

Description

Receive an email notification when a new message is left in your mailbox.

- Email Integration is available in software versions 2.01 and higher.
- Email Integration requires one of the following:
 - IntraMail Pro 4 Port x 16 Hour (P/N 1091051).
 - IntraMail Pro 8 Port x 32 Hour (P/N 1091053).

Email Integration automatically sends an email notification when a Subscriber Mailbox receives a new message. The email can optionally include the recorded message as a *wav* file attachment. To hear the message, the email recipient double-clicks the *wav* attachment to have the message play in their *wav* player (such as Windows Media Player).

Email Integration uses SMTP (Simple Mail Transfer Protocol) to deliver messages to the recipient's email account. It does not provide synchronization - the email account and the voice mailbox operate independently. For example, deleting the voice mail message does not automatically delete the email and visa-versa.

If Email Integration tries to deliver an email and it doesn't go through because of a connection problem (i.e., no connection or a dropped connection), it will retry every 15 minutes for 24 hours. If the email still can't go through, Email Integration cancels the delivery. Email deliveries that fail because authentication fails or the encryption mode is incorrect are immediately cancelled.

An Explanation of the Message Sender (From) Field

Like any other email client, Email Integration uses the *From* field to identify the person that left the message being delivered. In the email message, the data in the *From* field is formatted as *Name [Reply To]*, where:

- *Name* identifies the person that left the message.
- *Reply To*¹ is the email address used when the email recipient replies to the message.
 - This information is not provided in the recipient's inbox - just the actual email message.

For messages left by Intercom callers:

- *Name* is:
 - The extension name (if programmed) or,
 - The extension number (if there is no name programmed).
- *Reply To*¹ is:
 - The email address of the person that left the message (if programmed) or,
 - The *Reply To* data from program 1105-09 or,
 - The *Email* data from program 1105-08.

For messages left by outside callers:

- *Name* is always the text "Outside Caller."
- *Reply To*¹ is:
 - The *Reply To* data from program 1105-09 or,
 - The *Email* data from program 1105-08.

¹The recipient's inbox only shows the *Name* portion of the *From* field. The *Reply To* portion is not included.

Email Integration

Email from Intercom Caller with Programmed Name

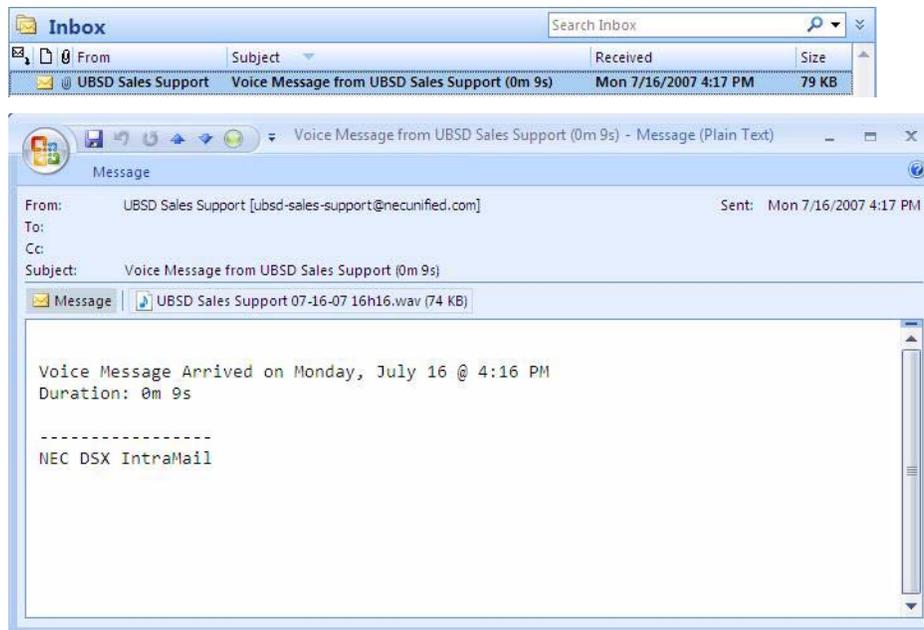
When a voice message is left from an extension with a programmed name, Outlook 2007 shows the following:

Inbox

- *From* - The programmed name for the extension that left the message.
- *Subject* - The text “Voice Message from” followed by the extension name, followed by the message duration.
- *Received* - The date and time the message was received.
- *Size* - The message size, which includes the size of the wav file attachment.

