

# KFKI Unified Messaging Server (UMS)

## User manual

### Introduction

UMS Unified Messaging Server is suitable for receiving voicemail and fax messages and sending fax messages.

### User webpage

#### Availability

The user webpage is available at <http://172.31.4.14/voicemail>

#### Identification

Users are to be identified in two ways:

- By entering extension no. and PIN code.
- Via CallManager in integrated environment, by entering the username and password.

#### Messages

All inboxes include three folders, named *New*, *Old* and *Saved*.

Users may move their messages freely between folders. All new messages are automatically forwarded to the **New messages** folder.

See the **Messages** menu for the folder contents. The icon in the “Type” column refers to the message type. To play/ see the messages, follow the links in the “Download” column by the message.

#### Greetings and voice signatures

Users may upload their personal greetings and voice signatures in the **Personalize** menu.

Only WAV format, PCM coded, 16 bit, mono-recorded files may be uploaded.

## Sending email

Users may set e-mail sending rules for incoming messages at the **Options > Email sending** menu.

Each user may take one or more email addresses and set several types of notification types.

The options for email notification for voice messages are:

- **Do nothing:** no notification is sent to the given email address when a new voice message is received.
- **Send notification:** a single notification is sent when a new message is received, but the WAV file is not attached to the email.
- **Send audio (WAV):** a notification is sent when a new message is received and voice message is attached in WAV format

The options for email notification for fax messages are:

- **Do nothing:** no notification is sent to the given email address when a new fax message is received.
- **Send notification:** a single notification is sent when a new message is received, but the fax document is not attached to the email.
- **Send fax (TIFF):** a notification is sent when a new message is received and fax message is attached in TIFF format.
- **Send fax (PDF):** a notification is sent when a new message is received and fax message is attached in PDF format.

When downloading messages, please note that messages are of approx. 1Mbyte/minute size.

## Message timeout

At the **Options > Message timeout** menu, users have several setting options for messages reaching the value given at the *Timeout* column.

When opting for Forward to extension, another inbox number needs to be set, where the messages are to be forwarded. The message is not forwarded if the field is left empty.

### 1.1. PIN code

PIN codes need to correspond with the following requirements:

- may only include numbers
- need to be between 4 and 16 characters

PIN codes can be changed at the **User > Change PIN** menu. Please enter the old PIN, then the new PIN (two times to avoid mistypes). This menu may only be accessed if the PIN is managed by the voicemail system. In other cases, the PIN is identical with the CallManager PIN code, which is to be changed on the CM user interface.

## Accessing the voicemail via telephone

Users are notified of the arrival of new voice messages:

- the receiver light flashes
- an envelope shows up by the extension no. on the telephone screen

### 1.2. Signing in to voicemail

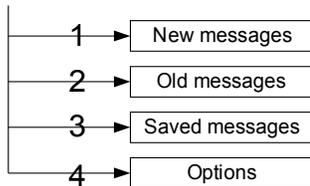
Users can access voicemail by pressing the Messages button on the IP phone. Users will be prompted to enter their PIN codes for security reasons. PIN codes may be entered three times at a time. After the third unsuccessful attempt to login, the voicemail disrupts the connection.

- When users listen to their messages on their own phones, only the PIN is required for login.
- When users use an internal phone to listen to another voicemail inbox, the asterix-extension-PIN sequence needs to be entered.
- When the voicemail is called from an unknown or private number, the extension number and the PIN are both required.

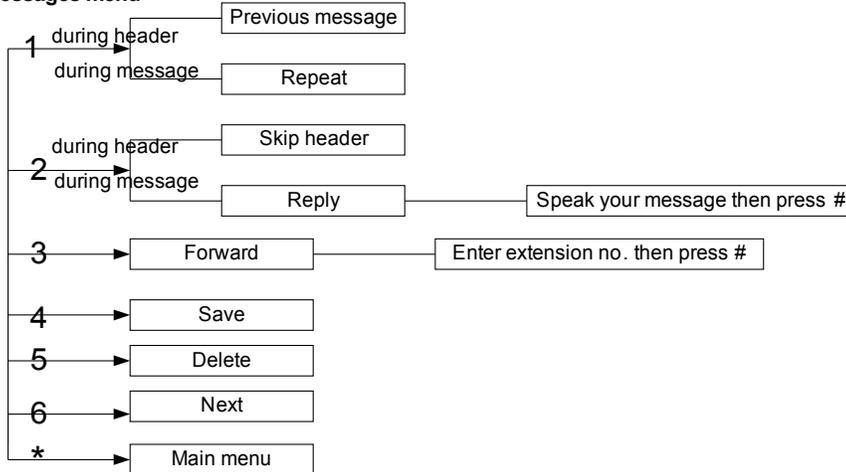
The main menu is accessed after successful authentication.

### 1.3. Main menu

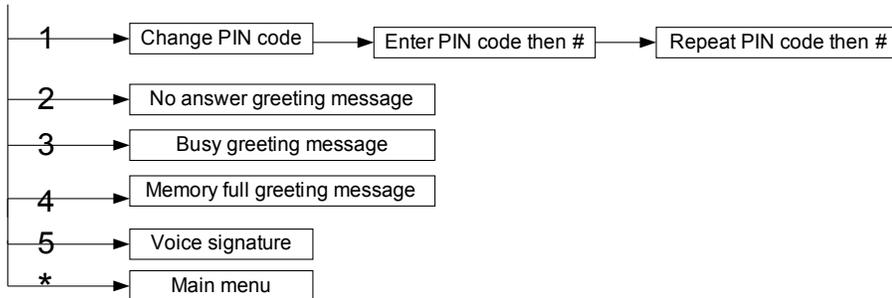
#### Main menu



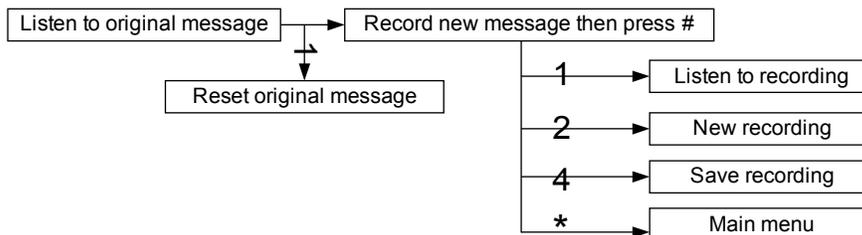
#### Messages menu



#### Other options menu



#### Recording greetings/ voice signatures



At the arrival of a fax message, the message “Fax message. Your fax messages may be accessed on your inbox website” is played instead of a voice message. Unless the message is downloaded from the website or is marked read in some other way, the message will be considered as unread with the receiver light lit up.

## **Sending fax**

Users can send fax messages.

### **1.4. Sending fax via email**

To send fax messages, the email has to be sent to the <phone number>@fax.ceu.hu address. The phone number is to be entered in the same format as when initiating a call from an internal phone (e.g. 03273001@fax.ceu.hu).

Fax messages can be sent in two ways:

- as a PDF or PS (PostScript) attachment via email. (In case the email contains an attachment, the body of the message is not sent.) No other formats are accepted by the system.
- the body of the message is sent as the fax message. HTML format emails can also be sent.

Users receive email notifications on fax result (successful and unsuccessful).