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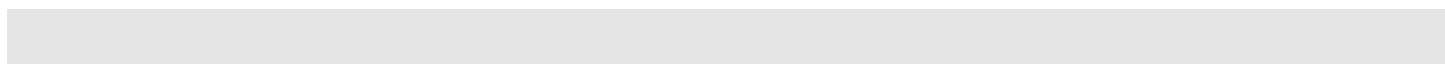
WinSeries Voice Processing System



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E-MAIL NOTIFICATION APPLICATION MANUAL

Version 1.0
Date: November 1,2004



E-MAIL NOTIFICATION MANUAL

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E-MAIL NOTIFICATION MANUAL

Introduction

The purpose of the Email notification program is to give the user the capabilities to receive/retrieve and listen/view messages that are placed into the user's mailbox via their email address. The user can have their voice and fax messages go to any three of their email addresses that they desire. The user has the options of receiving their voice and fax messages with the voice and fax file attached with a general statement informing the user that a message has been placed into their mailbox, or simply receive a general statement informing the user that a voice and fax message has been placed into their mailbox without the voice and fax file attached.

Requirements

1. The WinSeries voice server system must be connected to your local area network and have access to send e-mail via the SMTP protocol to the desired e-mail server.
2. The e-mail server can be any SMTP compatible e-mail server including Microsoft Exchange with the Internet Mail Service installed.
3. There must be a valid account setup on the e-mail server that will have the capability of sending e-mail.

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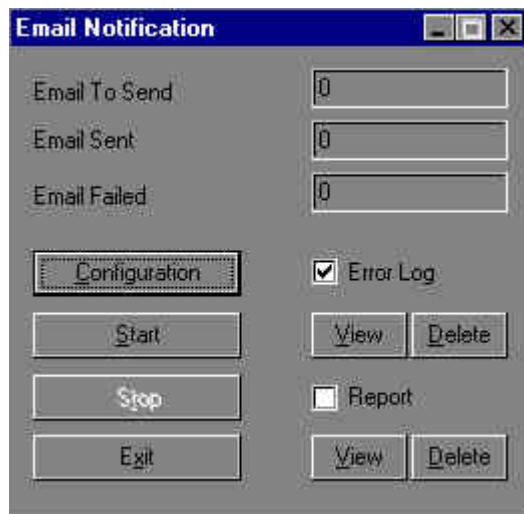
Installation

In order to receive/retrieve voice and fax messages from the user's email address the following steps must be done to configure the email notification program.

Configuring Email Notification Application

First, open the email notification program by performing one of the two following operations. Simply go to the C drive and open the RUNDIR directory and there will be an executable named "emailnot.exe". Open that file and begin configuring. Or go to the system tray and click "Start", "Programs", "DiavoxVPS5004", and click "Email Notification".

The following screen will then appear:



Click “Email Configuration” and the following screen will appear:

User Name	voiceserver
User Password	*****
Email Address	voiceserver@diavox.net
Server Name	mail.diavox.com
Server Type	Connect To SMTP Server
Authentication Type	None
POP Port	110
SMTP Port	25
Time Out (Sec)	180
Max Attachment Size (KB)	2100
Email Retries	3
Auto Start	<input checked="" type="checkbox"/>
Ok	Cancel

The above fields are examples of what will need to be entered in order to receive/retrieve voice and fax messages via the user’s email address.

User Name: Email account that is set up on the email server.

User Password: Password for the email account that is set up on the email server.

Email Address: The email address entered in this field is what the user will see as the sender when receiving voice/fax messages into their inbox.

Server Name: Outgoing email server name or IP address.

Server Type: Type of protocol the email server uses. The default setting will be “Connect to SMTP Server”

Authentication Type: This will only need to be entered if the email server type is using “ESMTP Server”. The default setting is “None”.

POP Port: Email server’s POP port number. The default setting will be 110.

SMTP Port: Email server’s SMTP port number. The default setting will be 25.

Time Out (Sec): Time out before aborting the sending operation. The default setting will be “180” which will be 3 minutes. This field is entered in seconds. If this field is set to “0”, then the time out will be disabled. The maximum seconds that can be entered is 65,000 sec. (18 hours).

Max Attachment Size (KB): This will be entered depending upon the maximum size of an attachment. This may be restricted if the email server has a lower max size than the max size entered in this field. The default setting is 2,100 (2.1 meg). The max size is 65,000 (65 meg). The average voice file is 700 KB per minute. The voice mail server has a default setting of 3 minutes for the maximum size of a message to be placed in a user’s mailbox. Therefore, the default setting for this field is 2,100 (size of an average 3 minute message). This field cannot be set to “0” to disable the size. If this is done, the max size will be dropped down to 0 KB.

