

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.

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

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.



Figure 1: A voicemail attachment.

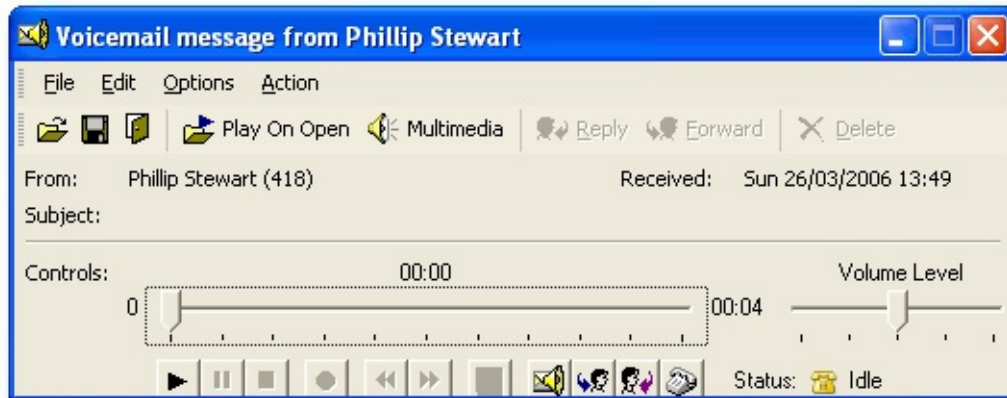
To play a voicemail message

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**.








3. The Voicemail message window appears:

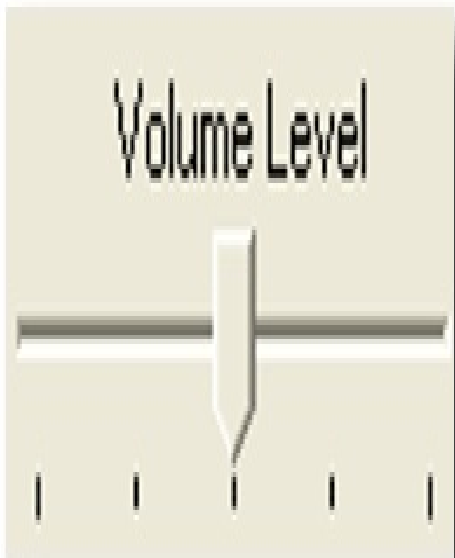


The name of the Sender appears at the top of the window.

4. Click the  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:

-  Play the message
-  Pause playback
-  Stop playback
-  Rewind (skips backward several seconds)
-  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](#)

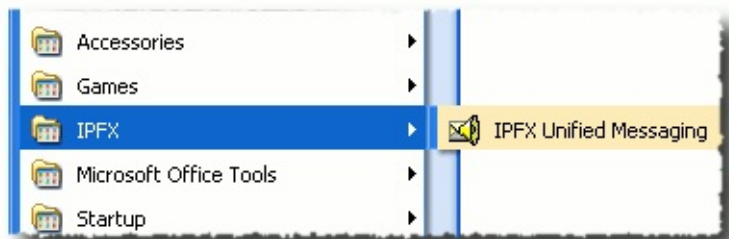
[Playing Voicemail through the computer speakers](#)

Playing Voicemail through the computer speakers

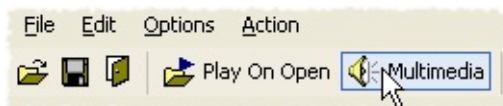
By default, IPFX Unified Messaging plays Voicemail messages through your telephone. If your computer is equipped with multimedia capabilities you may instead choose to play your messages through the computer's speakers.

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](#)

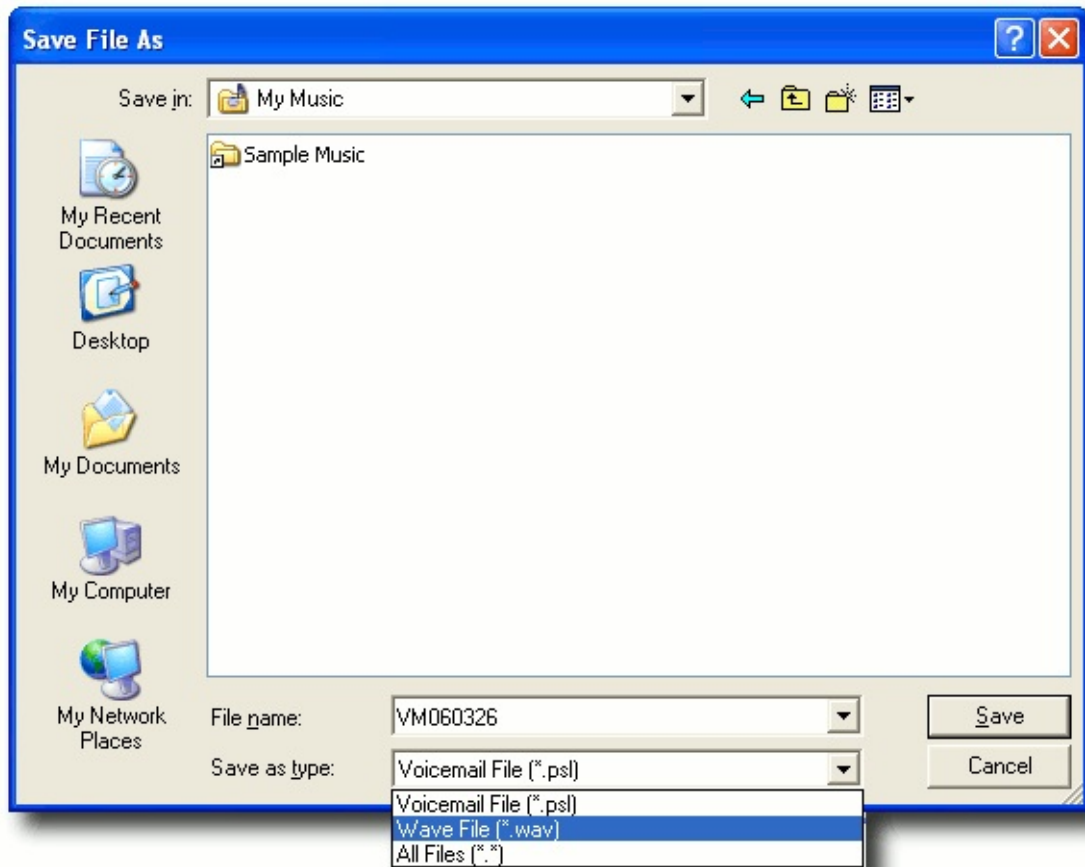
[Playing Voicemail automatically](#)

