

MiCollab Advanced Messaging System Administration Guide

For version 6.1 and above

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Preface

This guide is written for those MiCollab Advanced Messaging (MiCollab AM) system administrators using software version 6.1. It consists of the following parts:

- An Introduction to **MiCollab AM Admin**
- Working with Administrator accounts
- Managing Mailboxes
- Working with Call Processor mailboxes
- Working with Class of Service and Subscriber mailboxes
- Working with System Configuration settings
- Managing Speech commands
- Managing Groups
- Importing and Exporting Mailboxes
- Working with the Mailbox Archive utility
- An introduction to **MiCollab AM Configuration**
- Configuring the Online Backup Location
- Restoring the Database
- An introduction to the Line Status utility
- Changing Line Status

This guide assumes that you are familiar with the Microsoft Windows operating system.

References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The documentation set for this MiCollab AM includes the following documents and resources:

- **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
- **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally

used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.

- **Quick Reference Card (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
- **Server Documentation.** Available as a PDF only. Contains administrative guides for administrators about installing, configuring, and administering the messaging system, and user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

For more related documents, refer to the following list of references:

Table 1. References

For information about...	See...
Configuring a MiCollab AM System Server and a OpenText® RightFax® fax server to work together in managing incoming fax messages	The <i>RightFax Integration Guide</i> and Online book <i>Fax Messaging</i>
Configuring auto attendant scheduling (Schedule mailbox and Call Routing)	The <i>Auto Attendant Scheduling Administration Guide</i>
Configuring a MiCollab AM system to support Unified Messaging on an IMAP compliant e-mail server	Online book <i>Unified Messaging for IMAP</i>
Configuring a MiCollab AM system to support the Unified Messaging for Lotus Notes and Domino client program and installing that program on subscribers' computers	Online book <i>Unified Messaging for Lotus Notes and Domino</i>
Configuring a MiCollab AM system to support the Unified Messaging for Microsoft Exchange client program and installing that program on subscribers' computers	Online books <i>Unified Messaging for Microsoft Exchange 2007</i> and <i>Unified Messaging for Microsoft Exchange 2010 2013 2016</i>
Configuring a MiCollab AM system to support an IMAP-based e-mail client	Online book <i>Integrated Client Access</i>
Configuring and changing your Short Message Service (SMS) message notification settings	Quick Reference Card <i>SMS QRC</i>

Configuring two or more networked MiCollab AM systems so that administrators on one server can view and change mailboxes and system configuration settings on the others	Online book <i>Netconnect Digital Networking</i>
Configuring, installing, or replacing a System Server platform or one of its hardware components	The spare parts document for the platform or component
Connecting the Call Server to the telephone system and programming both so that they handle calls in an integrated manner	The MiCollab AM Integration Technical Note for the telephone system
Creating new UConnect scripts automatically	The <i>UConnect Administration Guide</i>
Diagnosing and correcting conflicts in information traffic (known as mailbox conflicts and server conflicts) between networked MiCollab AM systems	Online book <i>Netconnect Digital Networking</i>
Installing a System Server platform, setting up the MiCollab AM software on it, and preparing it to be used for the first time	The <i>System Installation Guide</i>
Installing UConnect interactive voice response (IVR) development software	The <i>UConnect Administration Guide</i>
Installing the Web PhoneManager™ application on a web server and making it available to subscribers	Online book <i>Web PhoneManager</i>
Managing voice and fax messages through Lotus Notes	The Online help and Quick Reference Card <i>UM Notes QRC</i>
Managing voice and fax messages through Microsoft Outlook	The Online help and Quick Reference Card <i>UM Exchange QRC</i>
Managing voice and fax messages through Novell® GroupWise®	Quick Reference Card <i>UM IMAP QRC</i>
Networking a MiCollab AM system with one or more messaging servers or voice mail systems from other manufacturers so that they exchange messages over a data network	Online book <i>Netconnect Digital Networking</i>
Networking a MiCollab AM system with one or more voice messaging servers or voice mail systems from other manufacturers so that they	Online book <i>Analog Networking</i>

exchange messages over standard telephone connections	
Networking two or more MiCollab AM systems to exchange configuration information about Subscriber and Distribution list mailboxes	Online book <i>Netconnect Digital Networking</i>
Networking two or more MiCollab AM systems to exchange messages over a data network	Online book <i>Netconnect Digital Networking</i>
Networking two or more MiCollab AM System Servers to exchange messages over standard telephone connections	Online book <i>Analog Networking</i>
New features and capabilities in your version of the MiCollab AM software	The software release notice for that version of the software
Notifying subscribers of new messages through Short Message Service (SMS) support	Online book <i>SMS and Simple UM</i>
Preparing a MiCollab AM system that is running a previous version of MiCollab AM so that you can upgrade the server to the current software version	Online book <i>Upgrading and Migrating MiCollab AM</i>
Providing library documents by fax to callers who request them	The <i>RightFax Integration Guide</i> and Online book <i>Fax Text</i>
Recording names, recording greetings, and changing mailbox settings through an appropriate web browser	The Web PhoneManager application and its online help
Recording names, recording greetings, and changing mailbox settings through the PhoneManager™ utility	The Online help and the appropriate edition of the MiCollab AM Telephone Quick Reference Card
Specific UCCconnect programming syntax	The <i>UCCconnect Administration Guide</i>
Supporting Voice Intercept Messaging (VIM) features on a Mitel® telephone system	Online book <i>Voice Intercept Messaging</i>
Using basic MiCollab AM features over the telephone	The appropriate edition of the MiCollab AM Telephone Quick Reference Card
Using Voice Intercept Messaging (VIM) features with MiCollab AM	Quick Reference Card <i>VIM QRC</i>
Working with Call Processor Mailboxes	The <i>Call Processor Mailbox Administration Guide</i>

Working with Automatic Speech Recognition	The <i>Automatic Speech Recognition Administration Guide</i>
Working with Archive Mailbox	Online book <i>Mailbox Archive</i>
Removing and Installing Dialogic and Aculab Software Support Components	The <i>Dialogic & Aculab Administration Guide</i>
Installing and Administering Message Cache Manager	Online book <i>Web PhoneManager</i>
Installing and Administering the Mobility Data Server	The <i>Mobile Web Admin Administration Guide</i>
A quick reference guide to the MiCollab AM Mobile for Android and MiCollab AM Mobile for iPhone	Quick Reference Cards <i>Android Mobile Client QRC</i> and <i>iPhone Mobile Client QRC</i>

Documentation Updates

Documentation updates may be available from the following sources:

- Mitel certified technicians can view or download documents and program files from our partner web site: connect.mitel.com/connect

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** as follows:

- Click the **Help** button in the dialog box or window in which you are working
- Press the **F1** key at any time.

Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document.** *Italics* fonts can also signify the titles of other documents.

Example: Refer to *System Installation Guide*.

- **UI Element Names.** Names of UI elements such as dialog windows, screens, menu items, tabs, buttons, icons, etc. are shown in bold.

Example: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed is shown in italics.

Example: Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

WARNING A warning paragraph advises you of circumstances that can result in the loss of data, harm to the system server platform, or personal harm.

CAUTION Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

IMPORTANT An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

NOTE A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

Frequently Used Terms

Table 2. Frequently Used Terms

Terms	Description
System Server	<p>Term refers to an organization's computer platform(s) that have MiCollab AM software installed and handles the core system functions such as storing messages, database.</p> <p>It can also refer generically to the System Server platform, the Call Server platform, or both. The term is most often used to describe a software or hardware installation or configuration practice where the role of the server platform is not specifically expressed.</p>
Call Server	<p>Term refers to an organization's computer platforms that have MiCollab AM software installed and serve as the interface to the system (PBX). The Call Server(s) interface with the System Server for the purpose of accessing messages, and database.</p>

Glossary

Table 3. Glossary

Term	Description
Access Rights	Permission granted by a system's administrators to perform tasks such as adding, editing, or deleting mailboxes
Answer Mode	Refers to a mailbox on a Call Server that initially receives control of an incoming call
Application	A system of mailboxes and other settings that controls how the Call Server and the telephone system work together to process calls
Audio Format	The combination of encoding methods used to convert an audio signal to digital information
Audio Messaging Interchange Specification	An industry standard that allows voice messaging systems from different manufacturers to exchange messages
Automatic Number Identification	A series of digits or a data packet that accompanies a telephone call and communicates the caller's telephone number
Blind Transfer	A transfer type in which the Call Server dials the caller's destination telephone number and releases the call immediately; see also confirmed transfer, monitored transfer, supervised transfer, and transfer type
Call Processor	A mailbox that takes incoming calls and presents callers with a menu of options. Call Processor mailboxes contain at least three elements: a set of recorded announcements, a set of definable actions that allow callers to select an action by pressing specific DTMF keys, a set of definable actions that allow callers to select an action by speech commands, and mailbox settings that specify how the Call Processor operates and interacts with other mailboxes in the system
Caller	A person who places a call to a telephone system; see also subscriber
Callout	An outbound call placed by a subscriber or by the Call Server. The Call Server makes callouts to deliver daily message reminders, immediate message notification, and messages from outbound, AMIS networking, and fax delivery mailboxes.
Mailbox COS	A pre-designed set of configurations that can be applied to any Subscriber mailbox

Client Utilities	Programs that an administrator uses to configure and manage the System Server
Confirmed Transfer	A transfer type in which the Call Server dials the caller's destination telephone number and requires the answering party to accept the call by pressing 1 before it releases the call. See also blind transfer, monitored transfer, supervised transfer, and transfer type
Dial plan or dialing plan	A set of rules in place on a Call Server or telephone switch that evaluates and classifies dialed telephone numbers to determine whether each dialed number is valid, whether the subscriber is allowed to make a call of this type, and how the number should be dialed.
Extended Simple Mail Transfer Protocol (ESMTP)	An enhanced version of the basic e-mail protocol for TCP/IP. One of the enhancements is VPIM, which in turn makes digital networking possible
Extension Specific Processing (ESP)	A Call Processor mailbox that is initiated from a Subscriber mailbox and can add options to the normal messaging options available in a Subscriber mailbox
Global User Administration	A feature that makes it possible to examine and change mailboxes and certain configuration elements on several System Server platforms simultaneously from one location
Incomplete Transfer	A condition in which the Call Server has attempted to transfer a caller to a device but no connection occurred. The Subscriber Msg Call Processor action also registers as an incomplete transfer
Integration	A specification, supplied with the Call Server, that describes how to connect that server to the telephone system and program both so that they exchange as much information as possible about the calls they handle
Internet Message Access Protocol (IMAP)	A messaging standard supported by a number of different Internet e-mail server and client programs
Lightweight Directory Access Protocol (LDAP)	An industry standard for making user directory information available on a LAN
Mailbox Range	See range
Message-Waiting Indicator (MWI)	an indicator light, stuttered dial tone, or display used to notify subscribers of new messages
Messaging Application	See application
Management Info Base (MIB)	A text file containing information that an SNMP management console uses to communicate with an SNMP management agent

Monitored Transfer	A transfer type in which the Call Server dials the caller's destination telephone number and waits to detect ring tone before it releases the call; if it detects busy or reorder tone, the server pulls back the call and takes a message. See also blind transfer, confirmed transfer, supervised transfer, and transfer type
Manual Override	An auxiliary entry in the manual override table that allows administrators to use the telephone to redirect incoming telephone calls to a special Call Processor mailbox
Personal Identification Number	A numeric password required for security reasons
Prompt	A factory-installed Call Server message such as Please enter your security code; a prompt set (or language prompt set) is the whole set of factory default system announcements in a particular language, such as Female North American English
Propagation	The automatic exchange of system configuration and mailbox information between System Servers participating in a digital messaging network
Public Switched Telephone Network (PSTN)	The worldwide network of telephone switches and other devices through which telephone service is provided
Queuing	Keeping one or more callers on hold, in the order the call is received, until a subscriber becomes available to take their calls
Range	A set of mailboxes whose mailbox numbers fall between a defined upper and lower limit
Schedule Override	A pre-scheduled override entry in the schedule override table that redirects incoming telephone calls to a special Call Processor mailbox while the override stays active
Service Type	In Call Routing, the type of identification service that the Call Server should assume is present on an incoming call
Simple Network Management Protocol (SNMP)	An industry standard protocol for monitoring and managing networked computer platforms
Short Message Service (SMS)	An industry-standard method of transmitting short text messages to a subscriber's mobile telephone, pager, or other device for immediate display
Subscriber	The user of a specific telephone instrument or a Subscriber mailbox on the system; see also caller

Supervised Transfer	A transfer type in which the Call Server dials the caller's destination telephone number and waits for the answering party to go offhook before it releases the call; referred to in the MiCollab AM software simply as <i>Transfer</i> . See also blind transfer, confirmed transfer, monitored transfer, and transfer type
System Broadcast Message	A voice message played to all subscribers just after they enter their mailbox numbers and security codes, typically used to notify subscribers of system changes or to alert them to the need to shut down the Call Server for system maintenance
Telephone User Interface	(TUI) the system of voice menus, DTMF commands, and prompts that a caller or a subscriber hears while interacting with the Call Server over the telephone
System Server Platform	The computer hardware on which the System Server and Call Server software runs
System Server	The combined System Server/Call Server set of hardware and software that handles telephone calls, voice messages, and audio recordings in a MiCollab AM system
Text-to-Speech	A program that accepts strings of computer text and generates synthetic speech to read the text aloud
Transfer Type	The method that the Call Server uses to transfer calls; see also blind transfer, confirmed transfer, monitored transfer, and supervised transfer
Transmission Control Protocol / Internet Protocol	A set of specifications, and a resulting set of data networking protocols that support the Internet and a wide range of smaller networks
Trunk-to-Trunk Transfer	The process of transferring one party to another by connecting the two trunk lines they are using
Unified Messaging	The term used to describe the management of all of a subscriber's voice, fax, and e-mail messages by telephone or through the subscriber's E-mail Inbox
User ID	An account name that identifies an individual as a valid System Server administrator
Utilities	See client utilities
Voice Intercept Messaging (VIM)	A service that allows subscribers to divert incoming calls to a variety of destinations, available on Aastra MX-ONE telephone systems only

Acronyms and Abbreviations

Table 4. References

Term	Description
AMIS	See Audio Messaging Interchange Specification
ANI	See automatic number identification
PIN	See personal identification number
TCP/IP	See Transmission Control Protocol / Internet Protocol
TTS	See text-to-speech
TUI	See telephone user interface
VPIM	Voice Profile for Internet Mail, a specification for encoding audio recordings as long strings of plain text, which makes digital networking possible

Overview

The MiCollab AM software incorporates several different individual programs and operating system services. In the course of a typical day, administrators spend most of their time working with the following two programs, known as client utilities:

- **MiCollab AM Admin**
- Reports

This book discusses **MiCollab AM Admin**. For information on the Reports utility, refer to the document, *Reports*.

NOTE To run the administrative utilities on the System Server platform, you must have both the ability and the permission to log on to the server platform. If you are not the primary administrator of the System Server, see that administrator for assistance.

MiCollab AM Admin

MiCollab AM Admin gives administrators control over most aspects of a system that can be modified while the system processes are running. The utility is installed on the System Server platform during the initial software installation.

MiCollab AM Admin may be installed on other servers or workstations as well, allowing administrators to administrate MiCollab AM from a workstation or another server.

The remote workstations and servers must be able to communicate with the System Server through the network using Named Pipes or TCP/IP.

Administrators can administer any System Server that is part of the same global network of MiCollab AM systems during a single administrative session. Some of the general tasks you perform with **MiCollab AM Admin** are:

- Import and export Network mailboxes
- Create, edit, manage administrator accounts
- Manage Digital Networking correspondents
- Create, edit, delete, and manage the system's mailboxes
- Configure the settings and parameters of the System Configuration tabs including:
- Configure Call Routing and Schedule mailboxes, which control how incoming calls are handled
- Define schedule override rules
- Create customized overrides
- Set the system parameters that control how Call Servers perform callouts
- Configure dialing plans and dialing instructions for the Call Servers

- Set the Daily Maintenance time for each server in the system
- Set the default transfer type for Subscriber mailboxes
- Set retention times for reports and messages
- Enable an analog network and configure the AMIS dialing instructions
- Set the message length for subscriber and non-subscriber messages
- Manage the Security Code parameters for the system
- Configure the Subscriber operator telephone number
- Set the default TUI for subscribers
- Set system timers and message actions
- Configure directory prompts, style, and name formatting
- SMS/SMTP -Add, edit, and delete SMS providers and enable simple UM
- Call Routing - Add, edit, and delete service type and number; and assign location and call handling mailbox for incoming calls
- Create and manage speech commands in the system
- Add, edit, and delete subscriber groups and group types
- Directory Propagation - Configure directory propagation for Digital Networking

NOTE This is not a comprehensive list of **MiCollab AM Admin**'s capabilities. For more information, see the MiCollab AM server's online help system.

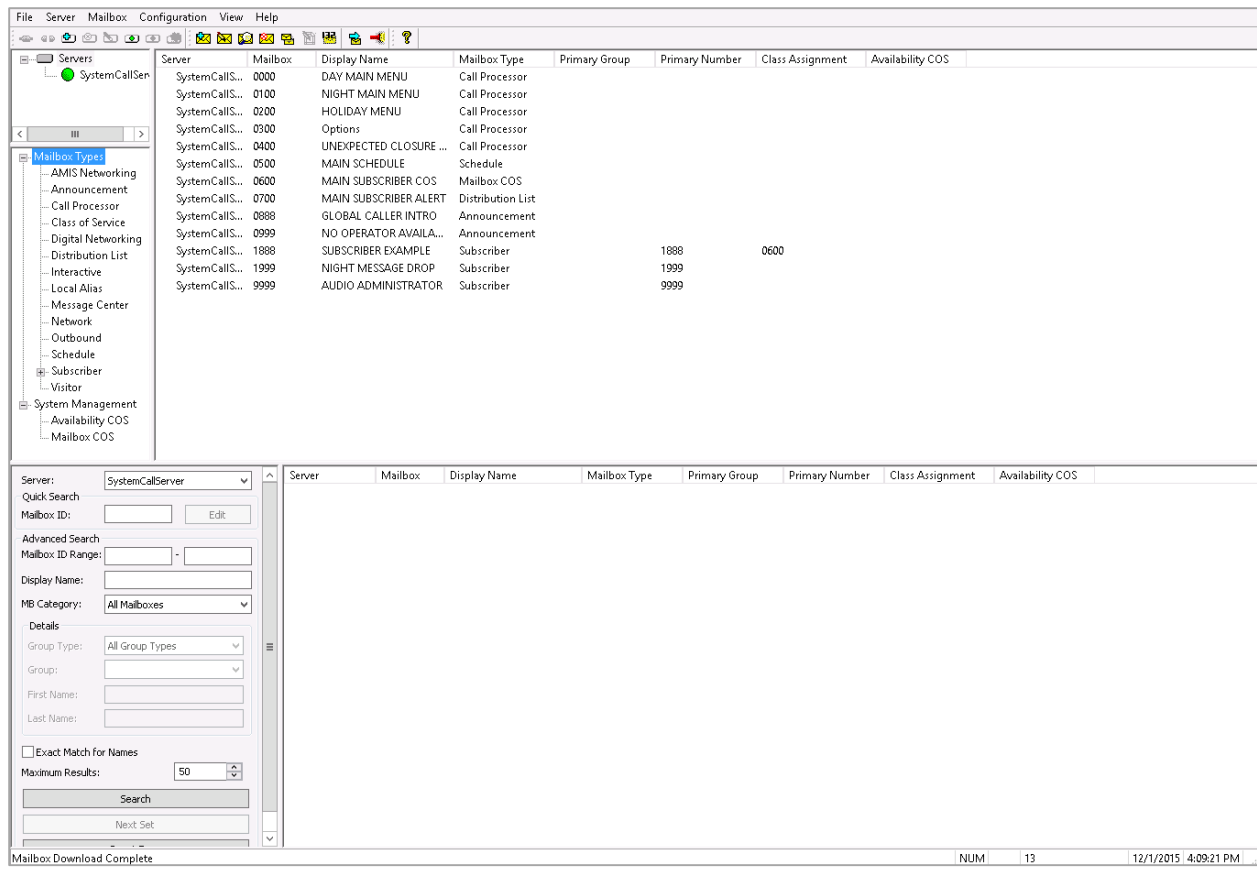


Figure 1. MiCollab AM Admin Window

Where to Find the MiCollab AM Client Utilities

Whether the client utilities are installed on the System Server platform itself or on an administrator's own computer, they can be found in the MiCollab AM Desktop program group within the computer's Start menu.

To start one of the MiCollab AM client utilities:

- From the taskbar, go to **Start > Programs > MiCollab AM Desktop**, and then click the name of the utility you want to use.

Starting MiCollab AM Admin

MiCollab AM Admin is used to manage the system's mailboxes that make up the site's applications, and to manage the system configuration parameters necessary to the administrative functions of the system. **MiCollab AM Admin** gives administrators control over most aspects of the system while the server is running.

You can run **MiCollab AM Admin** on client workstations as well as from the System Server platform, allowing remote administration of the MiCollab AM system. An administrator can run **MiCollab AM Admin** from either of the following locations:

- The System Server platform
- A workstation that can communicate with the System Server platform over a LAN or WAN

NOTE The connection to **MiCollab AM Admin** defaults using Secure Sockets Layer (SSL). If you do not want to use SSL to connect to the MiCollab AM System Server using **MiCollab AM Admin**, you must append `http://` to the server's address to force an unencrypted connection, for example, `http://systemserver.domain.com`. SSL connections are supported to the home server only. If you are using Global Administration to administer multiple systems, you must append remote server addresses with `http://`.

If the server does not support SSL, you are prompted to try logging again using an unencrypted connection. If this connection succeeds, the application remembers to use the unencrypted connection in the future. The `http://` prefix can be removed at any time once the server is upgraded to a version that supports SSL, and you want to use SSL by default.

To enable an administrator to attach to the System Server from a workstation, you must perform the following tasks:

- Install **MiCollab AM Admin** on the workstation.
- Set up an administrator account with appropriate access rights on the System Server or give the administrator the ID and password of an existing account. After being assigned an account and having **MiCollab AM Admin** installed, the administrator can then use the utility to manage the system.

To start MiCollab AM Admin:

- 1 Go to **Start > All Programs > MiCollab AM Desktop**, and then click **MiCollab AM Admin**.
- 2 If the **Logon to System Server** dialog box displays, skip to Step 6.
If the **Attach to System Server** dialog box displays, continue with the next step.
- 3 In the **Connection Type** box, select the type of LAN connection that **MiCollab AM Admin** should use to communicate with the System Server (**Named Pipes** or **TCP/IP**).
- 4 In the **Connection** box, identify the System Server to which you want to connect.

If the Connection Type box is set to...	And...	Then the Connection box must contain...
TCP/IP	The System Server platform is a member of a Windows domain	The name of the System Server platform
TCP/IP	The System Server platform is not a member of a domain	The TCP/IP address of the System Server platform

Named Pipes	You are running MiCollab AM Admin on the System Server platform	A single period (.)
Named Pipes	You are running MiCollab AM Admin from a workstation on the same LAN or WAN as the System Server platform	The name of the System Server platform

- 5 Click **OK**.
- 6 In the **Logon to System Server** dialog box, type the **User ID** and **Password** of the Administrator account that you want to use, and then click **OK**.

If this account name is also a Windows User ID, you may need to specify the home domain as well as the ID itself.

EXAMPLE *HQLAN\MyUserID*

NOTE If the administrator is currently logged onto Windows and the user is setup to use the **Windows Logon** feature within MiCollab AM, the **Logon** dialog will not display and the user will be automatically logged on.

Creating Administrator Accounts

MiCollab AM Admin provides several levels of security, allowing you to create administrator accounts with different degrees of authority over the MiCollab AM system.

For example:

You might want to install a copy of **MiCollab AM Admin** at a message desk, but only allow the operators there to edit Subscriber and Distribution List mailboxes; you can accomplish this by creating an Administrator's account with only those permissions.

IMPORTANT

1. Be sure to keep records of all passwords you assign to administrator accounts with permission to configure the system. If the passwords for all accounts are lost, you lose the ability to configure the system and manage other administrator accounts.
2. Do not give an administrator **MiCollab AM Admin Configuration** access unless you intend to give that administrator full control over **MiCollab AM Admin**'s configuration settings. Likewise, do not give permission to create and edit administration user IDs to anyone who should not have control over all other administrators' account settings.

To create an Administrator account:

- 1 Start **MiCollab AM Admin** and log on using your administrator's name and password

NOTE You must have the administrator's permission, Create/Edit Administrator IDs, to create an administrator account.

- 2 From the menu bar, go to **File**, and then **Administrators**. The Administrators dialog box displays.
- 3 Click **Add** to create a new administrator account. The **User ID** dialog box displays.
- 4 Enter the **User ID** the administrator uses to log on.
- 5 Enter the administrator's name.
- 6 In the **Comment** field, type a short comment to help identify this administrator account.
- 7 Do one of the following:
 - In the **Password** field, type a password for the administrator and then confirm the password by re-typing it in the **Confirm** box. Alternately, leave the boxes blank and let the administrator give the account a password.
 - Check the **Windows Logon** checkbox to use the Windows domain user authentication Service instead of requiring the administrator to log on separately. When **Windows Logon** is checked, the **Logon to System Server** dialog box no longer displays when the administrator starts **MiCollab AM Admin**, Reports, Line Status, and Diagnostics utilities.

IMPORTANT When using the **Windows Logon** feature, the administrator's user ID must match the administrator's Windows logon user ID exactly. For more information, see [Supporting Windows Logon](#).

- 8 In the **Logon Limit** box, type the maximum number of simultaneous sessions for which this account can be logged on or check **Unlimited** to allow the account as many simultaneous logons as desired.

IMPORTANT To use **MiCollab AM Admin**, an account must have at least two logons. The **Digital Networking Administration** utility also uses two logons; the **Reports** utility requires only one.

The default limit is five. More logons may be necessary if the administrator intends to use the **MiCollab AM Admin** and Reports utilities, or multiple copies of either one, at the same time.

Mitel recommends creating a separate account for each administrator. This enables you to track the changes that each administrator makes to the system.

- 9 Configure the permissions, mailbox types, and mailbox privileges you want the administrator account to have. Select only the permissions and privileges required for each administrator. The following table shows the different levels of security that can be configured within **MiCollab AM Admin**.

The setting...	Allows an administrator to...
Access Levels	Permissions
Create / Edit Administrator User IDs	Add, change, or delete other administrator accounts
Enterprise Logon Allowed 1	Log on to and administer remote servers without having an administrator account on those servers
MiCollab AM Admin Configuration Access	Change the settings on MiCollab AM Admin 's System Configuration tabs
Mailbox Access	Manage mailboxes - specify the Mailbox Types by selecting the box next to the mailbox type you want to grant permissions
Digital Networking Admin Access ²	Access the System Server through the Digital Networking Administration utility to propagate mailboxes and recordings
Reports Access	Run the Reports utility and generate reports
Diagnostics Access	Run the Diagnostic utility and turn file logging on and off

Mailbox Types	Permissions
Manage mailboxes of specific types or all mailbox types	Select each individual mailbox type or click the Select All button to select all mailbox types. Click the Clear All button to clear all mailbox types.
Mailbox Privileges	Permissions
Edit Mailboxes	Change the settings within mailboxes. If Edit Mailboxes is cleared but Mailbox Access is selected, the administrator may view the settings of any mailbox whose type is selected under Mailbox Types
Add/Delete Mailboxes	Add or Delete mailboxes in the system
Edit Subscriber E-Mail configuration	Change settings on the E-mail tab of Subscriber mailboxes
Edit Subscriber Fax configuration	Change settings on the Fax tab of Subscriber mailboxes
Establish Subscriber Trusted Logon 3	Configure subscriber devices as Trusted Voice devices.

NOTES

1. You must select the **Allow Enterprise Logons** check box in the correspondent Digital Networking mailbox for this setting to work properly.
2. The **Digital Networking Admin Access** setting does not give the administrator access to the **Digital Networking Administration** utility. Instead, the setting provides Digital Networking Administration administrator accounts with the mailbox access they need to support mailbox and directory propagation. For more information about mailbox and directory propagation, refer to the documents, *Digital Networking* and *Managing an Enterprise System*.
3. Administrators must have the **Establish Subscriber Trusted logon** to enable a Trusted Voice device in a Subscriber mailbox. In addition, you must enable **Allow Trusted Logons** on the **Database** dialog box of the **Main** tab in **MiCollab AM Configuration**.

- 10 Click **OK** to exit the **User ID** dialog box, and then click **OK** again to exit the **Administrators** dialog box.
- 11 Once you have created a new administrator account and give the associated user ID to the administrator who uses it, be sure to advise the administrator to give the account a password as soon as possible if one has not already been specified.

Supporting Windows Logon

When the **MiCollab AM Admin**, Reports, Line Status, and Diagnostics utilities start, they normally require an administrator to log on using an ID and password specific to the MiCollab AM software. However,

MiCollab AM Administrator accounts contain a Windows Logon option that allows these utilities to bypass this process.

If the Windows Logon option is set for an administrator, the utilities request authentication information from the Windows authentication service through which the administrator logged on to the LAN or the server platform.

Depending on the actual location where the administrator logged on, the authentication service might be running directly on the server platform, on a separate authentication server, or on a domain controller. Before you can safely set the **Windows Logon** option for any administrator's MiCollab AM account, you must prepare the administrator's workstation as follows:

- Make note of the account's exact user ID.

NOTE If an administrator wants to log on to the MiCollab AM utilities using an ID other than the one that is used to log on to the workstation the administrator is using, set the Account as part of the operating system policy at the workstation for the User ID (or Domain/ID combination) that is used to log on to the operating system there.

Changing an Administrator's Password

If you are authorized as an administrator to Create/Edit Administrator User IDs, you can use the following procedure to change the passwords of administrator accounts.