Message Body

- *From* - The name programmed for the extension that left the message, followed by the programmed *Reply To* information.
- *Sent* - The date and time the message was sent from the installation site’s SMTP email server.
- *Subject* - The same subject information shown in the inbox.
- *Message* - The wav file attachment name and the attachment size. In the example below,
 - *UBSD Sales Support* is the name of the extension that left the message.
 - *07-16-07* is the date the message was left.
 - *16h16* is the time the attachment was created (e.g., 4:16 PM).
- *Body text* - Includes the date and time the voice message was received and the message length.



Email from Intercom Caller without Extension Name

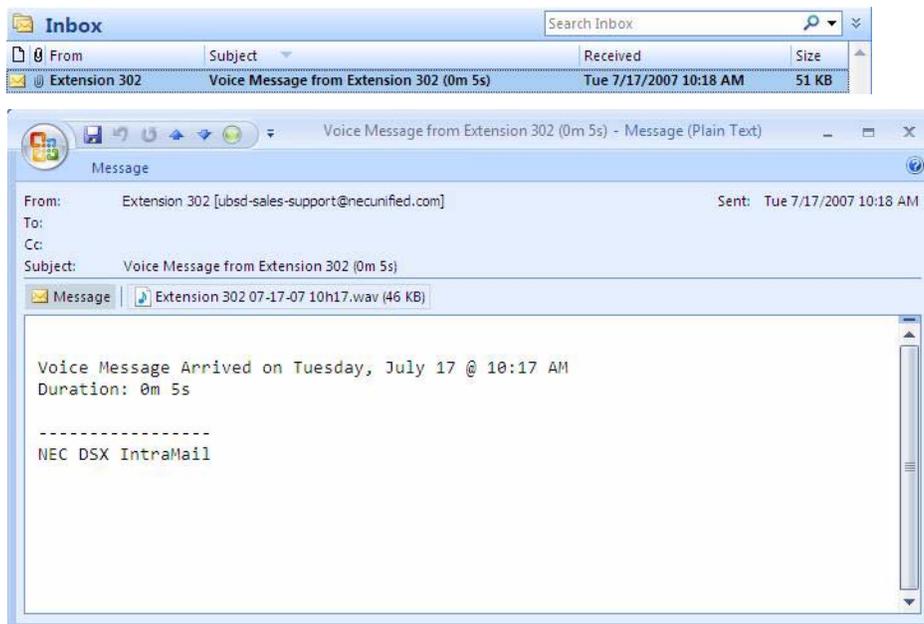
When a voice message is left from an extension without a programmed name, Email Integration substitutes the extension number for the name. In this example, Outlook 2007 shows the following:

Inbox

- *From* - The number of the extension that left the message.
- *Subject* - The text “Voice Message from” followed by the extension number, followed by the message duration.
- *Received* - The date and time the message was received.
- *Size* - The message size, which includes the size of the wav file attachment.

Message Body

- *From* - The number of the extension that left the message, followed by the programmed *Reply To* information.
- *Sent* - The date and time the message was sent from the installation site’s SMTP email server.
- *Subject* - The same subject information shown in the inbox.
- *Message* - The wav file attachment name and the attachment size. In the example below,
 - *Extension 302* is the number of the extension that left the message.
 - *07-17-07* is the date the message was left.
 - *10h17* is the time the attachment was created (e.g., 10:17 AM).
- *Body text* - Includes the date and time the voice message was received and the message length.



Email Integration

Email from Outside Caller with Caller ID

When a voice message is left by an outside caller and Caller ID was provided, Outlook 2007 shows the following:

