



*Repartee*<sup>®</sup>  
for Windows<sup>®</sup>

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Repartee<sup>®</sup> for Windows<sup>®</sup>

E-mail Integration White Paper



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## Overview

The purpose of this white paper is to discuss the e-mail integration capabilities of the Repartee® for Windows® unified communications system. This information is designed to augment the system manuals by discussing the e-mail integration features offered by Repartee for Windows. The reasons for using these e-mail integration features include integrating to Microsoft® Exchange®, Lotus® Notes®, Novell® GroupWise®, and other e-mail systems via SMTP (Simple Mail Transfer Protocol) to download voice and fax messages into the e-mail inbox.

There are three areas of the product in which configuration of e-mail integration can take place:

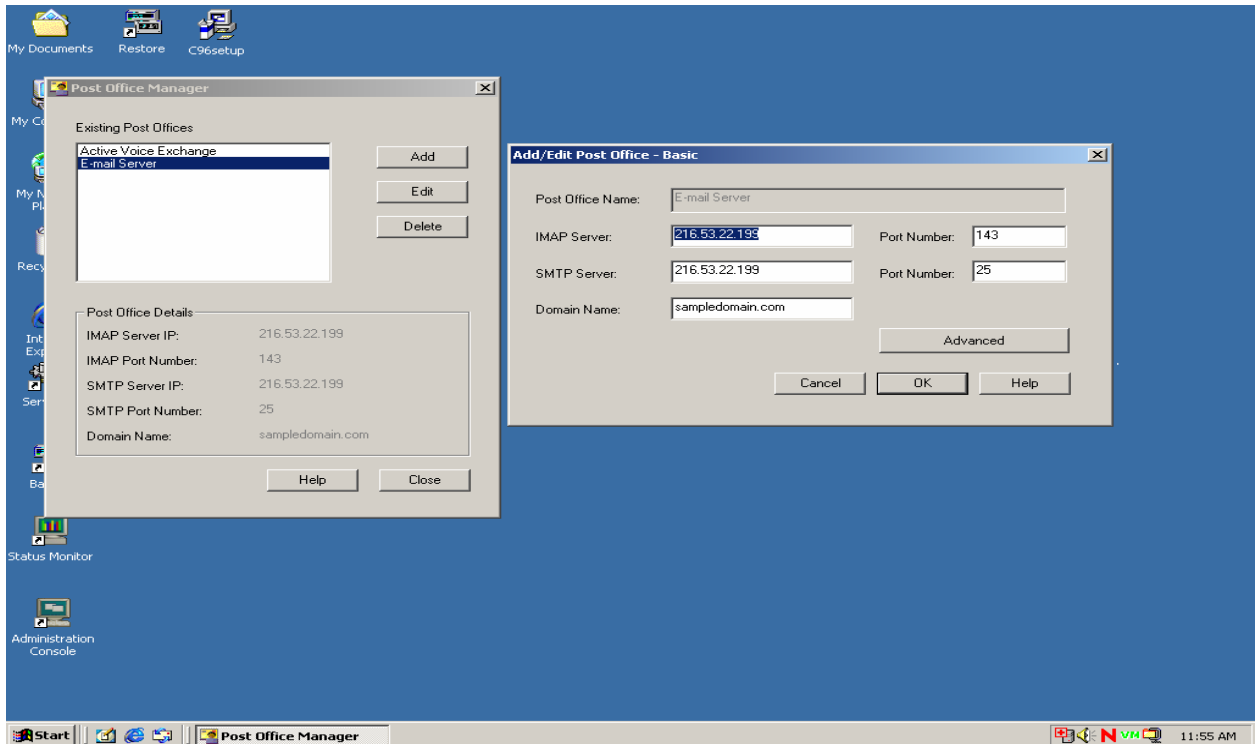
- a) The Repartee for Windows Administration Console
- b) The Web-based Mailbox Manager console
- c) The ViewMail® for Microsoft Messaging (VMM), ViewMail for Lotus Notes (VML) or ViewMail for GroupWise (VMG) unified messaging clients

All three of these areas are discussed below, with an explanation of the differences you should consider when using them.

