, the TUI announces (enumerates) how many messages you have of each type.

The types of messages that are announced is originally determined by what options are assigned to you by the administrator:

- If you are assigned “Full Unified Messaging”, the enumeration is in this order: total new messages, total new of each type (fax, then voice, then text), then total saved, then saved faxes.
- If you are assigned “Voice and Fax Only”, the TUI announces messages made only from a phone or with a unified message form.

To set what types and portions of messages play (and therefore are announced), see [“Setting Inbox Options \(Menu N: Inbox Options\)” on page 201](#)).

The length of the pause before the TUI enumerates your messages depends partly on how many new and saved messages you have in your main inbox. The pause will probably be longer than that to which you are accustomed with standard voice mail systems, because the system must count both your voice and e-mail messages combined in one mailbox.

To reduce enumeration delay:

- Delete messages.
- Use Outlook to move messages to subfolders.
- Change your TUI Inbox options to play voice and fax only.

After the TUI enumerates your messages, it prompts you “Press [P] to play the first message.” If you do not respond within a few seconds, the TUI repeats the prompt, then lists the other options in [Menu B: Main Menu](#).

Menu B: Main Menu

6: Make Message (Go to [“Menu E: Make Message”](#))

7: Play Message (Go to [“Menu C: Play Message”](#))

8: User Options (Go to [“Menu H: User Options”](#))

9: Exit Mailbox

0: Operator

#: Automated Attendant

00: Help for this menu

Message Play Order

When you press [P] (the 7-key) for Play, the message is played from [“Menu C: Play Message”](#). By default, messages play in this order:

- 1 Newest unread urgent to oldest unread urgent
- 2 Newest unread fax to oldest unread fax
- 3 Newest unread voice to oldest unread voice
- 4 Newest unread e-mail to oldest unread e-mail (if included in your preference list)
- 5 Saved messages in the above order

If there are no unread messages of one class, the TUI plays the first message of the next class of messages.

If a new message arrives while you are listening to messages, the TUI announces the new message and puts it in the queue ahead of all others. The next prompt that plays and the next command you enter pertains to the open message, not the new incoming one. When you have handled the current message, the TUI plays the new message.

To change the message playback order:

See “[Setting Inbox Options \(Menu N: Inbox Options\)](#)” on page 201.

Menu C: Message Playback

You reach this menu when you are on the **Main** menu and press [P] to play a message. While the message plays, these are your control options:

Press	Result
7	* Play full message if setting is Play Headers Only, or Replay the message.
1	Pause (stop message playing for 10 seconds or until you press [#] to resume; a soft beep signals five seconds)
*	Skip back in the message five seconds
8*	**Go back to the previous message
#	Skip forward in the message five seconds.
8#	**Skip to the next message.

* If you set your text playback options to **Play Headers Only** (see “[Menu O: Text Playback Options](#)” on page 175), the TUI announces only the sender and the message subject of a text message. To render the text on the message body to speech, press [P] (**Play**) again. The TUI renders only text in the message body. It does not announce attachments other than voice or fax attachments.

**Notice in the menu list below that the 8-key by itself accesses Fax Transmittal Options.

NOTE: To help you remember that the *-key means to skip back in the message, while the #-key means to skip forward, notice that the *-key is to the left (back) the 8-key on the keypad, while the #-key is to the right (forward) of the 8-key.

When you use the 8-key and * or # to jump to another message, the TUI does not mark the message as read.

After listening to the message, press:

2: Answer Message: If the message is from a OnePoint Messenger user, you can press this key to send an answer to that user’s mailbox. If the Voice Profile for Internet Mail (VPIM) service is operating, you can also press this key to replay to a message from another voicemail system.

- 3: **Discard Message:** The message moves to the Deleted Items folder of Outlook.
- 4: **Forward Message:** You can forward voice, fax, and e-mail to other OnePoint Messenger users by entering their mailbox numbers.
- 5: **Keep Message:** This option allows you to access the message again some other time, either from the TUI or the desktop.
- 6: **Make Message:** Create a new message to a new recipient.
- 7: **Replay Message:** Play the current message again.
- 77: **Review Recipients:** Plays the recorded names of recipients who are OnePoint Messenger users in the local OnePoint Messenger domain, and plays the text address of others.
- 8: **Fax Transmittal Options** (Go to [“Menu D: Fax Transmittal Options”](#) next) You can download messages to any fax machine.
- 9: **Exit Mailbox**
- 00: **Help for this menu**
- 0: **Operator**

In addition to the options in the Message Playback menu, you can Hang up. The message you were listening to will remain listed as Unread.

If you set your text playback options to **Play Headers Only** (see [“Menu O: Text Playback Options”](#) on page 181), the TUI announces only the sender and the message subject of a text message. To render the text on the message body to speech, press **[P] (Play)** again. The TUI renders only text in the message body. It does not announce attachments other than voice or fax attachments.

After you handle the message (discard, keep, forward, etc.), or if you skip the message, the TUI plays the next message in the queue. When no unread messages remain, the TUI opens the most recent urgent saved message, and so forth, until there are no remaining saved messages to read, or you switch to the Make Message or User Options menus.

To stop the message playback:

Before the next message begins to play, you are in the Main menu. The menu options in the Main menu are the same as in the Message Playback menu, except for User Options (press **[8]**).