Email Retries: This will be entered depending upon the number of times the server will try to send the email message.

Auto Start: This box must be checked if the Email Notification program is to be started automatically when the voice mail system is started. Note: A shortcut to the emailnot.exe must also be placed in the windows programs startup folder in order for the program to launch automatically.

Once these parameters have been configured, select “OK”. This will take you back to the Email Notification screen. Select “Start” and this will start the email notification program.

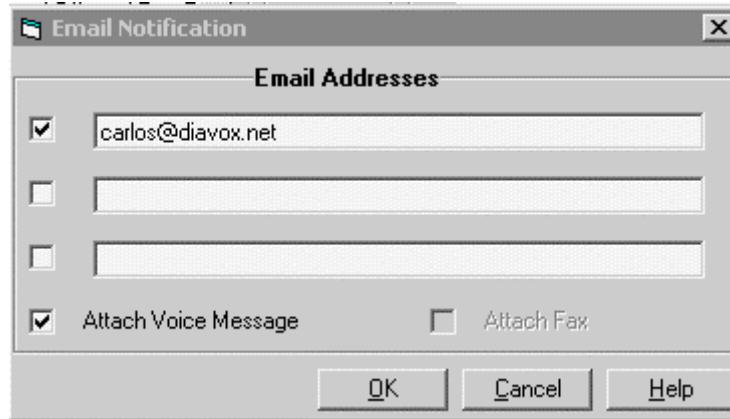
Configuring Mailbox

The second step that will need to be done is to program the users' email address(s) into their mailbox. To do this the following will need to be done:

- First, go to the voice mail server and go into the user's mailbox configurations.
- Then go to the second tab "Voice Messaging"

Number:	100	Name:		<input checked="" type="checkbox"/> Enabled
Type				
<input type="radio"/> VM				
<input type="radio"/> AA				
<input checked="" type="radio"/> MA				
<input type="radio"/> AX				
<input type="radio"/> MN				
<input type="radio"/> FG				
<input type="radio"/> HC				
<input type="radio"/> EM				
<input type="radio"/> DM				
Common Options				
Messaging Options				
Transfer Options				
Mailbox Options...				
Outdial Notifications...				
Email Notifications...				
Distribution Lists...				
Reset/View Mailbox Password	100			
Mailbox Message Capacity	50			
Maximum Message Length (seconds)	180			
New Message Retention Time (hours)	216			
Saved Message Retention Time (hours)	336			
Maximum Greeting Length (seconds)	180			
Message Escalation Time (minutes)	0			
Message Escalation Destination Mailbox	N/A			
Message Wait Light Extension Number	100			
Immediate Transfer Mailbox Number	N/A			
Message Forwarding Destination Mailbox	N/A			

Select the tab “Email Notifications”. The following screen will then appear:



Enter the email address(es) that are to receive the notifications as desired. Each e-mail address must be an SMTP compatible address.

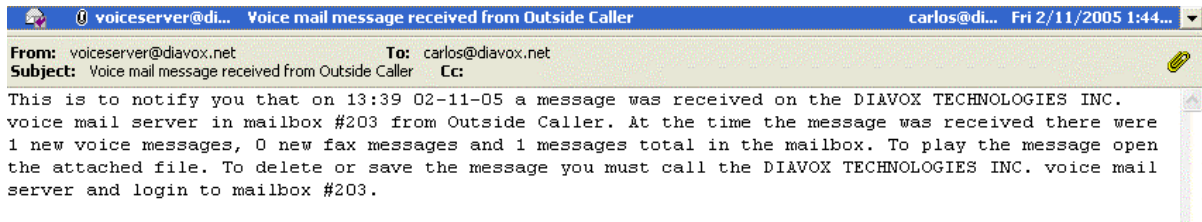
Configure the “Attach Voice Message” and/or “Attach Fax”. If the user wants the voice and/or fax file attached to the general statement message, then the box(es) will need to be checked. Once this is done select “OK”. Save all settings and exit the mailbox configuration.

NOTE:

- In order for the system to be able to receive and attach faxes the WinSeries voice mail system must be configured for fax operations. This means that the Diavox Voice Mail Fax Software and Hardware must be installed. For questions or inquires about the fax operations call Diavox, Inc. at (650) 872-1665.