**NOTE:** This document is not meant to provide step-by-step instructions for configuring e-mail integration. Please see the Repartee for Windows system manuals for further information.

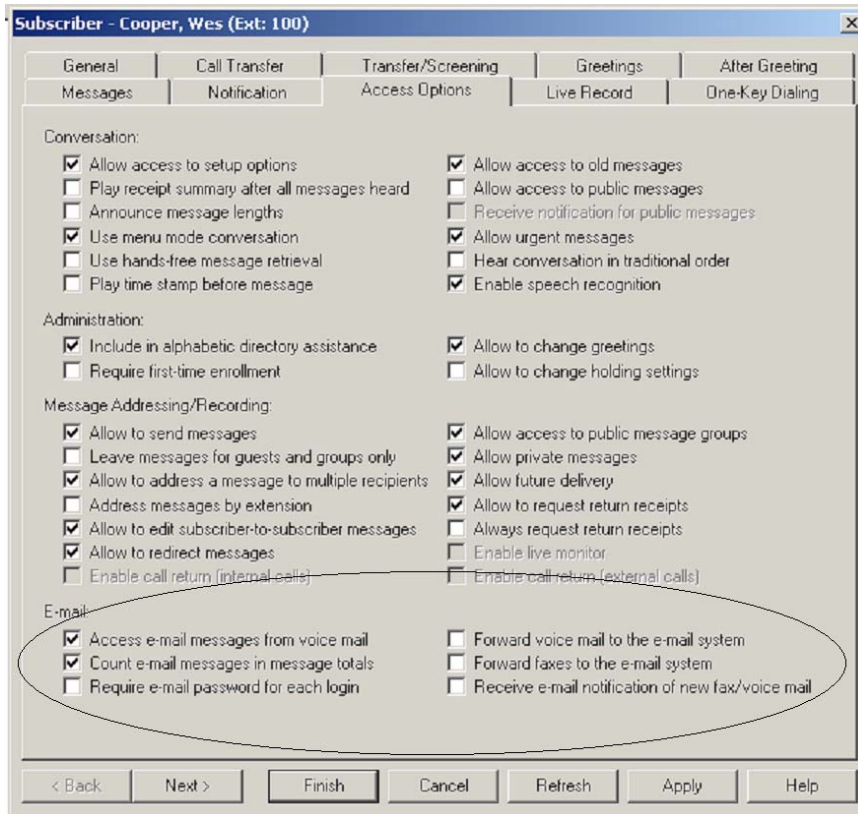
## I. Repartee for Windows Administration Console

The first step in configuring e-mail integration is establishing a connection with the e-mail server. To do this, the Post Office Manager utility needs to be setup. With the Post Office Manager utility, the system administrator enters the SMTP server IP address. If Text-to-Speech is enabled on the system key, the IMAP server IP address must also be entered.



**Figure 1: Post Office Manager Setup**

Once the Post Office Manager utility is configured, a subscriber's e-mail integration parameters can be configured via the subscriber's record in the Administration Console. On the Access Options page of the subscriber record, there are several options that can be configured for e-mail integration. The three that will be discussed in this white paper are *Forward voice mail to the e-mail system*, *Forward faxes to the e-mail system* and *Receive e-mail notification of new voice/fax messages*.