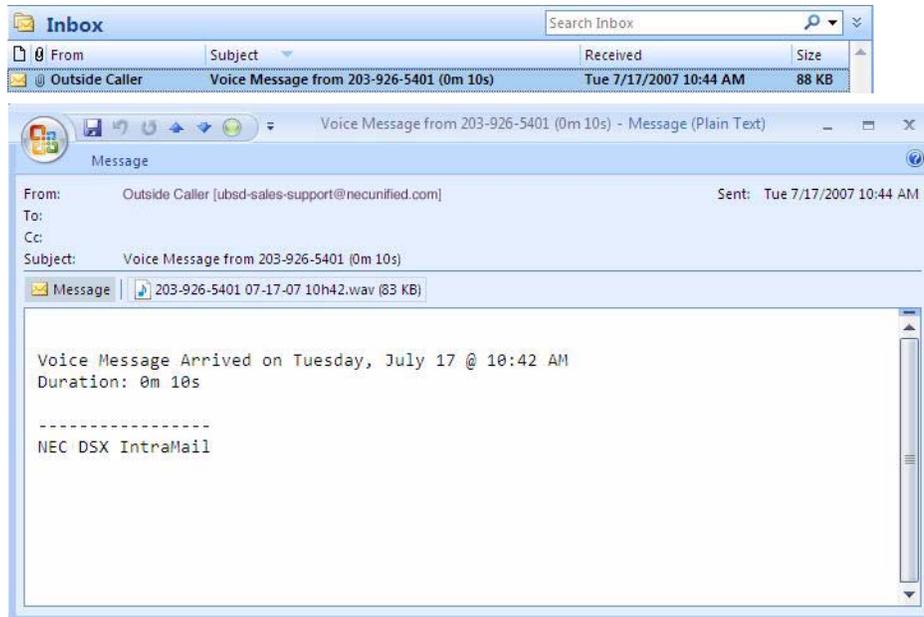
Inbox

- *From* - Shows that the message is from an outside caller.
- *Subject* - The text “Voice Message from” followed by the caller’s number (provided by Caller ID), followed by the message duration.
- *Received* - The date and time the message was received.
- *Size* - The message size, which includes the size of the wav file attachment.

Message Body

- *From* - Shows that the message is from an outside caller, followed by the programmed *Reply To* information.
- *Sent* - The date and time the message was sent from the installation site’s SMTP email server.
- *Subject* - The same subject information shown in the inbox.
- *Message* - The wav file attachment name and the attachment size. In the example below,
 - 203-926-5401 is the caller’s number (provided by Caller ID).
 - 07-17-07 is the date the message was left.
 - 10h42 is the time the attachment was created (e.g., 10:42 AM).

Body text - Includes the date and time the voice message was received and the message length.



Email from Outside Caller without Caller ID

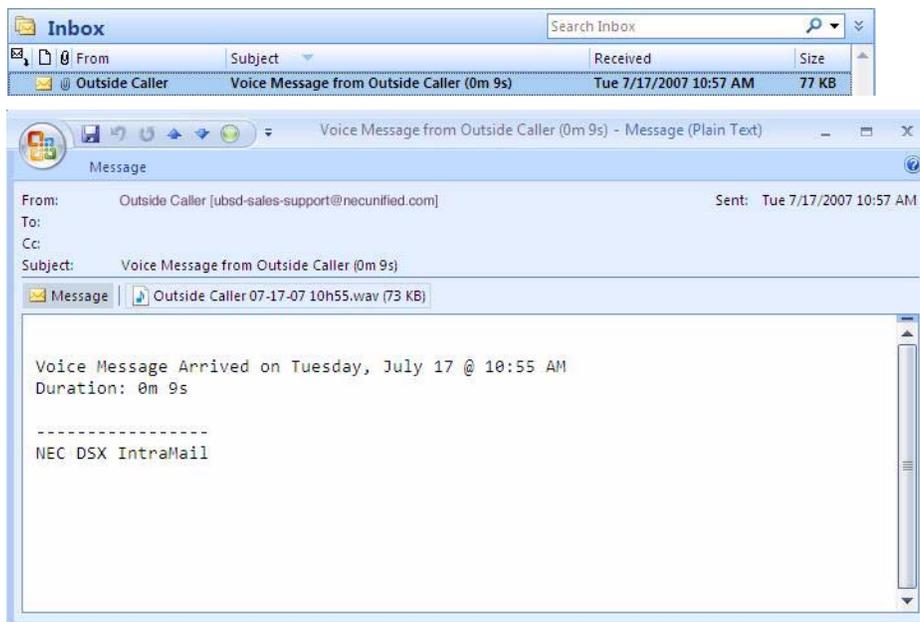
When a voice message is left by an outside caller and Caller ID was not provided, Email Integration substitutes “Outside Caller” for the number. Outlook 2007 shows the following:

Inbox

- *From* - Shows that the message is from an outside caller.
- *Subject* - The text “Voice Message from” followed by “Outside Caller”, followed by the message duration.
- *Received* - The date and time the message was received.
- *Size* - The message size, which includes the size of the wav file attachment.

Message Body

- *From* - Shows that the message is from an outside caller, followed by the programmed *Reply To* information.
- *Sent* - The date and time the message was sent from the installation site’s SMTP email server.
- *Subject* - The same subject information shown in the inbox.
- *Message* - The wav file attachment name and the attachment size. In the example below,
 - *Outside Caller* (since there is no Caller ID number).
 - *07-17-07* is the date the message was left.
 - *10h55* is the time the attachment was created (e.g., 10:55 AM).
- *Body text* - Includes the date and time the voice message was received and the message length.



