

ESI Mobile Messaging

User's Guide

0450-1232
Rev. B

Copyright © 2009 ESI (Estech Systems, Inc.). Information contained herein is subject to change without notice. ESI products are protected by various U.S. Patents, granted and pending. Visit ESI on the Web at www.esi-estech.com.



Contents

- Introduction**2
- Setting up ESI Mobile Messaging**3
 - Programming e-mail addresses and .WAV attachment settings3
- Using ESI Mobile Messaging**6
 - Receiving an e-mailed notification of a new message6
 - Handling a .WAV attachment7
 - Troubleshooting note for “smartphone” users8

Introduction

ESI Mobile Messaging combines the advanced capabilities of an ESI business communications system with the convenience of your existing e-mail accounts. When you receive a **message** (a voice mail or a recording) at your extension or guest mailbox, you also receive an e-mailed notification with a header that contains information about the message — the Caller ID name and number, as well as the call's date, time, and duration. ESI Mobile Messaging allows you to quickly do the following (and more):

- **Remotely manage messages** — With the flexibility of ESI Mobile Messaging, you can be out of the office and still stay in touch. You can manage voice mail messages using Web mail from: your home PC or laptop; your personal (or alternate) e-mail account; or your PDA.
- **Choose two e-mail accounts** (addresses) at which to receive e-mailed notifications of messages.
- **Choose which messages to handle and how to manage them** — Know exactly who's leaving a message for the user without calling into the system. For example, if you have 10 messages, you don't have to listen to each one on the phone to access an important message for which you've been waiting; instead, you can go directly to any message, using the corresponding e-mailed notification, and listen to it right away.
- **Get a .WAV file attachment**¹ to the e-mailed notification for each message you receive.
- **Listen to a message on your PC**¹ — Play back a message through the default media player on your PC by simply double-clicking the attachment.
- **Store important messages**¹ — Save a message attachment to your hard drive or USB Flash[®] drive, just as you would save any other e-mail attachment.
- **Share messages**¹ — Forward important messages to interested individuals, even if they're not on your ESI system.

¹ Requires activation in user programming of the optional .WAV attachment feature (see "Setting up ESI Mobile Messaging," beginning on page 3).

Setting up ESI Mobile Messaging

Programming e-mail addresses and .WAV attachment settings

Note: In order for you to access the Mobile Messaging settings described in this section, this feature must first be enabled for your extension or guest mailbox by the System Installer or Administrator.

You can choose up to two e-mail destination addresses — called *Main E-Mail* and *Alternate E-Mail* — to which the ESI system will deliver an e-mail notification whenever you receive a new message.¹ Also, for each destination address, you can choose whether to receive a .WAV file attachment from each new message.

Example: You might choose to receive attachments remotely while using the Alternate E-Mail setting, but not to receive attachments while using the Main E-Mail setting when in the office — or *vice versa*, depending on your needs and broadband access when away from the office.

- **Main E-Mail** — This is your **primary** e-mail address. It's where you wish to receive most, or all, of the e-mailed notifications from new messages.
- **Alternate E-Mail** — This is a secondary e-mail address at which you can receive e-mailed notifications of new messages.

You may use the same e-mail address for **both** the Main E-Mail and Alternate E-Mail settings. (For most users, this probably will be the case; but the Alternate E-Mail setting gives you added flexibility.)

It's necessary, first, to program into the ESI system an e-mail address for each of these two settings. You will accomplish this by using your ESI Feature Phone.

User programming settings for Mobile Messaging

Note: The 48-Key Feature Phone has a dedicated **PROGRAM** key. If performing this programming with a 24-Key Feature Phone, press **PROG/HELP** whenever the instructions tell you to press **PROGRAM**. (Don't perform this programming with a 12-Key Feature Phone or Cordless Handset.)

In this section, you'll learn:

- How to switch your extension (or guest mailbox) between its Main E-Mail and Alternate E-Mail settings.
- How to program the destination address for each.
- How to select whether to include messages as .WAV attachments for each setting.