**Figure 2: Access Options page of Subscriber Record**

**1) Forward voice mail to the e-mail system and Forward faxes to the e-mail system  
Access Options**

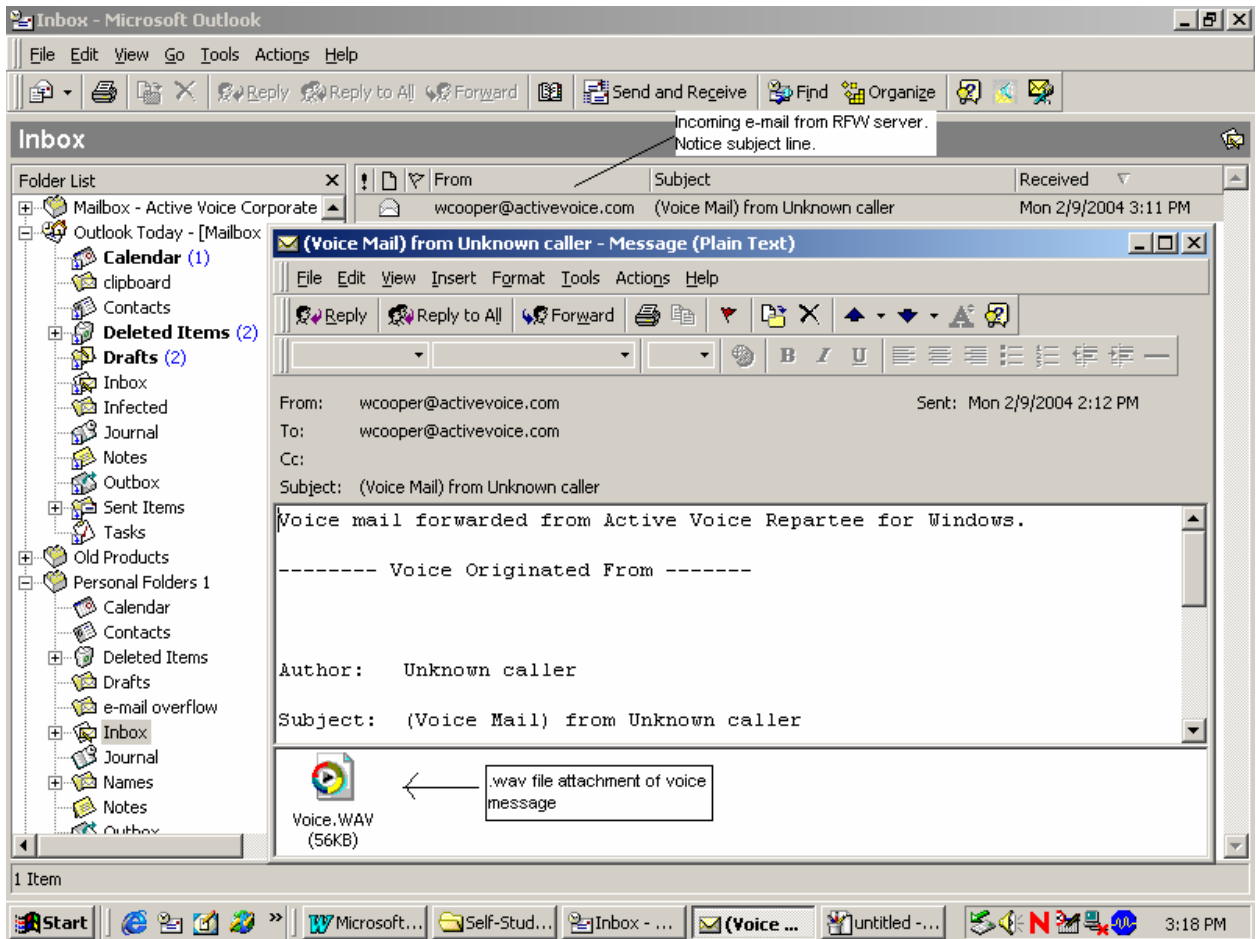
These two features provide a bridge between integrated messaging and unified messaging. The Repartee for Windows system forwards (moves) voice mail messages and faxes to the subscriber's e-mail inbox on any SMTP compliant e-mail system automatically. Voice mail messages will be stored as e-mails with a WAV attachment and fax messages will be stored as e-mails with a TIFF file attachment. The messages will then reside in the e-mail server message store and no longer on the Repartee for Windows server.

The advantage of using these two features is that voice and fax messages can be moved to non-Exchange, Lotus Notes and GroupWise e-mail systems that are SMTP-compliant. There are some important points to note regarding these features:

- A) When *Forward voice messages to email system* is turned on, recipients will receive a subject line in e-mail saying: "(Voice Mail) from Unknown caller (<phone number>)." The

number will appear if Caller ID is captured. The voice message will appear as a WAV file attachment to this e-mail message. See Figure 2 below.