If you skip the message, the message is kept as Unread, but is not played again. This is useful if you want to call in again later to hear the message early in the queue or if you want to see it listed as Unread when you open your mailbox on your desktop.

To keep the current message in the Unread queue:

- Hang up
- Press [**8#**] to skip to the next message.
- Press [**8***] to jump back to the previous message (if any).
- In Outlook, change the message status to Unread (select the message, then select Unread)

Menu D: Fax Transmittal Options

While in [Menu C: Message Playback](#), to forward a text or fax message to a fax machine, press [**8**] to enter this **Fax Transmittal Options** menu.

- 3: Send to personal **Default fax number**: This is the fax number entered in your Exchange user profile. You can change this number by exiting to the **User Options** menu, then choosing **Advanced Options**, then **Fax Storage Options**.
- 4: **Input Fax Number**: You can enter any fax machine phone number here. It can be another person's fax number, but the cover sheet will list you as the recipient.
- 7: **Receive Fax Online**: "Online" means the phone from which you are calling.
- 9: **Exit this menu**.
- 00: **Help for this menu**

Making Messages from a Telephone

Of course, the conventional way of leaving a message for someone is to call that person, then leave a message in his mailbox if he does not answer.

Call-back phone number: A new feature in OnePoint Messenger 2.0 is an editable calling line information (CLI). Normally, OnePoint Messenger displays the phone number from which the call is made in the Subject field of the message. You as the caller may want another telephone number to appear there, typically when you are not calling from your office phone. After you have recorded your message, the TUI offers you the chance to enter the other number.

In addition to simply calling someone's telephone number and being routed to voice mail, there are several ways to send a telephone message. All involve calling the Message Center.

- From the Message Center, dial the mailbox number (or use DBN) of your intended message recipient, as described next. You are in [Menu Q: Outside Caller Messaging](#). You can leave a voice and/or a fax message.
- Log in to your mailbox, then create, address, and send the message. You can leave both a voice and fax message. See [“Making Messages from Your Mailbox”](#) on page 191.
- Log in to your mailbox, then reply to or forward an incoming message from a OnePoint Messenger user or other VPIM-compliant voice mail system. In addition to forwarding all kinds of attachments, you can add voice and fax attachments.
- Log in to your mailbox, then route a message in your Inbox to your recipient's fax machine. See [“Sending Faxes to a OnePoint Messenger User by Phone”](#) on page 145 in Chapter 5.

To dial a person's mailbox:

- 1 Call the Message Center number.
- 2 The TUI prompts you to enter a mailbox number. Usually your Exchange administrator uses phone extensions as the basis for mailbox numbers, so you can dial a mailbox by entering the same number as the extension.

or

If Dial by Name is available, the TUI tells you what keys to press to access it.

- 3 After dialing the person's mailbox number (or using DBN to access it), the person's greeting plays. The TUI then prompts you to leave a message, and puts you on the **Outside Caller Messaging** menu.

VPIM Messaging

You can create and send an intentional message to the voice mailbox of someone who uses a different voice mail system, which we call VPIM (see [“Using Voice Profile for Internet Mail \(VPIM\)”](#) on page 28 in Chapter 1.)

On the telephone, it would be pretty difficult to enter the full address required by the VPIM protocol, so OnePoint Messenger allows the Telephony Server administrator to set a dialing prefix (the default is **3**) that you can press to signal the Telephony Server when you are about to enter a VPIM address. Then, you simply enter the telephone number of your recipient, and your message is sent to the remote mailbox.

For example, if your VPIM access prefix is 3 and your recipient is in your area code at 555-1234, you would press [**6**] in the Main TUI menu, followed by 5551234. Then record and send your message as you would any other intentional message.

If your Exchange Administrator sets up a routing mailbox to a person on another voice mail system, so you can use Dial by Name to enter that person's VPIM address.

Menu Q: Outside Caller Messaging

The menu keys and associated commands in this menu are:

- 1: Pause the recording process.
- 2: **A**ppend to your recorded message.
- 3: **D**iscard and re-record your message.
- 5: **L**eave a fax—The TUI prompts “Press the **start** button on your fax...”
- 7: **R**eview your recorded message.
- 8: Mark the message **u**rgent.
- 9: Deliver the message and **e**xit the system.
- #: The #-key has different functions depending on context:

- When you dial the Message Center, press [#] to access the Automated Attendant.
- While making a message, press [#] to stop recording and return to the menu.
- Pressing [#] again delivers the message and accesses the Automated Attendant.

*: The *-key has several functions:

- When you dial the Message Center, you can enter a mailbox number followed by [*] to log in to that mailbox.
- While leaving a message for someone, the *-key has the same function as the #-key: press [*] to stop recording and return to the menu.
- If you are at your office phone while leaving a message for another user, press the *-key again to send the message and access your own mailbox login.

0: Operator. After completing your message and returning to the menu, the TUI prompts “Press 0 to deliver the message and return to the attendant.” If there is no operator available, the TUI says “I'm sorry. There is no attendant available. Goodbye.”