To change an administrator's password:

- 1 Start **MiCollab AM Admin** and log on to the System Server.
- 2 From the menu bar, select **File**, and then **Administrators**.
- 3 From the **Server** list box within the **Administrators** dialog box, select the System Server where you want to apply this change.
- 4 In the **Administrators** dialog box, select the appropriate account and click **Edit**.
- 5 In the **Password** box, type the new password that you want to apply to the account.
- 6 In the **Confirm Password** box, type the new password again.
- 7 When you have finished entering the new password, verify that you are changing the correct account and click **OK**.

IMPORTANT Be sure to keep records of all passwords you assign to administrator accounts with permission to configure the system. If the passwords for all accounts are lost, you lose the ability to configure the system and to manage other administrator accounts.

Working with the System Configuration Tabs

MiCollab AM Admin's System Configuration tabs allow you administer the settings and parameters required to set up the environment for the various mailboxes and features that comprise the MiCollab AM application.

The settings and parameters of the **System Configuration** tabs are system-wide settings; they control functions of the entire MiCollab AM system, which include the System Server and all of the Call Servers within the system. Many of the settings are default settings that can be changed or overridden individually within a particular mailbox. The System Configuration tabs include:

- **Availability Announcements tab** – controls announcements associated with various availability states.
- **Availability Sources tab** – used for setting up sources of availability information, such as calendaring or Lync.
- **Callout tab** - controls how Call Servers perform callouts to telephone devices and pagers
- **Call Routing tab** - contains fields for configuring how incoming calls are handled either through a Call Processor mailbox or Schedule mailbox. Refer to the guide, *Auto Attendant Scheduling Administration Guide*, for information on this tab and how call routing works.
- **Dialing tab** - controls what telephone numbers each Call Server is allowed to dial
- **Environment tab** - contains system-wide parameters that control:
 - The Daily Maintenance time for each server in the system
 - The default transfer type for Subscriber mailboxes
 - The retention times for reports and messages
- **Locations tab** – contains a list of locations that are used in conjunction with Call Routing and Schedule mailbox.
- **Networking tab** -contains settings to activate an analog network and configure the AMIS network callout parameters
- **Messaging tab** - contains system-wide parameters that control messaging options for Subscriber mailboxes such as:
 - The message length for subscriber and non-subscriber messages
 - The Security Code parameters for Subscriber mailboxes
 - The Web PhoneManager Security Code Reset parameters for Subscriber mailboxes
 - The default subscriber operator's device number
 - The parameter to enable e-mail access for subscribers

- The default number of rings to wait during automated attendant transfer attempts
- The default TUI for subscribers
- **Schedule Override Rules tab** – contains system-wide schedule override rules and manual override rules that can override regular schedules configured in Schedule mailboxes.
- **Timing tab** - contains system timers and parameters to control when messages are marked as read
- **Directory tab** - contains parameters to configure how the directory prompts a caller, the style in which the directory is presented, and the Display Name formatting
- **SMS/SMTP tab** -contains parameters and fields for enabling, adding, editing, deleting SMS providers, and configuring the Simple UM feature. Refer to the online book, *Short Message Service* for information on how to configure this tab.
- **VIM tab** - contains the information needed to support Voice Intercept Messaging (VIM) for subscribers. VIM is available only on systems that are integrated with telephone systems that support the VIM feature. VIM is a licensed feature of Mitel and this tab is available only if the VIM feature is enabled on the license key. For more information about configuring VIM support, see the *Voice Intercept Messaging* online book.
- **Speech tab** - contains fields and parameters to create and manage speech commands in the system. Refer to the chapter *Speech Commands* for information on this tab.
- **Group Management tab** - contains fields and parameters to manage subscriber groups and group types. Refer to the chapter *Group Management* for information on this tab.
- **Directory Propagation tab** - contains fields and setting to configure directory propagation for Digital Networking. Refer to the online book, *Digital Networking* for information on how to configure this tab.

This section provides an overview of some of the **System Configuration** tabs. For more information on these tabs press **F1** from **MiCollab AM Admin** window or click **Help** on any of the tabs.

Call Routing Tab

The **Call Routing** tab allows you to configure how incoming calls (service numbers coupled with service types) are routed to a Call Processor mailbox or Schedule mailbox. For more information about how Call Routing works and is configured, refer to the document, *Auto Attendant Scheduling Administration Guide*.

Callout Tab

The **Callout** tab allows you to configure how the Call Server performs callouts on behalf of the subscriber.

Speech		Group Management		Availability Sources		Availability Announcements			Directory Propagation		
Call Routing	Schedule Override Rules	Locations	Callout	Dialing	Environment	Networking	Messaging	Timing	Directory	SMS / SMTP	VIM
<div>Callouts</div> <div> Maximum Rings: <input type="text" value="5"/> </div> <div> Maximum Attempts: <input type="text" value="3"/> </div> <div> Retry No Answer (min): <input type="text" value="30"/> </div> <div> Retry Busy (min): <input type="text" value="5"/> </div> <div> Digital Pager </div> <div> Callback Dialing Delay (sec): <input type="text" value="0"/> </div> <div> Callback Number: <input type="text"/> </div> <div> Urgent Pager Prefix: <input type="text" value="None"/> </div>											

Figure 2. MiCollab AM Callout Tab

- **Maximum Rings** - Specify the number of times, from 1 to 9, that the Call Server allows telephones to ring when making callouts before assuming that no one answers. The default is five rings.
- **Maximum Attempts** - Specify the number of times, from 1 to 9, which the Call Server calls out to a busy or answered telephone number. The default is 3 times.
- **Retry No Answer (min)** - Specify the number of minutes, from 1 to 99, which the Call Server waits before re-dialing callouts to unanswered telephone numbers. The default is 30 minutes.

NOTE Subscriber message notification callouts are controlled by the **Wait** column in their personal call lists. Personal call list information can be set on the **Msg Notification** tab of the **Subscriber Mailbox** dialog box.

- **Retry Busy (min)** - Specify the number of minutes, from 1 to 99, that the Call Server waits before re-dialing callouts to busy telephone numbers. The default is 5 minutes.

NOTE Subscriber message notification callouts are controlled by the **Interval (min)** box on the **Msg Notification** tab of the **Subscriber Mailbox** dialog box.

Digital Pager

- **Callback Dialing Delay (sec)** - Specify the number of seconds, from 0 to 99, that the Call Server waits before dialing the pager callback number or personal identification number (PIN). This delay goes into effect after the Call Server detects a connection. The default is 0 seconds.
- **Callback Number** - Specify a call back number of 17 digits or less to be sent to the digital pager when a message is received in a Subscriber mailbox. Typically, you would specify the main system telephone number. You can also add an X and Y character. The X character adds the sending subscriber's mailbox number to the display. The Y character adds the caller's ANI or CPID number to the display, if available. This feature is referred to as the *fast page* feature.
- **Urgent Pager Prefix** - Specify a single-digit prefix, using the numbers 0–9 or the characters A, B, C, D, *, or #, that signals an urgent messages on digital pagers. The default is **None**. Use caution when specifying star (*) and pound (#). The star typically sends a space or dash to a digital pager, which does not display. The pound typically tells the paging company to hang up.

NOTE You must specify the message as Urgent for the Urgent Pager Prefix to be sent.

Dialing Tab

The **Dialing** tab allows you to set up a dialing plan for each Call Server in the system, which it uses to validate telephone numbers entered by outside callers and subscribers. The **Dialing** tab tables allow the Call Server to determine if a dialed telephone number is valid, if the subscriber is allowed to make this type of call, and how the number is dialed.

For example:

If a subscriber enters a six-digit telephone number, the Call Server can look up the number on the dialing plan, and then prompt the subscriber that the number is invalid. The subscriber can then enter the correct seven-digit number.

The dialing plan also gives the Call Server dialing instructions for telephone numbers and indicates the call type: international, long distance, local, or extension. With the information from the dialing plan, the server can correctly place calls to any telephone number. The Call Server uses the call type information it receives from the dialing plan to determine if a call is allowed.

For example:

If a subscriber sends a fax to a long-distance number, the server uses the dialing plan to determine call type. It then checks the subscriber's mailbox to see if the subscriber has long distance callouts allowed. If so, it places the call; otherwise it advises the subscriber that the call is not allowed.

The dial plan a subscriber uses is determined by the Switch Section associated with the Subscriber mailbox. The Switch Section is selected on the **Main** tab of the Subscriber Mailbox. It controls the Switch Section of the Subscriber mailbox as well as the Switch Section of the category default Extension device configured in the mailbox.

If the Switch Section of the default Extension device is changed on the **Device** tab, the Switch Section on the **Main** tab changes as well. The dial plan of any Call Server (the first one found) that implements this Switch Section is used as the applicable Dial Plan for the subscriber. This allows subscribers to do callouts

based on the location of the Call Server, which may be in another country (international) or area code (long distance).

A default dialing plan is created at the time of database initialization. This dialing plan may be used with any or all Call Servers in the system or a separate dialing plan can be created for each individual Call Server.

NOTE The Dialing Plan must also allow for subscriber Availability and Personal Assistant settings. Call Servers calling subscriber devices adhere to the Dialing Plan.

A default dialing plan is created at the time of database initialization. This dialing plan may be used with any or all Call Servers in the system or a separate dialing plan can be created for each individual Call Server.

NOTE The Dialing Plan must also allow for subscriber Availability and Personal Assistant settings. Call Servers calling subscriber devices adhere to the Dialing Plan.

Telephone Number Modification	
Phone #	Modified Phone #
1 1-XXXXXXX	XXXXXXX
2 011-1*	*
3	

Dialing Instructions		
Modified Phone #	Dialing Instructions	Type Call
1 011*	011*	International
2 XXXXXXXX	1-XXXXXXX	Long Distance
3 XXXXXXXX	XXXXXX	Local
4 XXXX	XXXX	Extension
5		

Figure 3. Dialing Tab

Dialing Plans

- **Dial Plan List** - Lists the current dial plans available in the system.
- **Add button** - To add a new Dial Plan, click **Add**. The **Add Dial Plan** text box displays. Type a name for the new dial plan, and then click **OK**.

- **Copy button** - Highlight the Dial Plan you want to copy, and then click the **Copy** button. The **Add Dial Plan** text box displays. Type a name for the new dial plan, and then click **OK**.
- **Delete button** - Highlight the Dial Plan you want to delete, and then click **Delete**. Click **Yes** to confirm the deletion. The plan is deleted.
- **Rename button** - Highlight the Dial Plan you want to rename, and then click **Rename**. The **Edit Dial Plan Name** text box displays. Type a new name for the Dial Plan, and then click **OK**.
- **Dialing Plan Server Assignments button** - The **Dialing Plan Server Assignments** button displays the **Server Assignments** dialog box. The dialog box lists the Call Servers in the environment and the current Dial Plan assigned to it. To change the Dial Plan assignment, click the associated **Dialing Plan Name** cell, and then click the drop-down box. Select the Dial Plan you want to use for the Call Server, and then click **OK**.

Dial Plan Test

- **Server** - Click the drop-down box to select the Call Server you want to perform a dial plan test.
- **Number** - Enter the telephone number you want to use as a test number.
- **Test button** - Click the **Test** button after you have entered the Call Server name and the telephone number. The test results are displayed describing the Call Type used to make the test call, or prompts an error that the test number failed.

NOTE The test button does not initiate an actual call; it uses the number entered to simulate a call through the Dial Plan.

- **Telephone Number Modification table** - Use this table to modify existing telephone numbers. Specify an original number pattern and the number pattern to which it should be modified. Valid characters are 0–9, *, X, and - (hyphen).

For example:

The **Telephone Number Modification** table is commonly used to standardize long-distance numbers before the Dialing Instructions table acts on them. If a single Call Server is serving more than one location, the destination telephone numbers for some long-distance callouts on that server might include the digit 1 before the area code while others might not.

You can ensure that the Call Server handles all long-distance calls correctly in such a case by adding the following entry to the Telephone Number Modification table: Phone # **1-XXX-XXX-XXXX** Modified Phone # **XXX-XXX-XXXX**.

Since no long-distance telephone numbers would be preceded by a 1 when they arrived at the Dialing Instructions table, the table needs one entry only to deal with long-distance callouts.

Numbers that do not match entries in the Phone # column are passed to the Dialing Instructions table unchanged.

- **Dialing Instructions table** - Use the Dialing Instructions table to enter dialing instructions for modified telephone numbers. This table then passes the dialing instructions and call type information to the Call Server.

Valid characters are 0–9, *, X, and - (hyphen). Select the call type of the Dialing Instructions from the drop-down list in the **Type Call** column that matches the type of call destination for which the dialing instructions are intended.

IMPORTANT Some telephone systems produce audio when sending calls using least-cost routing, which can confuse call progress. Use direct trunk access codes or retrain call progress, as needed.

Type Call

The call types are as follows:

- **Extension** - Calls within the local and networked telephone system
- **Local** - Calls within the same local area code (an area code is not required to dial)
- **Long Distance** - Calls to numbers outside the local area code
- **International** - Calls to numbers outside the same country code (See the International call example at the end of this topic.)

Call types place limits on the following types of callouts by subscribers within MiCollab AM:

- Immediate Message Notification and Daily Message Reminder callouts
- TUI Live Reply (to message sender ANI)
- TUI dial number
- Speech application *Dial* (number)
- Speech application *Call* (contact)
- Speech application *Call Back* (message sender ANI)
- Web PhoneManager Call List Live reply
- Web PhoneManager message Live Reply
- Web PhoneManager device number edits

Calls to subscribers are not restricted based on the caller.

For example:

If the caller is an unknown outside caller or a subscriber that is only allowed to dial an extension, neither caller is restricted from dialing a subscriber device that is classified as local, long distance, or international.

Therefore, the following calls are not restricted.

- Auto Attendant calls
- Speech application Rings
- Speech application Locates
- Mobile application Directory dialing
- Mobile application Call List dialing to subscribers
- Admin number entries (with the exception of Immediate Message Notification numbers)

International Calls

The Dial Plan classification of International should not be restricted simply to mean another country. Use it to classify a number based on the location of the Call Server.

For example:

A multi-national corporation with a Call Server in France (Country code 33) and a Call Server Australia (Country Code 61):

- The Dial plan for the Call Server in France (Country code 33) might classify UK numbers (Country Code 44) as *Long Distance*.
- The Dial Plan for the Call Server in Australia (Country Code 61) might classify UK numbers (Country Code 44) as *International*.
- The Dial plan for the Call Server in France (Country code 33) might classify New Zealand numbers (Country Code 64) as *International*.
- The Dial Plan for the Call Server in Australia (Country Code 61) might classify New Zealand numbers (Country Code 64) as *Long Distance*.
- Results:
 - Subscriber A in Australia who has Long Distance and International dialing privileges checked can call a UK number or a New Zealand number
 - Subscriber B in Australia who does not have International dialing privileges checked (has *Long Distance* checked) cannot call a UK number but can call New Zealand.
 - Subscriber C in France who has Long Distance and International dialing privileges checked can call a UK number or a New Zealand number
 - Subscriber D in France who does not have International dialing privileges checked (has *Long Distance* checked) cannot call a Zealand number but can call the UK.

Table 5. International Calls Example Matrix

Subscriber	Location	Long Distance	International	Can Call UK (CC44)	Can Call NZ (cc 64)
A	AUS (cc 61)	Yes	Yes	Yes	Yes
B	AUS (cc 61)	Yes	No	No	No
C	France (cc 33)	Yes	Yes	Yes	Yes
D	France (cc 33)	Yes	No	No	No

Directory Tab

The **Directory** tab allows you to specify how you want callers to request directory information, by last either name or first name. You can configure the dial-by-name access key, the shared extension announcement message, and set the name formatting. The fields and settings of this tab are as follows:

IMPORTANT Be sure to enter the subscriber's complete names in their Subscriber mailbox. The directory search and match function is based on the name in the Subscriber mailbox.

The screenshot shows a configuration window with a tabbed interface. The 'Directory' tab is selected. The window is divided into several sections:

- Directory Prompt:** Contains three radio buttons: 'Last Name' (selected), 'First Name', and 'Announcement' (disabled).
- Subscriber Directory Style:** Contains two radio buttons: 'Mailbox Number' (selected) and 'Single Key'.
- Shared Extension:** Includes a text field for 'Announcement' and a '...' button.
- Dial-By-Name:** Includes a dropdown for 'Access Key' set to 'None' and a checkbox for 'Use Star Suffix'.
- Mailbox Default Name Formatting:** Includes a dropdown for 'Display Name Format' set to 'Last, First', a text field for 'Format Phrase' containing '%L%[, %F%', and a 'Formatting Example' section with input fields for 'First Name' (First), 'Middle Name' (Middle), 'Last Name' (Last), and an 'Example' field showing 'Last, First'.

At the bottom right, there are buttons for 'OK', 'Cancel', 'Apply', and 'Help'.

Figure 4. Directory Tab

Directory Prompt

- **Last Name** - Click if you want callers to be prompted to enter last names when requesting directory information. The Call Server prompts callers, *Enter the first few letters of the person's last name. For the letter Q, use the seven key. For the letter Z, use the nine key. Please enter the letters now.*
- **First Name** - Click if you want callers to be prompted to enter first names when requesting directory information. The default is First Name. The Call Server prompts callers, *Enter the first few letters of the person's first name. For the letter Q, use the seven key. For the letter Z, use the nine key. Please enter the letters now.*

IMPORTANT The Directory Prompt setting must be consistent with the current mailbox display name format. If they are not, existing mailbox display names will need to be updated by an administrator for this feature to work properly.

- **Announcement** - To use a custom directory prompt, click **Browse** to select an existing Announcement mailbox from the list.

Subscriber Directory Style

- **Mailbox Number** - Select this option to provide subscribers using the directory function, when forwarding or creating a message, with the primary extension number of a subscriber. If this option is selected, the Call Server reads back directory entries in a form similar to the following example.

EXAMPLE *Leslie Davidson: 3499. John Davis: 3100. Clara Davits: 3515.*

The subscriber must then dial the extension number to address the message.

- **Single Key** - Select this option to provide subscribers using the directory, when forwarding or creating a message, with single-digit choices to reach other subscribers. If this option is selected, the Call Server reads back directory entries in a form similar to the following example.

EXAMPLE For Leslie Davidson, press 1. For John Davis, press two. For Clara Davits, press 3.

The subscriber dials a single digit to address the message.

Shared Extension

- **Announcement** - Click **Browse** to select the existing Announcement mailbox the Call Server should play before giving the caller choices when an extension is shared between multiple subscribers.

Dial by Name

- **Access Key** - Select which digit subscribers dial to access the directory when addressing messages. This setting is used for the Original-Alternate and Centigram TUI.
- **Use Star Suffix** - This setting places a * suffix after the directory is accessed.

Mailbox Default Name Formatting

- **Display Name Format** - Click the drop-down box to select the mailbox display-name format you want to use. If you select **Custom**, use the format phrase box to create the type of display name format you want to use. This setting is used to format the display names of mailboxes. The mailbox display name is viewed from System Administration and other administration clients.

IMPORTANT Changing the default name formatting does not change the display name format of existing mailboxes. It affects the display name format of new mailboxes or existing mailboxes that have subsequent name changes.

- **Format Phrase** - Use the Format phrase box to customize the format of the display name. A percent symbol (%) must enclose the letter signifying (L)ast, (M)iddle, (F)irst. Parentheses must enclose a non-alpha character such as a comma (,).

For example:

For a Display Name of Last, First Middle names the format phrase is entered as, %L%(,)%F%M%.

Formatting Example

- **First Name** - The First name as displayed.
- **Middle Name** - The Middle name as displayed.
- **Last Name** - The Last name as displayed.
- **Example** - An example of the displayed name as configured is provided in the Format Phrase box.

Environments Tab

The Environment tab allows you to configure various system-wide features. The fields and settings of this tab are as follows:

Speech	Group Management	Availability Sources	Availability Announcements	Directory Propagation
Call Routing	Schedule Override Rules	Locations	Callout	Dialing
Environment				
Networking				
Messaging				
Timing				
Directory				
SMS / SMTP				
VIM				

Daily Maintenance
Server: SystemServer Time: 2:00 AM
Last DB Init: 12/1/2015 1:35:00 PM
Report Data Retention (in days)
Msg Log Retention: 60 ☐ Disable
Mailbox Usage Retention: 60
Message Retention (in days)
Default Msg Retention: 10 ☐ Unlimited
Adv Notification (Hours): 48 ☒ None
Purge Message Header: 90

Transfer Settings
Announcement Prompt: ...
Default Transfer Type: Blind Xfr
Voice To Fax Transfer Type: Blind Xfr
Call Queuing
☒ DTMF to remain on Hold
Print Fax Delivery Mailbox: ...
☐ Additional Callout Services

General Greeting
☐ Play Before Personal Greeting
☒ Play When No Personal Greeting Recorded
Greeting Introduction: None ...
☒ Announce Extension on Transfer

OK Cancel Apply Help

Figure 5. Environment Tab

Daily Maintenance

- **Server** - Click the drop-down box in the **Server** field to select the server for which you are setting the **Daily Maintenance** time. During the Daily Maintenance routine, the system purges voice messages that have exceeded the storage limit of the associated Subscriber mailboxes. It also creates a snapshot of the database for the daily backup procedure to use.
- **Time** - Use the **Up** and **Down** arrows to set the time you want the **Scheduled Daily Maintenance** to run for the selected server. The default is 2:00 AM. Set the Daily Maintenance for a time when the server is in low usage, because maintenance activities take longer while calls are being processed. The server continues to process calls during Daily Maintenance.
- **Last DB Init** - Displays the date and time when the database was last initialized.

Report Data Retention (in days)

- **Msg Log Retention** - Specify the number of days, from 1 to 60, that the System Server saves message log information. The default is 7 days. This information uses disk space, which affects the space available for messages. However, Mitel recommends that you do not set this field smaller than two days, because you might need this information for troubleshooting the system or the telephone system.
- **Disable** - Select this box if you do not want the system to save message log information.
- **Mailbox Usage Retention** - Specify the number of days, from 1 to 60, which the System Server saves statistical and report information about calls to the system. The default is 7 days. This information uses disk space, which affects the space available for messages.

However, Mitel recommends that you do not set this field smaller than two days, because you might need this information for troubleshooting the system or the telephone system.

Message Retention (in days)

- **Default Msg Retention** - Specify the number of days, from 1 to 99, that the System Server saves messages. The default is ten days.

NOTE Changing the Default Message Retention does not affect existing Subscriber and Mailbox COS settings; it is the system default only. New mailboxes will have the new retention time set by default.

- **Unlimited Default Msg Retention** - Select this box to enable unlimited default message retention.
- **Adv. Notification (Hours)** - Specify the number of hours, from 1 to 9999, that subscribers receive advanced notification for messages scheduled for automatic deletion.

When you set this field, subscribers hear *This message is scheduled to be deleted* for messages that have reached the maximum retention time, allowing subscribers to save the messages if desired. You cannot set this value until the None box is cleared.

- **None** - Select this box if you do not want subscribers to receive advanced notification for messages scheduled for deletion. The default is selected.

- **Purge Message Header** - Specify the number of days subscribers hear envelope information about a message after it is deleted by the Daily Maintenance routine.

If the envelope is left in the subscriber's mailbox longer than the allowed retention time, it is automatically purged during Daily Maintenance. This applies to locally stored voice and fax messages only.

NOTE To purge the message header along with the message at Daily Maintenance, change this setting to zero (0).

General Greeting

- **Play Before Personal Greeting** - Choose this option if you want the system-wide general greeting to play always before subscribers' personal greetings.
- **Play When No Personal Greeting Recorded** - Choose this option if you want the system-wide general greeting to play only if subscribers do not have a personal greeting recorded.
- **Greeting Introduction** - Select an Announcement mailbox used as the system-wide general greeting. The Announcement mailbox must exist prior to selecting it.
- **Announce Extension on Transfer** - Select the checkbox to have the automated attendant announce the extension number to callers when transferring from the automated attendant directory.

For example:

A caller using the 1-Key Directory action to find a subscriber hears the prompt, *transferring to John Doe at extension 100*.

Answer

- **Play Audio Trademark** - Select this box to play the MiCollab AM audio trademark when a call is answered by the automated attendant.

Transfer Settings

- **Announcement Prompt** - Specify the Announcement mailbox that you want the Call Server to use instead of the default transfer prompt, *One moment, please*. Click **Browse** to select an existing Announcement mailbox.
- **Default Transfer Type** - Specify the default transfer type: Blind Xfer, Monitor Xfer, or Transfer. This setting is specified initially during Setup.
- **Voice to Fax Transfer Type** - Specify a default transfer type for the Call Server to use when transferring calls to a fax server platform: Blind Xfer, Monitor Xfer, or Transfer. This setting is initially specified during Setup.

Call Queuing

- **DTMF to remain on Hold** - Select this box to specify whether a caller needs to press a DTMF key to continue holding. The box is selected by default. You should select this box for telephone systems that do not provide positive disconnect supervision to the Call Server (such as a loop current drop or a fourth-column DTMF). The **Call Queuing** feature is fully supported in a single Call Server, or in a System Server with call services environment.

IMPORTANT Mitel recommends that you do not use the Call Queuing feature in a multiple Call Server environment. A Call Server's call queuing list is independent from a call queuing list on any other Call Server in the system.

For example:

The spoken order, *You are the third caller*, on Call Server A does not consider possible callers in queue on Call Server B for the same extension. Using the Call Queuing feature on multiple Call Servers that serve the same subscribers negates the intended design of the feature, and should be used only if the resulting operation is acceptable.

- **Print Fax Delivery Mailbox** - Specify the Fax Delivery mailbox that the system should use by default to deliver fax messages. Click **Browse** to select an existing fax delivery mailbox.

NOTE This field must be configured to allow subscribers to print to a default fax number over the telephone and is used only with the Octel Aria TUI emulation.

- **Additional Callout Services** - Select this box if you want the main subscriber menu to include the option of placing outside calls from within subscriber mailboxes. If this box is selected, subscribers hear the following prompt as part of their main menu: *For additional services, press nine*. After pressing nine, they hear the following prompt, *To place a call, press one*.

NOTE To support Additional Callout Services, the Dialing Plan must be configured to allow the type of callout the subscriber is attempting to make. The Subscriber mailbox must have local or long-distance call-out permissions set. The Callout Limits Settings of the Switch Section to which the Subscriber mailbox belongs must also be configured to allow callouts.

Group Management Tab

The **Group Management** tab allows you to create and manage **Group Types** and **Groups**. Group Management is a feature that enables administrators to assign subscribers to individual groups.

These group identities are used to disambiguate, and then locate individuals through specific directory searches such as location, department, floor, or any other sub-group pertaining to the organization. Subscribers assigned to multiple groups are located through any directory in which they belong.

For more information on the Group Management Tab, refer to the document, *Automatic Speech Recognition*.

Messaging Tab

The **Messaging** tab allows you to configure how the system handles messaging features on a system-wide basis. The fields and settings of this tab are as follows:

IMPORTANT Changing some of these fields can adversely affect system operation.

Figure 6. Messaging Tab

Recordings

- **Subscriber Msg Length (sec)** - Specify the maximum length, from 1 to 2700 seconds (45 minutes), for names, personal greetings, announcements, and messages recorded by subscribers while logged on to their mailboxes. The default is 999 seconds (almost 17 minutes).

NOTE The maximum Live Record length is 8 times the **Subscriber Msg Length** value. For example, if **Subscriber Msg Length** is set as 999 seconds, the maximum Live Record length will be 8 times 999, which will be 7992 seconds (about 133 minutes).

- **Non-Subscriber Msg Length (sec)** - Specify the maximum length, from 1 to 2700 seconds (45 minutes), for a message recorded by a non-subscriber.

For example:

This setting controls the length of a message recorded by the user of a visitor mailbox for the subscriber who sponsors that mailbox, or a message gathered from an outside number by an outbound mailbox. The default is 999 seconds (almost 17 minutes).

NOTE The non-subscriber message length for each subscriber can be adjusted individually by changing the Outside Caller Message Limits parameter on the **Features** tab of the Subscriber mailbox.

- **Shortest Non-Sub Msg (sec)** - Specify the minimum message length, from 0 to 99 seconds, that is recorded from a non-subscriber. Specifying 0 tells the system to record and send all messages. The default is 2 seconds.
- **Silence Timeout (sec)** - Specify the amount of time, from 1 to 25 seconds, which the Call Server should wait, without receiving any sound or DTMF information, before leaving the record mode and prompting the caller. The default is 15 seconds.
- **Alternate Beep Digits** - Specify one to four DTMF tones used to prompt callers to begin recording. Use the DTMF tones associated with telephone DTMF keys: 0–9, A–D, # and *. If you specify more than one tone, the Call Server plays them sequentially. Leave this field blank to use the default recording tone.

NOTE These tones are intended for use with external devices, such as pulse-to-tone converters.

Live Record

- **Beep** - Select this box if you want the Live Record feature to beep when it begins recording.
- **Pause** - Specify the DTMF character that causes Live Record to pause and resume the recording process. Valid settings are None, 0–9, A–D, #, and *.

NOTE The settings for Pause and Abort must have different values. However, both Pause and Abort can have None as their setting at the same time. If a DTMF is pressed during a Live Record recording, the Call Server interrupts the recording and evaluates the DTMF key. If the DTMF key does not match the Pause or Abort keys configured for Live Record, the recording is restarted immediately. This means that actual DTMF tones are not recorded in a message.

- **Abort** - Specify the DTMF character that causes Live Record to hang up and save the message in the specified subscriber mailbox. Valid settings are None, 0–9, A–D, #, and *.

Security Code

- **Minimum Digits** - Specify the minimum number of digits required for security codes, from 2 to 15 digits. The default is 4 digits.

NOTE If you change the minimum digits required, it does not affect existing Subscriber mailboxes. This value is the minimum security-code length for all new Subscriber mailboxes and for any existing Subscriber mailbox when the security code is changed or reset.