- B) When *Forward faxes to the e-mail system* is turned on, recipients will receive a subject line in e-mail saying: "(Fax mail) from Unknown caller." There will be no Caller ID. Fax messages will appear as TIFF attachments to an e-mail.
- C) Because the voice message is now an e-mail with a WAV file attachment, the user will NOT be able to send a voice message reply to the subscriber's voice mailbox on Repartee for Windows. Instead, the message will enter the inbox from [user@domain.com](mailto:user@domain.com) (see Figure 2 below). Replying will be in the form of an e-mail to that e-mail address, not to a mailbox on the Repartee for Windows server. This process is the same for an e-mail with a TIFF file attachment.
- D) Because a voice message that has been forwarded to the e-mail server no longer exists on the voice server, a user will not be told they have a new voice message when they call in over the phone. Instead, the user will be told they have an e-mail message with a WAV file attachment. The e-mail portion of the message will be read via text-to-speech and the WAV file will be rendered and played (see Figure 2 below). The user can then reply to the e-mail with a voice message as usual.
- E) Because a fax message that has been forwarded to the e-mail server no longer exists on the voice server, users will not be told they have a new fax message when they call in over the phone. Instead, users will be told they have an e-mail message with an attachment. The e-mail portion of the message will be read via text-to-speech, but the TIFF file will NOT be rendered and read via text-to-speech. Users will have the option to fax a copy of the e-mail message, but the TIFF file will not be rendered in the fax. Users must go to the e-mail client and open a fax viewer to see the fax.
- F) Because the voice and fax messages will no longer reside on the Repartee for Windows server, message notification will NOT function as normal. There will be no message waiting lights or device notification. The only indication that a message has arrived is an e-mail with a WAV file attachment or TIFF file attachment in a user's e-mail inbox.
- G) These two features are designed to forward (move) messages to the e-mail system via SMTP. These two features DO NOT represent message notification via SMTP. If the e-mail address of an SMS (Short Message Service) device, for example, is placed in the subscriber's record, Repartee for Windows will attempt to forward the voice or fax message to that device. The device, in turn, will permanently remove the WAV file attachment and it will be gone forever. A future release of Repartee for Windows will support message notification via SMTP.