00: Help for this menu

Making Messages from Your Mailbox

When you call your own mailbox, you have several ways to create and send messages:

- Press [#] to access the Automated Attendant from the **Main** menu or the **Play Message** menu and dial a OnePoint Messenger user's phone. If the person does not answer, you are routed to voice mail at [Menu Q: Outside Caller Messaging](#).
- From the Main menu of your Inbox, you can enter a user's mailbox number to record a message in that person's Inbox. You are routed to voice mail at [Menu Q: Outside Caller Messaging](#).
- When you play your incoming messages, you can press [A] to answer the message, [AA] to **Answer All**, or [4] to forward the message. The caller must be calling from a telephone associated with a mailbox on your Exchange Server. To enable you to use a telephone to reply to a user of another VPIM-compliant voice

mail system (see [“Using Voice Profile for Internet Mail \(VPIM\)” on page 28](#)), your Exchange administrator must create a mailbox for that caller that routes your message to the caller’s mailbox on his or her own voice mail system.

- From [Menu B: Main](#) or [Menu C: Message Playback](#), you can press [6] to make a new message on [Menu E: Make Message](#).

To make a message on the Make Message menu:

- 1 Press [6] from either the **Main** menu or the **Play Message** menu.

NOTE: When you log in to your mailbox and enter your passcode, you can access the Make Message menu by pressing [6] even before the TUI has responded to your passcode. Wait a few seconds after entering your passcode before pressing [6] so that the TUI does not interpret “6” as part of your passcode entry.

- 2 The TUI prompts you to enter the mailbox number of the person to whom you want to send the message. After you enter the number, press [#] or wait for the TUI to prompt you “Please enter another mailbox number.”

If you pause after entering a recipient, a secondary menu allows you to delete the recipient from the list.

- 3 You can enter as many recipients as you want, including a number for a distribution list. To enter a VPIM address, enter the Exchange routing mailbox number associated with your VPIM addressee.

Press [#] after each mailbox number, then press [#] again when you are finished.

If you enter a number that is already in the list, the TUI says “Already in list.”

- 4 When you have concluded entering addresses, the TUI prompts “Record a message at the tone.” Record your message after the beep.
- 5 After you make the message, you can press [#] to access the options in [Menu E: Make Message](#)—append, delete and re-record, set delivery options (request receipt, set confidential, set urgent), or add a fax.
- 6 To cancel the message, press [D] for **Delete**, then hang up.

- 7 To review or edit your delivery list, press [77] to access [Menu F: Recipient Management](#). You can also do this before you record your message.
- 8 To send the message, hang up, or to send and then return to the Main menu, press [#].

Menu E: Make Message

Available from [Menu A: Incoming Call](#), the Make Message menu is almost the same as [Menu Q: Outside Caller Messaging](#), shown above. Two options here are not on the Outside Caller Messaging menu—[Message Addressing Options \(Menu G\)](#) and [Recipient Management \(Menu F\)](#), both shown below.

- 1: Pause your recording.
- 2: Append to your recorded message.
- 3: Discard and re-record your message.
- 5: Leave a fax.
- 6: Message Addressing Options (Go to “[Message Addressing Options \(Menu G\)](#)” below)
- 7: Review your recorded message
- 77: Recipient Management (Go to “[Menu F: Recipient Management](#)” below)
- 9: Exit to **Main** menu
- 00: Help for this menu

If you press [3] and hang up, your message is cancelled. Alternatively, you can just hang up to deliver it.

Message Addressing Options (Menu G)

Reached from “[Menu E: Make Message](#)”, the keys and associated commands in this menu are:

- 2: Make **C**onfidential (Press [2] again to cancel Confidential)
- 7: Request **R**eceipt (Press [7] again to cancel Request Receipt)
- 8: Make **U**rgent (Press [8] again to cancel Make Urgent)
- 9: Exit
- 00: Help for this menu

Use the **Message Addressing Options** menu to set Confidential or Urgent flags on your outgoing message. When you choose Request Receipt, the receiving server notes when the recipient has opened your message, and sends you a confirming notice. You can select and then deselect any of these options by pressing the same key again.

After you set flags on the **Message Addressing Options** menu, return to the **Make Message** menu. You can edit the recipient list, as shown below, or press [9] (the X-key) to exit the menu and return to the **Main** menu. Exiting the **Make Message** menu sends the message.

To edit the recipient list for your outgoing message, press [77] from the **Make Message** menu to access the **Recipient Management** menu.

Recipient Management (Menu F)

Press [77] to access from Menu E. The keys and associated commands in this menu are:

- 2: Add Recipients
- 3: Delete Recipients
- 4: Add Cc Recipients
- 5: Add Bcc Recipients
- 7: Review Recipients
- 9: Exit to previous menu

When you are finished working with the **Recipient Management** menu, press [9] to return to the **Make Message** menu. When you are ready to send the message, press [9] (the X-key) to exit the menu return to the **Main** menu. Exiting the **Make Message** menu sends the message.

Responding to a Message to You

In addition to calling someone directly, you can respond to messages with intentional messages.

- 1 After listening to a message, press either [A] (**A**nswer the sender) or press [A] twice (**A**nswer **A**ll) to send your answer to the sender and all recipients of the sender's message.
- 2 Both the Answer and the Answer All commands access [Menu E: Make Message](#), described above, on which you can record, re-record, append, add a fax, review/revise the recipient list, and set the delivery priority and confidentiality.

Sending Messages to Distribution Lists

Using the TUI, follow the same procedure to send a message to more than one person as you use for one person. You have two ways to create a recipient list:

- Add recipients one by one to the recipient list. You can add both OnePoint Messenger users and VPIM addressees to the same list.
- Enter the number of a distribution list your Exchange administrator has created (you cannot use distribution lists from your personal address book.)