- **Default** - Enter a default security code for Subscriber mailboxes. This value is the default security code for all new Subscriber mailboxes and for any Subscriber mailbox for which the password is reset. The length of the default security code must be at least as long as the number in the Minimum Digits box and no longer than 15 digits.

NOTE Changing the default security code does not change the security code for existing Subscriber mailboxes.

- **Expiration Period** - Specify the number of days, from 1 to 365, that a security code can be used until it must be changed.

For example:

If you specify an expiration of 30, subscribers must change their security codes every 30 days.

This field is a security feature to force subscribers to change their security codes at specified intervals. The default is Unlimited. This field cannot be modified until the Unlimited check box is cleared.

- **Unlimited** - Allows subscribers to keep security codes an unlimited length of time. This is the default setting. When this box is cleared, an expiration period for security codes must be specified.
- **Grace Period** - Specify the number of days, from 1 to 31, that the system allows subscribers to log on to their mailboxes using expired security codes. Once the grace period expires, a subscriber can log on only to change the security code in PhoneManager. The default is 7 days. This field cannot be modified until the **None** check box is cleared.
- **None** - Means that subscribers have no grace period to log on to their mailboxes using expired security codes. When a security code expires, a subscriber can log on only to change the security code in PhoneManager. When this check box is cleared, you must specify a grace period for security codes.
- **Max Lockouts** - Enter the maximum number of times a subscriber can call the system and attempt to log on to a Subscriber mailbox before the mailbox is locked. After a subscriber is locked out, access to the mailbox is denied until the administrator resets the security code and unlocks the mailbox. If the logon attempts are made from Unified Messaging Connection Manager or Web PhoneManager, each new password that a subscriber enters counts as a logon attempt.
- **Disabled** - Select this box to disable the subscriber lockout feature. If this box is selected, subscribers can enter invalid security codes repeatedly without being locked out of their Subscriber mailboxes. Failed log on attempts are logged to the Application log of the Windows Event Viewer.
- **Retain History** - Specify the number of unique passwords subscribers must create before they are allowed to repeat them. If this value is set to zero, the setting is disabled.

NOTE To override this setting, clear the **Use Advanced Security Policy** check box on the **Features** tab of the Subscriber mailbox.

- **Use Strong Passwords** - When selected, subscriber passwords must meet the following requirements: The digits may not form a simple arithmetic sequence; the password must contain at least three unique digits; the complete mailbox number may not be part of the password.

NOTE To override this setting, clear the **Use Advanced Security Policy** check box on the **Features** tab of the Subscriber mailbox.

Security Code Reset

- **Allow subscribers to reset their security code** - Select this check box to enable the field, **Allow Subscriber to Reset Security Code** feature on the **Main** tab of Subscriber mailboxes. The feature allows subscribers to reset their mailbox security code from Web PhoneManager.

Subscribers verify their mailbox number, or e-mail address to confirm the security code reset. An e-mail is sent to the subscriber's e-mail address specified on the Main tab of the Subscriber mailbox with an imbedded URL that allows them to enter a new security code and log on to Web PhoneManager.

- **Reset Request Expiration Time (minutes)** - Enter the number of minutes the security code reset link is valid from the time of creation (1-1440 minutes). The default is ten minutes.
- **Message Template** - Enter the XML message template used to describe the reset security code procedure to subscribers. By default, the Message Template is configured to use the system provided default template file, **DefaultSecurityCodeResetMessage.xml**. For more information on customizing XML message templates, refer to the [Modifying Message Phrase Template XML Files](#) section.

NOTE If the Security Code Reset Message Template file is invalid (for example, it is missing); the file name appears in **red** to alert you that the current selected file is invalid.

Authentication Tokens

Mobile Client

- **Re-authenticate user (days)** - The number of days after the last successful log-in when the user will be required to log-in again (re-authenticate) the next time they open the application. The default value is 7 days.
- **Keep client running (days)** - The number of days after re-authentication becomes required that the application will continue to process notifications and location changes in the background. When this time period expires, the client application will completely cease to function until the user logs-in again. The default value is 30 days.

NOTE This setting allows the user to re-authenticate on the next natural need to use the client application, such as the next time they receive a new voice message. Setting this too short will adversely affect the use of various features that rely on the app's ability to process information in the background. For example, any Availability Automatic Override Rules that are based on mobile location.

- **Revoke All Authentication Tokens button** - Clicking this button revokes all authentication tokens for all users in the system. Once the authentication tokens have been revoked, the users will need to provide their log-in credentials again.

Subscriber Operator

- **Transfer Phone** - Specify the operators telephone number to which subscribers, while logged on to their Subscriber mailbox, are transferred after dialing 0. Transfer can occur only between the time a subscriber logs on to the mailbox and the time that subscriber starts listening to voice messages.
- **Wait for operator on transfer** - Select this box if the Call Server should wait for an operator to answer when transferring a call to the operator. This box is selected by default.
- **E-mail Access Active** - Select this check box to enable E-mail Access throughout the system. Clear this check box to disable E-mail Access throughout the system. The box is cleared by default.

IMPORTANT If this box is cleared, messages are not delivered to subscribers configured to use Unified Messaging such as UM for Exchange, Notes, or IMAP.

- **Default Transfer Rings** - Specify the default number of rings to wait on transfer, from 1 to 99 that the system uses to automatically configure newly created Subscriber mailboxes. The default is 3 rings. Device settings within the Subscriber mailbox can override this field.

Message Confirmation

- **Speak delete confirmation prompt** - Indicate if the system should confirm message deletion with the prompt *To confirm that you want to delete this message, press 4 again*. This parameter provides backward compatibility with earlier software versions. The field is cleared by default.
- **Send Msg on Hang-up** - Select this box to allow subscribers to send a voice message by simply hanging up, as opposed to pressing a key to stop recording, and then pressing another key to send the message. The box is selected by default.

IMPORTANT Do not leave this box selected if the Call Server is connected to a PBX that does not support station-side disconnect supervision.

- **Suppress Short Help Prompt** - Select this box to suppress the help prompt, *To leave a message, press 1. For other options, press 9*. This prompt is normally heard by callers who are directed to a Subscriber mailbox in which there is no personal greeting recorded. This box is selected by default.
- **Pause Immediate Return** - Select this box if you want subscribers to immediately return to the current messages after pausing message playback and selecting an action in the paused menu, as opposed to returning to the beginning of the message queue.
- **Caller Interface TUI** - Select the type of System User Interface (TUI) appropriate for the system.

IMPORTANT Before you select an alternate TUI type, be sure that the TUI is supported by the subscriber's default prompt language. To determine whether a prompt language supports an alternate TUI type, refer to the *Software Release Note* document that supports this version of software or contact Technical Support.

NOTE Alternative TUIs are licensed features and are available for purchase from Mitel.

- **Quick Logon DTMF** - Select the key that subscribers press to go directly to their mailboxes when calling their own phone number.

IMPORTANT You must assign the Access Msgs action to the selected key in all Call Processors that are configured to initially handle calls. The Arguments field must also be blank.

Speech E-mail Company Signature

- **Culture** – The current speech recognition culture and culture code of the system.
- **Signature Field** – Enter the company-wide e-mail signature that subscribers send when using Simple UM unless otherwise defined in the Subscriber mailbox **Speech** tab.

Locations Tab

The Locations tab allows you to manage locations that are used in Call Routing and Schedule mailboxes. For more information about how locations are used and configured, refer to the document, *Auto Attendant Scheduling Administration Guide*.

Schedule Override Rules Tab

The Scheduling Override Rules tab allows you to configure system-wide schedule overrides and manual overrides that affect the pre-configured schedules in all Schedule mailboxes.

For more information about how schedule override works and is configured, refer to the document, *Auto Attendant Scheduling Administration Guide*.

SMS/SMTP Tab

The SMS/SMTP tab allows you to enable, add, and configure SMS (Short Message Service) or SMTP (Simple Message Transport Protocol) service providers on a system-wide basis. You can also edit or delete existing SMS/SMTP configurations. SMS and Simple UM (Unified Messaging) is allowed on an individual subscriber basis from the SMS/SMTP tab of the Subscriber mailbox.

IMPORTANT You need specific information from the SMS provider to configure SMS.

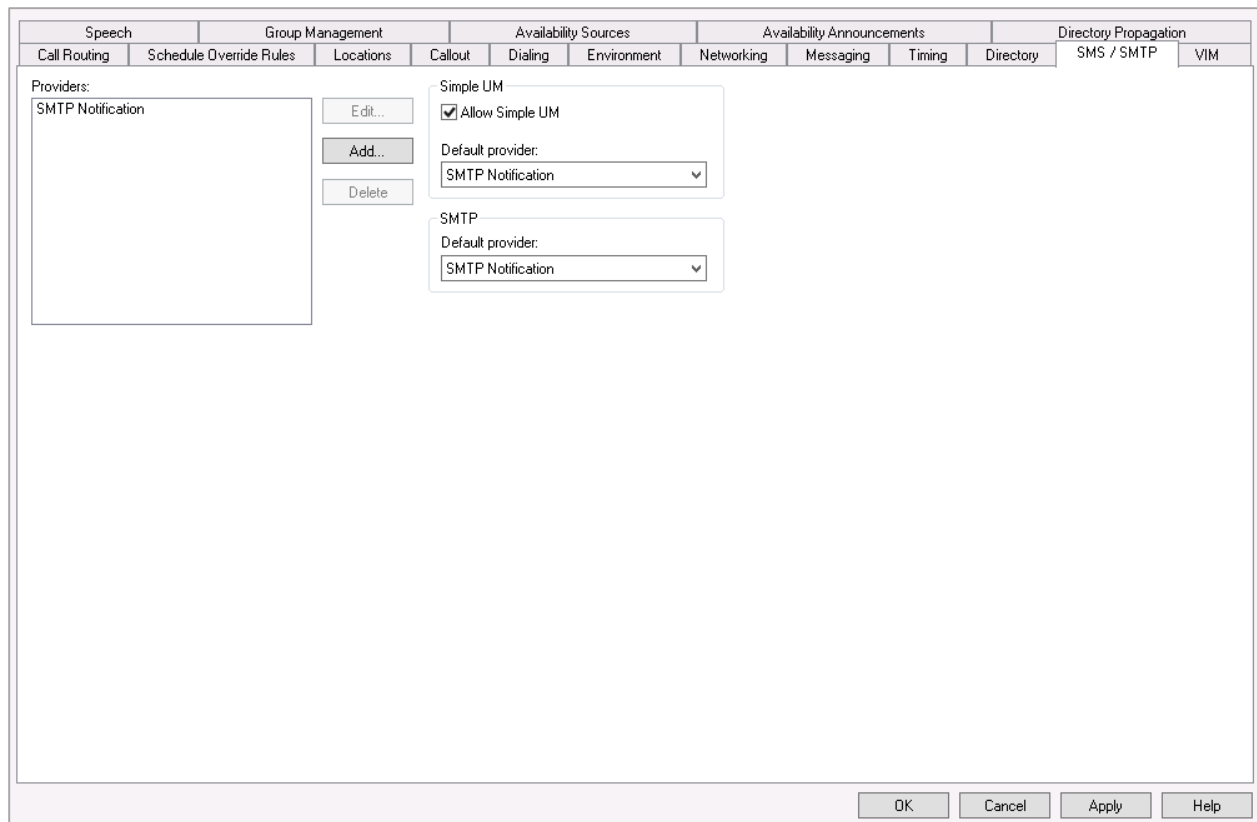


Figure 7. SMS/SMTP Tab

- **Providers** - Displays all SMS and SMTP providers that have been added to the system.
- **Edit button** - Highlight the provider you want to edit, and then click **Edit** to edit the configuration. The SMS Provider dialog box displays to display the current configuration.
- **Add button** - Click **Add** to display the **SMS Provider** dialog box, and then select a Short Message Service (SMS) protocol. Once you select a protocol, the related configuration dialog box displays to configure the settings required to communicate with the provider.

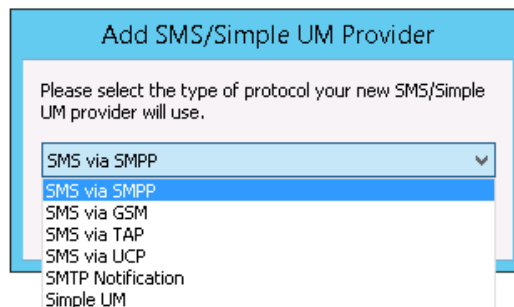


Figure 8. SMS Provider Dialog Box

- SMS via SMPP
- SMS via GSM
- SMS via TAP

- SMS via UCP
- SMTP notification
- Simple UM

The dialog box to configure the settings for the specific protocol selected displays.

See the topic on the *SMS Provider dialog box* for detailed information on each provider type.

- **Delete button** - Highlight the provider you want to delete, and then click **Delete**. A warning text box displays if this provider is assigned to Subscriber mailboxes in the system.

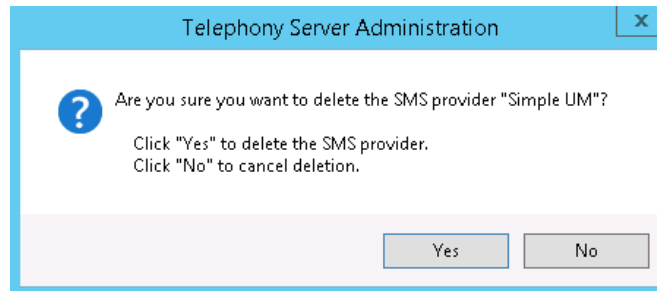


Figure 9. Delete warning box

You must remove or change the provider on the SMS tab of each mailbox before you can delete the provider. Click **Yes** to set the SMS provider to None in each Subscriber mailbox configured for this SMS provider, or click **No** to cancel the delete action.

Simple UM

- **Allow Simple UM** - Select to allow Simple UM for subscribers.
- **Default Provider** - Select the default Simple UM provider from the list of Simple UM providers. You must create a provider before you can use it as the default provider. The default provider becomes the default provider on the **E-mail** tab of Subscriber mailboxes.

SMTP

- **Default Provider** - Select the default SMTP provider from the list of SMTP Notification or Simple UM providers. You must create an SMTP provider before you can use it as the default SMTP provider. The default SMTP provider is used to send system messages to subscribers.

For example:

When subscribers request a security code reset through the Web PhoneManager application.

Speech Tab

The Speech tab allows you to create and manage Speech commands for call processor actions and commands for Groups. For more information on administering speech functionality, refer to the document, *Automatic Speech Recognition*.

Working with MiCollab AM Mailboxes

On a typical MiCollab AM system, the Call Processor mailboxes in conjunction with the Schedule mailboxes determine how the Call Server handles incoming calls and message taking. This chapter introduces the other available types of MiCollab AM mailboxes that add both flexibility and features to your messaging application, and explains how to perform tasks common to all of them.

NOTE The information presented here is intended to coordinate with other topics in the MiCollab AM online help system as well as the online books included in the MiCollab AM Installation Media. Mitel recommends that you have all of these resources at your disposal while you are designing a MiCollab AM messaging application.

Mailbox Types

Each mailbox type on a MiCollab AM system serves a specific function. The following table provides a brief description for each type of mailbox.

NOTE Not all of the types of mailboxes in this table handle incoming calls. Some, such as the Outbound mailbox for example, are designed specifically to handle messages or outbound calls.

Table 6. Mailbox Types and Functions

Mailbox type	Function
AMIS networking	Accepts network messages to be sent to an AMIS compatible voice messaging system
Announcement	Plays a pre-recorded announcement to provide information to callers and as part of an Interactive mailbox it asks questions as part of an interactive questionnaire, or identifies an extension shared among several subscriber mailboxes
Availability COS	<p>Specifies the default Availability settings for a group of mailboxes as well as shared Availability Automatic Override management, Availability Schedule, Work Hours, and Availability Greetings assignments.</p> <p>Provides the administrator with the ability to easily manage the Availability for groups of mailboxes. A subscriber must be associated with an Availability COS in order to use the Personal Assistant - Availability features.</p>
Call Processor	Plays a greeting, typically to present a list of options and initiates an action based on the caller's input, either through DTMF or Speech commands, depending upon the application.

Digital Networking	Accepts network messages sent to another MiCollab AM or VPIM compliant voice messaging system over a TCP/IP network as specially formatted ESMTP e-mail messages. It also uses the network to exchange mailbox and server configuration information with other MiCollab AM systems
Distribution List	Sends one message simultaneously to a group of mailboxes
Fax Center	Routes fax messages to Subscriber mailboxes through the Fax server, typically from an auto attendant application. Used for backward compatibility to supports sites that upgrade from earlier versions of MiCollab AM, but is not required for new applications.
Fax Delivery	Delivers fax messages to a fax machine or modem on demand from a subscriber
Interactive	Collects information from the caller by playing a sequence of Announcement mailboxes, and then waits for the caller's responses after each announcement. Responses are sent to the sponsoring Subscriber or Distribution List mailbox as a message.
Local Alias	Provides a local presence for a subscriber on a remote System Server
Mailbox COS	Specifies default mailbox settings for a group of Subscriber mailboxes. Provides the administrator with the ability to easily manage groups of Subscriber mailboxes and can be used as a template when creating or importing Subscriber mailboxes
Message Center	Used to create unique message taking applications and supports sites that upgrade from earlier versions of MiCollab AM, but is not required for most applications
Network	Accepts analog network messages for subscribers on other MiCollab AM servers and sends those messages at scheduled times over analog telephone connections
Outbound	Delivers voice messages to telephone numbers that are not part of the MiCollab AM system
Subscriber	Receives messages on behalf of a single subscriber and provides unified communication support for that subscriber.
Visitor	Enables a visitor to the company to exchange messages with a sponsoring subscriber

Common Mailbox Management Tasks








The procedures in the related sections explain how to perform the following basic management tasks, which apply equally to mailboxes of all types:

- Using mailbox editing shortcuts
- Creating mailboxes
- Copying mailboxes
- Deleting mailboxes
- Editing and viewing mailbox settings
- Renumbering mailboxes
- Template editing groups or ranges of mailboxes

IMPORTANT To perform any of these tasks, you must log on to the System Server with a user ID that has the appropriate administrative access rights. If you are not sure whether your user ID has such rights, or if you find that you are blocked from completing a procedure, consult the other administrators of your MiCollab AM system.

Using Mailbox Editing Shortcuts

The following procedures are designed to lead you through a task as explicitly as possible. To remain as easy to follow as possible, however, the procedures omit the shortcuts that **MiCollab AM Admin** provides. For your reference, the following table lists the shortcuts that relate to mailbox management.

If you want to...	From the Mailbox menu, select...	Or click this button on the toolbar...	Or...	Or...
Add a mailbox	Add		Press the INSERT key	Right-click any mailbox, and then select Add
Copy a mailbox	Copy			
Delete a mailbox	Delete		Click the mailbox, and then press the DELETE key	Right-click the mailbox, and then select Delete
Edit the settings in a mailbox	Edit		Click the mailbox, and then press the RETURN key	Right-click the mailbox and then select Edit , or double-click the mailbox
Renumber a mailbox	Renumber			
Template edit a group of mailboxes	Template			
View the settings in a mailbox	View			Right-click the mailbox, and then select View

Creating a Mailbox

You create a mailbox by assigning it a unique number and configuring the parameters and fields of the mailbox. Mitel recommends that you follow the numbering scheme for the site. You can review the numbering scheme by looking at the mailbox list pane in the main **MiCollab AM Admin** window. A typical numbering scheme categorizes mailboxes by the leading digit of the mailbox.

For example:

Subscriber mailboxes match their extension numbers, 3001-3999, Call Processor mailboxes are numbered 0000-0999, and Distribution List mailboxes are numbered 4001-4999, and so on.

MiCollab AM Admin lets you create mailboxes from the System Server or a client workstation. The utility also lets you create mailboxes individually or across a range of mailboxes for a specific type.

NOTE Save time by copying an existing mailbox.

To create a mailbox:

- 1 Start **MiCollab AM Admin**.
- 2 From the menu bar select **Mailbox**, and then select **Add**.
- 3 From the Server list box, select the name of the System Server on which you want to create the new mailbox.
- 4 From the **Mailbox Type** list box, select the type of mailbox you want to create.
- 5 From the **Class Assignment** list, select a Mailbox COS if necessary (Subscriber mailboxes only).
- 6 From the **Template** list, select a default (Availability COS mailboxes only).
- 7 Click **OK** to open the new mailbox for editing.

IMPORTANT In the next step, be sure to follow the naming convention that your company has chosen. If the mailbox is a Subscriber mailbox for example, be sure to use the same naming convention used for the other Subscriber mailboxes. If you do not, callers may not be able to locate the subscriber to whom the new mailbox belongs.

- 8 In the **Name** or **Display Name** box, type the name under which the System Server lists the mailbox.
- 9 Configure or change other settings within the mailbox as necessary, and then click **OK** to save the new mailbox.

When you create a mailbox, not all settings need to be configured; some have default values (information that is preset).

Copying a Mailbox

The following procedures explain how to create copies of an existing mailbox. The first procedure explains how to create individual copies, while the second explains how to create copies of one mailbox to all available numbers in the range that you specify.

The copies of a mailbox retain all of the settings in the original mailbox except for the following:

- Mailbox Number
- Name
- Security Code
- Telephone device numbers
- Mailboxes specified on any tab other than the Main tab of a Subscriber mailbox
- Greetings and name recordings
- Sponsorships and Distribution List memberships

Using the retained information when you configure the copied mailboxes helps you save time and maintain accuracy.

To copy a mailbox:

- 1 Start **MiCollab AM Admin**.
- 2 In the **Servers** pane, select the System Server where the mailbox you want to copy resides.
- 3 In the **Mailbox Types** pane, select the type of mailbox you want to copy.
- 4 In the mailbox list pane, select the specific mailbox you want to copy.
- 5 From the menu bar, select **Mailbox**, and then **Copy**.

IMPORTANT In the next step, be sure that the number you plan to give the copied mailbox is not needed for any other purpose.

- 6 In the **Mailbox Number** box, type the number that you want to assign to the copied mailbox.

IMPORTANT In the next step, be sure to follow the naming convention that your company has chosen. If the mailbox is a Subscriber mailbox for example, be sure to use the same naming convention used for the other Subscriber mailboxes. If you do not, callers using either of the directories may not be able to find the subscriber associated with the new mailbox.

- 7 In the **Name** fields, type the name under which the new mailbox should appear in reports and directory listings.
- 8 Configure or change other settings within the mailbox as necessary, and then click **OK** to save the new mailbox.

To copy one mailbox to a range of new mailboxes:

- 1 In the **Servers** pane of **MiCollab AM Admin**, select the System Server where the mailbox you want to copy resides.
- 2 In the **Mailbox Types** pane, select the type of mailbox you want to copy.
- 3 In the mailbox list pane, select the specific mailbox you want to copy.
- 4 From the menu bar, go to **Mailbox > Range**, and then select **Copy**.

- 5 From the **Server** list box within the **Mailbox Range Copy** dialog box, select the System Server on which you want to create the new copies.
- 6 In the **From** and **To** boxes, type the mailbox numbers of the first and last copies you want to create.

IMPORTANT At the end of this procedure, the System Server creates new mailboxes at all unoccupied numbers in the range you specified in this step. This action does not replace or change any mailboxes that already exist.

- 7 To copy the mailboxes, click **OK**.
- 8 Click **OK** when the mailbox copy action is complete.

You can now open each mailbox individually and configure or change its settings as necessary.

Deleting a Mailbox

The following two procedures explain how to delete mailboxes individually, in small groups, or across continuous ranges of mailbox numbers.

WARNING When a mailbox is deleted, all recordings, messages, and other information associated with that mailbox are deleted permanently as well.

To delete a mailbox:

- 1 Start **MiCollab AM Admin**.
- 2 In the **Servers** pane, select the System Server where the mailbox you want to delete resides.
- 3 In the **Mailbox Types** pane, select the type of mailbox you want to delete.
- 4 In the mailbox list pane, select the specific mailbox you want to delete.

NOTE To delete a group of specific mailboxes, hold down the **CTRL** key while selecting each of the mailboxes.

- 5 From the **Mailbox** menu, select **Delete**.
- 6 To confirm the deletion, click **Yes**.

Editing and Viewing Mailbox Settings

If you only need to check the settings within a certain mailbox, you can do so by opening the mailbox for editing. However, while the mailbox is open, you run the risk of accidentally changing one of its settings. Within **MiCollab AM Admin**, you can open the mailbox for viewing only.

The following procedures explain how to perform the following tasks:

- Opening individual mailboxes for editing
- Opening individual mailboxes for viewing
- Opening all mailboxes of a specified type and within a specified range for editing

To edit and view mailboxes:

- 1 Start **MiCollab AM Admin**.
- 2 In the **Servers** pane, select the System Server where the mailbox you want to view or edit resides.
- 3 In the **Mailboxes Type** pane, select the type of mailbox you want to view or edit.
- 4 In the mailbox list pane, select the specific mailbox you want to view or edit.

NOTE To view or edit a group of specific mailboxes, press and hold down the **CTRL** key while selecting each mailbox.

- 5 From the menu bar select **Mailbox**, and then select the command that gives you the appropriate access to the mailbox.

If you...	Then...
Want to change the settings in the mailbox	Select Edit .
Do not want to change the settings in the mailbox	Select View .

- 6 When you are finished examining or editing the settings in the mailbox, click **OK**.

NOTE If you selected more than one mailbox in Step 3, you need to repeat Step 5 for the other mailboxes that you selected. The mailboxes open one at a time until you have viewed or edited them all.

Renumbering Mailboxes

Under most circumstances, you should not change the number of a mailbox after you have created it. When you open a mailbox for editing, **MiCollab AM Admin** enforces this principle by preventing you from editing the number. However, there is a separate command for renumbering mailboxes if the need arises.

NOTE Changing the number of a Subscriber mailbox has no effect on the device numbers to which that mailbox refers.

To change the number of a mailbox:

- 1 Start **MiCollab AM Admin**.
- 2 In the **Servers** pane, select the System Server where the mailboxes you want to renumber reside.
- 3 In the **Mailbox Types** pane, select the type of mailbox you want to renumber.
- 4 In the mailbox list pane, select one or more mailboxes that you want to renumber.
- 5 From the menu bar select **Mailbox**, and then select **Renumber**.
- 6 In the **New** box within the **Mailbox Renumber** dialog box, type the new number that you want to assign.

- 7 If you want to make other changes to the mailbox after changing its number, select the **Edit after renumber** box.
- 8 To assign the new number, click **OK**.
- 9 If you are prompted that a mailbox with the new number already exists, click **OK**, and then repeat Steps 5 through 7 with a different number.
- 10 If the mailbox displays for editing, make whatever changes are appropriate. When you are finished, click **OK**.
- 11 Repeat Steps 5 through 9 for the remaining selected mailboxes.

Editing Mailboxes with Template Edit

Template editing allows you to make changes to one mailbox and apply that change to multiple other mailboxes.

NOTE Template editing can be used to edit common fields in Call Processor and Subscriber mailboxes only. Settings that are unique to individual mailboxes cannot be edited with the template edit tool.

The following procedure explains the steps to template edit mailboxes individually or in small groups. If you have more than a few mailboxes to update that occupy a continuous range of addresses, use the range template-edit procedure to perform these tasks.

WARNING Template editing overwrites the settings in all selected mailboxes without confirming the changes to each specific mailbox.

To template edit one or more individual mailboxes:

- 1 Start **MiCollab AM Admin**.
- 2 In the **Servers** pane, select the System Server that contains the mailboxes you want to edit.
- 3 In the **Mailbox Types** pane, select the type of mailbox you want to edit.
- 4 In the mailbox list pane, select all of the mailboxes you want to edit. This group of mailboxes can, but does not have to include the template mailbox.
- 5 From the menu bar select **Mailbox**, and then select **Template**.

IMPORTANT If you want to use a mailbox on a different System Server as the template, use the **Server** list box within the **Mailbox Multiple Selection Template Edit** dialog box to select the server on which that mailbox is found.

- 6 In the **Mailbox Multiple Selection Template Edit** dialog box, click the **Browse** button.
- 7 Select the template mailbox, and then click **OK**.
- 8 To begin editing mailboxes, click **OK**.
- 9 In the template mailbox, make any appropriate changes.

- 10 To apply the changes to the template mailbox and all of the other mailboxes you selected, click **OK**.

WARNING Template editing overwrites the settings in all selected mailboxes without confirming the changes to each specific mailbox.

To template edit a range of mailboxes:

- 1 From the menu bar, go to **Mailbox > Range**, and then click **Template...**
- 2 From the **Server** list box within the **Mailbox Template Edit Range** dialog box, select the System Server that contains the mailboxes you want to edit.

- 3 In the **From** and **To** boxes, type the numbers of the first and last mailboxes you want to change.

NOTE The template mailbox does not need to be within the range of mailboxes between the two numbers you are editing.

- 4 Click **Browse** to select the template mailbox, and then click **OK**.
- 5 To begin editing mailboxes, click **OK** again within the **Mailbox Template Edit Range** dialog box.
- 6 When **MiCollab AM Admin** advises you of how many mailboxes the template editing process has updated, click **OK**.

Creating Recordings

In a typical system, each MiCollab AM mailbox has at least one recording associated with it: the name recording. Additionally, a greeting or announcement can be recorded for the following mailboxes:

- Announcement
- Call Processor
- Subscriber

You can also record a system-wide greeting (Announcement mailbox) that plays before the subscriber's personal greetings. The following guidelines and procedures discuss how to make and assign these greetings.

NOTE This chapter does not discuss how to create greetings for a Subscriber mailbox. Subscribers are typically responsible for managing their own greetings.