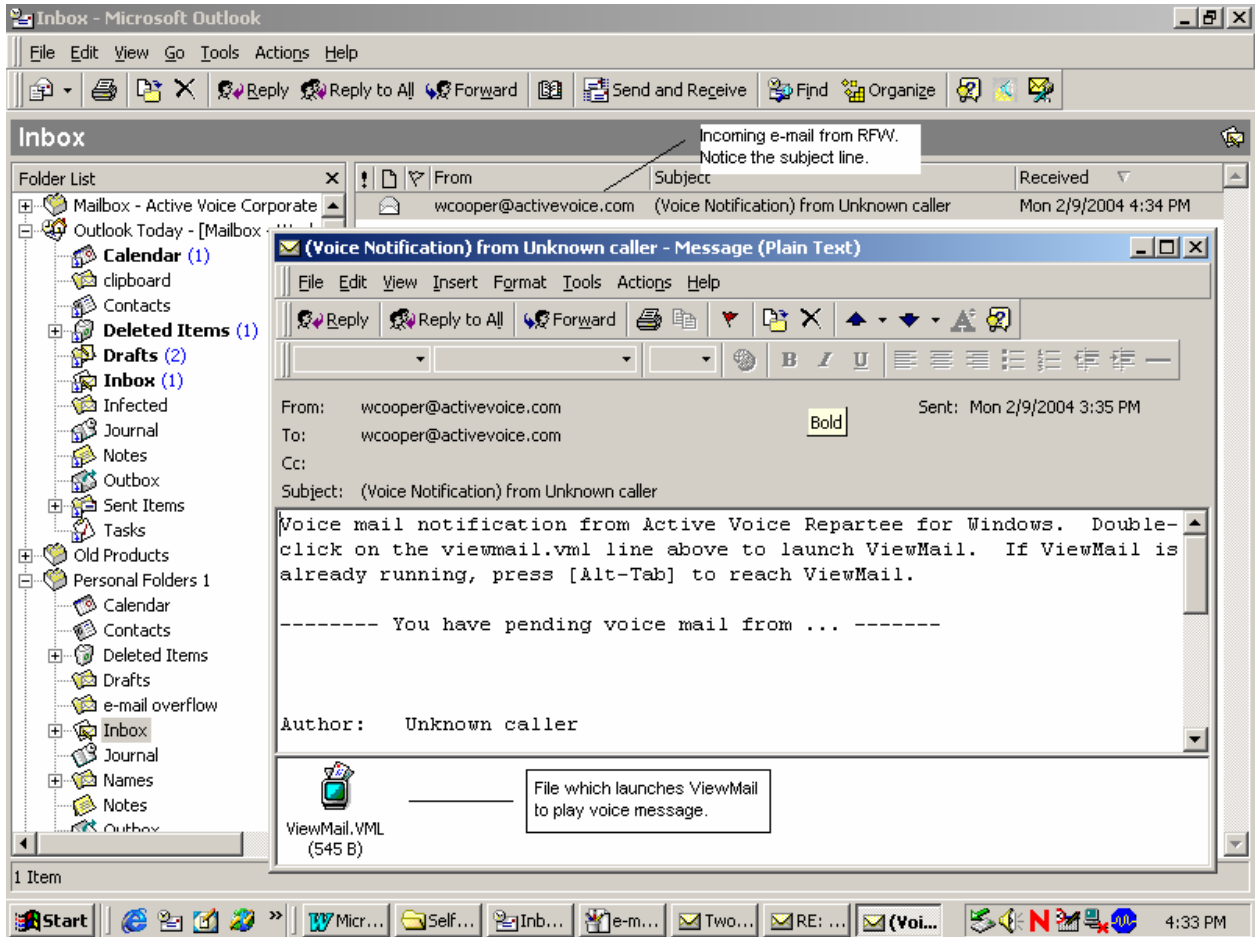
**Figure 3: An incoming e-mail message from RFW when *Forward voice to the e-mail system* Access Option is checked. Notice that the voice message is a WAV file attachment to the e-mail.**

## **2) Receive notification of new voice/fax mail Access Option**

Instead of forwarding the voice or fax message to the e-mail system, Repartee for Windows sends a pointer file as an attachment to an e-mail message. When this file is double-clicked, ViewMail is launched, which allows the user to play the message or view the fax. The original message continues to be stored on the Repartee for Windows server. The advantage of using this feature is that notification of new voice and fax messages can be sent to non-Exchange, Lotus Notes or GroupWise e-mail systems, and a copy of the message remains stored on the Repartee for Windows server for phone access. There are a few points to consider:

- A) With this Access Option, ViewMail must be installed on the client PC. Without it, the message cannot be streamed across to the user's desktop or phone.
- B) Because the user is using ViewMail to listen to the message or view the fax, replies to the sender can be done through ViewMail.
- C) Because the voice or fax message is stored on the Repartee for Windows server, it can be accessed traditionally via the phone. This allows for a reply to the sender or forwarding to other Repartee for Windows subscribers.

- D) Because the voice or fax message is stored on the Repartee for Windows server, message notification function via MWI (Message Waiting Indication) or another device is available.



**Figure 4:** An incoming e-mail message from RFW when *Receive notification of new voice/fax mail* option is checked. Notice that the voice message is a ViewMail file attachment to the e-mail.

## II. Web-based Mailbox Manager

The E-mail tab in Mailbox Manager allows the user to set mailbox options for processing e-mail and faxes using the voice messaging system. These e-mail options function exactly the same as the e-mail options in the subscriber record in the Administration Console. The difference is that individual users can enable or disable message forwarding to the e-mail system themselves rather than going through the administrator. This reduces administrative burden and increases user productivity.