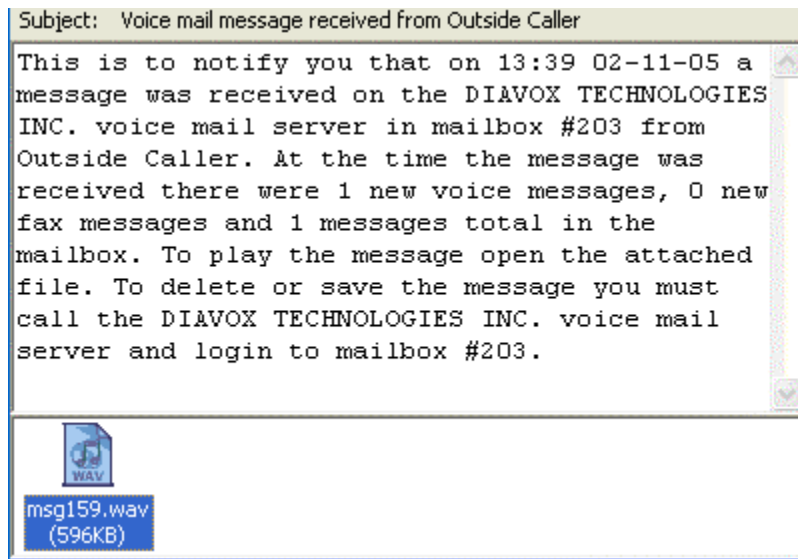
Testing

The Email Notification program is now ready to be tested. Leave a test message into the user's mailbox. Once the message has been delivered, check the user's email address for new email messages. The following message should appear in the inbox:



Voice Message

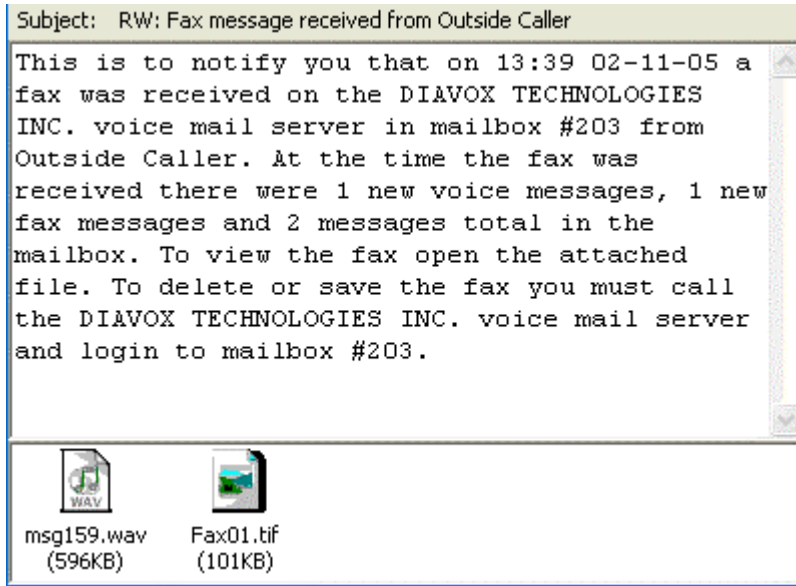
Open the message and the following should appear:



If the mailbox is configured to receive the attachments, then the following text will appear with the voice file attached. If the mailbox is not configured to receive the attachment, the text message is the only thing that will appear.

Fax Message

The following is an example of what a fax message will appear as:



When sending a fax, the sender may add a comment to the fax before sending the document to the user's mailbox. If the mailbox is configured to receive both voice and fax attachments, then the fax document and the voice comment will be attached. If the mailbox is configured to not receive any attachments, then the following text will appear without the attachment.

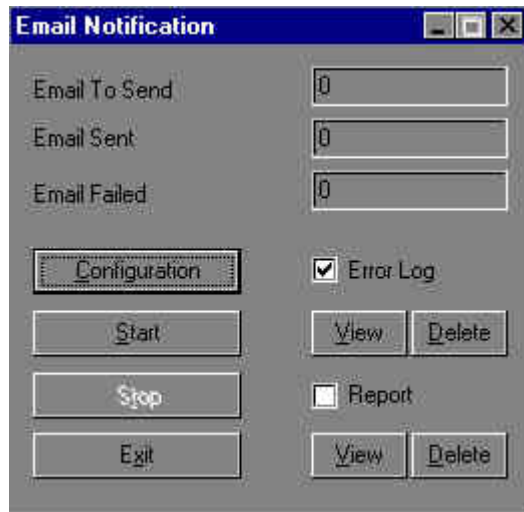
NOTE:

- The Diavox Technologies, Inc. Voice Mail System must be configured for fax operations. This means that the Diavox Voice Mail Fax Software and Hardware must be installed. For questions or inquires about the fax operations call Diavox, Inc. at (650) 872-1665 and go to the sales department.