Keys pressed	Item
PROGRAM 6	External message notification
PROGRAM 6 5	Mobile Messaging options
PROGRAM 6 5 1	Active E-Mail destination
PROGRAM 6 5 2	Main E-Mail destination
PROGRAM 6 5 3	Alternate E-Mail destination

First, some quick definitions:

- The **Active E-Mail** destination setting lets you choose the destination (either Main E-Mail or Alternative E-Mail) for e-mailed notifications when you receive new messages.
- The **Main E-Mail** and **Alternate E-Mail** destination settings let you program the Main E-Mail and Alternate E-Mail addresses, and — for each — select whether to include a .WAV attachment with each e-mailed notification of a new message.

Note: Programming of the ESI Mobile Messaging parameters also can be accomplished through the use of *VIP* or *ESI Personal Programmer*. (These applications are mutually exclusive.)

¹ Although you can set up two destination e-mail addresses (Main and Alternate), the system will use only one at a time.

Active E-Mail destination for your extension

On your ESI Feature Phone:

1. Press **PROGRAM 6 5** to reach the Mobile Messaging options.
2. Press **1** to reach the Active E-Mail setting. Then . . .

If currently set for to switch to . . .	press . . .
Main E-Mail	Alternate E-Mail	1 and then # to confirm
Alternate E-Mail	Main E-Mail	0 and then # to confirm
[To keep your current setting]		# to confirm

3. Either **(a.)** hang up (or press **RELEASE**) to complete programming or **(b.)** skip to step 2 of "Main E-Mail and Alternate E-Mail settings for your extension" (next item).

Main E-Mail and Alternate E-Mail destinations for your extension

On your ESI Feature Phone:

1. Press **PROGRAM 6 5** to reach the Mobile Messaging options.
2. Press either:
 - **2** to reach the Main E-Mail destination setting.
... or ...
 - **3** to reach the Alternate E-Mail destination setting.
3. Enter a destination address to which the ESI system will send notification e-mails when using the setting you selected (Main E-Mail or Alternate E-Mail) in step 2. You may enter up to 64 characters for this destination address.

To enter each character, press the appropriate key on the Feature Phone's dialpad until the desired character is displayed, and then press **#** to enter the character. **Exceptions** include:

- To enter the "@" character, press **# #**.
- To enter a dot (period), dash, or underscore, press **0** (zero) **#**.
- To back up to a previously entered character, use the left scroll key (▼).

4. To confirm the address, press **#** once more.
5. Select whether to include a .WAV attachment with each e-mail notification while in the setting you selected in step 2, by pressing either:
 - **1** to include the attachment.
... or ...
 - **0** not to include the attachment.
6. Hang up (or press **RELEASE**) to complete programming.

Active E-Mail destination for your guest mailbox

On your ESI Feature Phone:

1. Press **PROGRAM ***.
2. Enter the number, followed by the password, of the guest mailbox you wish to program.
3. Press **PROGRAM 5 6 5** to reach the Mobile Messaging options.
4. Press **1** to reach the Active E-Mail setting. Then . . .

If currently set for to switch to . . .	press . . .
Main E-Mail	Alternate E-Mail	1 and then # to confirm
Alternate E-Mail	Main E-Mail	0 and then # to confirm
[To keep your current setting]		# to confirm

5. Either **(a.)** hang up to complete programming or **(b.)** skip to step 2 of "Main E-Mail and Alternate E-Mail settings" (next item).

Main E-Mail and Alternate E-Mail destinations for your guest mailbox

On your ESI Feature Phone:

1. Press **PROGRAM ***.
2. Enter the number, followed by the password, of the guest mailbox you wish to program.
3. Press **PROGRAM 5 6 5** to reach the Mobile Messaging options.
4. Press either:
 - **2** to reach the Main E-Mail destination setting.
... or ...
 - **3** to reach the Alternate E-Mail destination setting.
5. Enter a destination address to which the ESI system will send notification e-mails when using the setting you selected (Main E-Mail or Alternate E-Mail) in step 4. You may enter up to 64 characters for this destination address.

To enter each character, press the appropriate key on the Feature Phone's dialpad until the desired character is displayed, and then press **#** to enter the character. **Exceptions** include:

- To enter the "@" character, press **# #**.
 - To enter a dot (period), dash, or underscore, press **0** (zero) **#**.
 - To back up to a previously entered character, use the left scroll key (**▼**).
6. To confirm the address, press **#** once more.
 7. Select whether to include a .WAV attachment with each e-mail notification while in the setting you selected in step 4, by pressing either:
 - **1** to include the attachment.
... or ...
 - **0** not to include the attachment.
 8. Hang up (or press **RELEASE**) to complete programming.