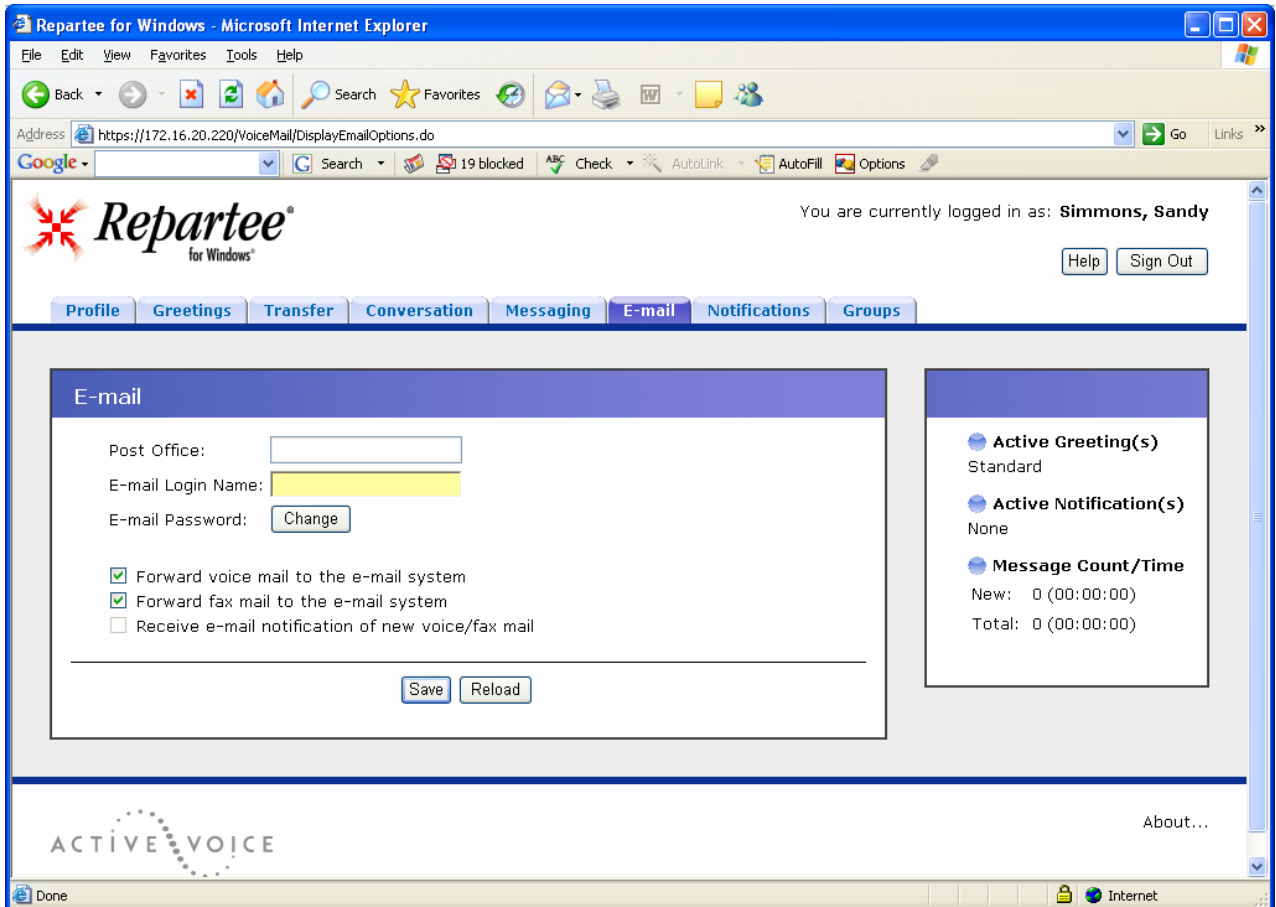


Figure 5: E-mail tab in Web-based Mailbox Manager

### **III. ViewMail for Microsoft Messaging (VMM), ViewMail for Lotus Notes (VML) and ViewMail for GroupWise (VMG) Clients**

VMM, VML and VMG provide two options for configuring the Exchange, Lotus Notes and GroupWise e-mail integration from the client inbox: 1) *When a message is delivered, automatically download it*, and 2) *When downloading a message, remove the original message from the voice messaging system*. These two features are found on the Advanced tab in the ViewMail Options box. The advantage of using these two features is that voice and fax messages can be downloaded for future off-line access or even access over the Internet.

