

Optus Business Voice Box – NEC

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Unified Communications for Business (UCB) Unified Messaging for Microsoft Exchange



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Introduction

NEC's UC for Business Unified Messaging (UM) solution lets you access your voice and fax messages from within your email application, and automatically synchronize your Presence with your Calendar. Email is often the place to look when checking for messages. UM for Microsoft® Exchange Server lets you handle email, voice and fax messages in a single application, making you more efficient and productive. You can also schedule your Presence greetings to automatically reflect your Microsoft® Outlook Calendar status when appropriate.

UCB's Unified Messaging lets you access and manage both voice and fax messages from within your email application. Unified Messaging users have the power to control how, when and in what order they wish to respond to voice and fax messages, just as they do with email messages. Heavy users of email, voice and fax messaging will experience a significant increase in their productivity by eliminating the time spent accessing multiple messaging applications. Unified Messaging is also ideal for employees that are often away from the office, giving them a single point of access for all their messages.

Overview

Key Features and Benefits

Unified Messaging provides users with the best of Email, Fax and Voice Messaging functionality:

- **View messages from your email application** – using Caller Line ID, users can view caller phone numbers and see at a glance who has called or left a fax without even accessing the message.
- **Prioritize your messages** – access and respond to your voice and fax messages in any order.
- **Access message content** – listen to voice messages using your phone, headset or PC speakers; double-click on a fax item to display the fax.

- **Forward and distribute messages** – using standard email commands you can forward and distribute voice and fax messages to anyone with an email address worldwide.
- **Manage your messages** – treat voice and fax messages the same way you would email messages by deleting, saving or archiving them into folders for record keeping.
- **Integration with Microsoft® Outlook** – Voice Messaging greetings can be configured to automatically change your Presence Profile to match scheduled events in your Calendar, and if you wish, your appointment can be displayed in a tooltip inside other knowledge workers' or operator applications.
- **Seamless interoperability between voice messaging, fax and email applications** – any action taken in one application is instantly duplicated in the other.

Other Benefits

Combining Voice Messaging and Fax with your Email application provides an intuitive, time and cost efficient product.

- **Less infrastructure** – implementation and administration costs are minimized by centralizing applications on a single platform, no special hardware requirements.
- **Reduce time spent processing voice and fax messages** – by centralizing communications in your email application.
- **Ease of use** – the desktop user interface makes it easier to manage, keep track of and distribute voice and fax correspondence.
- **More accurate information** – features like User Profiles, Estimated Time of Return and integration with Microsoft® Outlook Calendar ensure that callers get the benefit of accurate, up-to-date information that reflects the called party's current availability.

Prerequisites

In addition to the Unified Messaging module, UCB's Voice Messaging must be installed to support the voice messaging functionality. Fax Messaging is a prerequisite for the fax capabilities.

For hardware and software requirements specific to your email application, please contact NEC.

View Voice and Fax Messages

UCB's Unified Messaging application lets users view their voice and fax messages from within their email application. Voice and fax messages are clearly distinguishable from emails by unique icons and unread messages appear in **bold** so as to stand out clearly from read messages. Urgent voice messages are highlighted by a red exclamation mark.

If Caller Line ID (CLI) is enabled, the name and telephone number of the contact will be displayed alongside each message assuming a Phonebook match is found.

Phonebook is UCB's online contact database and usually contains the names and telephone numbers of all staff members, external contacts relevant to the company and your personal contacts. By identifying the caller in this way, Unified Messaging lets you prioritize your voice and fax messages prior to listening to them.

Users can customize the way in which voice messages are displayed in their email application. For example, the user can choose to have the voice message embedded directly into the email or shown as an attachment. Fax messages are shown as attachments.

