Unified Messaging Player
Product version 4.3 SP4
About the IPFX Unified Messaging User Guide

This document describes how to use the IPFX Unified Messaging player to listen to voicemail messages received by e-mail.
What is IPFX Unified Messaging (Player only)

IPFX Unified Messaging (Player only) is an IPFX program that enables a user to receive Voicemail messages via e-mail.

This program is particularly suitable for users who use applications other than Microsoft Outlook or Lotus Notes to receive e-mail.

See Also

About the IPFX Unified Messaging User Guide
Typographical Conventions
# Typographical Conventions

Before you start using this guide, it is important to understand the terms and typographical conventions used in the documentation.

The following kinds of formatting in the text identify special information.

<table>
<thead>
<tr>
<th>Formatting convention</th>
<th>Type of Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triangular Bullet(Ø)</td>
<td>Step-by-step procedures. You can follow these instructions to complete a specific task.</td>
</tr>
<tr>
<td><strong>Special Bold</strong></td>
<td>Items you must select, such as menu options, command buttons, or items in a list.</td>
</tr>
<tr>
<td><strong>Emphasis</strong></td>
<td>Use to emphasize the importance of a point or for variable expressions such as parameters.</td>
</tr>
<tr>
<td><strong>CAPITALS</strong></td>
<td>Names of keys on the keyboard. for example, SHIFT, CTRL, or ALT.</td>
</tr>
<tr>
<td><strong>KEY+KEY</strong></td>
<td>Key combinations for which the user must press and hold down one key and then press another, for example, CTRL+P, or ALT+F4.</td>
</tr>
<tr>
<td><strong>DIR</strong></td>
<td>Information that applies to the IPFX Director platform only.</td>
</tr>
<tr>
<td><strong>CCM</strong></td>
<td>Information that applies to the IPFX for CallManager platform only.</td>
</tr>
<tr>
<td><strong>NEC</strong></td>
<td>Information that applies to the IPFX for NEC platform only.</td>
</tr>
</tbody>
</table>

### See Also

- [About the IPFX Unified Messaging User Guide](#)
- [What is IPFX Unified Messaging (Player only)](#)
Playing a Voicemail Message

With IPFX Unified Messaging, Voicemail is delivered directly to your e-mail inbox.

You will receive your Voicemail messages as attachments. The name of the attachment always consists of an identification number followed by .PSL suffix.

![Voicemail Attachment](image)

Figure 1: A voicemail attachment.

**To play a voicemail message**

1. Double-click on the e-mail containing the voicemail attachment.
2. Double-click on the .PSL attachment.

   On some systems you may be asked to confirm whether you want to open or save the attachment. If you encounter such a message, select **Open**.

![Opening Mail Attachment](image)

3. The Voicemail message window appears:
The name of the Sender appears at the top of the window.

4. Click the \[ \text{play} \] button.

5. Your telephone extension will ring. The Voicemail will be played through the telephone's handset when you pick up.

**To control playback of the message, use the following buttons:**

- \[ \text{play} \] Play the message
- \[ \text{pause} \] Pause playback
- \[ \text{stop} \] Stop playback
- \[ \text{rewind} \] Rewind (skips backward several seconds)
- \[ \text{fast forward} \] Fast forward (skip forward several seconds)
To control the playback volume, move the slider of the Volume Level to the right (for louder playback) or the to left (for quieter playback).
Playing Voicemail automatically

Instead of having to press the ▶ button to hear a Voicemail message, you can have the Unified Messaging client play future messages automatically when you open the attachment.

1. To set future messages to be played automatically:
2. Open the Unified Messaging client by clicking **Start > IPFX > IPFX Unified Messaging**.

3. Click the **Play On Open** button in the top toolbar.

4. Close the Unified Messaging client by selecting **File > Close** or by clicking the close button at the window's upper right corner.

Your messages will now play automatically when the voicemail attachment is opened from your e-mail client.

### See Also

- **Playing a Voicemail Message**
- **Playing Voicemail through the computer speakers**
Playing Voicemail through the computer speakers

By default, IPFX Unified Messaging plays Voicemail messages through your telephone. If your computer is equipped with multimedia capabilities you may instead choose to play your messages through the computer's speakers.

To play Voicemail through your computer's speakers:

1. Open the Unified Messaging client by clicking Start > IPFX > IPFX Unified Messaging.

2. Click the Options > Multimedia button in the top toolbar.

Your messages will now play through your computer speakers instead of via your telephone extension.

See Also

- Playing a Voicemail Message
- Playing Voicemail automatically
Saving a Voicemail Message
Voicemail messages may be saved as sound files.

To save a Voicemail message:

1. Click on the button.
2. You will be prompted for the location where you want to save the file.
3. Navigate to the location where you want to save the file.
4. Click in the **Save as type** box and select the format in which you want to save the file:
   - PSL format saves the message and information about the sender, but can only be played in the IPFX Unified Messaging player. Choose PSL format if you want to save this Voicemail for your own use.
   - WAV format saves only the message, but WAV files do not
require IPFX Unified Messaging to be played. Choose this format if you want to make the saved message playable on any computer.

5. Click **Save**.
Replying to or Forwarding a Voicemail Message

IPFX Unified Messaging allows you to record and send a Voicemail message of your own in response to a Voicemail message you have received.

To reply to or forward a Voicemail message:

1. Click on the Reply to Message button or the Forward Message button as appropriate.

2. The Reply to Sender or Forward a Message window appears. Both windows have a similar appearance.

3. The Sender of the original message is already selected in the list of
recipients. If you wish to add send your reply to additional extensions or distribution groups, click on the checkboxes the To: area of the window to select these.

4. Enter a subject for your reply into the Subject text box and use the radio buttons to select whether you want to send your message Now or at some Future time.

5. If your message is Urgent or Private, click the appropriate check box. You may also request a Return receipt; this causes the IPFX system to send you voicemail when your recipient(s) have opened your message.

6. Click the Record button to record your voicemail message. Your phone will ring. Lift the handset and record your message. Hang up.

7. If you wish to review your message before you send it, click on the Play button. You phone will ring. Pick up the handset to hear your recorded message.

8. When you are satisfied with your message, press Send to deliver the message to your recipient(s).
Calling the Sender of a Voicemail message

To call the sender of the a Voicemail message:

1. Click on the call button: 🔗.
2. Your phone will ring.
3. Pick up the receiver and your phone will immediately dial the sender of your Voicemail message.