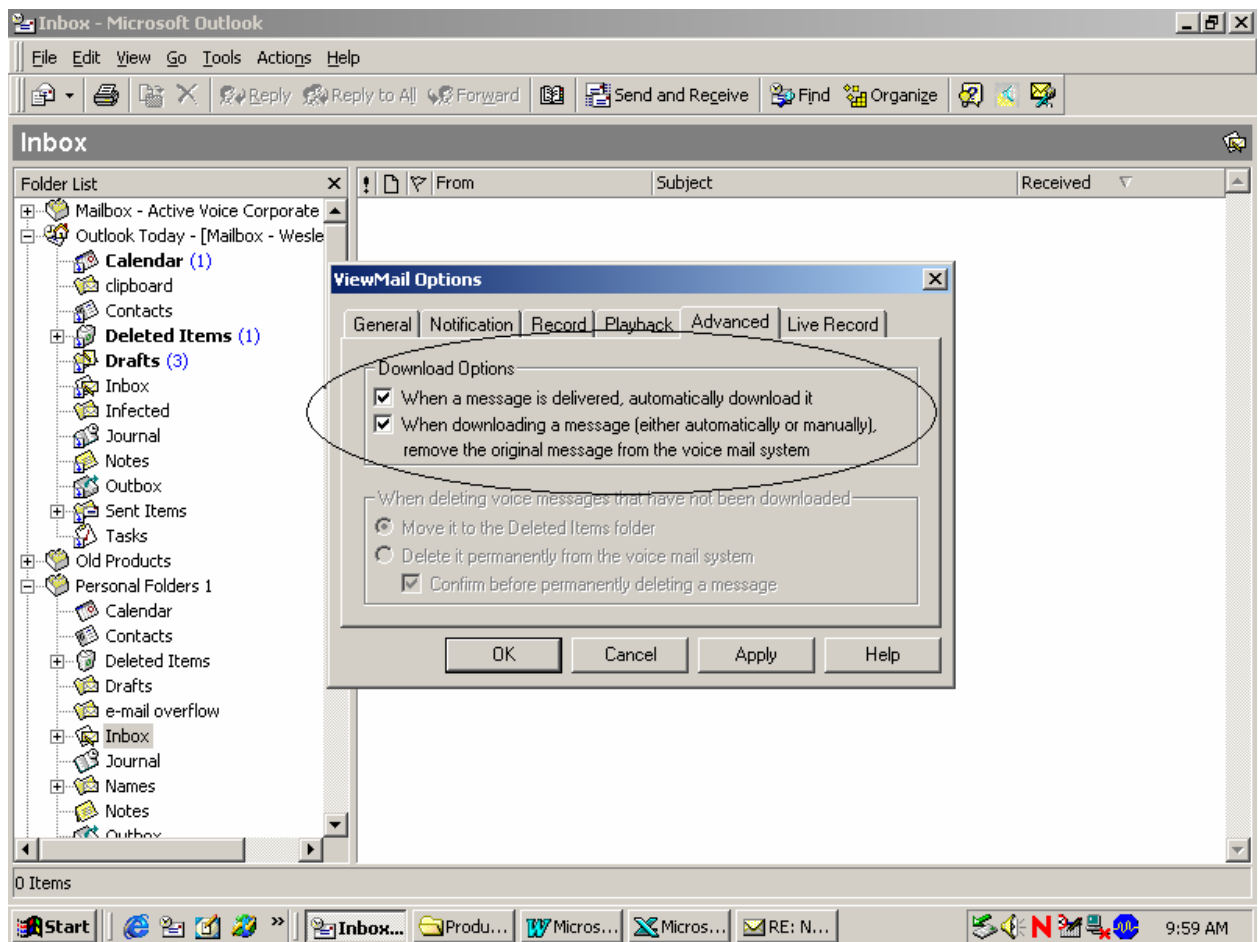


Figure 6: VMM Advanced Options page

#### **1) When a message is delivered, automatically download it.**

When this option is checked, VMM, VML or VMG downloads a copy of the voice or fax message to Outlook, Lotus Notes or GroupWise, where it is then stored as a WAV file or TIFF file attachment, depending on the location of the primary message store. When using VMM, VML or VMG to download messages, it is important to know whether the e-mail client (Outlook, Lotus Notes or GroupWise) is using a PST file on the local hard drive or the e-mail server as the primary message store. If the primary message store is the local hard drive, then messages can only be accessed from the e-mail client at the desktop. If the e-mail server is the primary message store, then messages can be accessed from the Internet.