- 1 Message type icon, e.g., Fax, Voice
- 2 Importance: A voice message that was marked Urgent by the caller activates the Microsoft® Outlook red High Importance status icon
- 3 Attachment indicator (UM messages can optionally include attachments for offsite forwarding)
- 4 Sensitivity: A voice message that was marked Private by the caller is treated as confidential by Microsoft® Outlook
- 5 Unified Messaging items are clearly identifiable inside your Inbox
- 6 Sender
- 7 Caller phone or fax number
- 8 Standard email information: date and time of receipt, file size

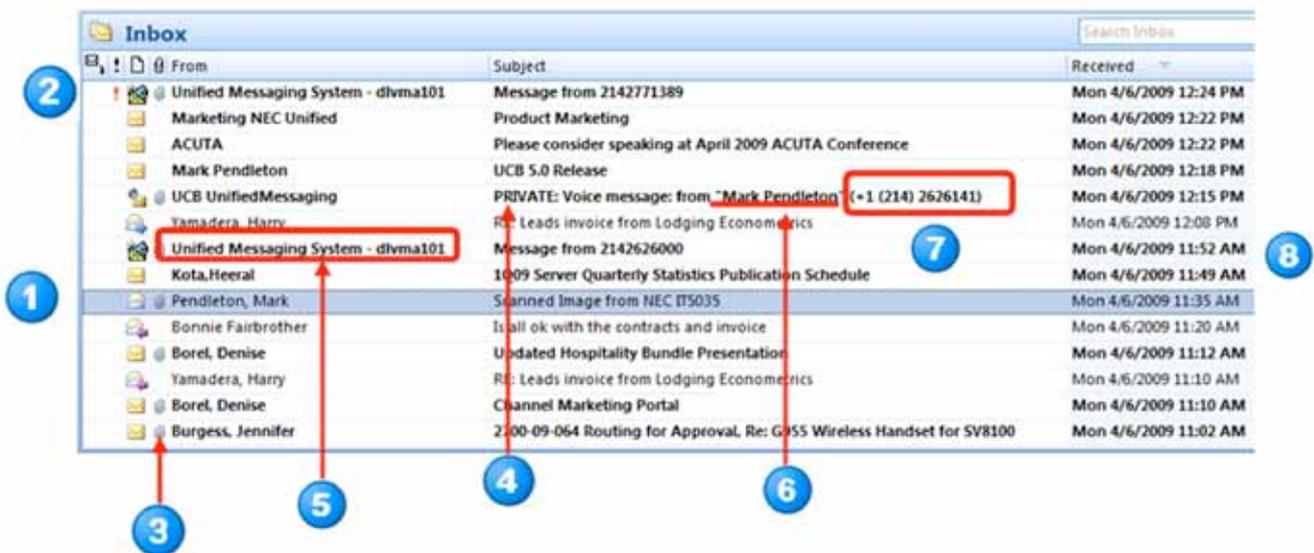


Figure 1. Phone message in Unified Messaging

Listen to Voice Messages

Unified Messaging lets users open a voice message as they would an email and listen to it using their telephone, headset or PC speakers. The Voice Messaging Player is easy to use and offers a complete range of listening options including play, pause, stop, fast forward and rewind.