Guidelines for Writing Recording Scripts

Callers accept and use your call routing and messaging system only if they accept the information it provides. You can make sure this information is as useful, consistent, and credible as possible by planning your mailbox recordings before you start recording. As you plan your recordings, keep the following in mind:

- Prepare a written script containing all of the announcements, greetings, and names to record. Type and double-space the script so that it is easy to read. If possible, select a font that is as clear and legible as possible.
- In the initial greetings that callers hear, make it clear that a machine has answered the telephone. Never start an automated greeting with the word *Hello*. Phrasing the initial response as though an actual person were answering might trick callers into speaking over part of a menu, which can be frustrating. Instead, communicate the situation clearly with an announcement like the following:
Thank you for calling (company name). An operator will be with you in a moment.
- Phrase your menu options carefully, presenting each option before you mention the key that callers need to press. This type of phrasing gives callers advance warning that they should press the key.

EXAMPLE *To reach the sales department, press 2.*

- Remember that greetings and announcements are heard, not read. Announcements that look fine on paper may not work in a voice menu. Try reading your scripts aloud to get an idea of how they sound and how easy they are to recite.

Guidelines for Recording

Follow the guidelines listed below to make recordings.

- Record in a noise-free environment
- Hold the telephone mouthpiece three to five inches (eight to twelve centimeters) from your mouth
- Do not move the telephone or cord while speaking
- Speak in a normal speaking voice
- To begin recording, take a breath, press the appropriate key to start the recording, and begin speaking after you hear the tone.

Review the recordings, listening for consistency, background noise, pauses too long between speeches, anything that detracts from the information being delivered. You may also want to recruit a small group of users to listen to the recordings for you, to make sure that they convey the information you want your callers to hear. Re-record them if necessary.

Recording Mailbox Names

It is important that every mailbox has a recorded name. Subscribers usually record their own names and the names of any mailboxes they sponsor (Visitor, Announcement, Call Processor, and Distribution List mailboxes). The system administrator records the names for all other mailboxes (such as initial Call Processors, Announcement, and department Distribution Lists).

There are several reasons why it is important to record mailbox names:

- It helps callers know that they have reached the correct person or department.
- It helps subscribers identify the source of incoming messages.
- It is required for the mailbox to be announced in the subscriber and automated attendant directories.

For example:

You create mailbox number 451 as a Distribution List for the Marketing Department.

If a caller leaves a message in that mailbox before you have recorded a mailbox name for it, MiCollab AM plays the following prompt before it directs the caller to start recording:

This message will be sent to 451.

After you record a name, such as *the Marketing Distribution List*, the prompt changes to reflect the newly recorded mailbox name:

This message will be sent to the Marketing distribution list.

IMPORTANT An administrator must have the system access option *Record Mailbox Names* enabled on the Recording tab of the administrator's Subscriber mailbox to record mailbox names.

To record a mailbox name:

- 1 Call into MiCollab AM, and then log on to your Subscriber mailbox.
- 2 Press the appropriate key to reach the system administrator function menu.

If your Subscriber mailbox is set to use...	Then press...
The standard TUI	4
The Emulation for the Centigram TUI	4
The Emulation for the Octel Aria TUI	6
The Emulation for the Octel Serenade/VMX TUI	1, 1

NOTE The MiCollab AM Emulation for the Avaya/Nortel Meridian Mail®/CallPilot TUI and the Avaya Intuity AUDIX® TUI do not provide access to the system administrator menu. To verify your TUI setting, check the Presentation tab of your own Subscriber mailbox in **MiCollab AM Admin**.

- 3 Press **2** to record a mailbox name.
- 4 Enter the mailbox number to which you want to record a name.
- 5 Press **2** to start recording. When you have finished recording, press **2** again.
- 6 Press **5** to save the recording.

Recording Two-Part Mailbox Greetings and Announcements

You can record two-part greetings and announcements for Call Processor mailboxes. A Call Processor mailbox must exist before you can create a recording for it.

The system administrator is responsible for recording announcement messages for all Call Processor mailboxes not sponsored by subscribers. The information you give in an announcement message depends on the audience for whom the message is intended.

IMPORTANT An administrator must have the system access option *Record Announcements* enabled on the Recording tab of the administrator's Subscriber mailbox in order to record announcements.

To record a greeting or an announcement:

- 1 Call into MiCollab AM, and then log on to your Subscriber mailbox.
- 2 Press **4** to access the system administrator functions.
- 3 Press **5** to record an announcement message.

- 4 Enter the mailbox number for which you want to record an announcement. The system plays the current recorded announcement or, if nothing is recorded, plays *Nothing is currently recorded*. If you are prompted with *press 1 for the introductory greeting or 2 for the instructional greeting*, the Call Processor you are recording for is set up for two-part greetings.

If you want to...	Then press...
Record the introductory greeting	1
Record the instructional greeting (menu)	2

- 5 Press **2** to start recording. When you have finished recording, press 2 again.
- 6 Press **5** to save the recording.

The following system administrator options are available when recording announcements:

Table 7. System Administrator Options

If you want to...	Then...
Record a new announcement	Press 2
Re-record over the existing announcement	Press 2
Discard the existing announcement	Press 4
Review the announcement directly after recording	Press 6
Cancel and leave the previous recording unchanged	Press *

Recording Announcements in Multiple Languages

The System Server stores a separate set of mailbox recordings for each installed and selected set of prompts. This allows the server's mailboxes to support multiple languages. When a caller selects an option that changes the language used for voice prompts, the server can provide greetings and announcements to match.

If more than one prompt set is installed on the Call Server, make recordings to support each prompt set by changing the language selection between sets of recordings. You can change languages in one of the following ways.

To change your active language through MiCollab AM Admin:

- 1 Open your own Subscriber mailbox and click the **Presentation** tab.
- 2 From the **Language** list box in the **Prompt** option group, select the new language.

To change your active language over the telephone:

- 1 Dial in to the system and log on to your Subscriber mailbox.
- 2 At the main menu, enter the appropriate string of digits.

If your subscriber mailbox is set to use...	Then press...
The standard TUI	3, 1, 7, and 1
The Emulation for the Centigram TUI	8, 1, 7, and 1
The Emulation for the Octel Aria TUI	4, 1, 7, and 1
The Emulation for the Octel Serenade/VMX TUI	1, 6, 1, 7, and 1

NOTE The MiCollab AM Emulation for the Avaya/Nortel Meridian Mail®/CallPilot TUI and the Avaya Intuity AUDIX® TUI do not provide access to the system administrator's menu. To verify your TUI setting, check the Presentation tab of your own Subscriber mailbox in **MiCollab AM Admin**.

- 3 If the new language is not the one you want to use, press the **7** and **1** keys to switch to the next available language. Repeat this step until you have reached the language you want to use.
- 4 To return to the main menu, press the ***** key twice.

Recording a Logon Message

The default logon message is the system prompt subscribers hear when they log on to their mailbox.

For example:

When a subscriber executes an Access Messages action type from a Call Processor mailbox in the automated attendant the logon message plays, *please enter your mailbox number*.

You can record a logon message to replace the default system prompt. When you record a logon message, the system prompt is replaced by the new logon message. The system prompt is not deleted, it is overridden. If you delete the logon message you created, the default system prompt plays again.

The logon message you record is an announcement, not a message. The Call Server plays the logon message immediately after a subscriber executes the **Access Msgs** action type enters his mailbox number. It is heard by any caller who executes an **Access Msgs** action.

IMPORTANT To record a logon message, the system administrator mailbox must have **Record System Broadcast Msgs** enabled in the **System Access** group on the **Recordings** tab of the Subscriber mailbox.

To enable the recording privilege for the logon message, open a Subscriber mailbox and click the Recordings tab. In the **System Access** group, select the **Record System Broadcast Msgs** checkbox, and then click **OK**.

To record the system logon message:

- 1 Call into the system, and then log onto a mailbox that has administrative privileges.

NOTE The default Subscriber mailbox (9999) *Audio Administrator* has administrative recording privileges enabled.

- 2 Press **4** to access the system administrator functions.
- 3 Press **4** to record a logon message. If you have a logon message recorded, the Call Server plays it to you for review.
- 4 Choose one of the following options:

If you want to...	Then...
Record the a new logon message	Press 2
Re-record over the existing system logon message	Press 2
Discard the existing system logon message	Press 4

Review the logon message directly after recording	Press 6
---	----------------

Cancel and leave the previous recording unchanged	Press *
---	----------------

- 5** Once you are satisfied with the recording, press **5** to save it.

Recording a System Broadcast Message

A system broadcast message notifies all subscribers of system changes or alerts subscribers of special situations such as the need to shut down the System Server for system maintenance.

The system broadcast message is an announcement, not a message. The Call Server plays the broadcast message immediately after a subscriber enters his mailbox number and security code. It is heard only by subscribers and is played before any other prompt. Visitors and callers who access a Visitor mailbox do not hear the system broadcast.

Remember to delete the system broadcast message when the information is obsolete or when all or most subscribers have heard it. In most cases, you can delete the system broadcast after a few days if most subscribers access their mailboxes daily. During holiday and vacation periods, you might want to leave it longer.

Subscribers cannot delete the system broadcast message. Subscribers can skip the message by pressing the # key; you might want to remind subscribers of this feature when you record the broadcast.

The following introduction works well:

If you have heard this message and want to skip it, press the pound sign key.

IMPORTANT To record a system broadcast message, the system administrator mailbox must have **Record System Broadcast Msgs** enabled in the **System Access** group on the **Recordings** tab of the Subscriber mailbox.

To enable the recording privilege for the logon message, open a Subscriber mailbox and click the **Recordings** tab. In the **System Access** group, select the **Record System Broadcast Msgs** checkbox, and then click **OK**.

To record a system broadcast message:

- 1 Call into the system, and then log onto a mailbox that has administrative privileges.
- 2 Press **4** to access the system administrator functions.
- 3 Press **1** to record a system broadcast message. If you have a broadcast recorded, the Call Server plays it.
- 4 Choose one of the following options:

If you want to...	Then...
Record the a new system broadcast message	Press 2
Re-record over the existing system broadcast message	Press 2
Discard the existing system broadcast message	Press 4

Review the broadcast message directly after recording	Press 6
Cancel and leave the previous recording unchanged	Press *

- 5 Once you are satisfied with the recording, press **5** to save it.

Importing Audio Recordings into a Mailbox

If your company has a professional sound studio and voice talent available and wants to produce a complete set of audio recordings for its mailboxes, you can use **MiCollab AM Admin** to import those recordings. This section discusses what the studio needs to know before they finish producing the recordings and how the import process works.

Working with the Studio

Before you import an audio recording into a mailbox, you must make sure that its audio format is correct. The simplest way of doing this is to find out what format the System Server is using and ask the studio technician to deliver the recordings in that format.

The MiCollab AM software supports five different audio formats, but it also requires that a standard format be set for the server at installation time. You can look up the name of this format by viewing the setting on the Database dialog box of the **Main** tab in **MiCollab AM Configuration** of the System Server platform.

Table 8. Format options

If the server uses ...	Then ask the studio technician to return the recordings as ...
PCM (G.711 μ -law)	Monaural Microsoft WAV files in CCITT μ -law format, at a sampling rate of 8000 Hz
PCM (G.711 A-law)	Monaural Microsoft WAV files in CCITT A-law format, at a sampling rate of 8000 Hz

NOTES

1. You can also import .wav files in the following format: PCM (8 bits per sample, linear, no compression of any kind, and 8,000 samples per second). For more information, contact Technical Support.
2. The Greek letter μ in μ -law is also spelled as mu. In either case, if you have to discuss it with the studio technician by telephone, you can pronounce it as either mew or moo.
3. The μ -law format is used normally in North America and Japan, while A-law is used in most other parts of the world.

Importing Recording Files

Once you have received the files from the studio and performed any additional editing, you can import them into any of the mailboxes, except for Mailbox COS.

NOTE Regardless of how many languages are on the system, you can import only one spoken name recording for a mailbox. This name recording plays regardless of which language is selected.

To import audio files into a Subscriber mailbox:

- 1 Open a Subscriber mailbox for editing.
- 2 Click the **Recordings** tab.
- 3 In the **Subscriber Recordings** list, select the appropriate name or greeting in the language you want to import, and then click **Import**. The **Select Recording File to Import** dialog box displays.
- 4 Navigate to the file you want to import, select the file, and then click **Open**.
- 5 Repeat Steps 3 and 4 for any remaining files you want to import into this mailbox.
- 6 In the mailbox, click **OK** to save your changes.

To import audio files into all other mailbox types:

- 1 Open a mailbox for editing.
- 2 Press **ALT+R**.
- 3 In the **Recordings** dialog box, select the appropriate name or greeting in the language you want to import, and then click **Import**. The **Select Recording File to Import** dialog box displays.
- 4 Navigate to the file you want to import, select the file, and then click **Open**.
- 5 Repeat Steps 3 and 4 for any remaining files you want to import into this mailbox.
- 6 In the **Recordings** dialog box, click **OK** to return to the mailbox.
- 7 In the mailbox, click **OK** to save your changes.

Working with Call Processor Mailboxes

The Call Processor mailbox is used to create applications in MiCollab AM. It is generally the starting point for all outside and non-integrated calls, the foundation of the automated attendant.

The most obvious task a Call Processor mailbox performs is to interpret strings of dialed digits or speech commands and handle calls accordingly, but other settings in each Call Processor and interactions between Call Processors can also affect the way the messaging application works.

Call Processor mailboxes are used throughout MiCollab AM to provide automated attendant functions, custom applications, departmental menus, or extension specific processing (ESP) for Subscriber mailboxes.

For more information on call processor mailboxes, refer to the document, *Call Processor Mailbox*.

Questions to Consider

When you create or change a Call Processor mailbox, be aware of how the following questions should be answered for the site where the Call Server is installed:

- *What happens when a call times out?*

That is, in the absence of any response from the caller, how much silence should the Call Processor allow between the time it finishes presenting its options and the time it takes its next automated action, and what should that action be? Using the Timeout box and the **TO** key action, you can set the Call Processor to respond as appropriate.

NOTE Keep in mind that the Call Server may occasionally field calls from old rotary or pulse-dialing telephones. The timeout settings in the server's Call Processors should take this possibility into account, as should their greetings. (An example greeting might start *Thank you for calling. Our operator will be with you in a moment. For...*)

- *What happens when control of a call returns to a Call Processor?*

In a variety of cases, a Call Processor can invoke an action or a mailbox on a call, and then receive the call back once the action completes itself or the caller logs out of the mailbox. Normally, the Call Processor runs again as it had previously, repeating until it times out.

However, using the Next Call Processor options, you can set the Call Processor to pass control of the call to the Next Call Processor in a sequence or back to the Call Processor mailbox that was originally selected at the time of answer by Call Routing or a Schedule mailbox.

- *What are the standards of application design at your company?* If most of the Call Processors have the same options, the key used for those options should be the same everywhere.

For example:

If a caller presses 1 to reach the automated attendant directory in the main menu Call Processors, the automated attendant directory should be tied to the 1 key in all of the other Call Processors as well.

NOTE In the main menus, it is typically a good idea to assign one key, such as the # key, or speech command, such as User Login, to the Access Msgs action. This gives subscribers a quick and easy way of logging on to their mailboxes from outside telephones. Be sure to check with the administrator of your telephone system to make sure that the key you assign is not reserved by the system, or is the first digit in any valid extension number.

- *Do your subscribers already rely on any specific keystrokes or dialing sequences?* If you are installing a MiCollab AM server to replace an older voice mail system, you may want to assign the same keystrokes that the old system used for common actions, such as logging on to a mailbox or transferring to an extension.

For example:

if you are using the MiCollab AM Emulation for the Avaya Intuity AUDIX TUI, you might want to configure the Call Processors to transfer an incoming call when the caller enters *8, and to allow the caller to log on to a mailbox after entering *7.

- *What kind of greeting is appropriate for this Call Processor?* If callers pass through this Call Processor two or more times in a single call, as they do through the server's main menus, a two-part greeting is appropriate since it allows the Call Processor to repeat only the menu items on return visits.

On the other hand, if callers are likely to pass through the Call Processor only once per call, a single greeting may work better. In addition, two-part greetings work only in Call Processors that are originally selected at the time of answer by Call Routing or a Schedule mailbox.

- *How long should voice messages taken through this Call Processor be?* The Max Msg Length (sec) feature controls the length of messages taken through key actions such as Subscriber Msg and Record, and it may affect some messages that callers leave after this Call Processor passes them to a Subscriber mailbox.
- Reducing the value of this setting can reduce the amount of disk space that voice messages take up on the System Server platform, but you also risk inconveniencing callers. Proceed with caution.
- *Does this Call Server support AMIS networking?* If this Call Processor can accept calls through Call Routing or a Schedule mailbox, the C key action must be set aside for use in receiving Audio Messaging Interchange Specification (AMIS) voice messages for the subscribers in the system. (For more information about setting up AMIS voice networking, see the online book *Analog Networking*.)

For More Information

Because of the central role that Call Processor mailboxes play in a messaging application, instructions on configuring them are found in many of the documents and online books published to support the MiCollab AM software.

For example:

The online book, *Call Processor Mailboxes* discusses all of the Action types, Arguments, Keys, and parameters of the Call Processor mailbox, the online book *Fax Messaging* discusses how to set up Call Processors to handle fax messages, and the online book *Analog Networking* discusses how to configure Call Processors to support AMIS networking.

The MiCollab AM online help system also provides extensive information about all fields and controls in a Call Processor mailbox as well as procedures on building a messaging application, descriptions of the various key actions available, and a full list of input template characters and their purposes.

Using Speech Commands

You can initiate Call Processor action types using speech commands and create an entire automated attendant application using only speech commands.

It is recommended that you create both a speech and DTMF driven automated attendant so callers have the option to use either the VUI or the TUI to navigate within the system. You can add speech commands to the system from either the Call Processor mailbox or the Speech tab of **MiCollab AM Admin**.

If multiple ASR languages are installed you will see a tab at the bottom of the form for each language when the view is set to include speech. You may select any of the tabs to immediately see which commands are missing for that particular language

IMPORTANT You must have a licensed speech resource available to use a speech command in the automated attendant.

Call Processor Mailbox Speech Recognition Directory

Speech directories use the First Name, Last Name, and Speech Alias name fields of the Subscriber mailbox to locate subscribers. The speech directory uses the Name and Speech Alias name fields to locate Distribution List and Network mailboxes.

The subscriber name or mailbox name is the speech command for the directory function. Provide instructions to callers answered by the automated attendant to speak the name of the person they are calling.

The directory function of ASR listens for the name of the requested subscriber and searches for the best matches among all the names and alias names. When a match is found, the recorded name in the Subscriber mailbox is played to confirm a correct match, and the call is transferred or a messaging session is initiated.

Departmental, location, and custom directories are created by assigning the subscriber to various group assignments in the Group Management tab of Configuration, or the main tab of the Subscriber mailbox. Custom directories are created to suit the requirements of the organization.

Automatic Speech Recognition has several default directories:

- **Directory: All** – Searches all subscribers within the organization.
- **Directory: Department - <Group Name>** – Searches all subscribers within the specified Group Name, in the group type Department.

For example:

Directory: Department - Sales. Sales is a group defined within the group type, Department. Particular subscribers are assigned to the group, Sales.

- **Directory: Location - <Location Name>** – Searches all subscribers within a given location.

For example:

Directory: Location – New York. New York is a group defined within the group type, Location. Subscribers are a subset of the group, New York.

NOTE The group types, Department and Location are created by default in the standard database. You may delete these group types if desired, and then create custom group types, such as *Affiliations* or *Job Titles*.

Important Considerations for the Speech Recognition Directory

- Only one type of directory is permitted per action in a Call Processor mailbox. If the application requires multiple speech directories, such as a department, location, or all employees, the application must use separate actions within the Call Processor mailbox for each directory type.

NOTE Only one Directory: All action may be configured for a Call Processor mailbox. It is not possible to combine a Directory: All action with any other speech directory in the same Call Processor mailbox.

- A transfer action must be defined as the action type for the directory if callers are to be transferred. Use the transfer type suitable to the application.
- Do not use template characters or DTMF digits in the **Arguments** field. Leave it blank. The directory search matches the subscriber's *Speech Recognition Name* with the primary device of the associated mailbox for transfers.

Add Call Processor Speech Command dialog box

The Add Call Processor Speech Command dialog box allows you to add a command name, associated speech command, and alternate phrases to the system. You can add the command name, add, or edit an alternate phrase, TTS name, or spoken name command.

For more information, refer to the document, *Automatic Speech Recognition Administration Guide*.

NOTE This section provides a brief introduction to automated attendant scheduling. For more information about how automated attendant scheduling works and is configured, refer to the document, *Auto Attendant Scheduling Administration Guide*.

The Call Processor mailbox configured in each time block answers calls, plays a welcome greeting, provides an audio menu, and responds to user inputs as its internal settings dictate.

The diagram illustrates the architecture and interface of the Schedule Mailbox system.

Architecture: A central box labeled "Subscriber and Other Mailboxes" is connected to five call processors:

- (1) Call Processor 0000: Menu Options for Normal Business Hours
- (2) Call Processor 0100: Menu Options for Evening Week Days Hours
- (3) Call Processor 0101: Menu Options for Evening Weekend Hours
- (4) Call Processor 0200: Menu Options for Holidays
- (5) Call Processor 0400: Menu Options for Unexpected Closure

A "PBX" box is connected to the first call processor (0000) and the central mailbox system.

Interface: The "Schedule Mailbox" interface is shown as a grid with columns for days of the week (Sunday through Saturday) and rows for time slots (from 12:00 AM to 11:00 PM). The grid displays menu options for each time slot, such as "WEEKEND MAIN MEN...", "NIGHT MAIN MENU (0...", "DAY MAIN MENU (0000)", and "WEEKEND MAIN MEN...". To the right of the grid are two columns: "Schedule Override" and "Manual Override", each with a list of override options like "New Year's Day", "Fire Evacuation", "1/1/2016", "HOLIDAY MEN...", and "UNEXPECTED ...".

Once the assigned Call Processor mailbox in each time block has the initial control of a call, it can allow access to other mailboxes, based on the configured settings.

Working with Call Processor Mailboxes **75**

Processor mailbox allows a caller to transfer to a subscriber telephone or department, reach an operator, listen to an audio text message, leave a message, or log on to a Subscriber mailbox.

If the caller completes an action and remains on the line the caller is returned to the initial Call Processor mailbox unless a *Next Call Processor* is defined in the initial Call Processor mailbox.

If a Next Call Processor mailbox is defined, it takes control of the call. The caller may be offered a new set of options and instructions in this mailbox.

If the caller now completes an action and remains on the line the caller is returned to the Next Call Processor mailbox.

IMPORTANT The preceding section serves only as a brief example of how a Schedule mailbox and Call Processor mailboxes handle calls. It does not provide a complete overview.

Getting Started with Subscriber and Mailbox Class of Service

The Subscriber mailbox is the primary point of contact between a MiCollab AM system and the subscribers of the telephone system to which the Call Server is connected. In a typical configuration, the telephone system forwards unanswered or busy incoming calls directly to the Call Server. The Subscriber mailbox can provide callers with several different options for communicating with the subscribers, including dialing an extension, speaking the subscriber's name, or leaving a message for a subscriber.

A Mailbox Class of Service (COS) is a pre-configured set of Subscriber mailbox configurations that are applied to any Subscriber mailbox. The settings found in a Mailbox COS are essentially the same as those found in a Subscriber mailbox. However, since some settings are unique to individual subscribers, they must be set within the individual Subscriber mailbox.

You can use a Mailbox COS to create Subscriber mailboxes with the same settings or manage groups of Subscriber mailboxes within a particular class of service. You must first create and configure a Mailbox COS before Subscriber mailboxes can be assigned to it.

NOTE The terms caller and subscriber are used according to their traditional definitions in the discipline of telephony. In those definitions, a subscriber is a person associated with the telephone system or the MiCollab AM system, usually through ownership of a telephone extension device or a Subscriber mailbox. (This definition applies even if the subscriber pays no fee to use the system.) A caller is anyone who calls into the system, but is generally referred to as a non-subscriber and as someone attempting to reach a subscriber.

This chapter discusses what you need to know about subscribers and how they use the telephone system before you configure their Subscriber mailboxes. It also discusses Mailbox COS and their use. For specific definitions of the controls within a mailbox, consult the online help within **MiCollab AM Admin**.

Working with Mailbox COS

Mailbox COS can be created to manage settings on one or more Subscriber mailboxes. The Mailbox COS looks very similar to the Subscriber mailbox and provides the same general settings. Settings that are specific to each subscriber must be individually configured within the Subscriber mailbox. The administrator can perform the following tasks with a Mailbox COS:

- Create a class of service to be used as default settings for new subscribers
- Change existing subscriber settings by assigning them to a class of service
- Modify the default settings of a class without changing the Subscriber mailboxes in that class
- Apply settings simultaneously to all or selected Subscriber mailboxes within the class

To perform these tasks, the administrator must add subscribers to the class by using the Class Information tab. Once subscribers are assigned, the administrator can edit their mailboxes by applying class of service settings, or by modifying them individually. The administrator can also remove members of the class of service at any time.

Some settings in the Subscriber mailbox are specific to individual subscribers and are therefore not available in the Mailbox COS. The following table lists the settings that are Subscriber mailbox-specific.

Table 9. Subscriber-specific tab settings

Tab	Subscriber-Specific Settings
Class Information tab	None
Main tab	Extension Number, SMDI Prefix, Direct Dial number, MWI, Names, E-Mail, Important Public Numbers, Member of Distribution Lists, Group Assignments
Answering tab	None
E-mail tab	All, except ICA and Primary Message Template
Features tab	None
Presentation tab	None
VIM tab	None, except Personal Assistant Availability
Recordings tab	Subscriber Recordings
Speech tab	All except VUI and Contact Settings
Devices tab	All

SMS tab	All, except for Allow
Message Notification tab	All, except for Allow and Allow Daily Msg Reminder
Message Forwarding tab	All, except for Allow

Assigning Subscribers to a Class of Service

Once you have created a Mailbox COS, you can assign Subscriber mailboxes to the class of service.

NOTE You must have administrative access to Mailbox COS to perform this procedure.

To assign Subscriber mailboxes to a class of service:

- 1 Start **MiCollab AM Admin**.
- 2 Select a Mailbox COS in the mailbox list pane.
- 3 Open the Mailbox COS.
- 4 On the **Class Information** tab, click **Add Members**.
- 5 Select the Subscriber mailboxes you want to add, and then click **OK**.
- 6 Do one of the following:

If you want to ...	Then ...
Assign the settings of the class of service to an individual subscriber	Select the subscriber on the Subscriber Members list and click Reset to Defaults .
Assign the settings of the class of service to all the subscribers	Click Select All , and then click Reset to Defaults .
Leave the settings of the subscriber's mailboxes unchanged	Continue to Step 7.

- 7 Click **Save Mailbox**.
- 8 Alternatively, you can assign Mailbox COS to a Subscriber mailbox by adding a Mailbox COS to the **Class Information** assignment on the Main tab. Once you have added the mailbox, you can update the subscriber's settings to those of the Mailbox COS by clicking **Update Subscriber**.

Working with Subscriber Mailboxes

Before a Subscriber mailbox is ready for use, you must configure the basic settings that determine how that mailbox interacts with other MiCollab AM mailboxes and with the telephone system. The **Main** tab, which displays when a Subscriber mailbox opened, contains these settings.

To configure the basic settings for each mailbox correctly, you should know the answers to the following questions:

- What range of numbers is appropriate to use for Subscriber mailboxes? If you are one of a group of people administering the system, you may have already made decisions about what numbers to use for Subscriber mailboxes. If your local system is part of a larger network, the administrator of the network may have assigned specific ranges of numbers to use for your mailbox-numbering plan.
- By what names should the subscriber be addressed, first name, middle name, last name?
- Is the subscriber going to receive e-mail messages from MiCollab AM?
- In what Group or Groups should the subscriber appear? Groups are used to disambiguate subscribers and allow separate speech directories to be created for specific groups of subscribers.

Should the mailbox be enabled, and if so, when? Should it receive messages? Coordinating the **Enable Mailbox and Setup Tutorial Required** settings of the **Main** tab, and the **Accept Messages** setting on the **Features** tab ensures the mailbox is setup correctly. You can choose whether or not the mailbox receives messages, and if it receives messages, when it receives messages.

- Is the subscriber required to go through the MiCollab AM setup tutorial? If not, are you expected to assign the subscriber a security code?
- What telephone device number, if any, is assigned to the subscriber? When you assign a device number in the **Extension number** field, any call that results in an incomplete transfer to that number is connected to the subscriber's mailbox.

IMPORTANT Subscriber mailboxes are assigned to a specific switch section. If you have more than one switch section, verify the switch section to which the mailbox should be assigned before you create the Subscriber mailbox. If you do not set the switch section correctly, the subscriber may not be able to receive calls through the system to the extension device.

- Do mailbox numbers and extension device numbers need to match? Although many systems follow this convention, yours may not. However, this is the default, so when you create a new Subscriber mailbox, the subscriber's extension device number defaults to the mailbox number.
- Is the system networked with other MiCollab AM systems? Should the subscriber directory information be propagated to other MiCollab AM System Servers?

NOTE For more information about propagation, see the online book *NetConnect Digital Networking*.

Configuring the Subscriber Mailbox to Receive Messages

It is important to coordinate the Accept Messages setting on the Features tab with the Enable Mailbox and Setup Tutorial Required settings on the **Main** tab. In combination, these three settings determine if, and when a Subscriber mailbox is enabled and able to receive messages. The following table displays different combinations of these settings and their results.