You can create a recipient list that combines individuals and distribution lists. In either case, you can use Dial by Name (DBN). For example, if your Exchange administrator has created a distribution list named “Sales”, you would access DBN ([page 168](#)), then press the letters for “Sales.”

No matter how you create the recipient list, you follow the same procedure that you use to create and send a message to an individual. You can even forward e-mail messages that include attachments to distribution lists.

Before you begin to create your message, the TUI prompts you to enter one or more mailbox numbers to which to address your message. You can then make your message, and then press [77] to go to the **Recipient Management** menu to edit the recipient list. You can review the list, and add or delete To, Cc, and Bcc recipients. Your recipients can include distribution lists created by the Exchange Administrator.

Record your message, then press [#] to send the message, just as you would for an individual. OnePoint Messenger automatically distributes the message to the individual mailboxes of the group.

One of the benefits of creating an intentional message is this ability to send the message to more than one person at the same time. Another benefit is that the message you send is saved in your Sent Messages folder, so you have a record of to whom your voice message went, when you sent the message, and the subject.

Setting Telephone User Interface Options

You can set several Telephone User Interface (TUI) preferences from the TUI. You can set your:

- **Greetings and name** (record greetings and name and select your active greeting): See [“Changing your Name or Greeting from the TUI” on page 198](#) and [“Menu H: User Options” on page 179](#).
- **Default fax number**: See [“Setting Fax Options” on page 199](#) and [“Menu I: Advanced Options” on page 179](#).
- **Message playback options** (message order and text access level): See [“Menu N: Inbox Options” on page 181](#).
- **Passcode**: See [“Changing your Telephone Passcode from the TUI” on page 197](#) and [“Menu H: User Options” on page 179](#).
- **Pager** (on/off and alert level): See [“Setting Pager Options” on page 199](#) and [“Menu I: Advanced Options”](#).

Your systems administrator must set your basic level of access to unified messaging and then set feature levels within those basic usage categories, as described in [“Setting OnePoint Messenger User Options” on page 34](#) in Chapter 1. TUI settings that your systems administrator must enter include:

- Whether to play the TUI tutorial the first time you log in to your mailbox from a telephone
- The language you want your mailbox prompts to use and the language used by the system outside your mailbox
- Your pager type and number

Set preferences by progressing through the following menu tree, as described here and shown in [Figure 7-2](#).

- 1 From [Menu B: Main](#), press [**8**] [Menu H: User Options](#).
- 2 From [Menu H: User Options](#), to change:
 - Fax, Inbox, and pager options, press [**2**] ([Menu I: Advanced Options](#)). See [“Setting Advanced TUI Options \(Menu I: Advanced Options\)” on page 199](#).
 - Your greeting, press [**4**] ([Menu M: Change Greeting](#)).
 - Your spoken name, press [**6**] ([Menu L: Record Name](#)).
 - Your passcode, press [**7**].

If you select a menu option, and the TUI responds “I'm sorry. You do not have authorization to access this feature”, it means that the administrator has not enabled the option for you. The blocked access is can occur in the paging, text access, and faxing options.

For each preference, when you change the preference, the TUI either immediately reports to you the new setting or offers you a menu choice that affords you the chance to hear the new setting. In some menus, the TUI reports to you the current setting as soon as you choose the menu. For any change that you make, the change is immediate. For example, if you change the TTS level from Headers Only to Headers and Message Body, then go to the Play Message menu, the TUI will use the new preference, speaking the full message.

Changing your Telephone Passcode from the TUI

In setting up your mailbox in Microsoft Exchange, your Exchange administrator enters a telephone passcode for you that you use the first time you call your mailbox. Your Exchange administrator can also invoke a tutorial that, when you first log in, guides you through changing your passcode and recording your name and greeting.

To change your telephone passcode, you can do so from Outlook or a telephone. When you do so from a telephone, you must first enter your current passcode to access your mailbox, a sort of Catch-22 if you have forgotten it. If you forget your passcode, use Outlook to change it (see [“Changing your Telephone Passcode” on page 159](#) in Chapter 6), or ask your Exchange administrator to reset it to the default passcode.

To set your passcode:

- 1 In the **User Options** menu, press [7]. The TUI prompts you to enter from one to ten digits for your passcode.

These key combinations are not allowed:

- A passcode that is the same as the mailbox number.
- A passcode in either of these sequences: 123456 or 654321
- A passcode that is all the same number, such as 2222 or 3333

The administrator may also set a minimum and maximum passcode length.

- 2 After entering the new passcode, wait for a timeout or press [#].

- 3 Press [**X**] (the 9-key) to return to the previous menu.

NOTE: For information on changing your passcode from Outlook, see [“Changing your Telephone Passcode” on page 159](#).

Changing your Name or Greeting from the TUI

You can use the TUI or Outlook to record your name (as spoken to announce your mailbox) or greetings, or enable a different greeting. For an explanation of the types of greetings, see [“Greetings Overview” on page 154](#) in Chapter 6.

To record or enable a new greeting:

- 1 From the **Main** menu, press **8** for Menu H, User Options ([“Menu H: User Options” on page 179](#)).
- 2 On the **User Options** menu, press **4** to reach Menu M (see [“Menu M: Change Greeting” on page 180](#))
- 3 On **Menu M**, press:
 - **2** to change your Conditional greeting, which includes both the Busy Greeting and the Ring-No-Answer Greeting
 - **6** to the change your Out-of-Office greeting
 - **7** to change your Primary greeting.