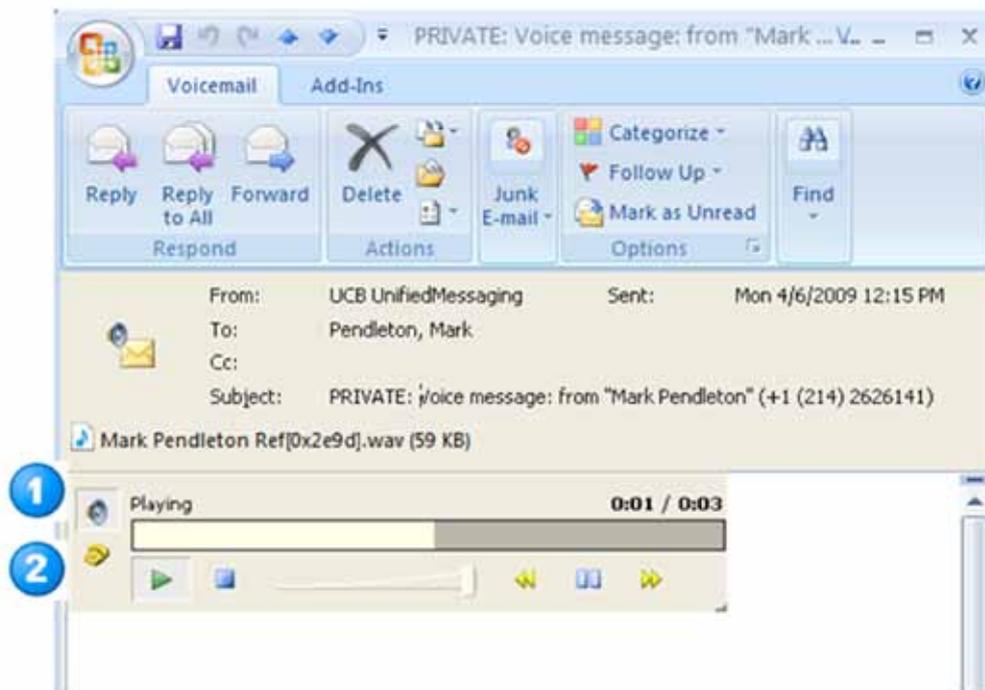


Figure 2. Listening options (WP-IB-03 to 05)

-  **1** Use Speaker: You must have speakers connected to the PC and a sound card installed.
-  **2** Use Phone: The system automatically places your digital phone off-hook, or rings your analog phone

View Fax Content

Unified Messaging lets users open a fax message as they would an email by double-clicking on the fax item. The Unified Messaging Fax Viewer displays the fax content.

- 1 Right-click to choose 'Open' or simply double-click
- 2 The Unified Messaging Fax Viewer displays the fax content

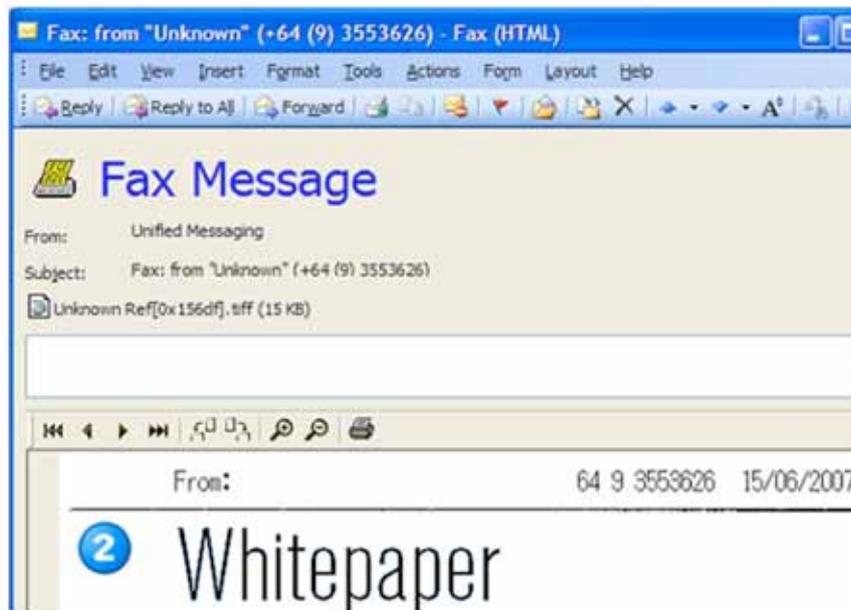
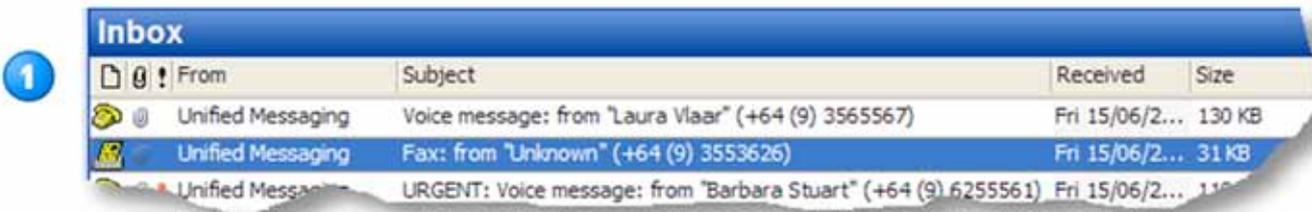