This feature is similar to the *Forward voice to the e-mail system* and *Forward faxes to the e-mail system* Access options listed above, but with some important differences:

	<b><i>“When a message is delivered, automatically download it” Option</i></b>	<b><i>“Forward voice mail to the e-mail system” and “Forward fax mail to the e-mail system” Access Options</i></b>
User or System Administrator Configurable?	Can be configured at the desktop by using VMM, VML or VMG.	When enabled via the Administration Console, the system administrator is required. However, individual users can enable these through Web-based Mailbox Manager.
E-mail client must be running?	Because VMM, VML and VMG are downloading a copy of the voice or fax message, the e-mail client must be open and running at the time a new message is received.	These Access Options are enabled via the RFW server or Mailbox Manager and do not depend on VMM, VML or VMG to automatically download messages.
Users can access messages from the Internet?	Because VMM, VML and VMG are downloading a “copy” of the message, users can access the message from the Internet. It will appear as an e-mail with a WAV or TIFF file attachment. The following two conditions must be met, however: a) The e-mail server (Exchange/Domino/GroupWise) must be designated as the primary message store. b) VMM, VML and VMG must be open and running on the e-mail client to download a copy of the message.	Because RFW is forwarding the voice or fax message to the primary message store on the e-mail server (Exchange/Domino/GroupWise), users can access the message from the Internet. It will be available as an e-mail with a WAV or TIFF file attachment.
Users can reply or redirect messages to other subscribers?	Because VMM, VML and VMG are downloading a “copy” of the message, a copy of the message is still stored on the RFW server. The user can reply or redirect the message to another RFW subscriber through Outlook/Lotus Notes/GroupWise or via the phone.	Because the messages have been forwarded off the RFW server, the user cannot reply or redirect the message to another RFW subscriber. NOTE: The exception is the <i>Receive notification of new voice/fax mail</i> Access Option, which keeps a copy of the message on the RFW server.
Message Waiting Indication occurs with the receipt of a new message?	Because VMM, VML and VMG are downloading a “copy” of the message, a copy of the message is still stored on the RFW server. Message waiting indication will occur.	Because the messages have been forwarded off the RFW server, message-waiting indication will not occur. NOTE: The exception is the <i>Receive notification of new voice/fax mail</i> Access Option, which keeps a copy of the message on the RFW server.

2) **When downloading a message, remove the original message from the voice messaging system.**

When this option is used in conjunction with the *When a message is delivered, automatically download it* feature, the voice or fax message is automatically deleted from the Repartee for Windows server after it has been downloaded. Normally, when a message is downloaded, it remains on the Repartee for Windows server until the user manually deletes it or it is automatically deleted by Repartee for Windows after a period of time. However, sometimes the voice messaging system is not set to delete old messages frequently. A few important points to note regarding this feature:

- A) Because Repartee for Windows deletes the voice or fax message after sending a copy to the e-mail system, it can no longer be accessed via the telephone as a standard voice or fax message. If text-to-speech is enabled, the user can access it as a WAV file or TIFF file attachment to an e-mail.
- B) Message notification, such as MWI, will not function because the message will have been automatically deleted.

## **Glossary**

- IMAP** Internet Messaging Access Protocol. A format in which an e-mail application gains access to messages on a mail server.
- IP** Internet Protocol. A standard protocol designed for use in interconnected systems of packet-switched computer communication networks.
- MWI** Message Waiting Indication. Indicates via a message waiting lamp, a display or stutter dial tone on the subscriber's extension when new messages have been received.
- SMS** Short Message Service. A globally accepted wireless service that enables the transmission of alphanumeric messages between mobile subscribers and external systems such as e-mail, paging and voice mail systems.
- SMTP** Simple Mail Transfer Protocol. A format used to send e-mail messages between servers.