Each greeting can be up to two minutes long.

If a greeting that you re-record is already enabled, you do not need to enable it again for the changed greeting to take effect.

- 4 To enable a new greeting type (e.g., to switch from Primary to Conditional), first be sure you have recorded the greeting to which you are switching, then press **3** in Menu M.
- 5 On the Enable Greeting menu (Menu ME), press **2** to enable the Conditional greeting, **6** to enable the Out-of-Office greeting, or **7** to enable the Primary greeting.

To record your name:

NOTE: In addition to being able to record your name from Outlook, typically the TUI tutorial runs and has you record your name when you first call into your mailbox.

- 1 From the **Main** menu, press **8** for Menu H, User Options ([“Menu H: User Options” on page 179](#)).

- 2 On the **User Options** menu, press **6** to reach Menu L (see [“Menu L: Record Name” on page 180](#)).
- 3 In the **Change Name** menu, press **5** to listen to your currently recorded name. Press **7** to record your name. Your name recording can be up to 10 seconds long.
- 4 Press **9** to return to the **User Options** menu, and **9** again to return to the **Main** menu.

Setting Advanced TUI Options (Menu I: Advanced Options)

To reach the Advanced Options menu, press [2] on [“Menu H: User Options”](#). The menu gives you access to menus for changing your fax, pager, and Inbox options:

- 3: Fax Storage Options (Go to [“Menu J: Fax Storage Options” on page 180](#)): Change your personal default fax number.
- 4: Inbox Options (Go to [“Menu N: Inbox Options” on page 181](#)): (see below)
- 7: Pager Options (Go to [“Menu P: Pager Options” on page 181](#)): Change and test your pager number.
- 9: Exit to previous menu

Setting Fax Options

The Fax Storage Options menu allows you to choose your default fax number, to which, if enabled, you can quickly download e-mail and faxes that are sent to you. Press [3] in the Advanced Options menu (above) to reach this menu.

When you are listening to incoming messages and want to download a message to a fax machine, press [6] in the Play Message menu to access the Fax Transmittal Options menu (see [“Menu D: Fax Transmittal Options” on page 188](#).)

Setting Pager Options

OnePoint Messenger can alert your pager when you receive a unified message (a telephone call or an e-mail that uses the unified message form). OnePoint Messenger supports several types of paging, including direct access, PIN access, and e-mail pagers. Your Exchange administrator must set your pager type, pager phone number, and access code (if there is one).

Your Exchange administrator chooses the default paging level from:

- All unified messages
- Only unified messages marked Urgent
- No paging

If your Exchange Administrator has enabled paging for you, you can use the TUI to change the paging level.

To edit your paging preferences:

- 1 Call the Message Center and open your mailbox.
- 2 From the Main menu, press [8] for [Menu H: User Options](#).
- 3 Press [2] for [Menu I: Advanced Options](#).
- 4 Press [7] for [Menu P: Pager Options](#).
- 5 Press [3] to toggle **Enable/Disable** paging. If you enable paging, the TUI then prompts you to enter the message alert level that you want.
 - Press [2] for **All** unified messages.
 - Press [8] for **Urgent** unified messages only.Or, press [X] to cancel and exit to [Menu P: Pager Options](#).
- 6 In [Menu P: Pager Options](#), press [7] to review the pager setting. The TUI announces your pager status—enabled or disabled—and the level of paging and your pager number. If the Exchange administrator has not entered your pager number, the TUI announces that your pager number is “oh-oh-oh”. In that case, setting your paging level has no effect.
- 7 Press [9] to return to each previous menu.

Message Delivery Paging

Message delivery paging is not a call to a pager but an automated voice alert to a telephone that you use away from the office. Your Exchange administrator enters the number in your profile, so that when a message arrives in your Inbox that conforms to your paging alert level preference, the TUI calls you on your designated telephone and, when you answer, gives you three choices:

- **Play message:** The system will prompt you to log in to your mailbox.

- **Call back:** Have the TUI call back in 30 minutes.
- **Wrong number:** Whoever receives the call indicates that the alert has been sent to the wrong number. The TUI disables paging for you and reports an error. Your administrator will note the error and verify your alert telephone number.

Message delivery is especially valuable if you want to be alerted on a cell phone when you are on the road.

Setting Inbox Options (Menu N: Inbox Options)

To reach the Inbox Options menu:

- 1 Press [8] on “Menu B: Main”. [Menu H: User Options](#) plays.
- 2 Press [2]. “Menu I: Advanced Options” plays.
- 3 Press [4]. “Menu N: Inbox Options” plays.

The Inbox Options menu allows you to choose the order in which your messages play through the TUI, and to reach the menu that controls how much of each message to play:

1: Voice Messages Only—If your Exchange profile is set to “Full Unified Messaging”, and there is a Text-to-Speech resource available, both the voice and text components of unified messages play, but text e-mail messages do not play. You have access through a fax machine to fax attachments and text on the message body.

If your profile is set to “Voice and Fax Mail” only, just the voice content in unified messages play. You have access through a fax machine only to fax attachments.

2: Voice then Text Messages—This option is available only if you have Full Unified Messaging. As with the previous option, a “voice” message in this context means all unified messages—in other words, phone messages or e-mail messages made with the New Unified Message form. “Text messages” are messages not made with the New Unified Message form.