Figure 3. View faxes in Unified Messaging (WP-IB-06/7)

Handling Voice and Fax Messages

Unified Messaging lets users forward a voice or fax message to any email address worldwide. Forwarded voice messages arrive in the recipient's email application as a standard email with a .WAV file attachment. Forwarded fax messages arrive as a .TIF file. To access message content, the user simply double-clicks on the attachment. Using Unified Messaging to forward a voice message as an email attachment lets users send voice messages to someone who does not have a mailbox on your voice messaging system. Similarly, fax messages can be sent to recipients who do not have a fax machine.

Unified Messaging is simple to use because it operates in the same manner as email. For example, the recipient of the forwarded voice or

fax message can reply to the sender via email, re-forward the email or delete it. The message can also be saved within the recipient's email application, local PC or on their network. Voice and fax messages can be sent to multiple addresses by entering additional addresses in the To or Cc fields when forwarding the message. Forwarded voice messages appear in the sender's Sent Items folder in their email application.

Messages in the user's mailbox are mirrored in their email application. For example, if the user saves a voice message in their voice mailbox it will remain in the Unified Messaging of their email application until it is filed in a different email folder or deleted. Voice messages that are saved within a folder of an email application will be shown as Saved in Voice Messaging. Voice messages that are saved in an email application will also take up disk space in the voice messaging system.

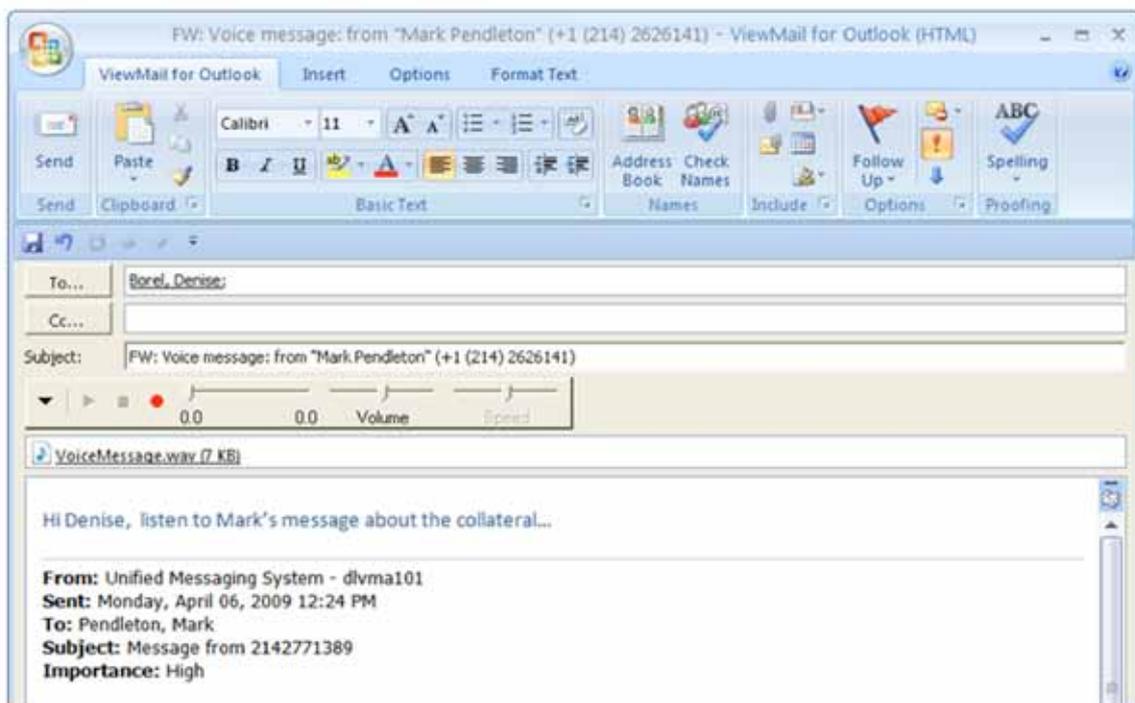


Figure 4. Forwarding voice message with comments

Synchronizing Voice and Fax Messages

Synchronization between UCB's Voice Messaging, Desktop and Unified Messaging eliminates double-handling of messages, saves time and makes it simple for the user to administer.