Conditions

- None.

Default Setting

- Email Integration disabled.

Email Integration

Programming

Some Common SMTP Settings

| Common Email Integration SMTP Server Settings | | | | | | |
|-----------------------------------------------|---------------------------------------|---------------------|----------------------|----------------------------------|---------|-------------------------------|
| Provider | Server Name and Account (1105-02, 08) | SMTP Port (1105-03) | Encryption (1105-04) | Authentication (1105-05, 06, 07) | Updated | Comments |
| Yahoo | smtp.mail.yahoo.com | 465 | Yes | Yes | 6/28/07 | Requires POP Yahoo! Mail Plus |
| GMail | smtp.gmail.com | 465 | Yes | Yes | 6/28/07 | - |
| Optimum Online | mail.optonline.net | 587 | Yes | Yes | 6/28/07 | - |
| AOL | smtp.aol.com | 587 | Yes | Yes | 6/28/07 | - |

Setting Up the System Options

1. Enable SMTP Email Delivery System Wide.

1. **1105-01: ENABLE SMTP** (PAGE 699)

[SYSTEM: CONFIG: COMMUNICATION: SMTP: ENABLE]

Enter **1** to enable SMTP email delivery system-wide.

2. **1105-08: SMTP EMAIL ACCOUNT** (PAGE 702)

[SYSTEM: CONFIG: COMMUNICATION: SMTP: EMAIL]

Specify the email account that the SMTP server will use to process email sent from the DSX system (e.g., yourname@emailserver.com).

2. Specify the site's SMTP server name and port.

1. **1105-02: SMTP SERVER NAME** (PAGE 699)

[SYSTEM: CONFIG: COMMUNICATION: SMTP: SERVER NAME]

Enter the name of the SMTP server that will handle email delivery for the installation site. The SMTP server name is typically similar to *smtp.emailserver.com*.

2. **1105-03: SMTP PORT NUMBER** (PAGE 700)

[SYSTEM: CONFIG: COMMUNICATION: SMTP: SMTP PORT]

Enter the port (logical connection) the installation site's email server uses for SMTP. See *Some Common SMTP Settings* above for some typical examples.

3. Does the site's SMTP email server require encryption?

1. If yes:

1105-04: SMTP ENCRYPTION (PAGE 700)

[SYSTEM: CONFIG: COMMUNICATION: SMTP: ENCRYPTION]

Enter **1**.

- The system negotiates “behind the scenes” to determine if encryption should be TLS or SSL, and then adjusts accordingly.

2. If no:

1105-04: SMTP ENCRYPTION (PAGE 700)

[SYSTEM: CONFIG: COMMUNICATION: SMTP: ENCRYPTION]

Enter **0**.

- If encryption is disabled, all messaging is in plain text.

4. Does the site's SMTP email server require account authentication?

1. If yes:

1105-05: SMTP AUTHENTICATION (PAGE 701)

[SYSTEM: CONFIG: COMMUNICATION: SMTP: AUTHENTICATION]

Enter **1**.

1105-06: SMTP USER NAME (PAGE 701)

[SYSTEM: CONFIG: COMMUNICATION: SMTP: AUTHENTICATION]

Enter the user name of the account on the SMTP server that will process the email *sent from the DSX system*. For example, if the subscriber's email address is *yourname@emailserver.com*, the User Name entry would be *yourname*. Email Integration delivers all outbound email to this account.

1105-07: SMTP PASSWORD (PAGE 702)

[SYSTEM: CONFIG: COMMUNICATION: SMTP: PASSWORD]

Enter the password for the account specified in the previous option. When authentication is enabled, this password is required to log onto the email account.

2. If no:

1105-05: SMTP AUTHENTICATION (PAGE 701)

[SYSTEM: CONFIG: COMMUNICATION: SMTP: AUTHENTICATION]

Enter **0**.

5. Enter the email reply data (i.e., the email account to which replies should be sent).

1. **1105-09: EMAIL REPLY TO** (PAGE 703)

[SYSTEM: CONFIG: COMMUNICATION: SMTP: REPLY TO]

Enter the email reply name.

- **This is a required entry.**
- Typically, this is the email account that handles inquiries and administration for the installation site.

Setting Up the Subscriber Mailbox Options

1. Should email notification occur for new voice mail messages left in the Subscriber Mailbox?

1. If yes:

2146-01: ENABLE EMAIL NOTIFICATION (PAGE 875)

[STATIONS: CONFIG: INTRAMAIL: EMAIL: ENABLE EMAIL NOTIFICATION]

Enter **1** (Yes).