3: Play messages in order received

4: Text Playback Options (shown below)

9: Exit to previous menu

00: Help for this menu

The second and third options on the **Inbox Options** menu allow you to specify the order in which you want voice and text messages to play. These options are only relevant to you if two conditions are true:

- Your organization has its OnePoint Messenger Telephony Server set up to convert e-mail text to voice using Text-to-Speech. If not, the TUI announces for a text message that you try to play:

`"I'm sorry, there are no e-mail reading resources available."`

- Your Exchange administrator gave you the Text-to-Speech option in your profile. If not, the TUI announces for a text message that you try to play:

`"This message has text components that cannot be played, because you do not have text reading privileges."`

If either of the two conditions are not true, choosing any one of the three options will have the same effect—only voice messages play.

Text Playback Options (Menu O: Text Playback Options)

You reach the **Text Playback Options** menu by pressing [4] in ["Menu N: Inbox Options"](#). The Text Playback Options menu contains

- 1: Play Headers Only
- 2: Play Message Body
- 9: Exit to previous menu
- 00: Help for this menu

On the **Text Playback Options** menu, you choose how much of the text portions of the message to convert to speech through the Text-to-Speech converter—only the message header or all of the e-mail text. Other kinds of attachments are not rendered by the TUI, but you are told when the message has an attachment.

Text will not be converted to speech if:

- You do not have text-to-speech access and the Full Unified Messaging option.
- When all text-to-speech resources on the Telephony Server are temporarily in use. In that case, and you have the text-to-speech

option and preferences set, the TUI says that there are no resources currently available to read your message.

If you press [2] for **Play Headers Only**, the TUI announces the sender and subject, as it does for **Play Message Body**. What happens next depends on whether the message contains voice or text. If it contains voice and text, the TUI plays both the voice and text components. If the message contains only text, the TUI says “end of message.”

To have the TUI render the text to speech:

When you have your text options set to Play Headers Only, and the TUI announces only the header, press [P] twice.

Where to Go from Here

- To learn how to test your multimedia controls, see Appendix A, [“Tuning Your Multimedia Setup” on page 205](#).
- To learn about standard Windows controls, see Appendix B, [“Standard Windows Controls” on page 209](#).
- To find a desired topic, see the Table of Contents or the index of this book.

In addition to this guide, see the OnePoint Messenger online help for Outlook and Unified Fax Printer, as described in [“Getting Online Help” on page 62](#) in Chapter 3. OnePoint Messenger online help for Web Client is available as downloaded HTML pages from the Web Client **Help** button on the Web Client toolbar.

A. Tuning Your Multimedia Setup

This appendix gives tips on testing and adjusting your PC speaker volume by using the Windows Media Player and Volume Control utilities. It contains two sections.

Testing Your PC Sound Setup and Volume Levels

Make sure your sound card and the volume controls are set up properly. Refer to your sound card documentation for instructions about how to set up your sound card.

Test the volume controls on your speakers to assure that they are active. Typically, speakers have a light that indicates if the speakers are getting power. If the light is not on, check the On/Off button and the power connection.

You can test your sound system installation and volume controls by playing one of the sound files included with Windows through Media Player

To test sound levels in Media Player:

1. On your speakers, turn the volume control knob down.
2. From the Windows **Start** button, choose **Programs**, then **Accessories**, **Multimedia**, and **Windows Media Player**.
3. Repeat the sequence to start **Volume Control**.
4. In Windows Media Player, from the **File** menu, choose **Open**.
5. Browse the directory tree for a “.wav” system sound file such as “The Microsoft Sound.wav” typically in the \\Windows\\Media directory.
6. Click **Play**.
7. Use the physical speaker volume control and the software volume controls in Windows Media Player and Volume Control to adjust the sound level, balance, and quality.

Both Media Player and Volume Control have many options that you can learn about through their online help.

Setting Playback and Recording Volumes

First test the controls on your speakers by using a sound file, as described above. If you have a volume control knob on your speakers, using that knob is probably the easiest way to set playback volumes. With the physical speaker volume control set at mid-range, use the Windows Volume Control utility to adjust volume and balance for various sound file types. Then, when you receive a voice attachment that is abnormally above or below the standard decibel level, you can quickly adjust the sound level up or down with the speaker volume control knob.

To adjust playback sound volume:

1. If you have a volume control knob on your speakers, turn it to the midpoint.
2. From the Windows **Start** button, choose **Programs**, then **Accessories**, **Multimedia**, and **Volume Control**.
3. From the **Options** menu, choose **Properties**, then select **Playback** in the “Adjust Volume for” group.
4. Select the appropriate devices in the “Show the following volume controls” field. For OnePoint Messenger, select **Volume Control**.
5. Click **OK**. The Volume Control panel appears.
6. Move the slider up in **Volume Control** to increase sound levels. If the **Mute All** box is checked, deselect it.
7. To change the balance between the left and right speakers, drag the **Balance** slider.
8. To close Volume Control, choose **Exit** from the **Options** menu.

Of course, to set the recording level, the easiest thing you can do is to speak more loudly or softly or move the microphone closer or farther away. You can also adjust the recording level in software.