Deletion Options

Unified Messaging lets users delete voice and fax messages from within Microsoft® Outlook the same way an email is deleted. After being deleted, the message appears in the Deleted Items folder until it is emptied automatically or at the user's discretion.

Depending on the user's email application settings, deleted messages can still be recovered after they have been deleted from the Deleted Items folder. It is important to note that voice messages can be automatically deleted from the user's mailbox after preset programmable thresholds have been reached.

If this automatic purge has occurred, then deleted voice messages cannot be recovered using Unified Messaging.

If you wish to permanently delete a message from the system, this can be done from the email application. Messages that are permanently deleted cannot be restored.

Deleted voice or fax messages can be restored by moving them from the Deleted Items folder in the user's email application back to their Unified Messaging. Depending on the user's settings, the voice message reappears in the user's voice mailbox as a new message. Likewise, when a user restores a deleted voice message in the voice messaging system, the message in the email application will be moved into Unified Messaging.

The way voice and fax messages are presented within the email application can be configured by the user from Desktop or by the System Administrator.

For example, when an email containing a voice message is deleted by the user should the system delete the corresponding voice message in the user's voice mailbox and vice versa.

Message status information is transferred from Unified Messaging to Voice Messaging in real-time, ensuring that actions taken from within the user's Unified Messaging are instantly reflected in their voice mailbox.

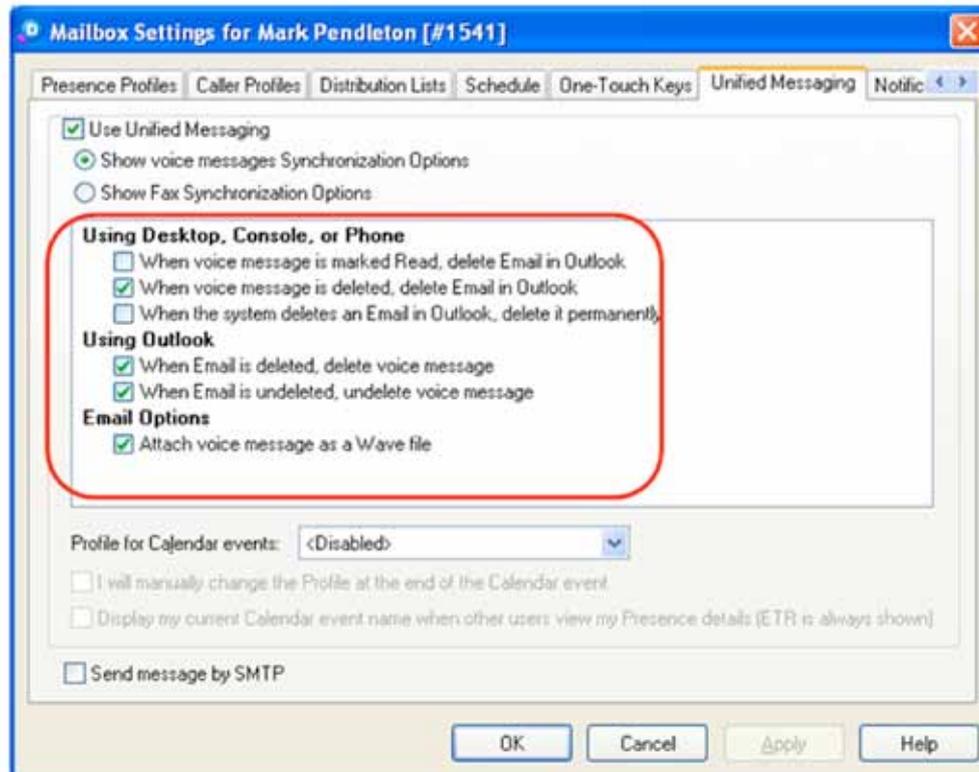


Figure 5. Messaging synchronization options Unified Messaging/Voice

Microsoft® Outlook Calendar Integration

Automate Presence Profile Greetings

Unified Messaging allows users to control their Presence Profile greetings automatically from their Microsoft® Outlook Calendar.