Table 10. Configuration combinations

Setup Tutorial Required (Main tab)	Accept Messages (Features tab)	Enable Mailbox (Main tab)	Mailbox Behavior	Resulting Prompt
Selected	After Setup or When Enabled	After Setup Tutorial	Does not accept messages until the setup tutorial is complete	<i>Invalid Mailbox</i>
Selected	After Setup	Yes	Does not accept messages until the setup tutorial is complete	<i>This mailbox is not activated and not accepting messages</i>
Selected	When Enabled	Yes	Accepts messages	<i>Mailbox has not been activated. To leave a message...</i>
Cleared	Never	Yes	Never accepts messages, but allows the subscriber to log in and record a personal greeting	<i>This mailbox is not accepting messages</i>

Setting Message Retention Time on the Features tab

The System Server automatically deletes each subscriber's voice messages after the number of days set on the Msg Retention box during the daily maintenance routine. After a message is automatically deleted, the Call Server plays the following prompt:

This message was stored too long and automatically erased.

Enter the number of days to retain messages or select Unlimited to disable the feature.

NOTE These settings do not apply to subscribers whose Message Storage Location is set to External, such as with server based Unified Messaging.

Changing or Resetting a Subscriber's Security Code

Occasionally, you may find it necessary to assign a subscriber a new security code for one of the following reasons:

- The subscriber is having trouble setting the security code.
- The subscriber is having trouble logging on to the system.
- The subscriber is locked out after making too many unsuccessful attempts to log on, and you want to change the security code when you restore the subscriber's logon privileges.

In any of these cases, you can use the following procedure to assign a subscriber a new security code.

NOTE When an administrator changes or resets a subscriber's security code, the System Server removes any lockout that exists for that subscriber.

To change a subscriber's security code:

- 1 Start **MiCollab AM Admin** and log on to the System Server.
- 2 At the main **MiCollab AM Admin** window, select the Subscriber mailbox you want to edit.
- 3 From the menu bar select **Mailbox**, and then select **Edit**.
- 4 In the Security Code area on the Main tab, click **Set**.
- 5 In the New Password box, type the new security code.
- 6 In the Confirm Password box, type the new security code again.
- 7 Click **OK** to close the Set Password dialog box, and then click **OK** again to close the Subscriber mailbox.

Use the following procedure to reset the security codes of subscribers who have forgotten them. This procedure replaces a subscriber's existing security code with the default security code defined on the **Messaging** tab in the **System Configuration** dialog box.

To reset a subscriber's security code:

- 1 Start **MiCollab AM Admin** and log on to the System Server.
- 2 At the main **MiCollab AM Admin** window, select the Subscriber mailbox you want to edit.
- 3 From the menu bar select **Mailbox**, and then select **Edit**.
- 4 In the **Security Code** area on the **Main** tab click **Reset**, and then click **OK**.

Configuring the Security Code Reset Feature

The Security Code Reset feature allows subscribers to request a security code reset from Web PhoneManager if they have forgotten their mailbox number or security code. You must configure both MiCollab AM and Web PhoneManager before subscribers can use this feature.

The Security Code Reset feature allows subscribers to enter their mailbox number or e-mail address from the Security Code Reset Request page of Web PhoneManager and the information is passed to MiCollab AM. MiCollab AM sends an e-mail message to the subscriber, and then posts an E-Mail Sent confirmation with the subscriber's mailbox number and mailbox name back to the Web PhoneManager URL.

The subscriber clicks the URL embedded in the e-mail message that opens the **Reset Security Code** web page. From the web page the subscriber enters a new security code, and then using the new security code can log on to Web PhoneManager.

NOTE To use the security code reset feature the Subscriber mailbox cannot be a shared mailbox and the subscriber's e-mail address must be unique.

Configuring MiCollab AM

The following fields and information on the **System Configuration** tabs of **MiCollab AM Admin** must be configured prior to subscribers using the **Security Code Reset** feature:

- **SMS/SMTP Tab**

- Add and enable an SMTP or Simple UM provider with the appropriate information required to access the provider. It is recommended that you use encryption to secure the connection to the SMTP server, but it is not required.
- In the SMTP default provider field, select the SMTP or Simple UM provider from the list, and then click Apply.

NOTE The default SMTP provider is the provider MiCollab AM uses to send system messages to subscriber e-mail addresses. The e-mail address is configured on the **Main** tab of the Subscriber mailbox.

- **Messaging tab**

- Select the **Allow subscribers to reset their security code** check box to enable the **Reset Security Code** feature on the **Main** tab of Subscriber mailboxes. This feature allows subscribers to reset their mailbox security code from Web PhoneManager.

NOTE When you select this checkbox, the **Allow Subscriber to Reset Security Code** checkbox on the **Main** tab of Subscriber mailboxes is selected by default. To disable the feature on a per subscriber basis you must clear the checkbox on the **Main** tab of the Subscriber mailbox.

- In the **Reset Request Expiration Time (minutes)** field, enter the number of minutes the security code reset link is valid from the time of creation (1-1440 minutes). The default is ten minutes.

- In the **Message Template** field, select the XML message template used to describe the reset security code procedure to subscribers. By default, the Message Template is configured to use the system provided default template file, **DefaultSecurityCodeResetMessage.xml**.

It is recommended that you copy this file and use the copy to configure your site-specific information. At the very minimum, you must change the URL to direct subscribers to your Web PhoneManager website. However, there are additional fields to edit such as the helpdesk contact information for your company.

For more information on customizing XML message templates, refer to the [Modifying Message Phrase Template XML Files](#) section.

- **Main tab of the Subscriber Mailbox**

The following fields on the Main tab of Subscriber mailboxes must be configured prior to subscribers using the Security Code Reset feature:

- In the **Subscriber Information** group, enter the subscriber's e-mail address. This is typically the e-mail address from which a subscriber receives business-related messages.
- In the **Security Code Group**, select the **Allow Subscriber to Reset Security Code** checkbox, and then click OK. This checkbox is selected by default, but does not apply unless the Allow subscribers to reset their security code field is selected on the **Messaging** tab of **System Configuration**.

Configuring Web PhoneManager

The following fields and files must be configured on Web PhoneManager must be configured prior to subscribers using the **Security Code Reset** feature:

NOTE For more information on Web PhoneManager requirements and configuring Web PhoneManager, refer to the *Web PhoneManager* online book. This book is located on the MiCollab AM Installation Media.

- Log onto Web PhoneManager **admin.php** to configure Web PhoneManager for subscribers to use the security code reset feature

NOTE Alternatively, you can configure Web PhoneManager by editing the config.xml file.

- In the **Authentication** group, select the **Show Security Code Reset Link** checkbox.
- If you are using the Google® reCAPTCHA™ program for security purposes, enter the reCAPTCHA API Public Key in the reCAPTCHA API Public Key field.
- If you are using the Google reCAPTCHA™ program for security purposes, enter the reCAPTCHA API Private Key in the reCAPTCHA API Private Key field.
- Click **OK** to save changes.

NOTE reCAPTCHA is a multi-purpose program used on many web sites as a security measure to prevent abuse from automated computer programs by using images and distorted words that humans can read but computers cannot. Users are required to re-type the two

reCAPTCHA words in the text box to continue with the process of resetting their security codes. For more information about the Google reCAPTCHA program or to obtain a free reCAPTCHA key, visit www.google.com/recaptcha.

- To provide subscribers with contact information for communicating with administrators, open the **contact_admin.xml** file with an XML editor or Notepad and edit the fields with the appropriate contact information for your site. The file is found in the root directory of the Web PhoneManager directory.

For example:

C:\Inetpub\WPM. In addition, there is a sample file in the directory, *contact_admin_sample.xml*.

Configuring and Removing Subscriber Lockouts

You can configure the System Server to lock out Subscriber mailboxes if someone makes an excessive number of unsuccessful attempts to log on to those mailboxes. This protects the system against anyone who might attempt to break in by trying to log on with a succession of mailbox numbers and passwords.

The following procedure explains how to set the conditions under which the system locks mailboxes against further logon attempts.

To configure the Subscriber mailbox lockout conditions:

- 1 Start **MiCollab AM Admin** and log on to the System Server.
- 2 From the menu bar, select **Configuration**, and then **System**.
- 3 In the **System Configuration** dialog box, click the **Messaging** tab.
- 4 Within the **Security Code** group, clear the **Disabled** check box.
- 5 In the **Max Lockouts** box, type or select the number of times a caller is allowed to try logging on to a Subscriber mailbox unsuccessfully before being locked out of that mailbox.
- 6 Click **OK**.

To remove a lockout from a Subscriber mailbox:

- 1 Start **MiCollab AM Admin** and log on to the System Server.
- 2 Open the affected Subscriber mailbox.
- 3 In the **Security Code** group on the **Main** tab, clear the **Lockout** check box.
- 4 If necessary, change the subscriber's password.

NOTE To set advanced security code requirements in the System Configuration dialog box, see the [Setting Advanced Security Code Requirements](#) section.

- 5 Click **OK** to save your changes.

Setting Advanced Security Code Requirements

To ensure the maximum security of your system, you can set advanced security code requirements on the Messaging tab of the System Configuration tabs. These requirements include the following:

- The Expiration Period allows you to set the number of days the security code is valid. Select the Unlimited check box if you do not want the security codes to expire.
- The Grace Period allows you to set the number of days a password remains valid after the expiry date. Select **None** if you do not want to allow a grace period.
- The Max Lockouts setting allows you to configure the maximum number times a caller can attempt to log on to a mailbox before the mailbox is locked out. Select the Disabled check box to disable this feature.
- The Retain History setting enables you to select the number of security codes stored before subscribers can repeat them.
- The Strong Passwords setting ensures security codes have at least three unique digits, not contain the mailbox number, and not form a simple arithmetic sequence.

To set advanced security code requirements:

- 1 Open **MiCollab AM Admin**.
- 2 From the menu bar, select **Configuration**, and then **System**.
- 3 Click the **Messaging** tab.
- 4 In the **Security Code** section, set the number of passwords to retain in **Retain History**.
- 5 Select the **Strong Passwords** check box.
- 6 Click **OK** to exit the **System Configuration** dialog box and apply your changes.
- 7 Edit each Subscriber mailbox in which you want to enforce the **Advanced Security Code** requirements. On the **Main** tab of the Subscriber mailbox, select the **Use Advanced Security Policy** check box.

IMPORTANT You must select the **Use Advanced Security Policy** check box in all Subscriber mailboxes that uses this security policy.

Configuring Subscriber Telephone Devices

The settings on the **Devices** tab control which telephone devices are associated with the Subscriber mailbox.

Devices Tab

The Devices tab allows you to configure the subscriber's telephone devices.

For example:

You can enter Primary extension, a Company Mobile number, a Home Office number, or any other type of device for the system to call in order to reach the subscriber.

Basic users probably require only a single extension; however, mobile workers often require more than one device. In addition to identifying the devices, this tab also allows additional settings for controlling how the devices function with the system.

IMPORTANT Regardless of the transfer type, when the automated attendant transfers a call to a subscriber, the Call Server always transfers the call to the primary device regardless of the subscriber's device number entered by the caller, unless the subscriber is using Availability processing. Personal Assistant and Availability are licensed features of MiCollab AM. Licenses are allocated within the system on a per-user basis. A subscriber can only use the features if there is a license currently available.

Here is the brief description of each feature in the **Devices** Tab.

- **Device List:** Lists the currently configured devices for the subscriber.
 - **Add...:** Click **Add** to add a device. The **Add Device** dialog box displays.

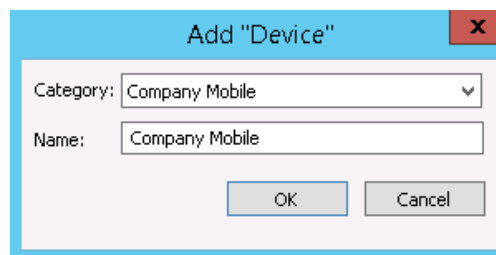


Figure 11. Add Device Window

Select a Device Category from the list, and then give the device a name or use the default name.

- **Delete...:** Select the device you want to delete, and then click **Delete**. Click **Yes** to confirm the deletion.
- **Edit Name...:** Click **Edit** to edit the selected device. The **Edit Device** dialog box displays.
- **Properties:** The property sheet displays the current selected device. To view the properties of a particular device, select the device from the list in the Devices List.
 - **Number:** Enter the subscriber's primary extension number or the device number.

MiCollab AM uses this number for transferring calls, for clearing and setting the subscriber's message waiting indicator (MWI), and message notification.

This box also reflects the MWI setting on the Devices tab of the Subscriber mailbox.

In addition, when a telephone system retrieves a call from an extension that is ring-no-answer (RNA) or busy and forwards that call to MiCollab AM, the MiCollab AM server attempts to connect the caller to the first Subscriber mailbox whose primary extension number matches the extension that did not answer. If MiCollab AM cannot find such a Subscriber mailbox, it attempts to find a mailbox whose alternate extension list contains the extension that did not answer.

- **Type/Capabilities:** Use this setting to specify the current device behavior by selecting the desired type. To change the device type, select the type from the list. Click the dropdown list to select the Device type you want to define.
- **Category:** Select a device category for the selected from the dropdown list. When you select a Category for the device, the properties for the device become input-enabled.
- **Category Default:** Select to make the current device the default device of this particular category. This property defines which device displays on the Main tab and Web PhoneManager when there are multiple devices in the same category.
- **Mailboxes Sharing this Number:** Displays a list of mailboxes sharing the number that you entered in the Device Number field.
- **Primary Device:** Select to designate the device as the subscriber's primary device.

There can only be one primary device for the mailbox. The primary device is the device to which MiCollab AM attempts to transfer calls. The primary device can be included in an Availability Find-me device.

The Primary device is the phone number assigned as the subscriber's main office number.

- For an office worker this is typically the PBX extension.
- A remote or home worker's Primary device would be the home office or remote office number.
- A worker without a fixed phone may set his or her Primary device to a mobile phone number.

IMPORTANT When callers use the automated attendant to transfer to a subscriber, MiCollab AM always attempts a transfer to the primary device regardless of the subscriber's device number dialed unless the subscriber has Availability enabled and configured.

- **Primary Mobile Device:** Select to designate the device as the subscriber's primary mobile device. Only one device can be designated as a primary mobile device. The primary device can be included in an Availability Find-me device.

NOTE You can select a single device as both the primary and primary mobile device. This generally allows a subscriber with a mobile phone only to use standard Find-me device and availability templates.

- **Ring Timeout (seconds):** The Ring Timeout default values vary by device type. Use the up/down arrows to change the Ring Timeout from the current default setting. The ring timeout parameter tells MiCollab AM how long to ring (in seconds) the selected device before considering it a RNA (ring no answer) condition. The timer starts when MiCollab AM detects ring back.
- **Active:** Select to activate the device, de-select to de-activate the device. The device is active by default. Use this box to temporarily disable a device rather than remove it from the current mailbox configuration.

For example:

You can de-activate the device if it becomes inactive for any reason, such as if the device has been lost or broken.

- **Barge In Sensitivity:** The Barge-In Sensitivity defaults at 0. You can adjust the Barge In Sensitivity of the device to control how loudly or softly the subscriber must speak in order to 'barge in' to a call using speech commands. A lower setting makes the system less sensitive for this device, while a higher setting makes the system more sensitive. To increase the sensitivity, move the slider to the plus (+) side. To decrease the sensitivity, move the slider to the minus (-) side.

NOTE The scale is not representative of decibel level. By adjusting the barge-in sensitivity, you are increasing or decreasing the base ASR (Automatic Speech Recognition) value of the related Integration. The base ASR values are located in the Integration Specific Parameters of the Integration tab in **MiCollab AM Configuration**. These ASR values do not directly correlate to a specific decibel value. The base ASR values are typically set to a default median value of 5 and control the ASR levels for all calls within the specific integration.

IMPORTANT Consult a Technical Support Engineer before changing these values.

- **Extension Properties:** The Extension Properties are activated when you select Extension as a device type.
 - **MWI:** Select to enable MWI (message-waiting indicators) for the current extension device equipped with this feature. This box also reflects the **MWI** setting on the **Main** tab of the Subscriber mailbox or the **Main** tab of Class of Service mailbox.
 - **Switch Section:** If your telephone system contains multiple switch sections, select the switch section to which the mailbox belongs. This field also reflects the **Switch Section** field on the **Main** tab of the Subscriber mailbox.
 - **Direct Dial:** Enter a direct dial or DID number for the subscriber. This field also reflects the **Direct Dial** field on the **Main** tab of the Subscriber mailbox.
 - **SMDI Prefix:** Type a prefix string appropriate to your SMDI-type integration. Refer to the specific Integration Technical Note for more information on this box. This field also reflects the **SMDI** field on the **Main** tab of the Subscriber mailbox.

- **Enable Fax Tone Detection:** MiCollab AM supports single number voice and fax. If this option is checked for a device, the device will receive fax (i.e. transfer it to RightFax to be received) for calls that divert to MiCollab AM unanswered.

If the subscriber has answered a fax call, they can simply transfer the call to the voicemail pilot number and MiCollab AM will do the work to receive the fax.

- **Mobile Device Client Properties:** These options are available only when a server is set up for mobile application support via MiCollab AM Mobile.
 - **Enable Notifications** - Select Enable Notifications to enable Mobile Device Notifications for incoming calls and badge updates.
 - **Call Alert Type** - Select the call alert type for this device from the list. The options are:
 - *None:* No Call Alert is enabled
 - *Simple Pop-up (Balloon):* Call Alert followed by a Call to the device
 - *Accept, Reject Dialog:* Simple Call Alert with accept or reject dialog followed by a conditional Call to the device
 - *Accept, Reject, Acknowledge Dialog:* Call Alert with accept, reject, and acknowledge dialog followed by a conditional Call to the device
 - *Accept, Reject, Acknowledge, Transfer:* Call Alert with accept, reject, acknowledge, and transfer dialog followed by a conditional Call to the device
 - *Accept, Reject, Acknowledge, Record Dialog:* Call Alert with accept, reject, acknowledge, and record dialog followed by a conditional Call to the device
 - *Accept, Reject, Acknowledge, Transfer, Record Dialog:* Call Alert with accept, reject, acknowledge, transfer and record dialog followed by a conditional Call to the device

NOTE For call notification, this follows the **Call Alert Type** in the **Device Record**. This information is also used by the client application to populate the **OK** and **Cancel** buttons as well as the **Option** dialog options.

- **Response Timeout (sec)** - Enter the number of seconds the MiCollab AM Notification Service waits for a response to Notification before placing a call anyway, and then presenting the caller with other options such as leaving a message or trying another person. This is the initial time to wait and maybe extended by messages from the Client indicating the user is making option selections.
- **Platform Name** - Displays the registered mobile device name, which is the Identifier of the Notification Platform. Registered Applications must use these strings.

EXAMPLE Apple® or Android®

- **Platform Version** - Displays the version of the registered mobile device. The information is sent from the Mobile Data Server.
- **Client Version** - Displays the version of the MiCollab AM Mobile client software.
- **Last Logon** - Displays the time/date of when the registered mobile device was last accessed.

- **Client Active** - When this checkbox is displayed as checked, it indicates that the mobile client is currently active and receiving all mobile notifications (if configured to receive mobile notifications).

If it is displayed as unchecked, it indicates that the mobile client is not installed on the registered mobile device or has not been accessed for more than 10 days. When it is shown as inactive, the system will not send mobile notifications to the registered device.

The mobile client will automatically become active once the mobile client is installed or accessed.

NOTE This checkbox is read-only and the value is updated automatically by the status of the mobile client.

- **Model** - Displays the model of the registered mobile device. The information is sent from the Mobile Data Server.
- **Token** - Displays the token type. The information is sent from the Mobile Data Server as part of the application registration process. This represents the combination of the mobile device ID and the application ID. It is interpreted based on the Platform ID. The encoding is not known by MiCollab AM. This value is received when the device registered the application.

To add a new extension device for a subscriber:

- 1 On the **Devices** tab, click **Add**.
- 2 Use the drop-down list to select a **Category**, and then overwrite the **Name** if necessary.
- 3 Enter the **Number** you want the system to dial when this device is contacted.
- 4 Use the drop-down lists to select a **Category**.
- 5 Select **Extension** as the Category, the **Extension Properties** become input-enabled:
- 6 Enter the telephone number of the device in the **Number** field.
- 7 Select the **Primary Device** box to identify the extension as the primary extension.
- 8 Select the **Category Default** box if this is the default device in this category of device types
- 9 Select the **MWI** box to enable the Message Waiting Indicator function for the extension.
- 10 Select the Switch Section to which the device belongs (if you have more than one).
- 11 Enter the Direct Dial (DID) (DIL) telephone number of the subscriber (if applicable).

Setting Subscriber Availability Options

Configuring Availability is now covered in a separate document called *Availability Administration Guide*. This document is in the documentation directory on your MiCollab AM Installation Media. Refer to this document for detailed instructions on configuring MiCollab AM Availability.

Setting Speech Options

The settings on the Speech tab of the Subscriber mailbox allow you to configure the VUI and Personal Assistant options for the subscriber.

IMPORTANT Automatic Speech Recognition is a licensed feature. You must purchase the appropriate licensing from Mitel before you can use the speech features. Licenses are allocated within the system on a per-channel basis. A caller can only use the feature if there is a license currently available.

If you license MiCollab AM for fewer Speech Recognition licenses than the total number of ports, you must enable the application for both Speech and DTMF commands. Callers accessing the system in a Speech enabled only application cannot access Speech commands unless an available licensed resource is available.

VUI

- **Allow** - Select Allow to allow the subscriber to enable or disable the Voice User Interface (VUI) feature in Web PhoneManager for their subscriber sessions.

VUI Type (Speech Recognition)

Select the Voice User Interface type for the subscriber. The drop down list contains the following options:

- **None** - Neither the subscriber nor the caller trying to reach the subscriber has any VUI capabilities.
- **Subscriber Session** - The subscriber can use the VUI after logging on to their mailbox to handle calls and navigate menus in the system.
- **Call Completion** - A caller is able to use the VUI to leave a message or reach this subscriber if Availability or other Speech options are configured.
- **Full** - Both the subscriber and the caller can use Speech commands to navigate through the system.

Culture

- Displays the default Speech Recognition culture of the system

Subscriber Access

Select the Speech options that you want to grant to the subscriber.

- **Allow Callback** - Allows/disallows the callback feature usage on a message. If Caller ID/ANI exists, the *call back* command will call the number back if this feature is allowed.
- **Total Hands Free** - Provides the subscriber with speech access at all times. Allows a subscriber to handle multiple calls (incoming and outgoing), as well as any messaging tasks. Uses one additional port for every call involved in the session.

Personal Assistant

- **Allow Call Recording** - Allows the subscriber to record a call and have the system save the recording as a message.
- **Allow Calendaring** - Allows the subscriber to access calendar information from the e-mail client.

NOTE Requires integration to an Exchange or Notes server.

- **Callback** - Allows/disallows the callback feature usage on a message. If Caller ID/ANI exists, the *call back* command will call the number back if this feature is allowed.
- **Whisper Call Waiting** - Allows the subscriber, while logged on to their Subscriber mailbox, to hear a soft audio prompt when an automated attendant call is incoming to their device. It will also provide an *incoming call from <name>* while in a joined call. Requires that the *Total Hands Free* feature is enabled.
- **Record Missed Calls** - Allows the subscriber to hear the recorded name of the person who was presented with the Subscriber mailbox but hung up before leaving a message. In addition, with UM, the subscriber receives an e-mail with the call information in the subject line, such as caller ID, if provided.
- **Confirm Contacts Before Dialing** - Accesses the subscriber's contact list in order to match the number to a contact prior to placing an outgoing call.

NOTE The Live Record action of the Call Processor mailbox is not related to the Call Recording feature of Personal Assistant. Call Recording is enabled on the Speech tab of the Subscriber mailbox; it requires a Personal Assistant license. Although the two features are similar in what they accomplish Live Record is an action type of the Call Processor mailbox and requires no additional licensing.

Contacts

- **Refresh Mode** - Select how to have the contacts database refreshed:
- **Automatic** - The contact folder is checked each time the subscriber logs on to the mailbox. If changes are detected, the contact list is automatically refreshed. The system prompts the subscriber when the contact list is being refreshed.
- **Disable** - The contacts are not refreshed automatically and must be updated by voice command. This is the default setting.
- **Nightly** - The contacts are refreshed during the daily maintenance routine.
- **Store Location** - select:
- **Local** - The contacts are stored on the MiCollab AM server. This is the default setting.
- **External** - The contacts are stored on an external server.

NOTE Requires integration to an E-mail server.

E-mail Signature

Use Standard Company Signature

Select to use the standard company signature. This is the default setting. When you de-select the box, the field becomes available to create a unique e-mail signature for the subscriber. The Speech E-mail Standard Company Signature is defined in the **Messaging** tab of **MiCollab AM Admin**.

NOTE Requires integration to an E-mail server.

Setting a Personal Operator

When a caller is sent to a Subscriber mailbox, the caller always has at least two choices: leave a voice message or press zero to transfer to an operator. You can ensure that all callers who press zero in this mailbox go to the same operator telephone number by entering that number in the Personal Operator box.

NOTE The value in the Personal Operator box applies only to callers who transfer to the operator from the Subscriber mailbox during the subscriber's personal greeting. If the subscriber has, Extension Specific Processing (ESP) enabled and the caller presses **0**, the action assigned to the **0** key in that Call Processor is used.

NOTE The callers can also press **0** to transfer to an operator while they have begun recording a message. If the caller has not recorded the minimum recording length, then the recording will be discarded. If the minimum recording length has been reached, the caller is asked if they wish to send the message or not before being transferred.

Setting Busy Options on the Answering Tab

By default, a Subscriber mailbox deals with all incomplete transfers the same way: it advises the caller that the subscriber is not available (optional), it plays the subscriber's greeting, and gives the caller the options of leaving a voice message or pressing **0** to speak to an operator.

However, using the Busy Action list box, you can set the Subscriber mailbox to take one of the two following special actions if the subscriber's primary device is busy:

- Play a separate greeting, called the subscriber's busy greeting (Announce)
- Put the caller, and any additional callers who arrive during the subscriber's current call, on hold until the subscriber hangs up (Queue)

If you select Queue, you must also configure the Retry Interval, Retry Attempts, and Announcement settings. These three settings work together as follows:

To configure the Retry Interval, Retry Attempts, and Announcement settings:

- 1 A caller is answered by the Call Server and dials the subscriber's extension.
On detecting that the subscriber's extension is busy, the Call Server alerts the caller that the extension is busy and prompts the caller with an option to hold.
- 2 The Call Server plays the contents of the hold Announcement mailbox, if specified in the **Announcement** box, and then waits for the number of seconds specified in the **Retry Interval** box.
- 3 If the retry interval passes and the caller cannot yet be transferred to the subscriber, the Call Server gives the caller the option of pressing a key to continue holding.
- 4 If the caller chooses to continue holding, the Call Server repeats Steps 2 and 3 for the number of times specified in the **Retry Attempts** box, then passes the call to the designated Call Processor (either the next Call Processor as designated in the Call Processor that is currently active, or the active Call Processor itself).
- 5 The Call Server repeats Steps 2 through 4 for any other callers who are holding to speak to this subscriber, starting with the caller who has been holding the longest.

NOTE To prevent callers from hearing silence while they wait on hold, use the *hold* Announcement mailbox and create a music loop at least as long as the retry interval.

In addition, the following settings are required to support the Call Queuing feature:

- On the **Environment** tab of **MiCollab AM Admin's** System Configuration dialog box, the DTMF to remain on Hold box must be selected unless you are certain that the telephone system can always signal the Call Server that a caller has disconnected.
- The transfer type must be either **Transfer** or **Monitor Transfer**.
- You must configure the Maximum Ports on Hold parameter of the corresponding Switch Section of **MiCollab AM Configuration** for the maximum number of ports you want to use for Queuing.

Assigning the General Greeting

A general greeting is an Announcement mailbox that can be played before the subscriber's personal greeting or when a personal greeting has not been recorded. The general greeting is configured on the Answering tab of each Subscriber mailbox. You can also configure the general greeting for a specific group of subscriber's by assigning them to a Mailbox COS with the general greeting configured.

To configure the general greeting:

- 1 Start **MiCollab AM Admin**, and then double-click the Subscriber mailbox you want to edit.
- 2 Click the **Answering** tab.
- 3 Select one of the following greeting introductions:
 - **None**
 - **Default** - plays the General Greeting configured on the Environment tab of the System Configuration.

- **Announcement** - plays the chosen Announcement mailbox
- 4 Select when to play the general greeting by selecting either:
- **Play Before Personal Greeting** - plays the general greeting before the subscriber's personal greeting.
 - **Play When No Personal Greeting Recorded** - plays the general greeting when one has not been recorded.
- 5 Additionally, you can disable DTMF while callers listen to a subscriber's greeting. Select one of the following from the Disable DTMF During Personal Greeting list to enable this setting:
- **Never**
 - **Always** - disables DTMF while any of the subscriber's personal greetings are playing
 - **When Play Out-of-Office** - disables DTMF only when the subscriber's out-of-office greeting is playing

Configuring Extension Specific Processing (ESP)

When a caller is directed to a Subscriber mailbox through a transfer action, a forwarded call, or a Subscriber Message action, the caller has three options: leave a message, press 0 for an operator, or hang-up. If a subscriber or department wants any additional call processing capability beyond these three options then the Administrator must create and assign an Extension Specific Call Processor mailbox.

Extension Specific Processing is a Subscriber mailbox feature that provides the ability to process calls at the Subscriber mailbox level with a Call Processor mailbox. Use this feature to create a wide range of specific answering applications for the subscriber or for a unique department.

Call Processor mailboxes can be unique for each subscriber or used in a range of Subscriber mailboxes, depending on the application. Typically, a unique Call Processor mailbox is created for each subscriber and the subscriber is made a sponsor of the Call Processor. This allows the subscriber to create announcements in their own voice without having system administrator privileges enabled.

When you enter an ESP Call Processor into the Subscriber mailbox ESP Call Processor field the feature is enabled, however the feature is not active until the subscriber logs on to the mailbox and enables the feature through the TUI, the VUI, Web Phone Manager, or the administrator activates it in the mailbox from **MiCollab AM Admin**.

