
UM8000 Mail

Enhancements

UM8000 Mail software **Version 11.1.1.28 or higher** is required to support the fax features.

The following features have been added in UM8000 Mail software **Version 11.2.1.3 or higher**:

- Text to Speech (TTS) features, up to two ports supported.
- Upgrade of UM8000 software via HTML Web Admin Console.
- AMIS/PlusNet feature supported.
- Constant Message Count.

Description

The UM8000 Mail voice mail system, using the UNIVERGE SV8100 system and a Local Area Network, provide Unified Messaging services for voice, fax and email messages with access at either the desktop PC or the telephone. Unified Messaging lets the PC control telephone calls and information about each inbound and outbound call.

Automated Attendant automatically answers the system incoming calls. After listening to a customized message, an outside caller can dial a system extension or use Voice Mail.

Integrated Voice Mail enhances the telephone system with the following features:

Call Forwarding to Voice Mail

An extension user can forward their calls to Voice Mail. Once forwarded, calls to the extension connect to that extension mailbox. The caller can leave a message in the mailbox instead of calling back later. Forwarding can occur for all calls immediately, for unanswered calls or only when the extension is busy. When a user transfers a call to an extension forwarded to Voice Mail, the call waits for the Delayed Call Forwarding time before routing to the called extension mailbox. This gives the transferring party the option of retrieving the call instead of having it go directly to the mailbox.

Leaving a Message

Voice Mail lets a multiline terminal extension user easily leave a message at an extension that is unanswered, busy or in Do Not Disturb. The caller presses their Voice Mail key to leave a message in the called extension mailbox. There is no need to call back later.

Transferring to Voice Mail

By using Transfer to Voice Mail, a multiline terminal extension user can Transfer a call to their own or a co-worker's mailbox. After the Transfer goes through, the caller can leave a message in the mailbox.

 Live Record

While on a CO/Trunk call, an extension user can have Voice Mail record the conversation. The multiline terminal user presses the Voice Mail Record key; the single line telephone user dials a code. Once recorded, the Voice Messaging System stores the conversation as a new message in the user's mailbox. After calling their mailbox, a user can save, edit or delete the recorded conversation. The Live Record feature is supported only for External CO/Trunk calls. Internal/Intercom calls are not supported.

 Live Monitor

A multiline terminal user can have their idle extension emulate a personal answering machine. This lets Voice Mail screen their calls, just like their answering machine at home. If activated, the extension incoming calls route to the user's subscriber mailbox. The Live Monitor feature is supported for External and Internal calls. Once the mailbox answers, the user hears the caller's incoming message. The multiline terminal user can then:

- Let the call go through to their mailbox.
- Intercept the call before it goes to their mailbox.

 Voice Mail Overflow

If Voice Mail automatically answers trunks, Voice Mail Overflow can reroute those trunks to other extensions when all Voice Mail ports do not answer or, with certain software, are busy. During periods of high traffic, this prevents the outside calls from ringing Voice Mail for an inordinate amount of time. There are two types of Voice Mail Overflow: Immediate and Delayed. With immediate overflow, calls immediately reroute to other extensions when all Voice Mail ports do not answer or, with certain software, are busy. With delayed overflow, calls reroute after a preset interval. Without any type of overflow, the outside calls ring Voice Mail until a port becomes available or the outside caller hangs up.

 Voice Mail Caller ID

The Voice Mail can use ANI/DNIS information to identify the outside caller that left a message in a user's mailbox. When the message recipient dials 0 or presses the CID softkey while listening to a message, they hear the outside telephone number of the message sender.

The message recipient can also return the call from their mailbox if allowed by system programming by pressing the CALL softkey or #,0. Press **Speaker** to hang up.

 Quick Transfer to Voice Mail

A station user transferring a call can transfer the call to the called party voice mail box after an internal station number is dialed while performing a screened transfer, or during intercom calls. The user simply calls the extension and then dials the quick transfer dial access code (default = 8) and hangs up. The call is placed in the mailbox and the caller hears the personal greeting.

Voice Mail Queuing

When accessing the voice mail, the system provides a voice mail queue. If all the voice mail ports are busy, any call trying to get to the voice mail is placed in queue. As the voice mail ports become available, the calls are connected to the voice mail in the order in which they were received.