Using ESI Mobile Messaging

Note: Users of ESI's *VIP* family of unified messaging software applications¹ can use ESI Mobile Messaging to gain the **additional** benefit of receiving .WAV attachments.

Receiving an e-mailed notification of a new message

If ESI Mobile Messaging is enabled and programmed for your extension or guest mailbox, when you receive a new message, you'll receive an e-mailed notification that may look something like this in your e-mail client program, such as *Microsoft Outlook*²:

 **DOE AND CO** **Voice Mail 972-555-0579 Duration 00:47** **Thu 04/23/2009 2:49 PM**

Note: This depicts a voice mail message; if the message is a recording, the appearance will be slightly different.

You'll notice that the **header** for the e-mailed notification includes typical Caller ID information, such as the caller's name and number and the date of the call. It also includes the duration of the voice mail message (along with a "paper clip" icon to indicate that the e-mail contains an attachment³).

The **body** of the e-mailed notification includes a .WAV attachment³ and detailed information about the call. It might look like this:

Voice Mail 972-555-0579 Duration 00:47
DOE AND CO

To: bill.smith@smithandjones.com
Attachments:  voicemail.wav (26 kb)

.WAV attachment
(whether each message will include a .WAV attachment is controlled in user programming)

ESI Voicemail Notification Message.

```

MSG ID           = 4315
MSG EXTENSION    = 122
MSG_CLIENT_IP    = 10.0.1.123
MSG_TIMESTAMP    = 04/23/09 2:49 PM
MSG_DURATION     = 00:47
MSG_NUMBER       = 972-555-0579
MSG_CALLER       = DOE AND CO
    
```

¹ See www.esi-estech.com/VIP.

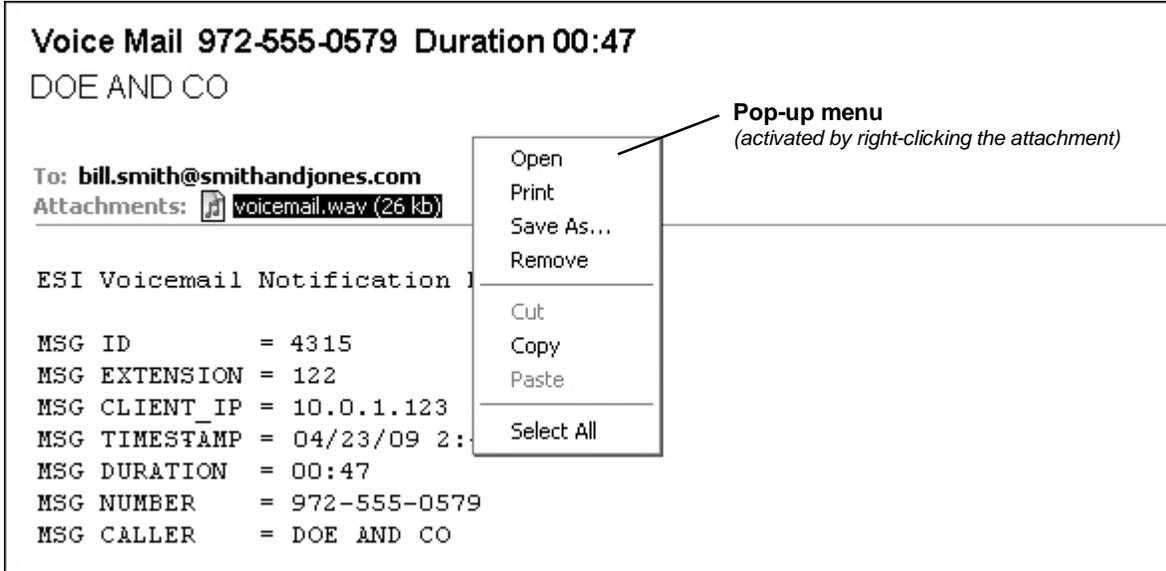
² You may use ESI Mobile Messaging with any standard e-mail client program; however, the use of *VIP* requires *Microsoft Outlook 2000, 2003, or 2007*.