In addition to the ESP Call Processor mailbox, the subscriber can also have a separate Call Processor mailbox to be used as a Busy Call Processor. Use the Busy Call Processor mailbox to answer calls when the subscriber's extension is busy and the call is either forwarded back to MiCollab AM on a busy condition or a transfer attempt was aborted on a busy condition. This feature provides the ability to offer an entirely different set of options to the caller when the extension is busy.

NOTE If the subscriber's telephone device is busy and no ESP Call Processor is specified for busy conditions, the Call Server connects callers to the subscriber's personal greeting on a busy condition. You can use the same EXP Call Processor for the Busy Call Processor, if desired.

You must create a Call Processor mailbox before you can configure it on the Subscriber mailbox.

To add the ESP Call Processor to the Subscriber mailbox:

- 1 Open the Subscriber mailbox, and then click the **Answering** tab.
- 2 Point to the **ESP Call Processor** field, click **Browse**, click the Call Processor mailbox you want to use from the **Mailbox Selection** list, and then click **OK**.
- 3 The mailbox is added to the ESP Call Processor field. Notice that once the Call Processor is inserted the **Active** and the **Play Greeting First** options become available.
- 4 To enable **ESP Call Processing**, check the **Active** box.
- 5 Click **OK**.
- 6 The **Play Greeting First** option allows or disallows the personal greeting recorded in the Subscriber mailbox to play prior to playing any announcement recorded in the ESP mailbox. Select the box to allow the subscriber's personal greeting to be heard first, followed by the Instruction announcement of the ESP Call Processor mailbox.

NOTE When ESP is enabled, the actions of the ESP Call Processor mailbox are active while the subscriber's personal greeting is played.

- 7 Repeat the process to configure the **Busy ESP Call Processor** if desired.

Enabling the Out-of-Office Greeting

Unless they are enabled for Availability, most subscribers' normal personal greetings give no indication of how long they expect to be away from their telephones. The out-of-office greeting notifies callers that the subscriber is away for an extended length of time.

Settings on the Answering tab of a subscriber's mailbox specify whether the subscriber is allowed to create and set out-of-office greetings, and whether the mailbox can accept new messages while the subscriber is away.

NOTE While a subscriber is using an out-of-office greeting but not accepting messages, the message suppression feature takes precedence over the subscriber's personal operator setting. As a result, under these circumstances, callers are returned to the active Call Processor that is originally selected at the time of answer instead of being forwarded to the subscriber's personal operator.

You may also choose one of the following greeting introductions to precede the subscriber's out-of-office greeting:

- **None**
- **System Introduction** - plays the system's out-of-office greeting introduction
- **Announcement** - plays the chosen Announcement mailbox

Setting Subscriber E-mail Options

The settings on the **E-Mail** tab allow you to configure an e-mail client for the subscriber when the system is licensed to use Unified Messaging, determines how a subscriber listens to e-mail messages, by E-mail Access or Unified Messaging. The following sections provide an overview of both of these features.

Configuring Support for Unified Messaging, E-mail Access, and Integrated Client Access

NOTE This is required for voice and fax messaging availability on Android or iPhone mobile clients.

The E-mail server information section establishes the connection between the subscriber's mailbox on the System Server and an E-mail server. Depending on how this association is set up, it can handle the subscriber's messages in one of the following ways:

- **Unified Messaging**, in which all of the subscriber's messages, voice, fax, and e-mail, are stored on the E-mail server and are available either by telephone or through the subscriber's e-mail Inbox
- **E-mail Access**, in which MiCollab AM and E-mail servers function independently, but the subscriber can hear e-mail messages read over the telephone by one of the Call Server's text-to-speech (TTS) readers
- **Integrated Client Access/WPM**, in which all of the subscriber's messages, voice, fax, and e-mail, are stored on the MiCollab AM server and are available by telephone or through the subscriber's e-mail Inbox, or Web PhoneManager.

The administrator of the e-mail server must configure an E-mail server profile before the Subscriber mailbox can access the e-mail store. Consult the appropriate online book for the type of e-mails system you are integrating with MiCollab AM. To configure e-mail support for a subscriber, you need the following specific items of information:

- The server profile that defines the subscriber's e-mail server on the e-mail server
- The display name that identifies the subscriber on the e-mail server
- The fully-qualified e-mail address that identifies the subscriber on the e-mail server

NOTE To configure or change these settings, you must have an administrator account whose Edit Subscriber E-mail configuration permission is enabled.

The **E-Mail** tab contains a search tool that allows you to look up the subscriber on an e-mail server by selecting the appropriate server profile and typing the first few letters of the subscriber's name. If the e-mail server supports the Lightweight Directory Access Protocol (LDAP) and it is configured properly, it is usually unnecessary to type in the subscriber's displayed name and e-mail address in the search tool.

IMPORTANT When configuring a subscriber's e-mail settings, you must work closely with the administrator who set up the e-mail server profiles on the System Server. For information on how to set up these profiles and on integrating the telephony and e-mail servers in general, see the online books *MiCollab AM Unified Messaging for Microsoft Exchange*,

Working with Partial Message Enumeration Settings

The Partial Msg Enumeration settings apply only to specific situations in which a subscriber is using a server based unified messaging and have a large number of messages in their Inbox. Selecting the Partial Msg Enumeration box restricts the number of new messages that the System Server downloads from the E-mail server at one time. At the end of each bundle of new messages, the system offers the subscriber several different options for retrieving the rest of the messages.

Additional settings allow the administrator to define the size of individual message bundles downloaded for this subscriber and to determine whether that size should be defined in terms of message age (three days' worth of messages per bundle, for example) or message count.

NOTE The Partial Msg Enumeration box only affects messages that the System Server downloads from an E-mail server. Therefore, it only affects a subscriber using unified messaging and accessing an external message store.

Setting Message-Waiting Indicator (MWI) Behavior

Message Waiting Indicators provide subscriber's with a visual or audio indication that a new message has been delivered to the subscriber's mailbox. Depending on the telephone system your company uses, an MWI can be any one of the following:

- An indicator light on the subscriber's telephone
- An icon or a line of text on the text display of the subscriber's telephone, if such a display exists
- An interrupted dial tone that the subscriber hears immediately after picking up the handset to make a call

In the MWI section of the Features tab, you can observe the Current MWI status (off or on) of the subscriber's MWI and change it if necessary. When you select/deselect the Current MWI checkbox, you send the MWI set or clear command to the telephone system.

You can set the Clear MWI Mode option group to control when the Call Server turns off the subscriber's MWI, as shown in the following table.

Table 11. MWI Turn off procedure

To have the MWI turned off...	Select...
When the subscriber has reviewed all new messages in the mailbox and either deleted or saved them all. Choose this setting to closely emulate how Centigram, Octel Intuity AUDIX, and Octel Serenade/VMX TUIs) handle MWI.	Empty
When the subscriber opens the first new message in the mailbox	First

When the mailbox contains no more new messages or no messages at all, Choose this All setting to emulate how Centigram, Octel Intuity AUDIX, Octel Serenade/VMX, and Meridian Mail/CallPilot handle MWI.

IMPORTANT If the subscriber is configured to use server-based Unified Messaging (SBUM), the MWI is cleared in the All mode, the Clear MWI Mode fields are grayed out (unavailable). If the subscriber is configured to use Integrated Client Access (ICA), the MWI is cleared in the First mode, the Empty and All modes are ignored. If the subscriber is using Web PhoneManager (WPM), the MWI is cleared in the First mode, the Empty and All modes are ignored.

NOTE If the subscriber is assigned two or more extensions on the telephone system, MiCollab AM can be configured to set and clear the MWIs on all of those extensions together as the subscriber receives and reads new messages. For such subscribers, the Current MWI check box on the Features tab affects all such extensions.

Assigning Directory Entries

In the Directories section on the Features tab of the Subscriber mailbox, you can select whether or not the subscriber displays in the two directories available on the Call Server. Those two directories are as follows:

- The subscriber directory is available to subscribers when they send messages to other subscribers in the system. This allows them to select recipients by name instead of by mailbox number while logged on to their Subscriber mailbox.
- The automated attendant directory assists outside callers who are trying to reach specific subscribers. This provides callers with the ability to dial by name the subscribers they are trying to contact.

NOTE Adding subscribers to only the subscriber directory hides their telephone numbers from outside callers. This can be appropriate for subscribers such as company executives, who normally exercise tight control over who can contact them directly.

These directory settings do not affect Speech name recognition or the ability to reach a subscriber using a spoken name in a speech directory.

Setting Automated Attendant Options

The Auto Attendant section on the Features tab of the Subscriber mailbox controls whether or not the following optional features are available during this process:

- **Call blocking** – prevents transfers to the subscriber devices from the auto attendant. Callers are immediately sent to the Subscriber mailbox.
- **Call screening** – allows subscribers to accept or reject an incoming call after listening to a short recording identifying the caller.

NOTE The Call Screening setting in the **Features** tab works only for the subscribers not using the Availability capability. If the subscriber uses Availability, configure the Call Screening setting for each Availability State in the **Availability States** tab from the Subscriber Mailbox - **Availability** tab or in the **Availability COS - Availability States** tab.

For more details about the Call Screening feature for Availability State, refer to the document, *Availability Administration Guide*.

- The recording help prompt is played after the subscriber's standard greeting. It advises callers to press **1** to leave a message or **9** for other options.

A caller who presses **1** is then prompted, *To start recording, press two. To stop recording, press two again.* (Callers who press 9 at the initial prompt return to the active Call Processor; if it specifies a next Call Processor, the caller is then sent there.)

If the subscriber has not recorded a standard greeting, the recording help prompt is the first thing a caller hears upon entering the subscriber's mailbox.

- One of two optional attendant transfer announcements plays: a long version (*Attendant transfer for [subscriber's name]*) or a short version (*Attendant transfer*). Alternately, the mailbox can be set to perform the transfer without announcing it.

IMPORTANT The call screening and attendant transfer announcement features does not work unless the transfer type in effect is either a Transfer or Confirmed Transfer. Also, callers hear the following prompt when they are sent to a Subscriber mailbox without a standard greeting recorded or the recording help prompt active: *To leave a message, please begin speaking at the tone and hang up when you are finished.*

If the subscriber wants one of the mailbox features that require a specific type of transfer, or needs a specific transfer-type set for other reasons, you can set the Transfer Type list box as appropriate for those needs. The following table discusses the differences between the available transfer types.

Table 12. Available Transfer Types

If the transfer type in effect is...	Then the Call Server...
Blind Transfer	Initiates the transfer action and then, dials the subscriber's extension and releases the call.
Confirmed Transfer	Initiates the transfer action and then, dials the subscriber's extension, waits for the subscriber to answer, and if answered, prompts the subscriber to accept the call by pressing 1. Otherwise, the call is retrieved after the time equal to the setting in the <i>Number of Rings to Transfer</i> field on the Messaging tab has expired.
Monitored Transfer	Initiates the transfer action and then, dials the subscriber's extension and waits for ring back tone before it releases the call. If the Call Server detects busy or reorder tone, it treats the call as an incomplete transfer.

Transfer (also referred to as a supervised or T-type transfer)	Initiates the transfer action and then, dials the subscriber's extension and waits for the subscriber to answer before it releases the call.
Default	Transfers the call using the Call Server's default transfer type. The transfer type is dictated by the transfer type configured on the active Call Processor for automated attendant transfers, while the default transfer type on MiCollab AM Admin 's Environment tab dictates the transfer type subscriber's use when logged on their mailboxes.

EXAMPLE When using Live Reply feature.

NOTE In the Transfer Type list box. The word *Transfer* is abbreviated to *Xfr*.

Setting System Presentation Options

The settings on the **Presentation** tab of the Subscriber mailbox regulate how the Call Server presents message information to the subscriber, and the subscriber can set and change most of those settings directly.

However, an administrator must configure or change the following:

Options configured by the Administrator only:

- The **Subscriber Interface for Fwd Calls** check box determines what happens when this subscriber calls another subscriber and is connected to that subscriber's mailbox. After leaving a message, if this box is selected, the subscriber can forward the message and set urgent status if desired. However, if this box is cleared – after leaving a message – the subscriber can only return to the Call Processor that is originally selected at the time of answer.
- The **TUI Type** list box determines which telephone user interface (TUI) layout the subscriber must use: the standard layout used in most Mitel systems, or alternate layouts such as those used in Octel Aria, Centigram, Meridian Mail/CallPilot, and Octel Serenade/VMX systems. If an alternate emulation is selected, the subscriber has choices similar to those available of that system when reviewing, sending, or answering messages.

NOTE The TUI-Type setting affects only the subscriber's main menu and the menus the subscriber encounters while handling messages. The PhoneManager menu and the system administrator's menu move to different positions in the main subscriber menu when other emulations are active, but the structure and organization of those menus do not change.

Note also, if an alternate TUI is selected, the subscriber's default Prompt Language setting must be set to a language that supports that emulation.

For information on which languages currently provide such support, refer to the *Software Release Notice* document for this edition of MiCollab AM or contact Technical Support.

To Set the TUI Type:

On the **Presentation** tab, select one of the following options from TUI Type drop-down list:

- Select Adomo emulation if the subscriber uses Adomo emulation.
- Select the Audix emulation if the subscriber uses the Audix emulation
- Select Centigram if the subscriber uses the emulation for the Centigram TUI
- Select Kinesis if the subscriber uses the emulation for Kinesis.
- Select Meridian Mail/CallPilot if the subscriber uses the emulation for the Meridian Mail/CallPilot TUI.
- Select Octel Aria emulation if the subscriber uses the emulation for the Octel Aria TUI
- Select Octel Serenade 200/300 emulation (also known as VMX) if the subscriber uses the emulation for the Octel Serenade TUI
- Select Octel Serenade 200/300 Alternate emulation (also known as VMX) if the subscriber uses the alternate emulation for the Octel Serenade TUI
- Select Original if the subscriber uses the standard TUI. Selecting Original leaves all menu options and keystrokes as they are normally arranged in a MiCollab AM system.
- Select Original-Alternate Addressing if the subscriber uses the original alternate TUI
- Select Repartee/ CX-H/AD-64 for if the subscriber uses one of these TUIs.

Options the Subscriber Can Configure

The remaining settings on the Presentation tab, which are also available to the subscriber using PhoneManager or Web PhoneManager, control the following aspects of the Call Server's behavior:

- **Auto Envelope** – sets whether the message envelope, a short prompt describing the date, time, and sender of a message, plays back automatically:
- **Before the message** (when set for speech emulation, the envelope will only play before the message).
- **After the message**
- **Not at all** – available to the subscriber by key press while listening to the message
- **Envelope Content** – select to have the envelope content is presented in full format or as the date and time only
- **Options**
- **Auto Play First Message** – select to have the subscriber hear the first new message after logging on automatically
- **Sort Urgent First** – select to play back urgent messages first
- **Listen by Type** – select to sort messages by type (voice, fax, e-mail)
- **LIFO/FIFO** – the order in which the subscriber hears messages (last-in-first-out or first-in-first-out)

NOTE If the **Partial Msg Enumeration** box on the **E-mail** tab is selected, the subscriber can listen to messages only in last-in-first-out order and cannot listen to messages by priority (that is, urgent messages first). In addition, Partial Msg Enumeration prevents the System Server from announcing the total number of new messages of each type in the mailbox if the subscriber has activated message presentation by type.

- **Time Zone** – the subscriber's current time zone (if different than the System Server)
- **Language**
- **Initial TTS** – the initial text-to-speech (TTS) language used for playback over the telephone
- **Client Display** – the language used for the client's Unified Messaging for Microsoft Exchange, Unified Messaging for Lotus Notes, and Web PhoneManager profiles
- **Prompt Language** – The language used for voice prompts to the subscriber and callers who are connected to the mailbox

Setting Callout Permissions

The **Callouts** section of the **Features** tab of the Subscriber mailbox specifies the types of numbers to which the Subscriber mailbox can make an outbound call.

Callout settings apply not only to outbound calls that the subscriber places from the mailbox, but also to actions requiring the Call Server to place an outbound call on the subscriber's behalf. Such actions include the following:

- Immediate Message Notification (Msg Notification tab)
- Daily Message Reminder (Msg Notification tab)
- Messages to Outbound, AMIS networking, and Fax Delivery mailboxes

In the Callouts section of the Features tab, you can grant the subscriber permission to make outbound calls to the following types of numbers in any combination:

- Other extensions within the company's telephone system
- Local telephone numbers in the public switched telephone network (PSTN)
- Long-distance telephone numbers - If you allow the subscriber to make long-distance callouts, you have the option of limiting such callouts to three or fewer specific area codes.
- International - Select to allow international callouts for the subscriber. If you select International, the subscriber is allowed to place international calls only to numbers classified by the applicable Dial Plan as International.

NOTE On systems that are upgraded from a previous version of software, the International field takes on the value of the Long Distance setting. If Long Distance is *yes*, it is checked (enabled). If Long Distance is *No* or *specific*, it is unchecked (disabled). New mailboxes have a default value of disabled (unchecked).

The callout settings of a Subscriber mailbox are dependent upon the Dialing tab and the **Callout** tab of **MiCollab AM Admin's System Configuration**.

- The **Dialing** tab allows you to configure Dial Plans and Dialing Instructions are assigned to each individual Call Server in the **Dialing Plan Server Assignments** dialog box. You must configure the Dialing plan to allow the type of callouts you want to enable in a Subscriber mailbox for each Call Server the subscriber might use. The Call Server uses its dialing plan to determine which dialed numbers are extensions, which are local calls, and which are long-distance calls.
- The **Callout** tab allows you to configure how the Call Server responds when a callout attempt results in a ring no answer or busy condition. The tab also has fields for configuring callouts to digital pager devices, including the callback number to send to the digital pager, the delay to wait before the Call Server sends the callback number, and an urgent message prefix if required.

In addition, you must configure the **Callout Limit Settings** of the **Local Switch Section Settings** area on the **Switch Section** tab of **MiCollab AM Configuration** to allow the type of callouts you want to allow for subscribers. These parameters control the maximum number of ports in the Switch Section that are allowed to make callouts, by callout type. See *Configuring Callout Settings*, in the online help.

Trunk to Trunk Transfers

On some telephone systems, you can also enable trunk-to-trunk transfers for the subscriber. This feature is convenient for subscribers who call the Call Server and log on to their mailboxes from outside the telephone system. If the subscriber uses Live Reply to respond to a message from an outside caller, and the original caller answers the call, the Call Server can then signal the telephone system to connect them directly.

After the connection is made, the Call Server has been removed from the call and the line the subscriber had been using is free for other calls.

IMPORTANT Before you enable trunk-to-trunk transfers, check with the telephone system administrator to verify that the system provides complete support for such transfers, including the ability to release the call when it is complete.

Configuring Immediate Message Notification

Immediate Message Notification is a Subscriber mailbox feature that provides subscribers with immediate notification of a new message to a list of telephone device numbers. The settings on the Msg Notification tab allow administrators to configure Immediate Message Notification (IMN) settings, allow, and enable IMN on a subscriber's behalf.

When IMN is enabled in a subscriber's mailbox, the Call Server attempts to contact the subscriber by telephone if it receives a new message that meets certain criteria the subscriber specifies. The subscriber can select any combination of the following criteria:

- **Notify Status** – Urgent (urgent messages only) or All level
- **Notify Specific ID** – select a specific Subscriber mailbox
- **Message type** – voice, fax, e-mail, or all
- **Time of day**
- **Day of the week**

When an eligible message arrives, the Call Server attempts to contact the subscriber by trying each telephone number in the Personal Call List. The subscriber can specify the following information for each number on the list:

- Whether it is a normal telephone (Normal), a voice-announce pager (Radio), a digital pager (Digital), or a PIN pager
- The PIN required to page the subscriber, if the number belongs to a PIN pager
- The number of minutes to wait for the subscriber to log on and retrieve the message before calling the next number on the list

The settings available for IMN provide flexibility.

For example:

A subscriber can select an IMN configuration that reflects the following instructions:

If I get an urgent e-mail or voice message from my boss between 9:57 AM and 7:32 PM, Tuesday through Saturday, page me immediately. If I do not pick up the message within 20 minutes, call my cell phone. If I do not answer there, call my home phone. Try each of these numbers five times.

Subscribers can configure and change almost every setting on this tab using the TUI or Web PhoneManager. The only exceptions are the two Busy Retry settings, which determine how the Call Server reacts if one of the numbers on the personal call list is busy.

When this happens, the Call Server makes the specified number of attempts to call that telephone number, waiting for the number of minutes shown in the Interval (min) box between attempts, and then continues with the next number on the personal call list.

NOTE Subscribers can also activate the daily message reminder, a brief advisory that messages are waiting, using PhoneManager or Web PhoneManager.

Configuring Automatic Message Forwarding

Automatic Message Forwarding is a Subscriber mailbox feature that allows subscribers to automatically forward copies of their messages to another subscriber. The **Automatic Message Forwarding** tab allows administrators to set automatic message forwarding options: allow, enable, and disable the feature a subscriber's behalf.

When Automatic Message Forwarding is on in a subscriber's mailbox, the System Server forwards a copy of the messages sent to a designated Subscriber mailbox based on the criteria the subscriber specifies. The subscriber can select any combination of the following criteria:

- **Notify Status** – Urgent (urgent messages only) or All level
- **Notify Specific ID** – select a specific Subscriber mailbox
- **Message type** – voice, fax, e-mail, or all
- **Time of day**
- **Day of the week**

Subscribers can configure and change almost every setting on this tab using the TUI or Web PhoneManager.

IMPORTANT Subscribers cannot use automatic message forwarding if they are using unified messaging with an external message store. For these subscribers, the System Server passes all incoming messages directly to the E-mail server. However, the E-mail server may provide automated message handling capabilities of its own. For more information, contact the administrator of the E-mail server or consult that server's software documentation.

Managing Subscriber Recordings

The settings on the **Recordings** tab of the Subscriber mailbox are used to import custom audio recordings and to grant subscribers system access rights.

In the **System Access** section of the **Recordings** tab, you can grant the subscriber the ability to record or change the following recordings for the system:

- The server's system broadcast message (an announcement message played to all subscribers just after they enter their mailbox numbers and security codes)
- The recorded names and greetings (announcements) for the server's mailboxes

IMPORTANT These access rights are assigned normally to administrators. Subscribers do not need these rights set to change their own mailbox recordings or recordings associated with other mailboxes they sponsor.

The **Subscriber Recordings** list displays the installed prompt sets and the current recordings for the name and each greeting, if they exist. You can import custom recordings by selecting the appropriate language on the Subscriber Recordings list and clicking Import.

Working with the Subscriber, Fax, SMS, and VIM Tabs

The Fax, SMS, and VIM tabs support advanced features that depend on services or integrations provided by other servers on the network. Separate references included with the MiCollab AM and Fax server software describe how to set up these three features.

IMPORTANT Before configuring the Fax, SMS, or VIM tab in a Subscriber mailbox, Mitel recommends that you familiarize yourself with the corresponding documentation. If another administrator has set up these features on the System Server at your company, be sure to request that administrator's guidance as well.

NOTE To configure the settings on the Fax tab, you must have an administrator account that has the Edit Subscriber Fax configuration box selected. The general purpose of each tab is as follows:

- The **Fax** tab provides a way of setting up the subscriber's Fax server mailbox from inside the corresponding mailbox on the System Server. This tab is available only if the Fax server integration feature is installed on the System Server.

For more information on configuring the servers to work together, see the *RightFax documentation* and the *RightFax Getting Started Guide*.

- The **SMS** tab is similar to the Msg Notification tab, with one exception: instead of calling a telephone number to advise the subscriber that new messages have arrived, MiCollab AM uses the industry-standard Short Message Service (SMS) to display a brief text message on the subscriber's mobile telephone or pager.

For more information about setting up the System Server to support SMS, see the *Short Message Service* online book.

- The **VIM** tab contains the information that the system needs to support Voice Intercept Messaging (VIM) for the subscriber. VIM is available only on systems that are integrated with Aastra MX-ONE telephone systems and Aastra Dynamic Network Architecture (D.N.A.) servers. This tab is available only if the VIM feature is installed on MiCollab AM.

For more information about configuring VIM support on MiCollab AM, see the *Voice Intercept Messaging* online book.

Working with Distribution List Mailboxes

Distribution List mailboxes allow you to send a message to a single message and have the message distributed simultaneously to a group of subscribers. Distribution List mailboxes can be configured to be used by any subscriber within the system or restricted to use by the members of the mailbox, to a list of specified subscribers, or to a single sponsoring subscriber only.

This chapter discusses how to perform the following tasks:

- Building a general Distribution List mailbox
- Assigning a personal Distribution List mailbox to a subscriber
- Making a Distribution List mailbox ready for propagation to other System Servers

Building a Distribution List

You can assemble a new Distribution List out of any combination of the following:

- AMIS networking mailboxes
- Other Distribution List mailboxes (either created on the local System Server or propagated from other System Servers)
- Local Alias mailboxes (either local or propagated)
- Outbound mailboxes
- Class of service mailboxes
- Subscriber mailboxes
- Visitor mailboxes
- References to remote subscribers in the remote directories of Network (analog) and Digital Networking mailboxes

Each Distribution List can contain up to 200 entries, and including other Distribution Lists can expand that capacity further if needed. The following procedure discusses the basic steps involved in putting a distribution list together.

To create a Distribution List mailbox:

- 1 Log on to **MiCollab AM Admin**.
- 2 From the menu bar select mailbox, and then **Add**.
- 3 In the **New Mailbox** dialog box, select the server on which you want to create the mailbox.
- 4 In the **Mailbox Types** field, select **Distribution List**, and then click **OK**.

- 5 In the **Number** field, type a mailbox number, and then type a name for this mailbox in the name field.
- 6 If you want this mailbox to be a personal Distribution List for one subscriber, click the ellipsis button next to the **Sponsor** field. Select the Subscriber mailbox from the **Mailbox Selection List**, and then click **OK**.
- 7 If you want subscribers to be able to search the subscriber directory for this mailbox, select **Include** in the **Subscriber Directory** box.
- 8 If you are using Digital Networking and want this mailbox to propagate to other System Servers, select the **Propagate** box.
- 9 In the **Available Mailboxes** panel, highlight the mailbox or group of mailboxes you want to add to this mailbox. Hold the **CTRL** key to highlight more than one mailbox at a time. Click the **+** icon to expand the list of **Subscriber**, **Class of Service**, or **Distribution List** mailboxes.

NOTE You can use the search function to search for a range of mailboxes. Type the first and last numbers of the mailbox range, and then click **Search**. Alternatively, type a name in the display field to search for a Subscriber by the display name.

- 10 Click the **Add** button to add the mailboxes to the **Selected Mailbox** list.
- 11 In the **Message Acceptance** section, select one of the following options to restrict who can send messages to this distribution list:

If you want to allow messages from...	Then select...
Anyone	Anyone
Members of this Distribution List	Membership
Only those listed in the Accept From Mailboxes list	Specified Mailboxes , and then click Add... to add mailboxes to the list
Only the sponsor of this mailbox	Sponsor

NOTE Subscribers can send messages to Distribution List mailboxes only if the Allow Msgs to Distribution Lists feature is enabled on the Features tab of their Subscriber mailboxes

- 12 Set the **Notification Suppression** settings so that when a new message is delivered to a Distribution List, subscribers of the list can receive notification through any of the four methods listed. The administrator can control suppression of these notifications in one of three ways:
 - **Don't Suppress Notification** - None of the four notification methods are suppressed
 - **Suppress All Notification Types** - All of the four notification methods are suppressed
 - **Suppress Selected Notification Types** - Any of the four notification methods can be selected for suppression.
- 13 Click **OK** to save the mailbox.

NOTE When you record a name for this mailbox, use a term that makes sense after the system prompt, *This message will be sent to ...* An example of such a name might be *the Marketing Department*. In this case, you might want to enter *Marketing* or *Marketing Department* in the Name box, so that subscribers can find the mailbox easily if you add it to the subscriber directory.

Assigning Personal Distribution Lists

A Distribution List mailbox that a Subscriber mailbox sponsors is known as a personal distribution list. If you have created a personal Distribution List mailbox for a subscriber, the subscriber can record a name for the mailbox and add or remove members through the telephone user interface or Web PhoneManager.

IMPORTANT When you delete a Subscriber mailbox that sponsors another mailbox you are prompted to delete, reassign or release the sponsorship of all sponsored mailboxes. You must choose an option to continue with the deletion.

Working with Announcement and Interactive Mailboxes

Announcement Mailboxes

Announcement mailboxes have a simple purpose: they play back an announcement to the caller when the Call Server invokes them. The most common uses for Announcement mailboxes are as follows:

- Playing back audio text (recorded information) to callers who request it
- Providing a standard identifying announcement for extensions shared between several subscribers
- Providing a default introduction announcement for specific shared extensions
- Playing back questions or other speech as part of an Interactive mailbox questionnaire (as discussed later in this section) and delivering the caller's response to the sponsor's Subscriber mailbox

You can configure each Announcement mailbox to be maintained by an administrator or by a sponsoring subscriber. Announcement mailboxes can be password-protected to prevent unwanted access to confidential recordings. When the Announcement mailbox is accessed from a Call Processor mailbox, assign the Key/Event you are using with the **Play Announcement Action** type. The following image is an example of a typical Announcement mailbox.

Announcement Mailbox - SystemCallServer

Number: 1655 Name: Sample

Sponsor: ...

Language: Default

Announcement Shared Extension

Extension:

Switch

Section: Asterisk Asterisk Section

Node:

Default Msg: ...

Mailboxes for Shared Extensions:

☐ Hangup After Playback

Security Code

☐ Set to Default ☒ Not Required ☐ Required

Reset

OK Cancel Help...