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.

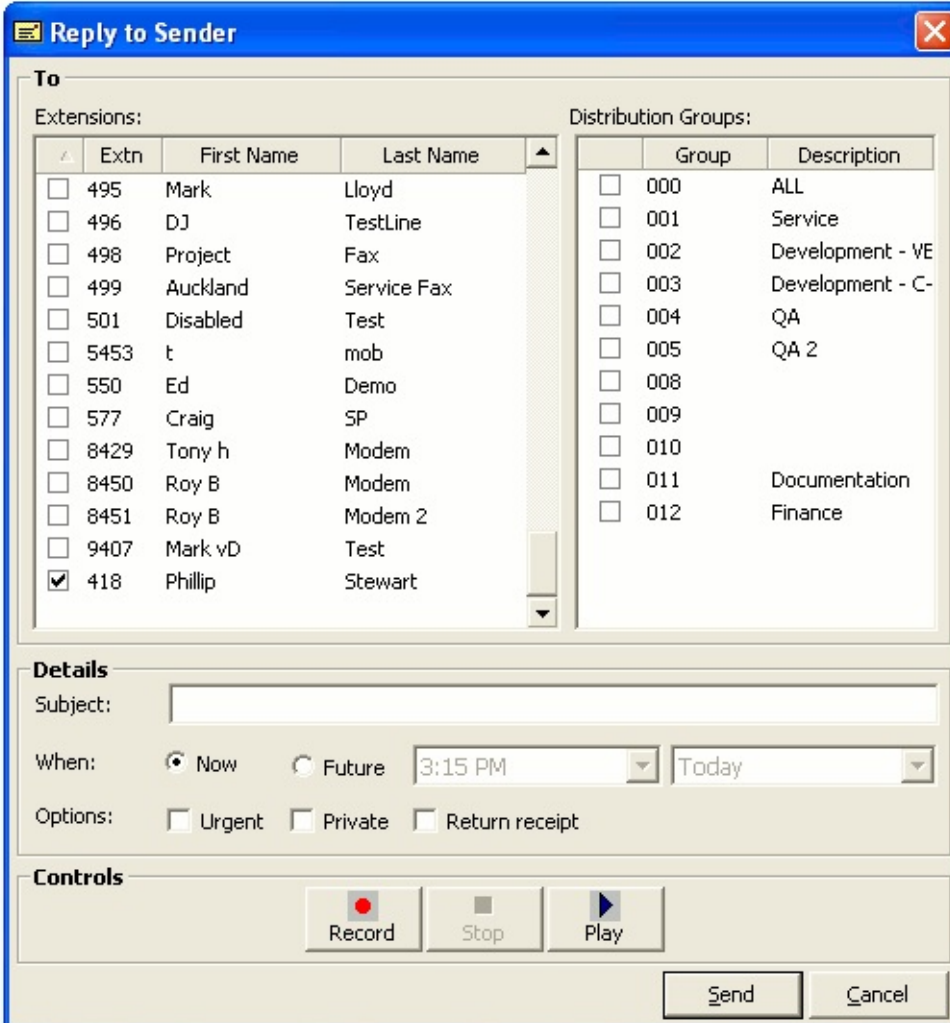
5. Click **Save**.

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.



Extensions:			Distribution Groups:	
Extn	First Name	Last Name	Group	Description
<input type="checkbox"/>	495	Mark Lloyd	<input type="checkbox"/>	000 ALL
<input type="checkbox"/>	496	DJ TestLine	<input type="checkbox"/>	001 Service
<input type="checkbox"/>	498	Project Fax	<input type="checkbox"/>	002 Development - VE
<input type="checkbox"/>	499	Auckland Service Fax	<input type="checkbox"/>	003 Development - C-
<input type="checkbox"/>	501	Disabled Test	<input type="checkbox"/>	004 QA
<input type="checkbox"/>	5453	t mob	<input type="checkbox"/>	005 QA 2
<input type="checkbox"/>	550	Ed Demo	<input type="checkbox"/>	008
<input type="checkbox"/>	577	Craig SP	<input type="checkbox"/>	009
<input type="checkbox"/>	8429	Tony h Modem	<input type="checkbox"/>	010
<input type="checkbox"/>	8450	Roy B Modem	<input type="checkbox"/>	011 Documentation
<input type="checkbox"/>	8451	Roy B Modem 2	<input type="checkbox"/>	012 Finance
<input type="checkbox"/>	9407	Mark vD Test		
<input checked="" type="checkbox"/>	418	Phillip Stewart		

Details

Subject:

When: Now Future 3:15 PM Today

Options: Urgent Private Return receipt

Controls

Record Stop Play

Send Cancel


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. Your 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.