As the Voice Mail Queue follows Department Hunting programming, the queue can hold a maximum of 10 calls. If the queue is full or if the voice mail ports are not assigned to a Department Group, the calls are handled as though there were no voice mail queuing feature enabled. The calls either access voice mail if a port is available or they receive a busy signal.

The Voice Mail Queuing feature does not work with the Conversation Record feature.

Message Key will Operate as Voice Mail Key

The system enhances a telephone Message key function when connected to a system which has voice mail installed. When an extension receives a voice mail, the Message key can be used to check the number of messages in voice mail, or call the voice mail to listen to the messages. If no Voice Mail Programmable Function Key is defined (Program 15-07-01, code 77), the telephone Message Waiting LED flashes to indicate new messages.

This option is not available with a networked voice mail – the voice mail must be local.

Directory Dialing

Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name. With Directory Dialing, the caller does not have to remember the extension number of the person they wish to reach – just their name. Here is how Directory Dialing works:

1. When the Automated Attendant answers, it sends the call to the Main Greeting box. The caller must dial a digit to access Directory Dialing.
2. The Directory Dialing Mailbox plays the Directory Dialing Message which asks the caller to dial letters for the name of the person they wish to reach.
3. The caller dials the first three letters for the person's name. They can dial by first name or last name, depending on how the Directory Dialing Message was recorded and the Directory Dialing Mailbox was set up.
4. Voice Mail searches the list of programmed extension names for a match of the caller-entered letters.
5. The caller dials the digit for the extension they wish to reach, and Voice Mail sends the call to that extension. The call is sent as a Screened or Unscreened transfer, depending on programming.

For callers to use Directory Dialing, the system must have a name programmed for each extension. Each extension should also have a name recorded in their Subscriber Mailbox. In addition, each extension used by Directory Dialing must be installed.

Optional UM8000 Mail TeLANophy Module Features

Text-to-Speech Using Nuance® RealSpeak™

The UM8000 Text-to-Speech (TTS) package enables subscribers to have 24-hour, two-way access to Microsoft Exchange, Novell GroupWise, or Lotus Notes Email messages without a laptop or modem connection. Subscribers can manage email messages using a telephone. Subscribers can listen to any plain text email message using TTS conversion and record a reply that is sent as a voice mail message or an email message with a WAV file attachment. Subscribers use touchtone keypads over a phone to reply, redirect, save and delete email messages, making subscribers more efficient and accessible when they are away from the office.

ViewMail® with Live Record Module

All voice and fax messages are visible at a glance on the PC screen and can be sorted in any order. An intuitive Microsoft® Windows interface shows the sender name, subject, and the date and time messages were sent so the user can quickly prioritize them and respond immediately.

ViewFax®

This works in ViewMail to display faxes on screen and lets you send them to any printer. When a fax is received, a fax icon is displayed next to the message in ViewMail. Double click to open the message, and press the play button to listen to any voice annotation sent with the fax. Fax ports are built-in on the CD-VM00 based UM8000 Mail and are activated as a system licensing option. The Fax on Demand and Fax Server functions are not supported.

- Up to four ports of fax are supported when using the “Full” version of UM8000 Mail on 2G or 8G drives.
- Up to two ports of fax are supported when using the “Lite” version of UM8000 on a 2G drive.

ViewCall® Plus

All inbound and outbound calls can be controlled from your PC. Outbound call control requires a TAPI adaptor on the user telephone. By managing calls on the PC instead of the telephone, ViewCall Plus lets you communicate more easily with people inside and outside the office. Three integrated windows are provided to control telephone calls, log all telephone activity, and manage data about each call. With a click of the mouse you can take a call, ask a caller to hold, route the call to another extension, or send the call to voice mail.

Hospitality Package

The Hospitality package is used specifically by hotels and resorts to provide guests with personal, accurate, and timely messages. Features include personal greetings, security codes, guest directory, and wake up calls. This feature also supports Property Management System (PMS) integration.

Additional Hospitality Languages

See Multilingual support below for list of supported languages. The Hospitality Package supports five languages at default. Additional languages can be purchased (up to the limit of 18).

Networking

This allows the networking of multiple Active Net (AMIS Only) and PlusNet compatible voice mails systems.

Multilingual Support

Add Languages, only United States English is on the drive at default. New languages can be added in the field from the support CD. Additional languages can be added in the field with an upgrade code.