Figure 12. Typical Announcement Mailbox

Interactive Mailboxes

Interactive mailboxes give callers the opportunity to answer a questionnaire over the telephone. The Interactive mailbox plays back a sequence of Announcement mailboxes, stopping after each one to record a response from the caller. After the entire sequence is complete, the Interactive mailbox combines the caller's responses into a single voice message, which it sends to the sponsor of the Interactive mailbox.

The following illustration shows an Interactive mailbox that has been set up to take a caller's name, the name of the product the caller has purchased, the caller's address, e-mail address, and telephone number, and any comments the caller has about the product, in that order.

The screenshot shows a dialog box titled "Interactive Mailbox - SystemCallServer". It contains several input fields and checkboxes. The "Number" field is set to "1234". The "Sponsor" field is set to "1888 SUBSCRIBER" with a dropdown arrow. The "Language" field is set to "Default" with a dropdown arrow. There are two checkboxes: "Review After Response" and "Final Review", both of which are unchecked. The "Name" field is set to "Sample Interactive". The "Silence Timeouts (sec)" section has two spinners: "Before Response" set to "1" and "During Response" set to "2". On the right side, there are buttons for "OK", "Cancel", "Select", "Delete", "Create...", "Move Up", "Move Down", and "Help...". The "Available Announcements" list on the left includes "Mailboxes" (highlighted), "Announcement", "0888 GLOBAL CALLER INTRO", and "0999 NO OPERATOR AVAILABLE". The "Announcements in Playback Order" list is empty. At the bottom, there is a "Closing Announcement" field with a dropdown arrow.

Figure 13. Interactive Mailbox

Before you create an Interactive mailbox, make sure that the following conditions are true:

- The Call Processor mailbox that allows the caller to access the Interactive mailbox must have a Key/Event programmed with the **Interactive Action** type.
- All of the Announcement mailboxes are created for the Interactive mailbox. (If you find that an Announcement mailbox is missing, you can add it by clicking **Create**. However, it is usually easiest to create the mailboxes and their announcements in advance.)
- A Subscriber mailbox is assigned as the sponsor of the mailbox.
- If you want the system to hang up after the caller has finished answering the questionnaire, the **Hang-up After Playback** box is selected in the Announcement mailbox that you intend to use as the Closing Announcement mailbox.

Sample Announcements for Announcement and Interactive Mailboxes

Announcement mailboxes are used to distribute and request information.

Suppose delivery people ask the operator several times a day for directions to the company. You can create an Announcement mailbox that contains driving instructions.

For example:

- ☐ *ABCDE Manufacturing is located in downtown Seattle, just off Interstate 5. From the north, exit at Fairview/Mercer. Turn left at...*

When an Announcement mailbox is used to request information, it must be associated with an Interactive mailbox. Each question is recorded in its own Announcement mailbox.

The caller speaks the answers, the Call Server records the caller's responses, and then the message is delivered into the Subscriber mailbox that is sponsoring the Interactive mailbox.

The questionnaire might be something like:

- ☐ *This is the ABCDE Manufacturing Service Department. We would like you to respond to six questions. After you hear each question, wait for the beep before responding. Question number 1: Did you buy your product directly from ABCDE Manufacturing?*
- ☐ *Approximately how many times have you brought the product to ABCDE Manufacturing for service in the past year?*
- ☐ *How many of those times were NOT for scheduled maintenance?*
- ☐ *Have you experienced any customer service issues?*
- ☐ *Would you recommend ABCDE Manufacturing to a friend? Please say why you would or would not.*
- ☐ *If you are willing to speak to a representative, tell us your name and daytime telephone number.*

The closing announcement might be:

- ☐ *Thank you for taking the time to participate in our customer survey. Your responses will help us improve our service to you.*

Working with Voice Networking Mailboxes

The MiCollab AM software provides three types of mailboxes that are designed to network MiCollab AM systems and enable them to exchange voice messages:

- **Digital Networking mailboxes** exchange messages over any TCP/IP-based data network, including (but not limited to) the Internet. Digital Networking mailboxes also exchange mailbox and switch integration information as well as provide network addresses that allow an administrator to change settings and mailboxes on other servers if global user administration is installed.

NOTE Digital Networking mailboxes can exchange both voice and fax messages.

- **Network mailboxes** exchange voice messages over standard telephone lines, according to the scheduling settings in place on the System Server. Subscribers whose Network Priority levels are set to Urgent can optionally assign these messages urgent priority for faster delivery. A remote directory in each Network mailbox allows subscribers to look up the names of the subscribers on the remote System Server.
- **AMIS Networking mailboxes** exchange voice messages between MiCollab AM servers and other voice messaging systems on demand. Such messages must be limited in length and cannot be assigned priority levels; the subscribers who send them must be aware of the recipients' mailbox numbers.

For information about using these mailboxes and configuring System Servers in a network, consult the references in the following table.

Table 13. Mailbox References

For more about ...	Refer to ...
Digital Networking mailboxes	The online help and the online book <i>Digital Networking</i>
Network mailboxes	The online help and the online book <i>Analog Networking</i>
AMIS Networking mailboxes	The online help and the online book <i>Analog Networking</i>

Working with Outbound and Fax Delivery Mailboxes

There are two types of mailboxes dedicated primarily to delivering messages, as opposed to handling calls or creating messages. This section describes these mailbox types briefly. For specific details about the controls and settings in each type of mailbox, refer to the online help system.

Outbound Mailboxes

An Outbound mailbox is used by subscribers to deliver messages to a telephone number outside of the system. You can specify this number in the mailbox or leave the **Telephone Number** box blank to allow subscribers to supply destination numbers of their own.

Optionally, the mailbox can announce the message: *There is a message for <recipient's name>, (recorded by the subscriber) from <subscriber name>. Press any key to listen to this message.* In addition, the mailbox can be configured to ask the recipient to record a response. You can turn these options on or off within the mailbox, or you can allow the subscribers to decide separately for each message by setting both options to **Prompt**.

The following image is an example of a typical Outbound mailbox. Note that the Switch Section box determines the switch section of the Call Server the mailbox uses to place its outbound calls.

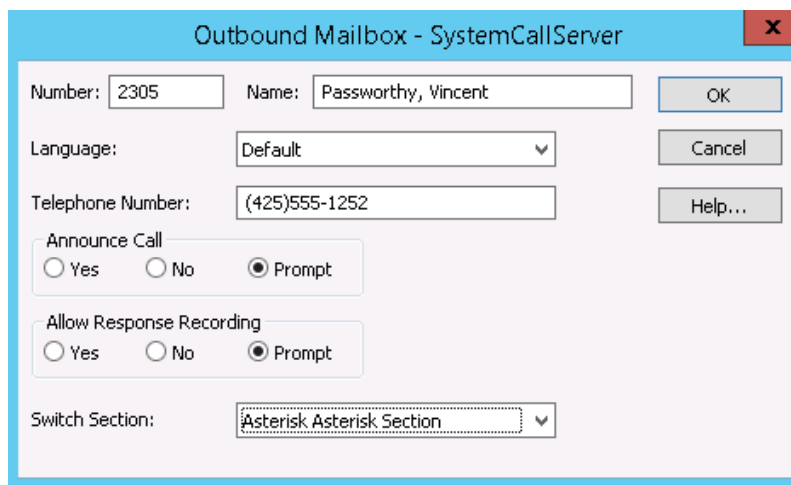
The image shows a software window titled "Outbound Mailbox - SystemCallServer". It contains several input fields and controls: "Number:" with the value "2305", "Name:" with the value "Passworthy, Vincent", "Language:" with a dropdown menu set to "Default", "Telephone Number:" with the value "(425)555-1252", and "Switch Section:" with a dropdown menu set to "Asterisk Asterisk Section". There are two groups of radio buttons: "Announce Call" with options "Yes", "No", and "Prompt" (selected), and "Allow Response Recording" with options "Yes", "No", and "Prompt" (selected). On the right side, there are three buttons: "OK", "Cancel", and "Help...".

Figure 14. Outbound Mailbox Example

Fax Delivery Mailboxes

Fax Delivery mailboxes essentially fulfill the same function for fax messages that Outbound mailboxes do for voice messages. In addition, Fax Delivery mailboxes support Faxtext applications through same-call delivery, which allows callers to forward fax documents to themselves.

For more information about setting up a Faxtext application, refer to the documents, *Faxtext* and *Fax Messaging*.

Incoming Calls and Call Types

There are many types of calls that MiCollab AM answers, and many ways in which MiCollab AM can handle each call. In its most simple form, MiCollab AM has one *Default Answer* entry in Call Routing and the caller hears, *Please enter your mailbox number*. Automated attendant call processing capabilities are not available until a Schedule mailbox with the Call Processor mailbox assignment is created.

A Schedule mailbox in conjunction with Call Processor mailboxes provides the automated attendant capabilities of the Call Server. The most basic automated attendant call processing requires a Call Processor mailbox configured with a transfer action type, and then assigned to schedule time blocks inside a Schedule mailbox.

The automated attendant capabilities are typically expanded by assigning different Call Processor mailboxes into different time blocks in a Schedule mailbox, so the call are answered differently based on the time of day and day of week (e.g. during business hours and non-business hours).

DTMF keys or Speech commands are assigned to various actions of the Call Processor mailbox to provide transfers, log on capabilities for subscribers, IVR applications, and other audio text applications.

Outside calls received without route code information or integrated data are answered by the automated attendant, the Call Processor mailbox that is active at the time of answer in the Schedule mailbox configuration. When integrated call type information is sent to MiCollab AM with an incoming call, the information is used to route the caller to a specific mailbox, and the caller is presented with log on prompting at their mailbox.

Incoming calls are broadly categorized into three groups: direct, forwarded, and transferred. Within these three groups are sub-groups that are described in the following list.

Transferred Calls (Automated Attendant)

- **Transferred Calls**—There are four transfer Action types available in a Call Processor mailbox.
 - In general, use a **Blind** transfer when the telephone system is fully integrated and call type forwarding information is sent to the system server.
 - Use a **Monitor** transfer action when the telephone system is integrated but does not support a blind transfer to a busy extension or does not distinguish a forwarded busy call from a forwarded RNA call.
 - Use a **Transfer (supervised)** action if no integration is supported, if transfers are going to off-net extensions but call progress tones are still provided or to attendant consoles that do not support blind transfers.
 - Use a **Confirmed transfer** action if no call progress tones are provided by the telephone system, or another transfer type cannot perform transfers to the PSTN or a mobile device.

For more information on transfer actions, refer to the *Call Processor Action Types* section from the document, *Call Processor Mailbox*.

NOTE When the number dialed by the caller is not associated with any Subscriber mailbox, the Call Server returns the caller to either the Call Processor mailbox that initiated the transfer or the Next Call Processor mailbox, if defined, in the event of an incomplete transfer.

Direct Calls

- **Direct Call, External—Non-Integrated** - Calls originating from outside the telephone system with no caller information are answered using the *Default Answer* entry in Call Routing.
- **Direct Call, Internal—Non-Integrated** - Calls originating from inside the telephone system with no caller information are answered using the *Default Answer* entry in Call Routing.
- **Direct Call, External—Integrated** - Subscribers who have devices such as mobile phones or a home phone as device type that include the logon or auto logon option are presented with logon prompting at their mailbox. This feature works only if MiCollab AM receives ANI (Automatic Number Identification) or CPID (Calling Party Identification) information from PSTN. After logging off of their mailbox, the subscribers will be directed to the Call Processor that was originally selected at the time of answer by Call Routing or a Schedule mailbox.
- **Call Routing** – The numbers specified with a service type (Default Answer, Phantom, DNIS, or Trunk) in Call Routing are routed to a specific Schedule mailbox or Call Processor mailbox based on the Call Routing configuration.
- **Direct Call, Internal—Integrated** – Subscribers who call the system from their extension device and have a Subscriber mailbox associated with the extension are greeted with, *Please enter your security code*.

Forwarded Calls

- **Forwarded Call, External, or Internal—Non-integrated** – A subscriber's telephone is forwarded to MiCollab AM but there is no calling or called party information sent with the call. MiCollab AM answers using the *Default Answer* entry in Call Routing.
- **Forwarded Call, External—Integrated** – An outside caller is forwarded to the Subscriber mailbox on a RNA, Busy, or Do Not Disturb (DND) condition at the subscriber's primary device. If the telephone system sends conditional data such as RNA or busy, the caller is offered options based on the condition. Other integrated data includes the caller's telephone number that is used for Reply purposes. The ability to answer a call at the subscriber level with different options based on a RNA or busy is dependent on the data sent by the telephone system.
- **Forwarded Calls, Internal—Integrated** - An internal caller is forwarded to the Subscriber mailbox on a RNA, Busy, or DND condition at the subscriber's primary extension device. This call type includes forwarded internal calls from the integrated telephone system and calls originating from other switch nodes or networked switches. If the telephone system sends conditional data such as RNA or busy then the caller is offered options based on the condition. Other integrated data includes the caller's extension number that is used for Reply purposes. The ability to answer a call at the subscriber level with different options based on an RNA or busy is dependent on the data sent by the telephone system.

Supporting the System: Some Basic Procedures

This chapter provides instructions for the basic procedures used to support MiCollab AM; however, it does not cover all the procedures that may be needed. For instructions that are not provided here, refer to the online help system.

- Exporting and importing mailbox configuration information
- Backing up and Restoring Mailboxes
- Starting **MiCollab AM Configuration**
- Starting up and shutting down MiCollab AM
- Configuring the Online Backup Location
- Restoring the system from a backup
- Starting the **Line Status** utility
- Changing Line Status
- Checking system activity
- Installing anti-virus software
- Resetting the system time
- Shutting down the operating system

Exporting and Importing Mailbox Configuration Information

Using **MiCollab AM Admin's Mailbox Import** and **Mailbox Export** utility, you can export the information from existing mailboxes on the System Server to a text file in comma-separated-values (.csv) format. You can then use the text file in one of the following ways:

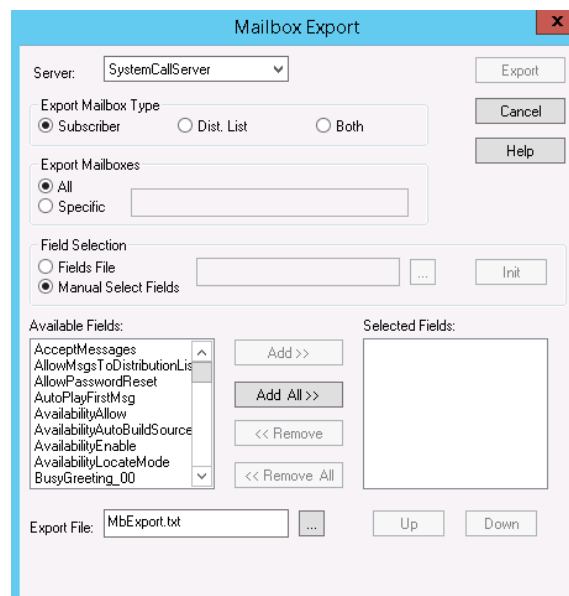
- Import it to a different System Server to create copies of the mailboxes there.
- Edit it to include configuration changes and re-import it. Alternately, you can create a .csv file in a text editor or other program and import it to create or reconfigure mailboxes on the System Server. This file is referred to later as a *Fields* file.

The following procedures explain how to use .csv files to export and import mailbox information.

IMPORTANT Do NOT create a mailbox import file by hand without familiarizing yourself with the online help topic *Working with the Mailbox Import file*. This topic contains current information about the structure the System Server requires the file to have, the data fields it can contain, and the data formats and dependencies of those fields. The System Server may not import the contents of a file that does not meet these requirements, or it may import only parts of the file.

To export mailbox information from a System Server to a .csv file:

- 1 Start **MiCollab AM Admin**.
- 2 From the menu bar, select **Mailbox**, and then click **Export**. The **Mailbox Export** dialog box displays.



- 3 In the **Export Mailbox Type** option group, select the type of mailboxes you want to export.

If you want to export...	Then select...
Subscriber mailboxes only	Subscriber
Distribution List mailboxes only	Dist. List
Both types of mailboxes	Both

- 4 In the **Export Mailboxes** option group, select whether to export all mailboxes (**All**) or only the mailboxes you specify (**Specific**).
- 5 If you selected **Specific** in the previous step, type the numbers of the mailboxes you want to export in the adjacent text box. Type a list of individual mailbox numbers to export, separated by commas (1001, 2005, 3007), one or more ranges of mailboxes (5000-5049, 5075-6005), or a combination of such specifications.
- 6 In the **Field Selection** option group, select whether to export fields you choose in the **Mailbox Export** dialog box (**Manual Select Fields**) or the same fields that are specified in an existing mailbox import file (**Fields File**).

If you selected...	Perform...	And...
Manual Select Fields	Steps 8-10	Continue with Step 11
Fields File	Step 7	Skip to Step 11

- 7 In the text box adjacent to the **Fields File** option, type the path and filename of the file, that specifies the appropriate group of fields. If necessary, click **Browse**, and then use the **Mailbox Export—Input File Selection** dialog box to locate the file.
- 8 In the **Available Fields** box, select as many fields as you want to include in the exported file. When you are finished, click **Add**. Alternately, to add all of the fields click **Add All**.

NOTE When you select a field in the **Available Fields** box, it remains selected until you click it again.

- 9 If you want to remove a field from the **Selected Fields** box, select the field name and click **Remove**. Alternately, double-click the field name. To remove all fields in the **Selected Fields** box, click **Remove All**.
- 10 To change the order in which the fields appear in the newly exported file, select an individual field and click the **Up** and **Down** buttons to move that field within the order. Repeat this step for any other fields you want to move.
- 11 In the **Export File** box, type the path and filename of the file you are exporting. Alternatively, click **Browse**, and then use the **Mailbox Export – Export File Selection** dialog box to specify the location and name of the file you want to use.

NOTE Use a filename ending in **.csv** or **.txt**.

- 12 Click **Export**, and then click **OK**.

To import mailbox information from a .csv file to a System Server:

- 1 Create a mailbox import file, either by composing one manually or by using the **Mailbox Export** command.
- 2 Start **MiCollab AM Admin**.
- 3 From the menu bar select **Mailbox**, and then select **Import**.
- 4 In the **Import File** text box, type the path and filename of the mailbox import file. Alternately, click **Browse**, and then use the **Mailbox Import Input File Selection** dialog box to specify the appropriate path and filename.
- 5 In the **Output File** text box, type the path and filename of the mailbox import output file. Alternately, click **Browse**, and then use the **Mailbox Import Output File Selection** dialog box to specify the appropriate path and filename.
- 6 Click **Init** to load the mailbox import file into memory. The file's header row displays in the **Import Fields** box and the **Import Contents** box displays the remaining rows in the file. When this step is complete, an **Import** button replaces the **Init** button.
- 7 If the **Action** box displays, select the method you want to use in applying the entries of the mailbox import file.

If you want the System Server to...	Then click...
Add the mailboxes specified in the file, and then configure them with the specified information.	Add
Delete the mailboxes specified in the file.	Delete
Apply the information in the file to the existing mailboxes specified there.	Change

- 8 Click **Import**.

Mailboxes are updated according to the information in the **Mailbox Import** file. If there are errors in this file, they are displayed in the Import Errors box that replaces the **Import Contents** box. After you have examined these errors and made any notes required, you can exit the **Mailbox Import** dialog box by clicking **OK**.

Working with the Mailbox Archive Utility

The **Mailbox Archive** utility in the **MiCollab AM Desktop** program folder allows you to back up and restore any or all mailboxes and their associated recordings, messages and mailbox dependencies. You can also include administrator accounts in the backup.

NOTE Mailbox Archive is a System Server application; it does not run on a Call Server.

Use Mailbox Archive:

When Backing up

- Back up the mailboxes in the system. The associated mailbox recordings of mailboxes (announcements, personal greetings, and recorded names) are automatically backed up whenever the mailbox is backed up
- Back up voice and fax messages contained in the mailboxes chosen for backup
- Enforce dependencies in backups; automatically back up mailboxes that have some relationship to mailboxes explicitly chosen for backup
- Back up administrator accounts

When Restoring

- Restore mailboxes
- Restore mailbox recordings or preserve existing recordings of mailboxes
- Restore voice and fax messages associated with the mailboxes chosen for restore
- Enforce dependencies in restores. Automatically restore mailboxes that are referenced by the mailboxes explicitly chosen for restore
- Restore administrator accounts

To start Archive:

- 1 Go to **Start > Programs > MiCollab AM Desktop > Archive**. The **Mailbox Utility** displays.

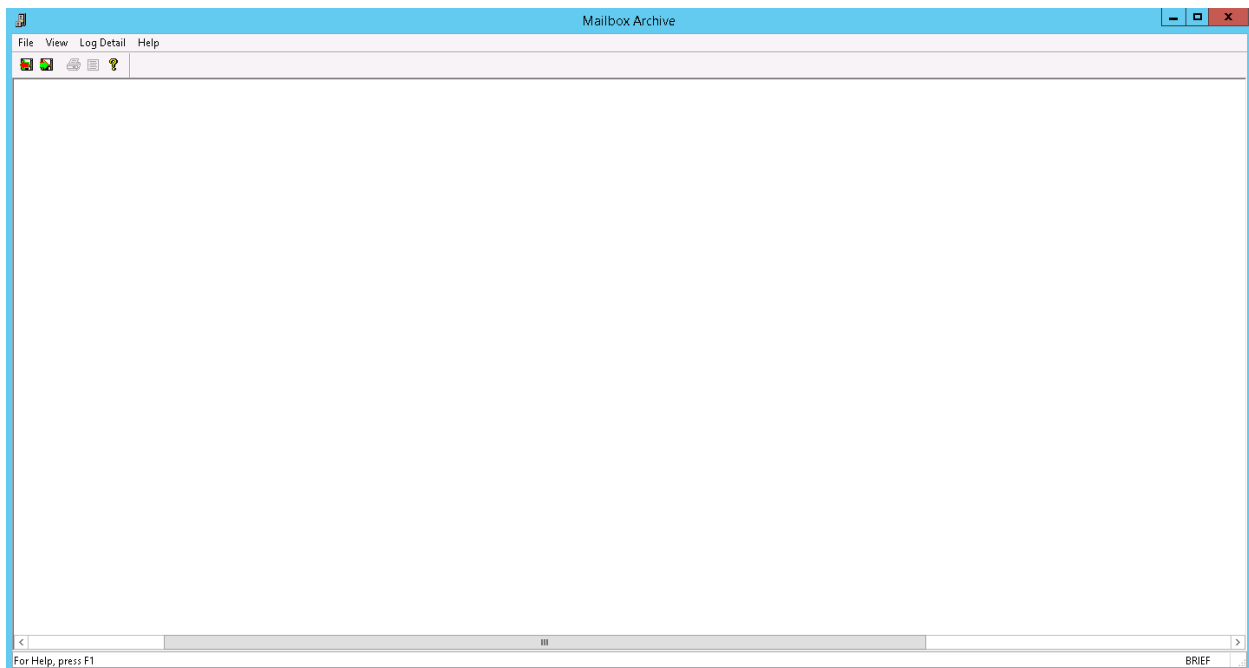


Figure 15. Mailbox Archive Window

- 2 Click the button or select the command that corresponds to the next action you want to perform.

If you want to...	From the Menu bar select...	Or click...
Back up	File > Backup	The Backup button
Restore	File > Restore	The Restore button
Print the archive log	File > Print	The Print button
Print Preview	File > Print Preview	
Print Setup	File > Print Setup	
View Log Detail	Log Detail or View > Log Detail and then select: <ul style="list-style-type: none"> • Brief • Standard or • Verbose 	
Save the archive log	File > Save Log	The Log button
Determine the version of Mailbox Archive	File > Help > About Mailbox Archive	The About button

For more information the **Mailbox Archive** utility, refer to the related help topics or the document, *Mailbox Archive*.

Working with MiCollab AM Configuration

MiCollab AM Configuration provides access and control of the System Server's fundamental configuration settings: switch setup, integration, and database management. This utility also lets you shut down and start up the call handling services. The utility must be run locally at the System Server.

To start MiCollab AM Configuration:

- Go to **Start > Control Panel > MiCollab AM Configuration**. The utility opens with the **Main** tab displayed.

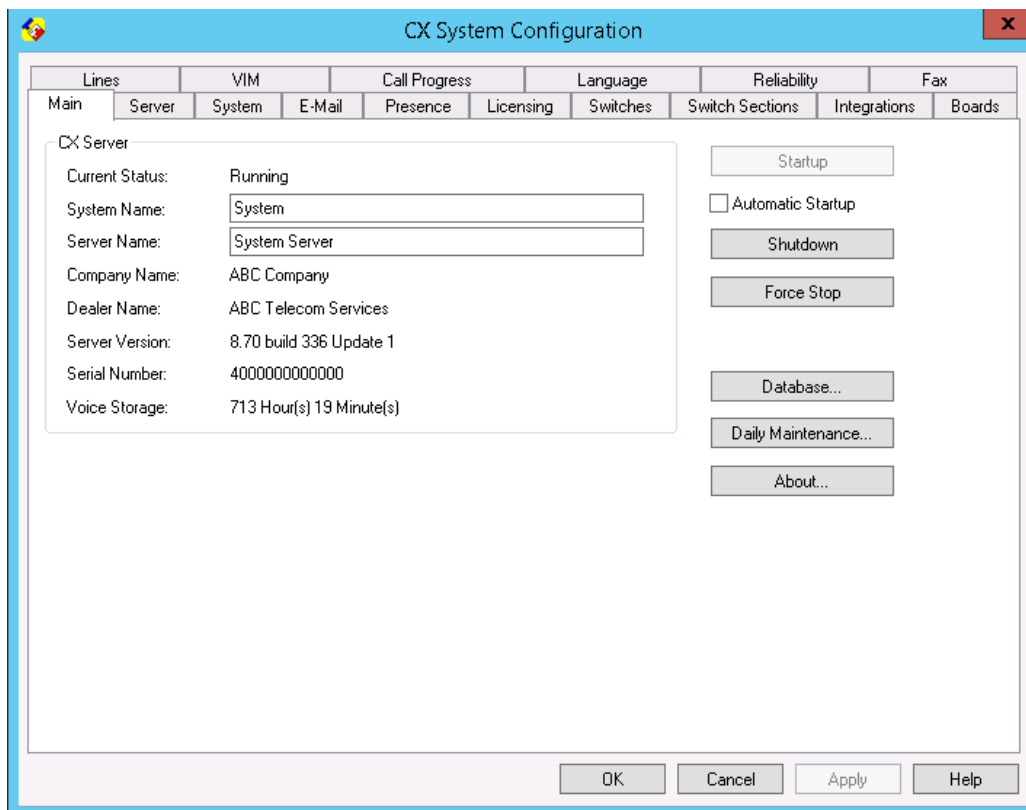


Figure 16. MiCollab AM Configuration - Main Tab

Starting MiCollab AM

When you initially install the MiCollab AM software, you must start the MiCollab AM software manually. You also need to start MiCollab AM after performing a procedure that has required you to shut it down.

The System Server and each Call Server are started in the same manner from the Main tab of **MiCollab AM Configuration**.

To start the System Server:

- 1 Start **MiCollab AM Configuration**.
- 2 On the **Main** tab, click **Startup**.

Shutting Down the System Server

Some installation and maintenance procedures require that you shut down the System Server or Call Server first. In most situations, the server prompts you, allowing you to continue that procedure or cancel it.

If you plan to shut down the operating system as well, Mitel recommends that you shut down the MiCollab AM processes before you shut down the operating system.

IMPORTANT Do NOT use the hardware reset button on the server platform at any time. Also, do NOT just power off the server platform. Shut down the MiCollab AM software processes, and then the operating system. Allow the operating system to power off the system. If you do not properly shut down both, you can lose important data.

To shut down the System Server:

- 1 Start the **MiCollab AM Configuration** utility.
- 2 On the **Main** tab, click **Shutdown**.

While shutting down, a Call Server warns callers still on the line with the prompt, *The system is shutting down; please hang up now*. The Call Server shuts down all inactive lines.

For example:

If a line is active, an outside caller is leaving a message the server waits for the line to become inactive before closing it.

NOTE Use the **Line Status** utility to observe the lines if necessary. If a line remains active, you can force the line closed by clicking **Force Stop**. However, forcing a line to close may disconnect an outside caller or subscriber before they have completed the purpose of their call.

Configuring an Online Backup Location

MiCollab AM copies the system backup file it created during the Daily Maintenance routine automatically to an online location, as well as local store messages, name recordings, greeting recordings, announcements, and report data. You can configure MiCollab AM to copy the daily backup files to a local drive, a network location, or an external USB drive. MiCollab AM manages the retention time of the Online Backup Location files based on its server time.

IMPORTANT You must configure the **MiCollab AM File Manager Service** with an administrator-level log on and password to allow MiCollab AM the right to copy the backup to the Online Backup Location. See the help topic, *Configuring Services in a Multi-Server Environment* for more information on how to configure the required Services.

To configure an Online Location for backup storage:

- 1 Start **MiCollab AM Configuration**.
- 2 On the **Main** tab, click the **Daily Maintenance** button. The **Daily Maintenance** dialog box displays.

Daily Maintenance

Schedule
Time of Day: 10:00 PM

Run Now
Complete Without Message Backup

Online Backup
IMPORTANT: By default, the Daily Maintenance routine backs up minimal data to a location on the local drive only, and this default backup generated cannot be used to restore a system. To maintain a full backup that can be used to restore your system, you must specify a valid Location below where you want to store database, message, report, and speech files during the Daily Maintenance routine.
Location: C:\Backups\870 Browse...

Retention Properties

Report Data Retention (in days)	Msg Log Retention: 7 [Disable]	Message Retention (in days)
Mailbox Usage Retention: 7		Default Message Retention: 10 [Unlimited]
Online Backup Retention (in days)		Purge Message Header: 10
Report Retention: 31 [Disable]		Call Server Msg Caching: 7
Backup Retention: 31 [Disable]		Server File Retention (in days)
<input checked="" type="checkbox"/> Include Messages		Daily Backup Retention: 7
<input checked="" type="checkbox"/> Include Greetings, Names, Announcements		Max Diagnostic Log Retention: 14
		Speech Utterance Retention: 8

OK Cancel Help

- 3 In the **Online Backup Location** field type a drive letter and path name, a UNC path name, or click the **Browse** button to select a location from the list.

