

ESI Mobile Messaging

User's Guide

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We Make It Easy To Communicate

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Introduction

ESI Mobile Messaging combines the advanced capabilities of an ESI business communications system with the convenience of the users' existing e-mail accounts. When one receives a **message** (a voice mail or a recording) or a **fax**¹ at an extension or guest mailbox, the person also receives 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.

Note: References herein to receiving **attachments** require appropriate activation in user programming of optional attachment features (see "Programming e-mail addresses and attachment settings," beginning on page 3).

ESI Mobile Messaging allows users to quickly do the following (and more):

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

¹ Fax over e-mail is available on only the IP Server 900. In order for you to receive incoming faxes to your ESI Mobile Messaging e-mail address as .PDF attachments, the System Administrator must configure your extension to use the fax over e-mail feature.

Setting up ESI Mobile Messaging

Programming e-mail addresses and 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. Furthermore, if your extension is configured to use the ESI system's fax over e-mail feature, you'll receive an e-mail notification, with a .PDF attachment, for each incoming fax you receive.

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 or faxes.
- **Alternate E-Mail** — This is a secondary e-mail address at which you can receive e-mailed notifications of new messages or faxes.

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 phone.

User programming settings for Mobile Messaging

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

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
PROG/HELP 6	External message notification
PROG/HELP 6 5	Mobile Messaging options
PROG/HELP 6 5 1	Active E-Mail destination
PROG/HELP 6 5 2	Main E-Mail destination
PROG/HELP 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 (and faxes, on an IP Server 900).
- 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 (on an IP Server 900, each fax notification e-mail will always contain a .PDF attachment).

Note: Programming of the ESI Mobile Messaging parameters also can be accomplished through the use of certain optional ESI software applications. Consult your ESI Reseller for further details.

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 phone:

1. Press **PROG/HELP 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 phone:

1. Press **PROG/HELP 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 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 notification¹ 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 phone:

1. Press **PROG/HELP ***.
2. Enter the number, followed by the password, of the guest mailbox you wish to program.
3. Press **PROG/HELP 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).

¹ IP Server 900 only: A **fax** notification e-mail will **always** contain a .PDF attachment.

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

On your ESI phone:

1. Press **PROG/HELP ***.
2. Enter the number, followed by the password, of the guest mailbox you wish to program.
3. Press **PROG/HELP 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 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 notification¹ 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.

¹ IP Server 900 only: A **fax** notification e-mail will **always** contain a .PDF attachment.


Using ESI Mobile Messaging

Important: While any ESI system with ESI Mobile Messaging can provide e-mailed notifications of new voice mail messages, the capability to receive e-mailed notifications of newly received faxes is available only if your ESI system is an IP Server 900. If necessary, consult your System Administrator for more details.

Receiving notifications

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*:

 **DOE AND CO** **Voice Mail 972-555-0579 Duration 00:47** **Thu 06/21/2012 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 attachment¹).

The **body** of the e-mailed notification includes a .WAV attachment 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   = 06/21/12 2:49 PM
MSG DURATION    = 00:47
MSG NUMBER      = 972-555-0579
MSG CALLER     = DOE AND CO
    