Both the UM8000 and UM8000 Lite systems support three languages (American English, Mexican Spanish and Canadian French) by default. Both systems can support a maximum of 20 active languages. However, if all language prompts are loaded, recording time is severely reduced. For an installation requiring 20 languages, 8G or higher media is recommended.

Supported Languages:

ar = Argentinean	ja = Japanese (hospitality only)
au = Australian English	la = Latin America Spanish
ca = Catalan Spanish	md = Mandarin Chinese
ct = Cantonese Chinese	nl = Dutch
de = German	nz = New Zealand English
dk = Danish	pi = Iberian Portuguese
ed = Madrid Spanish	pt = Portuguese
es = Mexican Spanish	se = Swedish
fc = Canadian French	uk = UK English
fr = Parisian French	us = US English
he = Hebrew	ru = Russian
it = Italian	

EMail Integration

With email integration, subscribers can forward all voice messages to their email inbox automatically and forward all incoming faxes to their email inbox as well. Email integration provides users with 24-hour access to email from any touchtone phone. Email integration uses standard protocols to access, read and send email messages on the voice messaging system.

Warning: When voice messages forwarded to an email address using email integration are deleted from the user mailbox the following features are not supported: Pager Notification, Message Waiting Indication.

The following email protocols are supported:

IMAP

Internet Message Access Protocol (IMAP) allows the voice messaging system to access an email inbox. Using IMAP, the voice messaging system can obtain email message headers and body information from a variety of email users. This information is then delivered to the text-to-speech engine to convert the text into audio for playback.

- MIME

Multipurpose Internet Mail Extension (MIME), ensures that the voice messaging system can read the message header and body information. Multipart MIME messages enable the email system to send enhanced versions of the message for messaging clients such as Lotus Notes or Microsoft Outlook. In addition, multipart MIME messages contain plain text messages that can be read to subscribers over the phone.



If HTML tags are heard when listening to an email message by phone, the system skips the message. Messages encoded only in HTML are not supported by text-to-speech at this time. Messages containing HTML must be encoded using multipart MIME for text-to-speech to work properly.

- SMTP

Simple Mail Transport Protocol (SMTP), sends outgoing email messages to email boxes using the voice messaging system. The Forward voice mail to the email system, Forward faxes to the email system, Receive email notification of new fax/voice mail and Reply to email messages via voice mail features use SMTP to send outgoing messages. SMTP can also be configured to restrict the type of messages sent, such as only allowing SMTP mail to be sent to other users on the same domain. Refer to your Exchange, Domino, or GroupWise documentation, or consult your administrator on which settings work best for your organization.

Conditions

- Constant Message Count requires SV8100 **Version 3000 or higher** software.
- Constant Message Count is displayed on a telephone's display until another activity needs the display (For instance, if a call is made or received on the telephone). To get the message count to display again, the telephone needs to receive a new voice mail message or call into the voice mailbox.
- The CD-VM00 supports two media sizes: 2G with 110 Hours of recording time and 8G with 550 Hours of recording time.
- Live Record does not work for monitored calls, conference calls or internal calls.
- The UM8000 Lite is only supported on a 2G drive.
- Up to two ports of fax are supported when using the "Lite" version of UM8000.
- Up to four ports of fax are supported when using the "Full" version of UM8000 on 2G or 8G drives.
- Fax on demand is not supported.
- Fax server is not supported.
- UM8000 Mail software **Version 11.1.1.28 or higher** is required to support the fax features.