³ This is true only if the option to receive .WAV attachments has been enabled in user programming, as described on pages 3–5.

Handling a .WAV attachment

Note: This discussion is based on the assumption that you have enabled the .WAV attachment option in user programming, as described on pages 3–5.

Each notification will include an attached .WAV file of the corresponding message. This attachment gives you more options for managing the message. You can listen to the message on your PC (see “Listening to a message on your PC,” *below*). **Right-click** the attachment to see a pop-up menu, from which you can save the attachment to a folder of your choice. You also can forward the .WAV to anyone, by simply forwarding the e-mailed notification as you would a regular e-mail.



Listening to a message on your PC

If you **double-click** the attachment (or select “Open” from the pop-up menu described, *above*), your PC’s default media player will open automatically and begin playing the .WAV file of the message through your PC’s speakers. You’ll have the same control options for listening to the message as your media player gives you — *e.g.*, pause, fast-forward, rewind, play, volume, *etc.*

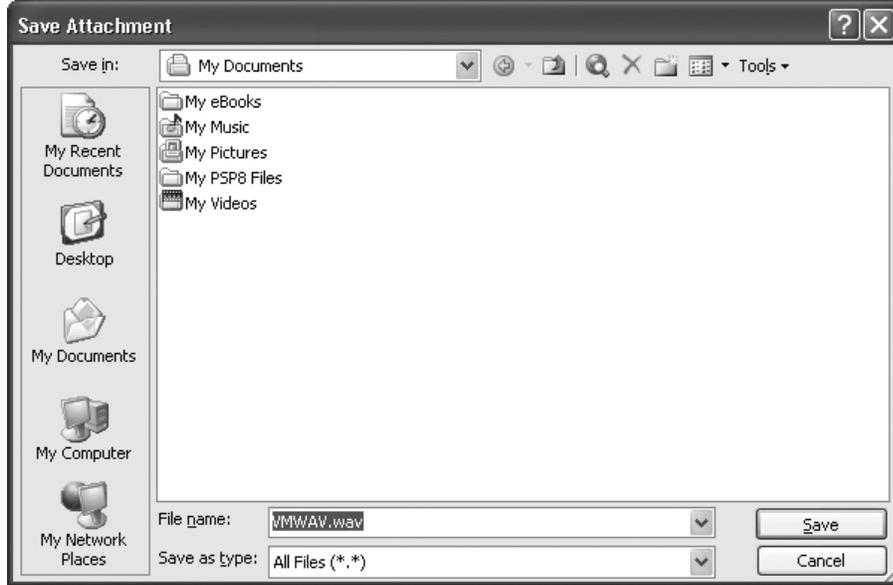
If you’re a VIP user . . .

If you also are using one of ESI’s *VIP* applications with *Outlook*, you can double-click the attachment and the .WAV file will play the voice mail message through your PC. **However**, *VIP* gives you an additional capability: simply selecting a e-mailed notification in your *Outlook* Inbox gives you the ability to handle the voice mail message by using the *VIP* toolbar.

(For instructions on using the *VIP* toolbar, please refer to the *VIP Setup and User's Guide*, ESI # 0450-0513, which — like all other ESI *User's Guides* — is available from www.esiusers.com/downloads.)

Storing an attachment

When you right-click the attachment, you'll see a **Save As...** option in the pop-up menu. If you click **Save As...**, a normal *Windows* file-handling window will appear. From this window, you can select a destination where to save the file, as well as name the file. In other words, this works just as it would for storing any other attachment.



Sharing a voice mail message

When you receive a .WAV attachment to an e-mailed notification, you can forward the e-mail and attachment to another e-mail address. Just click your e-mail program's **Forward** button, and proceed from there as you would when forwarding any other e-mail.

Note: If you're using *VIP* and the Main E-Mail setting (see pages 3–5) in ESI Mobile Messaging, you won't be able to directly forward an e-mailed notification. Instead, you must first save the .WAV to your PC and then attach it to a new e-mail message.

Troubleshooting note for “smartphone” users

If you're using a “smartphone” that uses *Windows Mobile Media Player*, you'll need to locate a freeware program to play the .WAV file attached to the e-mail message.



We Make It Easy To Communicate

www.esi-estech.com