```

¹ This is true only if the option to receive .WAV attachments has been enabled in user programming, as described on pages 3–5.

Receiving an e-mailed notification of a new fax

Note: Applicable only if your ESI system is an IP Server 900.

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

 972-555-0582

Fax from 972-555-0582


Thu 06/21/2012 3:04 PM

You'll notice that the **header** for the e-mailed notification includes the fax number and the date of the fax.

The **body** of the e-mailed notification includes a .PDF attachment and a brief message about the fax. It might look like this:

Fax from 214-555-0582
214-555-0582

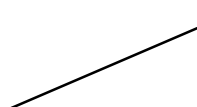
To: bill.smith@smithandjones.com

Attachments:  972-555-0582_06_21_2012_15_04_44.pdf (29 kb)

Thank you for using ESI's fax to e-mail service.

Attached is a 2-page fax you received on 06/21/2012 at 15:04:44.

.PDF attachment



Handling attachments

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.

The screenshot displays an email interface. At the top, it reads "Voice Mail 972-555-0579 Duration 00:47" and "DOE AND CO". Below this, the "To:" field shows "bill.smith@smithandjones.com". The "Attachments:" section lists "voicemail.wav (26 kb)". A context menu is open over the attachment, listing options: "Open", "Print", "Save As...", "Remove", "Cut", "Copy", "Paste", and "Select All". A callout box points to the "Open" option with the text "Pop-up menu (activated by right-clicking the attachment)". Below the attachment, the email body contains a header "ESI Voicemail Notification" followed by a list of message details:

MSG ID	=	4315
MSG EXTENSION	=	122
MSG CLIENT_IP	=	10.0.1.123
MSG TIMESTAMP	=	06/21/12 2:
MSG DURATION	=	00:47
MSG NUMBER	=	972-555-0579
MSG CALLER	=	DOE AND CO

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.

Handling a .PDF attachment

Notes: Fax over e-mail is available on only the IP Server 900.

Each fax notification will include an attached .PDF file of the corresponding message. This attachment gives you more options for managing the fax. **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 .PDF to anyone, by simply forwarding the e-mailed notification as you would a regular e-mail, or view it by clicking **Open** (or double-clicking the attachment).

The screenshot shows an email interface with the following content:

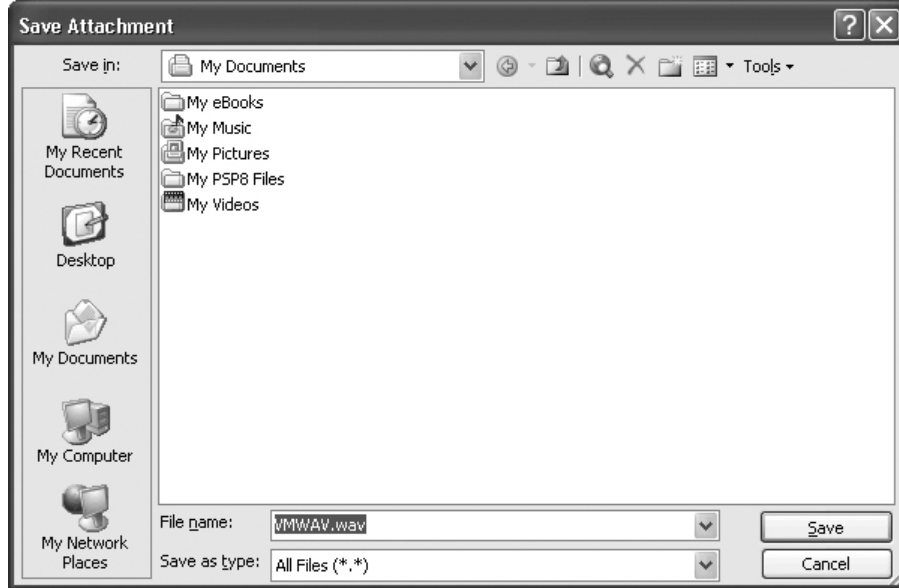
- Fax from 214-555-0582**
- 214-555-0582
- To: **bill.smith@smithandjones.com**
- Attachments: 972-555-0582_06_21_2 (29 kb)

The body of the email contains the text: "Thank you for using ESI's f... service." and "Attached is a 2-page fax yo... n 06/21/2012 at 15:04:44."

A context menu is open over the attachment, listing the following options: Open, Print, Save As..., Remove, Cut, Copy, Paste, and Select All. An arrow points from the text "Pop-up menu (activated by right-clicking the attachment)" to the menu.

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 or fax

When you receive an 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.

Troubleshooting note for users of “smart” cell phones

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



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