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- UM8000 Mail software **Version 11.2.1.3 or higher** is required to support the AMIS/PlusNet (Networking) and text-to-speech (TTS) features.
 - Up to two ports of TTS are supported when using the "Full" version of UM8000 on 2G or 8G drives.
 - The TTS feature is NOT supported when using the "Lite" version of UM8000.
 - The Networking feature (AMIS/PlusNet) is supported when using the "Full" version of UM8000 on 2G or 8G drives.
 - The Networking feature (AMIS/PlusNet) is NOT supported when using the "Lite" version of UM8000.
 - The UM8000 supports up to 20 languages and 10 Hospitality languages.
 - Caller ID Return Call may require ARS programming to properly route outgoing calls.
 - Updating the system time also updates the UM8000 Mail time.
 - When setting up hunt group priorities in 16-02-01 the VM ports must be assigned as port 1 = priority 1, port 2 = priority 2 and so on. Failure to do this causes the VM to answer but no audio is heard.
 - The Live Record feature is supported only for External CO/Trunk calls. Internal/Intercom calls are not supported.
 - The Live Record feature is supported only for Multiline telephones. Single Line Telephones do not support this feature.
 - The following databases can be migrated to the UM8000:
 - ❑ OS/2 based EliteMail CTI
 - ❑ DOS based EliteMail Q51731 or higher
 - ❑ Linux based EliteMail CTI LX
 - ❑ Linux based EliteMail CTI LX Lite
 - Voice messages forwarded to an email address using email integration can be set to be automatically deleted, saved as new or saved as old, in a user's mailbox.
 - When a mailbox is set to delete or save as old voice messages forwarded to an email address using email integration, the following features are not supported: Pager Notification, Message Waiting Indication.
 - The UM8000 Mail can be configured for 4, 8, 12, or 16 ports.
 - Email integration refers to forwarding voice messages to an email server and does not apply to the client applications ViewMail®, VMM, VMG and VML.
 - The operating system is Linux.
 - Extension numbers cannot start with 0 or 9.
 - Extension numbers cannot include * or #.

- VM8000 InMail and UM8000 Mail cannot be used at the same time in the same system.
- Ring Group calls do not follow extension call forwarding to voice mail.
- Caller ID information is passed from the voice mail to an extension for pre-answer display on an unscreened transfer from voice mail.
- Off-premise notification and external extensions require access to outside lines.
- To have the Voice Mail Automated Attendant answer a trunk, program the trunk as a DIL to the Voice Mail pilot.
- When the voice mail places a call on hold, it uses Group Hold. Any line appearances for the trunk shows the hold flash rate, however, users cannot pick up these calls (a busy signal is heard).
- If the Message Waiting LED is also used for Message Waiting Indication, and there are both voice mail messages and Message Wait indications, the color set for Message Wait overrides the color used for voice mail indications (red).
- During a Conversation Record session, DTMF digits are not transmitted. If the End softkey is used to stop the Conversation Record, DTMF to the outside party is restored. If you press the Conversation Record button to end the recording DTMF is not restored.
- Stutter Dial Tone is supported to Single Line Telephones (SLTs) for Voice Mail Message Waiting.
- When a Department Group is assigned as the VM Department Group in Program 45-01-01 it works only as priority mode no matter what Program 16-01-02 is set to for that Department.
- In SV8100 software **Version 2000 or lower** the green LED on a DSS console will activate, signaling the station has a voice mail even if Program 30-05-21 is set to 0.
- A modem for remote maintenance is built into the CD-VM00 blade.
- When the system has the Hotel Motel license (0007), the Message Waiting Indication (MWI) on a DSS Console for an extension is a Green LED. Without the Hotel Motel license the MWI on a DSS Console for an extension is a Red LED.
- UCB is not supported in conjunction with UM8000.

Default Settings

Disabled

System Availability

Terminals

All Terminals

Required Component(s)

- CD-VM00
- UM8000 Mail Media Kit
- CPU License

Required Software

When using ViewMail for Microsoft Messaging (VMM) with Office XP/2002 or Office 2000 you must have at least Service Pack 3 for Office installed prior to installing VMM. Failure to do so requires removing and installing the entire Office software suite again. Microsoft Outlook needs Corporate or Workgroup version. When a customer is running the Windows XP operating system, the following versions of Microsoft Outlook work with VMM:

- Outlook 2000 with Service Pack 3
- Outlook 2002 (XP) with Service Pack 3
- Outlook 2003 with Service Pack 2
- Outlook 2007 (Vista 32-bit only)
- Outlook 2007 (XP)

The supported TeLANophy applications include:

- ViewMail
- ViewMail for Microsoft Messaging (VMM)
- ViewCall Plus
- ViewMail for GroupWise (VMG)
- ViewMail for Lotus Notes (VML)
- ViewFax (VF)

These TeLANophy applications work on the following operating systems:

- Windows XP
- Windows 2000
- Windows Vista (32-bit only)

Related Features

Barge-In

Call Forwarding

Caller ID

Central Office Calls, Answering

Central Office Calls, Placing

Direct Inward Line (DIL)

Hold

Message Waiting

One-Touch Calling

Programmable Function Keys

Transfer