- The subscriber can also do this from their Mailbox Options Menu.

2146-02: EMAIL ADDRESS (PAGE 875)

[STATIONS: CONFIG: INTRAMAIL: EMAIL: ADDRESS]

Specify the email address to which the notification should be delivered.

- If the voice message should be included in the email as a wav file attachment, in **2146-03: ATTACH MESSAGE** (PAGE 876) enter **1** (Yes). If not, enter **0** (No).

2. If no:

2146-01: ENABLE EMAIL NOTIFICATION (PAGE 875)

[STATIONS: CONFIG: INTRAMAIL: EMAIL: ENABLE EMAIL NOTIFICATION]

Enter **0** (No).

- The subscriber can also do this from their Mailbox Options Menu.

Setting Up the Ring Group Subscriber Mailbox Options

1. Should email notification occur for new voice mail messages left in the Ring Group Subscriber Mailbox?

1. If yes:

2216-01: ENABLE EMAIL NOTIFICATION (PAGE 896)

[STATIONS: RING GROUPS: INTRAMAIL: EMAIL: ENABLE EMAIL NOTIFICATION]

Enter **1** (Yes).

- The subscriber can also do this from their Mailbox Options Menu.

2216-02: EMAIL ADDRESS (PAGE 896)

[STATIONS: RING GROUPS: INTRAMAIL: EMAIL: ADDRESS]

Specify the email address to which the notification should be delivered.

- If the voice message should be included in the email as a wav file attachment, in **2216-03: ATTACH MESSAGE** (PAGE 897) enter **1** (Yes). If not, enter **0** (No).

2. If no:

2216-01: ENABLE EMAIL NOTIFICATION (PAGE 896)

[STATIONS: RING GROUPS: INTRAMAIL: EMAIL: ENABLE EMAIL NOTIFICATION]

Enter **0** (No).

- The subscriber can also do this from their Mailbox Options Menu.

Setting Up the UCD Group Subscriber Mailbox Options

1. Should email notification occur for new voice mail messages left in the UCD Group Subscriber Mailbox?

1. If yes:

2316-01: ENABLE EMAIL NOTIFICATION (PAGE 912)

[STATIONS: UCD GROUPS: INTRAMAIL: EMAIL: ENABLE EMAIL NOTIFICATION]

Enter **1** (Yes).

- The subscriber can also do this from their Mailbox Options Menu.

2316-02: EMAIL ADDRESS (PAGE 912)

[STATIONS: UCD GROUPS: INTRAMAIL: EMAIL: ADDRESS]

Specify the email address to which the notification should be delivered.

- If the voice message should be included in the email as a wav file attachment, in **2316-03: ATTACH MESSAGE** (PAGE 913) enter **1** (Yes). If not, enter **0** (No).

2. If no:

2316-01: ENABLE EMAIL NOTIFICATION (PAGE 912)

[STATIONS: UCD GROUPS: INTRAMAIL: EMAIL: ENABLE EMAIL NOTIFICATION]

Enter **0** (No).

- The subscriber can also do this from their Mailbox Options Menu.

Other Related Features

DHCP SUPPORT (PAGE 105)

The site DHCP server can automatically provide the DSX with an IP address and other important network settings.

Operation

| Turn Email Integration (Email Notification) On or Off | | | In these instructions: [Super Display Soft Key] [Keyset Soft Key] |
|-------------------------------------------------------|------------------------------|-------------------------|--------------------------------------------------------------------------------------|
| To turn email notification on or off: | | | |
| 1. | Log onto Subscriber Mailbox. | | |
| 2. | [Mbox Options] [N/A] | Select Mailbox Options. | <ul style="list-style-type: none"> • Alternately dial OP (67). |
| 3. | [Notification] [Notif] | Select Notification. | <ul style="list-style-type: none"> • Alternately dial N (6). |
| 4. | [Email] [Email] | Select Email. | <ul style="list-style-type: none"> • Alternately dial E (6). |
| 5. | Do one of the following. | | |
| | a. | [On] [On] | Select to turn email notification on. |
| | | | <ul style="list-style-type: none"> • Alternately dial O (6) |
| | b. | [Off] [Off] | Select to turn email notification off. |
| | | | <ul style="list-style-type: none"> • Alternately dial O (6) |
| | c. | [Exit] [Exit] | Select to exit without making any changes. |
| | | | <ul style="list-style-type: none"> • Alternately dial #. |