Whenever they enter a calendar event, Unified Messaging automatically switches their Presence Profile to a pre-selected appropriate Profile.

Note: When the user is running Executive Insight alongside Unified Messaging, this functionality is enhanced: each time they create a Calendar appointment they have the option to select the best Profile to match that event.

If they wish, UCB can also automatically play an estimated time of return (ETR) based on the time the calendar event is due to end.

If the user is running one of the UCB Desktop applications, Presence will automatically detect their return to their desk, and end the appointment.

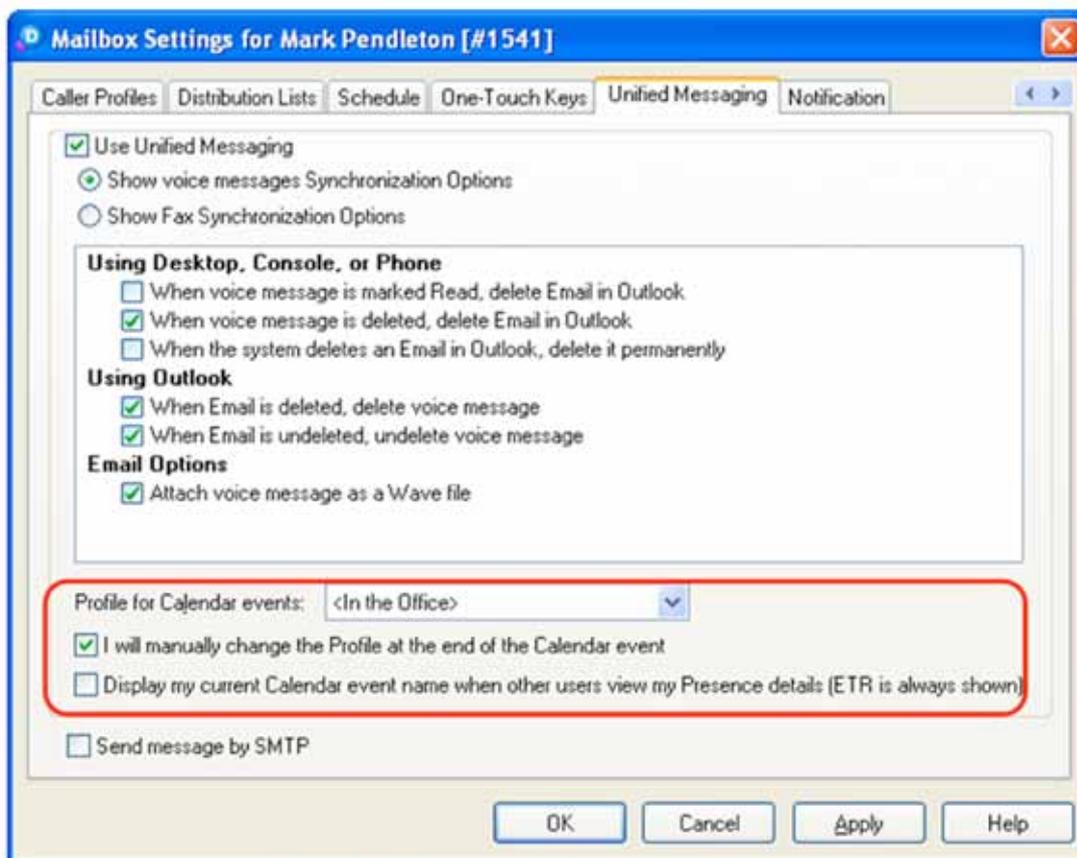


Figure 6. Calendar Integration

Display Microsoft® Outlook Appointment

The subject and estimated time of return (ETR) of calendar events can (optionally) display in Desktop or Console Presence button tooltip information, for users of Unified Messaging.