Troubleshooting

Once you have completed the installation of E-Mail Notification, the user will now have the capabilities to receive new messages or message notifications via the e-mail address provided. This will allow the user to listen to new messages that are sent as an attachment or a plain text e-mail message notifying the user that a new message has been received. This will also allow the user to be notified or view faxes that are left in the user's mailbox. The fax application will only work if the WinSeries Voice Mail System has fax operations capabilities. However, in the unlikely event of encountering problems that may occur while installing or using E-Mail Notification, the following section will discuss effective trouble shooting methods that may be useful in correcting any errors made.

After installation it will be helpful to turn on the error log to see if any errors will occur. The E-Mail Notification will track the total e-mails that were requested for delivery and track the total e-mails sent along with the total e-mails that failed. If the error log is enabled, when you view the log it will give the details of why the e-mail failed to reach its destination. To enable the error log and the report, go to the email notification application located on the server and check the Error Log and Report box.



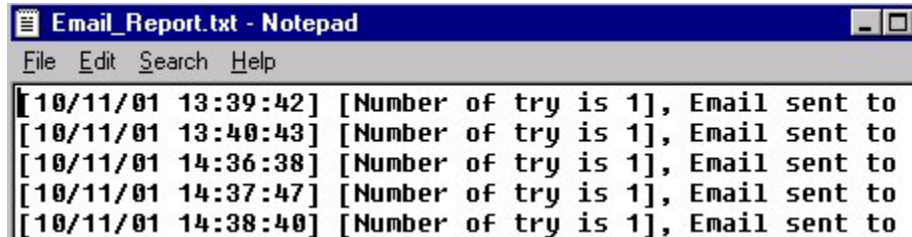
Email To Send: The number of emails that are in queue to be sent.

Email Sent: The number of emails that have been successfully sent.

Email Failed: The number of emails that have failed.

Report Log

To view the activity (Report), select “View” under the Report check box. This will display all of the emails that have been sent to a user’s email address. The following is an example of what the Report log will display:



```
File Edit Search Help
[10/11/01 13:39:42] [Number of try is 1], Email sent to
[10/11/01 13:40:43] [Number of try is 1], Email sent to
[10/11/01 14:36:38] [Number of try is 1], Email sent to
[10/11/01 14:37:47] [Number of try is 1], Email sent to
[10/11/01 14:38:40] [Number of try is 1], Email sent to
```

Error Log

To view the errors that may have occurred select “View” located below the Error Log check box. This will display the errors that have occurred while attempting to send emails to the user’s email address. The following are examples of error messages that may occur and what actions need to be taken to correct the problem.

Server Name

If the following error message is received, then the following will need to be done:

```
Number of try is 4, Remote host could not be found, when sending email to
```

Go to the E-Mail Notification Configuration and make sure that the “Server Name” is correct.

Server Type

If the following error message is received, then the following will need to be done:

```
Number of try is 4, Unexpected server response, when sending email to
```

Go to the E-Mail Notification Configuration and make sure that the “Server Type” is correct.

Non-Generated Error

If an error log is not generated or the “E-mail to Send” never received a new message to send then the following will need to be done:

Check the “E-mail Address” field for any misspelling or incorrectness. An error log will not be generated because it is not able to reach the WinSeries Voice Mail Server. It will be logged as an error on the E-Mail Server (The system administrator will usually receive notification of a failed delivery). This will also be the case if the “User Name” and “User Password” are incorrect.

Message Cut – Off

If e-mails are being received, but the attached message is being cut off while listening to the message, then the following will need to be done:

Check the size of the attachment for that e-mail. Then check the size of the “Max Attachment Size” in the E-Mail Notification Configuration. Remember that the sizes of the attachments are in KB. If a message is over the defined attachment size, then the message will be cut off once it has reached that parameter.

NOTE:

- An average one-minute message is about 700 KB. By default the WinSeries Voice Mail System is set up to receive a 3-minute message. So therefore, the Max Attachment Size should be at least 2100 KB.

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