To adjust the recording level on your microphone:

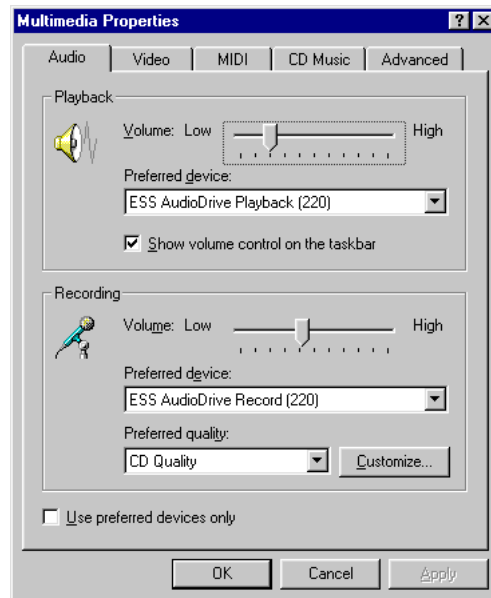
1. Open **Volume Control**, as described above.

2. From the **Options** menu, choose **Properties**, then select **Recording** in the “Adjust Volume for” group.
3. Select the appropriate devices in the “Show the following volume controls” field. For OnePoint Messenger, select **Microphone**.
4. Set volume levels by dragging the slider.
5. To close Volume Control, choose **Exit** from the **Options** menu.

Troubleshooting Playback

If audio plays from your internal speakers rather than external ones, you might have a device auto-sense problem that simply requires rebooting the system so that your external speakers can be detected. If that does not work, select the appropriate audio device in the **Multimedia** applet in **Control Panel**, as shown in Figure A-1.

Figure A-1 Control Panel, Multimedia Properties



Troubleshooting Recording

If you cannot record a message using the OnePoint Messenger recorder when using a microphone, first raise the recording and playback levels, as described above. When recording, look at the microphone recording level indicator on the recorder control bar. It should display green lines high in the indicator. A red line displayed at the top indicates distortion.



You can isolate the source of the problem by creating a test recording with Windows Sound Recorder. Start Sound Recorder from the same Multimedia program group as Volume Control, above. If your microphone does not work with Sound Recorder either, suspect a hardware problem. Check the physical connection of the microphone to the sound card. If possible, test another microphone on your PC.

OnePoint Messenger provides the Call-Me/Meet-Me telephone alternative to recording with a microphone. For details, see [“Using Call-Me and Meet-Me” on page 79](#) in Chapter 3. If you cannot make a recording by using the Call-Me/Meet-Me telephone alternative, reinstall the OnePoint Messenger Outlook client.

B. Standard Windows Controls

This appendix describes parts of Outlook and OnePoint Messenger that are standard Windows controls. You can skip this appendix if you are familiar with Windows. It contains these two sections:

Section	Page
Windows Controls	209
Title Bar, Menu Bar, and Toolbar	210
Using Windows WinHelp for Online Help	212

Windows Controls

All windows contain sizing controls at the top left, top right, right side, bottom, and bottom right. The top right corner contains three controls—**Minimize** (dash), **Close** (X), and a middle button that alternates between **Maximize** and **Restore** (restore to the window size that you set) depending on which state it is currently.

To resize the window:

1. Click **Restore**.
2. Place the mouse over the edge of the screen until the cursor changes to double arrows.
3. Drag the edge of the screen to the size you want. Dragging the bottom right corner allows you to resize in two directions at once.

Scrolling

If a window contains more information than will fit on the window vertically, a scroll bar appears on the right edge. When there is too much information to fit on the screen horizontally, a scroll bar appears at the bottom of the window. For example, using Outlook, if your message list contains more messages than will fit on your screen, use the scroll bar or press the up arrow or down arrow on the keyboard to find the desired message.

Title Bar, Menu Bar, and Toolbar

The title bar initially displays the application name. Outlook displays "Microsoft Outlook" followed by the name of the open folder, such as the Inbox, which is automatically displayed at startup, unless you set your preference for a different folder. The title bar changes, however, as you work within the application. For example, when you select another folder in Outlook, the title bar will display the name of that folder. When you reduce the Inbox, by tiling or cascading your Inbox and folders, the title bar no longer displays any folder name, only Outlook.

The menu bar lists the menus available in Outlook. The menus listed on the menu bar contain commands that let you perform actions or set preferences.

The toolbar consists of various buttons, which are small symbols that are used as shortcuts for executing commands.

All the commands that are available by using the buttons in the Outlook toolbar are also available from the Outlook menus.

Using Toolbar Buttons

Use the buttons on the toolbar as an alternative to using menus or key equivalents to display windows or choose commands.

To use a toolbar button, select the desired button. To view what a particular toolbar button does, place the cursor over the button and read the ToolTip description that appears.

Status Bar

The status bar at the bottom of the application window tells how many items there are in the current view.



Control Menu

The button at the left end of the Outlook title bar invokes the window Control menu. The Control menu contains the commands used to move, resize, or close the Outlook application window or to switch between windows.

Other Outlook/OnePoint Messenger windows and dialog boxes also have a Control Menu button to let you display commands used to move or close the active window.

To access the Control menu:

Click the **Control menu button** or press **Alt+spacebar**. Keyboard commands are especially useful when the title bar or other borders are not visible.

Restore, Maximize, and Minimize Boxes

When Outlook starts, the Outlook window appears in the same place and at the same size that it was when you closed Outlook. The default folder is displayed, which, unless you change it, is the Inbox. When you open a message, the window is the size of the last message window that you had open.