Note: Executive Desktop and Executive Insight are two UCB independent applications that complement Unified Messaging, giving users telephony control and mailbox administration from their PC. For more information on Desktop, see the Executive Insight or Executive Desktop and Voice Messaging White paper

- 1 Unified Messaging users' Microsoft® Outlook Calendar appointments can be automatically displayed in Desktop or Console Presence information
- 2 The appointment must show time as "Busy". If the user does not wish a specific appointment displayed, they can check the "Private" flag
- 3 Marking an appointment 'Private' is reflected in the Calendar appointment type shown.

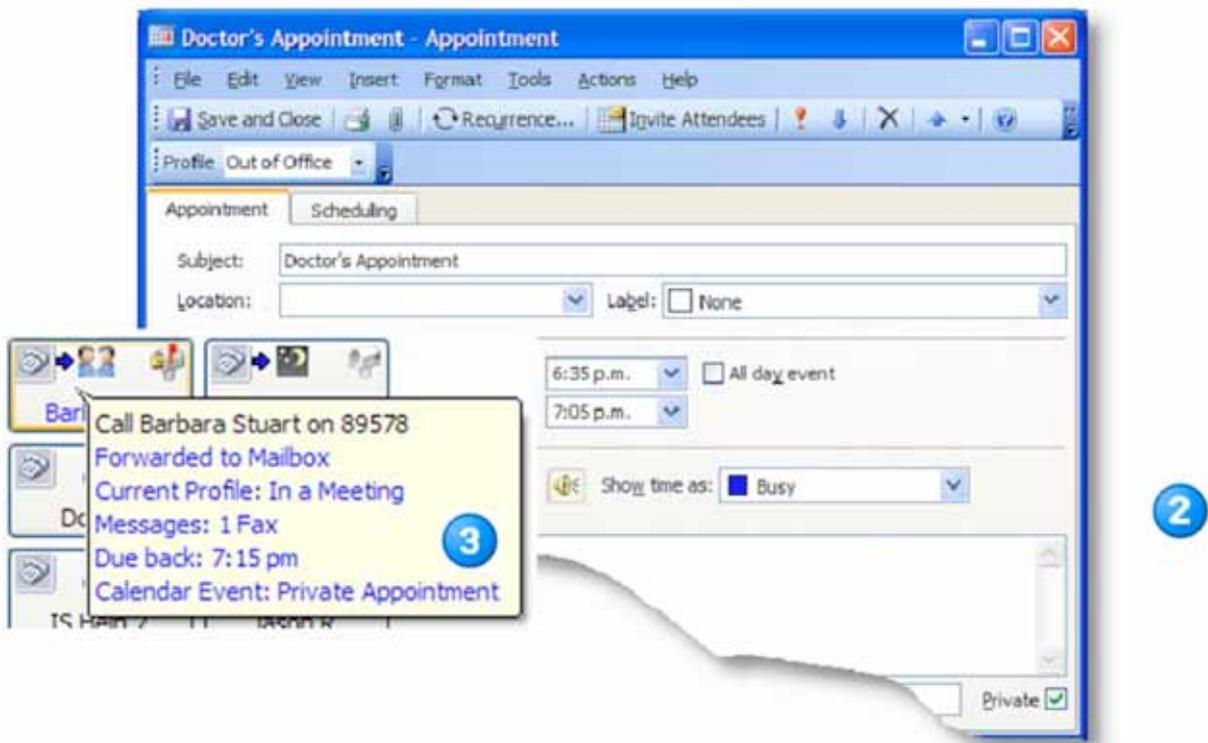
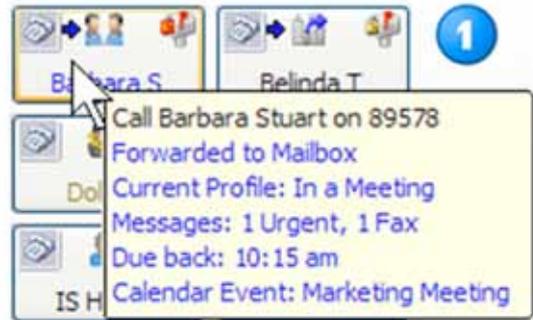


Figure 7. Calendar Appointment display in desktop or Console Presence button tooltip

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