To enlarge a window to the full size of the screen:



Click the middle button on the top right of the title bar, as shown here.

Alternatively, open the **Control** menu, as described above, then choose **Maximize**, either with the left mouse button or with the down arrow and Enter key on the keyboard.

The left button of the three is Minimize, which reduces the window to its title bar at the bottom of the screen or application window.

The "x" button on the right closes the window or application.



When the window is at full size, the buttons change, as shown here.

To restore the window from full size to the previous size:

Click the middle button.

Displaying Menus

To display the commands on a menu:

Select the menu name with the left mouse button

or:

1. Press and release **[Alt]** or **[F10]** to activate the menu bar.
2. Press the left arrow or right arrow until the desired menu is highlighted.
3. Press **[Enter]** or the down arrow to highlight a menu item.

For example, you can display the commands in the OnePoint Messenger application window's Control menu by either clicking on its Control Menu icon or by pressing **[Alt]**, the **[left arrow]**, and then **[Enter]**.

To close the menu and remain in the menu bar:

Press [Esc] or click the menu name.

To close the menu and return to the workspace:

Press [Esc] twice, or press [Alt] or [F10].

Choosing Commands from Menus

Like most Windows applications, the Outlook and OnePoint Messenger commands may or may not be available and may operate differently in different contexts. Commands that are not available appear dimmed.

To choose a command or menu item from a menu:

1. Select the menu with the mouse or [Alt] key, as above.
2. Type the underlined letter in the command or item name
or
 - Press the up arrow or down arrow until the item you want is highlighted.
3. Press [Enter].

Moving Around in Dialog Boxes

A dialog box, usually simply called a dialog in this guide, is a window that opens as a subsidiary window to the main screen. It does not have pulldown menus. Instead, it has radio buttons and check boxes to make selections, and edit boxes where you type text.

To move between fields in a dialog box:

Use the mouse to move the cursor to the text box you want and click the left mouse button.

or

Press [Tab] repeatedly until the cursor is in the text box you want.

or

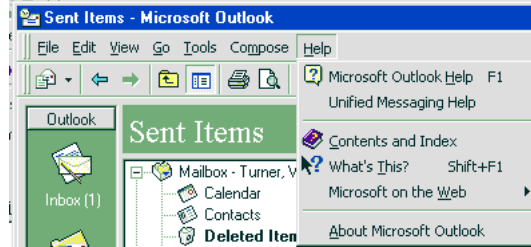
Press [Shift]+[Tab] to move backward in the dialog box.

Using Windows WinHelp for Online Help

To get help for Outlook and OnePoint Messenger, you can press [F1] in Outlook to reach the Outlook Assistant, or choose an option from

the **Help** menu on the main or message form screens. The Outlook **Help** menu contains six options, as shown in [Figure B-1](#).

Figure B-1 Outlook Help Menu



- **Microsoft Outlook Help** is the Outlook Assistant.
- **Unified Messaging Help** provides help for the OnePoint Messenger components, such as unified messaging buttons, Unified Fax Printer, and QuickPick.
- **Contents and Index** provides the Outlook Help contents.
- **What's This?** Choose this menu item and then click a button or menu item in Outlook to get augmented ToolTips, including those for OnePoint Messenger additions.
- **Microsoft on the Web** provides Web links to Outlook information on the Microsoft website.
- **About Microsoft Outlook** provides version level, licensing, system information, and Technical Support links.

To get help for OnePoint Messenger using the Outlook Help menu:

1. From the Outlook **Help** menu, choose **Unified Messaging Help**. There are three tabs—**Contents**, **Index**, and **Find**. **Index** displays a list of topics, shown in [Figure B-2](#).
2. To find help for a topic you want, type search words in the top field of the **Index** tab, or scroll either the **Contents** or **Index** lists.
3. To open the topic, double-click the topic item in the list, or select (click) the topic, then click **Display**.
4. To return to the **Help Contents** window, click **Help Topics**.

or

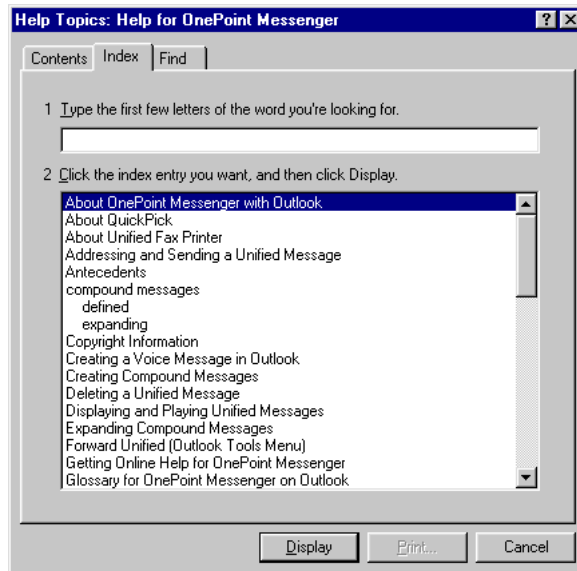
Click **Back** to return to the last topic detail page that you viewed.

5. To return to the application, choose **Exit** from the **File** menu of the topic detail window.

or

Click **Cancel** in the Help **Index** or **Contents** lists.

Figure B-2 Help Index



The **Find** tab allows you to build a detailed word index of the Help document. Use the **Find** tab if you cannot find what you need by using the **Contents** or **Index** tabs.

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