NOTE Drive letters are valid for local drives only. The MiCollab AM online backup does not support mapped network drives.

IMPORTANT By default, the Daily Maintenance routine backs up minimal data on the local drive only and this default backup generated cannot be used to restore a system.

To maintain a full backup that can be used to restore your system, you must specify a valid location where you want to store database, message, report, and speech files during the Daily Maintenance routine.

To maximize recovery options in the event of a system failure, it is recommended that you select a different server on the network as the online backup location.

- 4 Click **OK**. Three directories are created in the directory you've defined in the **Location** field in the **Online Backup** box. In addition, subdirectories are created within these directories. Each subdirectory is used to store a particular backup set of files. They are:

- <online_location>**Backup**
- <online_location>**Reports**
- <online_location>**Speech**

Recovering a Database

The **Recover Database** function allows you to restore your system database back to proper operation from a previous online backup created during the Daily Maintenance routine. You perform a database recovery from the **Database** dialog box of the **Main** tab in **MiCollab AM Configuration**. MiCollab AM must be shutdown to recover the database.

In the event of a complete system failure, it may be necessary to re-install the MiCollab AM software prior to recovery. Follow the normal installation steps to re-install the software. Refer to the documents, *System Installation*, *System Administration*, and the online help system for more information on installing MiCollab AM software. Once the software is installed completely, you can initialize the database with a previous online backup <file>.zip.

IMPORTANT The Online Backup Location must be configured in order for the WAV files and report data to be available during the restore process. Otherwise, the WAV files and report data must be copied manually to the new server from the source server.

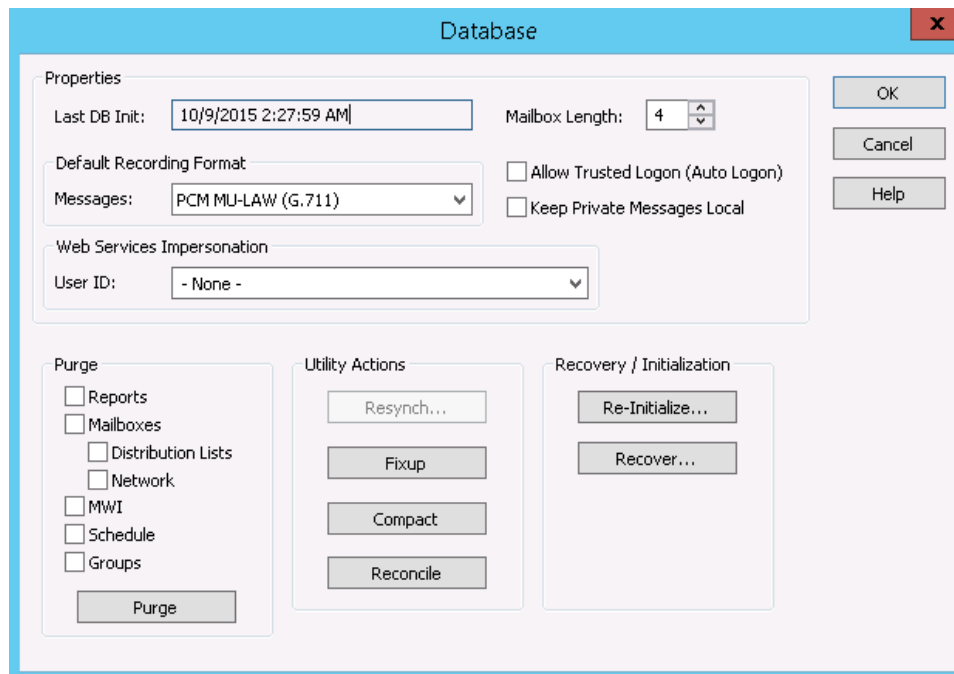
NOTES

1. Unless otherwise stated, the images and steps below are for a System Server but in most cases apply to both the System Server and the Call Server. When the differences are important, additional images and steps specific to a Call Server are also provided.
2. MiCollab AM software must be installed completely before you begin this procedure.

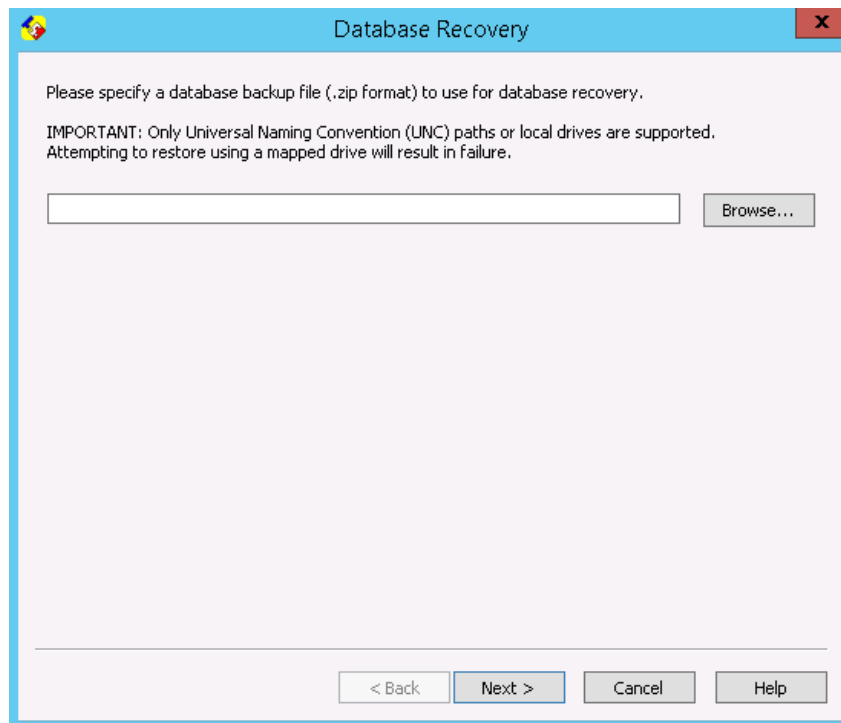
WARNING The following procedure attempts to recover the database and restore the System Server in a like-new condition with a previously stored database. The recovery process uses an existing backup <file>.zip file to perform the recovery. Any changes to the database that occurred between the time of the backup and the recovery are lost in the process. Exercise caution when performing this procedure.

To recover the database using a system recovery backup <file>.zip:

- 1 Shut down the System Server, and then on the Main tab, click the **Database** button. The **Database** dialog box displays.



- 2 Click the **Recover** button. When a notification popup window displays, click **OK** to continue.
- 3 The **Database Recovery** dialog box displays.



- 4 Enter the UNC path, the local drive, or click **Browse** to select the backup from the Online Backup Location. If you click **Browse**, the **Select Backup Zip File** dialog box displays.

NOTE This dialog box only supports the Universal Naming Convention (UNC) paths or a local drives; attempting to use a mapped drive may result in failure.

- 5 Select the zip file you want to use for the recovery process, and then click **Open**. The selected path and location are filled in the **Database Recovery** dialog box.
- 6 Click **Next** to continue. One of the following **Database Recovery Server Information** dialog boxes displays, depending on whether the server is a **System Server** or a **Call Server**.

System Server Database Recovery Server Information

The screenshot shows the 'Database Recovery Server Information' dialog box for a System Server. The title bar is blue with a standard Windows icon on the left and a close button on the right. The dialog has a light gray background. It contains two main sections: 'Local Server Configuration' and 'System Options'. In the 'Local Server Configuration' section, the first radio button 'Use local server configuration settings in the recovery data.' is unselected, while the second radio button 'Use local server configuration as specified:' is selected. Below these, there are three text input fields: 'Server Display Name' containing 'SystemServer', 'Server Role' containing 'System and Call Server', and 'Network Address' with radio buttons for 'IP' (unselected) and 'DNS' (selected), followed by a text box containing 'SystemServer'. The 'System Options' section has a single checkbox 'Remove Call Servers' which is unselected. At the bottom of the dialog, there are four buttons: '< Back' (disabled), 'Next >' (active/highlighted), 'Cancel', and 'Help'.

Call Server Database Recovery Server Information

The screenshot shows the 'Database Recovery Server Information' dialog box for a Call Server. The layout is similar to the System Server version. In the 'Local Server Configuration' section, the same two radio buttons are present, with 'Use local server configuration as specified:' being selected. The text input fields are: 'Server Display Name' containing 'CallServer', 'Server Role' containing 'Call Server', and 'Network Address' with 'IP' unselected and 'DNS' selected, followed by a text box containing 'CallServer'. The 'System Options' section remains the same with 'Remove Call Servers' unselected. A new section, 'System Server Configuration', is added at the bottom. It contains two radio buttons: 'Connect to the same system server as specified in the recovery data.' (selected) and 'Connect to the system server specified:' (unselected). Below the second radio button is a text input field for 'System Server Address' which is currently empty. The bottom buttons are '< Back' (disabled), 'Next >' (active/highlighted), 'Cancel', and 'Help'.

- **On a System Server** – From the **Database Recovery Server Information** dialog box, make the following selections:

If you select...	Then...
Local Server Configuration	
Use local server configuration settings in the recovery data	The existing configuration in the backup data to configure the local server settings is used. (Typically used if the backup was created on the same server to which it is being restored)
Use local server configuration as specified	Enter the server display name and the network address. If you select IP, enter a TCP/IP address. If you select DNS, enter a DNS name.
System Options	
Remove Call Servers	Select to remove any Call Servers configured in the recovery data. Selecting this option breaks communication between any existing Call Servers and the newly restored System Server.

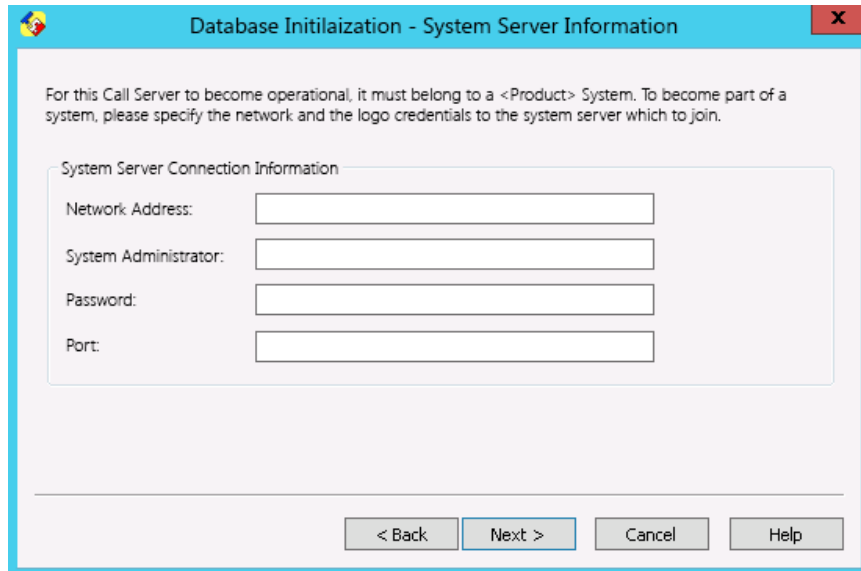
- **On a Call Server** – From the **Database Recovery Server Information** dialog box, make the following selections:

If you select...	Then...
Local Server Configuration	
Use local server configuration settings in the recovery data	The existing configuration in the backup data to configure the local server settings is used. (Typically used if the backup was created on the same server to which it is being restored)
Use local server configuration as specified	Enter the server display name and the network address. If you select IP, enter a TCP/IP address. If you select DNS, enter a DNS name.
System Server Configuration	
Connect to the same System Server as specified in the recovery data	Use the existing System Server network address in the backup data.
Connect to the System Server specified	Enter the address of the server.

NOTE This option is typically selected only in cases when the restored System Server has a different network address than the local server settings configuration in the backup data.

- 7 Click **Next** to continue. If this is a System Server, skip to Step 10.

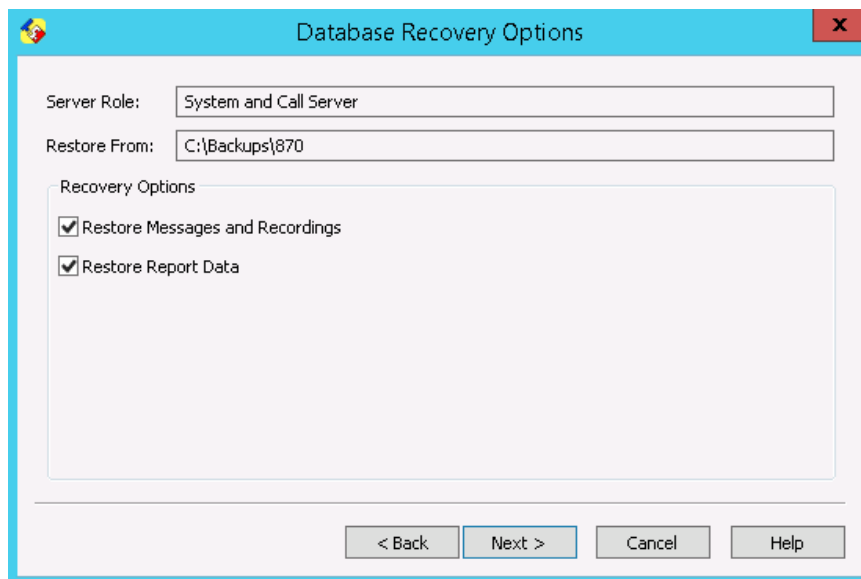
NOTE The Call Server attempts to log on to the System Server using the credentials in the backup. If it cannot log on, the **Database Initialization – System Server Information** dialog box displays.



Enter the **System Server Connection Information**:

- In the **Network Address** field, enter the network address. If you select **IP**, enter a TCP/IP address. If you select **DNS**, enter a DNS name.
- In the **MiCollab AM Admin** field enter the MiCollab AM Administrator's ID
- In the **Password** field, enter the MiCollab AM Administrator's password

- 8 Click **Next**. The **Database Recovery Options** dialog box displays.



- 9 From the **Database Recovery Options** dialog box, select **Restore Messages and Recordings** if you want to include them in the recovery process. Select **Restore Report Data** if you want to include the report data in the recovery process.

IMPORTANT If you want to restore messages and recordings and report data the Online Backup Location must be used. Otherwise, the WAV files and report data must be copied manually to the server. The restore options are unavailable if the Online Backup Location is not used.

- 10 Click **Next**. The **Database Recovery Confirmation** dialog box displays.

- 11 Click **Finish** to start the recovery process.

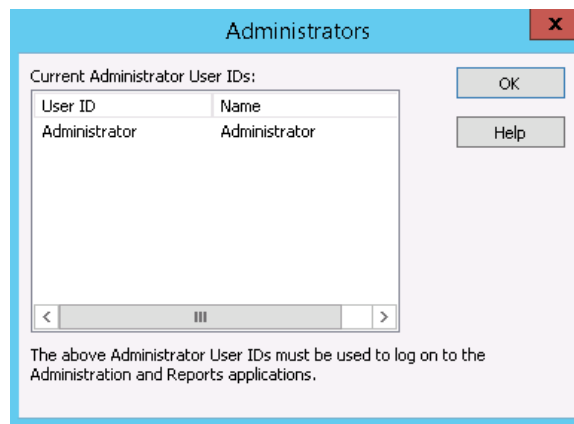
Important Considerations:

- If you are restoring from a directory other than the Online Backup Location , the recovery options are grayed out
- If you are restoring a System Server from an Online Backup location, it is highly recommended that you select both options, particularly if it is a new install of MiCollab AM software.

- 12 Follow the steps below for a System Server or a Call Server:

a On a System Server:

- Once the Recovery process completes the **Administrators** dialog box displays and lists the current available administrators. Click **OK** to continue.



- The notification popup dialog box displays indicating the completion of a successful Database System Recovery. Click **OK**.
- The database is validated, Services are restarted, and **MiCollab AM Configuration** opens. The recovery process is complete.

IMPORTANT It is essential to re-synchronize each Call Server in the system to this recovered System Server before proper system operation can resume. See the help topic, *Re-synchronizing a Call Server*, for instructions on how to re-synchronize a Call Server. If the recovered System Server has a different network address than it had prior to the recovery (at the time of its backup), the Re-synch Call Servers function does not work. Instead, you must add each Call Server to the System Server.

b On a **Call Server**:

- The notification popup dialog box displays indicating it is re-synching with the System Server followed by a dialog box indicating it is added to the system. Click **OK**.
- The notification popup window displays indicating the completion of a successful Database System Recovery. Click **OK**.
- The database is validated, Services are restarted, and **MiCollab AM Configuration** displays. The recovery process is complete

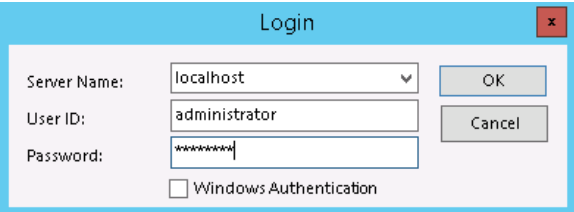
13 Click **OK**.

Working with the Line Status Utility

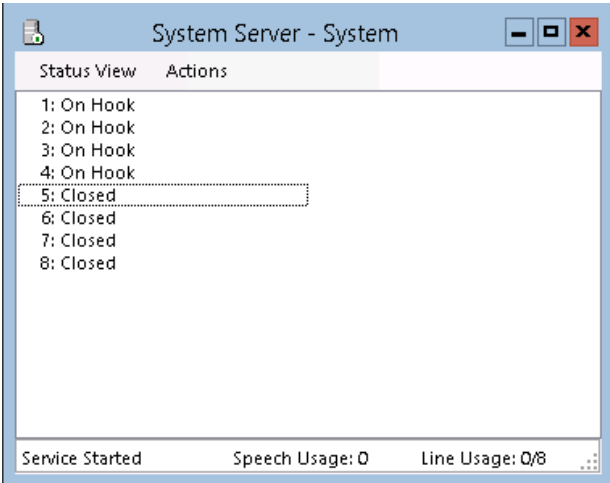
The Line Status utility provides status information of the Call Server's telephony ports for each Call Server in the system. This utility runs from the Call Server or System Server platform only, it is not a client utility. Line Status can run from each individual Call Server or the Line Status of all Call Servers can be viewed from the System Server.

To start the Line Status Utility:

- 1 Go to **Start > All Programs > MiCollab AM Desktop > Line Status**
- 2 On the **Login** dialog box, Enter the *Server Name*, the administrator's *User ID*, and the *Password* in the Line Status Login box, and then click **OK**

A Windows-style dialog box titled "Login" with a blue header bar and a red close button. It contains three input fields: "Server Name:" with a dropdown menu showing "localhost", "User ID:" with the text "administrator", and "Password:" with masked characters "*****". To the right of these fields are "OK" and "Cancel" buttons. At the bottom, there is a checkbox labeled "Windows Authentication" which is currently unchecked.

- 3 The **Line Status** utility window displays.
- 4 On the left pane, double-click the name of the Server you want to view.
- 5 The Line Status of the Server displays.

A window titled "System Server - System" with a blue header bar and standard window controls. It features a tabbed interface with "Status View" and "Actions" tabs. The "Status View" tab is active, displaying a list of eight line statuses: "1: On Hook", "2: On Hook", "3: On Hook", "4: On Hook", "5: Closed" (which is highlighted with a dotted border), "6: Closed", "7: Closed", and "8: Closed". At the bottom of the window, there is a status bar with three indicators: "Service Started", "Speech Usage: 0", and "Line Usage: 0/8".

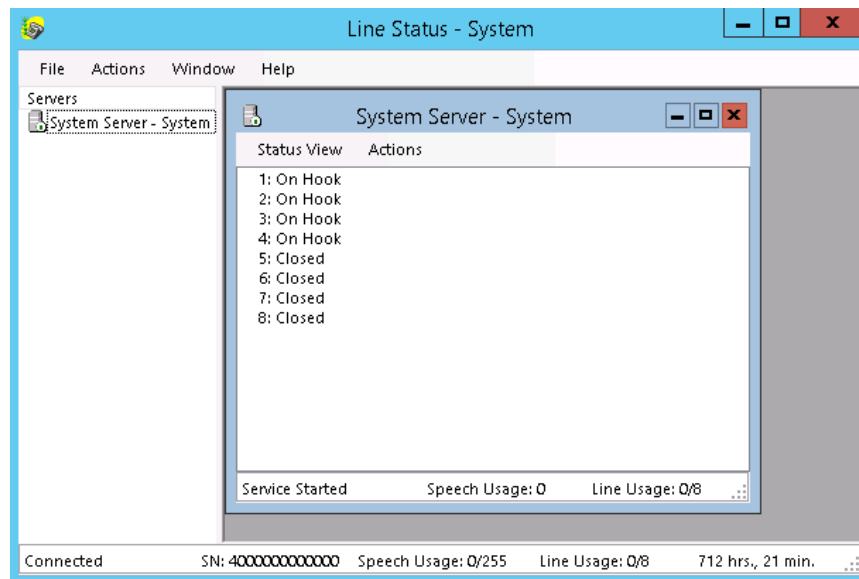
Checking System Activity

Periodically, you might want to check the activity of the Call Server to make sure it is answering calls properly. Use the Line Status utility to:

- Display activity of lines
- Display the Status Information dialog box, which shows activity of lines and server processes.

The bottom of the Line Status window features a status bar that displays the following information about the Call Server:

- Its operating status (Starting, Running, Stopping, or Stopped)
- Its serial number
- The estimated total amount of voice storage, in hours and minutes, that the current amount of disk space supports
- The current system time



You can reach the application menu for the **Line Status** utility by right clicking anywhere on the Line Status title bar. The menu displays the following options:

- **Show Line Status** - Displays the operating status of all lines; this is the default option.
- **Show Debug Info** - On some outband integrations, troubleshooting information that may be useful to Customer Support displays.
- **Show Process IDs** - Displays the ID number that the operating system has assigned to the copy of the **AT_Phone** process currently executing on the line. You can use this ID number within the **Windows Task Manager** to help troubleshoot problems with specific lines. (This information is displayed only for active ports.)
- **Show Extensions** - Displays the telephone number associated with the line on the Voice Lines **Configuration** tab of the **Hardware Configuration** property sheet in **MiCollab AM Admin**.

- **Show Call Durations** - Displays three state durations per line in the format X:MMM:SS, where MMM represents the minutes and SS represents the seconds. X represents one of the following status indicators:
- **S** indicates that the line has been in the state displayed on the Line Status display or the indicated amount of time.
- **C** indicates that the line has been active for the indicated amount of time.
- **L** indicates that the line has been **Open**, **Closed**, or **Out of Service** for the indicated amount of time.
- **About System Server, Line Status** - Displays the version number and specific revision of MiCollab AM software, as well as related copyright information.

As each call progresses, the **Line Status** utility and the **Status Information** dialog box in **MiCollab AM Admin** display a sequence of messages to indicate what is happening at the port that the call is using. The following table lists the messages that the utilities can display for each line port.

Table 14. Message Status

Status	The line is...
Access XXXX	In use by a Call Processor or subscriber mailbox numbered XXXX
AMIS in XXXX	Communicating with an AMIS-compliant node that called in; XXXX is the local AMIS mailbox
AMIS out XXXX	Communicating with an AMIS-compliant node called by local AMIS mailbox XXXX
Call Mgr XXXX	In use by subscriber mailbox XXXX using Desktop Call Manager (existing Desktop Call Manager systems only)
CallOut	Beginning a network callout; it has not logged on to the remote system yet
Closed	Closed from the Status Information dialog box in MiCollab AM Admin
CM Xfer XXXX	Transferring a call to a subscriber who is currently logged on to Desktop Call Manager (existing Desktop Call Manager systems only); XXXX is the subscriber's mailbox number
Dir	In use by a caller accessing the automated attendant directory
Down	Down (displayed during shutdown)
Incoming	Receiving a call
LiveRec XXXX	Recording a telephone conversation by a subscriber using the Live Record feature; XXXX is the subscriber mailbox that receives the finished recording

LiveRec Paused	In use by a subscriber who is using the Live Record feature to record a telephone conversation but has stopped recording temporarily
Logon XXXX	In use by a subscriber who is currently logging on to subscriber mailbox XXXX
Msg XXXX	In use by a caller leaving a message for subscriber XXXX from a message center
MWI+ XXXX	Transmitting a command sequence to the telephone system to set the message-waiting indicator (MWI) device XXXX
MWI- XXXX	Transmitting a command sequence to the telephone system to clear the message-waiting indicator (MWI) for device XXXX
Net in XXXX	Communicating with a voice messaging network node that called in; XXXX is a local network mailbox
Net out XXXX	Communicating with a voice messaging network node after calling it; XXXX is the local network mailbox that initiated the callout
Notify XXXX	Calling out to subscriber XXXX for message notification to pager or other number
On hook	Idle, available for a call
Outbnd XXXX	Calling out for an outbound mailbox; XXXX is the subscriber mailbox that sent the message
Out of Service	Port placed out of service by the telephone system due to an error
Play XXXX	Playing the contents of announcement mailbox XXXX
Record XXXX	In use by a caller leaving a message for subscriber XXXX; uses the Record action on a Call Processor mailbox
Remind XXXX	Calling out for daily message reminder for subscriber mailbox XXXX
Set Lang XXXX	In use by a caller who has selected a language as part of an automated attendant session
Starting	Starting up
SubScr Fax XXXX	Receiving a fax for subscriber mailbox XXXX
SubScr Msg XXXX	In use by a subscriber recording a message; XXXX is the subscriber mailbox
Transact XXXX	In use by a caller accessing XXXX, an interactive mailbox

UCCconnect scriptname	Running UCCconnect script scriptname
Xfer XXXX	Transferring a call to device XXXX, or taking a message after an incomplete transfer to that device

Changing the Line Status View

The Line Status utility displays the line status of each port on each Call Server. The Line Status window of each Call Server includes a Status bar at the bottom of the window. In addition, a Status View menu is provided for each Call Server that is attached to toggle between the display the line status, extension number, call timer, the process ID of each line, or the System Manager view.

To change the line status view:

- 1 Go to **Start > All Programs > MiCollab AM Desktop > Line Status**.
- 2 Enter the *Server Name*, the administrator's *User ID*, and the *Password* in the Line Status **Login** dialog box, and then click **OK**.
- 3 Double-click the name of the Server you want to view.
- 4 The Line Status of the Server displays.
- 5 Click the **Status View**, and then select any of the following options:
 - **Line Status** - Displays the operating status of all lines; this is the default option.
 - **Extensions** - Displays the extension number associated with the line on the **Lines** tab of **MiCollab AM Configuration**.
 - **Call Timers** -Display three state durations per line in the format X:MMM:SS, where MMM represents the minutes and SS represents the seconds. X represents one of the following status indicators:
 - **S** indicates that the line has been in the state displayed on the Line Status display or the indicated amount of time.
 - **C** indicates that the line has been active for the indicated amount of time.
 - **L** indicates that the line has been Open, Closed, or Out of Service for the indicated amount of time.

NOTE If the duration exceeds 999:59 seconds, then the duration displays as **:**:**.

- **Process IDs** - Displays the ID number that the operating system has assigned to the copy of the **AT_Phone** process currently executing on the line. You can use this ID number within the Windows Task Manager to help troubleshoot problems with specific lines. (This information displays for active ports only.)
- **System Manager** - Displays the current system processes of the Call Server.

Installing Anti-Virus Software

Mitel recognizes that most company policies require the installation of virus-scanning software on all servers including MiCollab AM. However, as a real-time system performing business-critical functions, do not expect MiCollab AM to perform to specification if a third party application periodically makes essential CPU, memory, and disk resources unavailable. Accordingly, virus-scanning software on MiCollab AM servers is usually configured differently than other IT applications such as Internet, mail, and ftp servers.

IMPORTANT If Neverfail is installed with MiCollab AM, refer to *knowledgebase article #104* on the Neverfail extranet. Follow their anti-virus guidelines in addition to the Mitel guidelines described in this document.

Recommendations

A preferred solution is to schedule virus scanning on a daily basis during low server activity. The selected time should not coincide with scheduled daily maintenance. Should a periodic scan not be acceptable, the virus scanning software may have multiple configurations or approaches for continuous or active scanning.

All virus scan solutions including periodic, active, and continuous background scans of directories or disks may significantly impede operating system resources, and prevent MiCollab AM from responding to calls. It is the customer's responsibility to test the virus scanning software in conjunction with MiCollab AM during a high load condition to assure correct system operation.

When configuring the virus scan software, the preferred choice is the one that uses the least amount of CPU and generates the least amount of disk activity. The following guidelines help minimize the impact of virus scanning on the MiCollab AM server.

Directory Exclusions

Often, virus scan software allows the configuration of a specific set of directories for exclusion from the virus scans. Directories that include any files that are part of MiCollab AM operation, including product files such as executable files, and operational files such as WAV files, should be excluded from virus scanning.

System Server Exclusions

- D:\CX
- C:\Program Files\Microsoft SQL Server
- C:\Program Files\MySQL

- C:\Program Files\Nuance
- C:\Program Files\ScanSoft

Call Server Exclusions

- D:\CX
- C:\Program Files\Microsoft SQL Server
- C:\Program Files\MySQL
- C:\Program Files\Nuance
- C:\Program Files\ScanSoft
- C:\Program Files\Dialogic (If installed)
- C:\Program Files\Aculab (if installed)

System Server with Neverfail (Both primary and secondary)

- D:\CX
- C:\Program Files\Microsoft SQL Server
- C:\Program Files\MySQL
- C:\Program Files\Nuance
- C:\Program Files\ScanSoft
- C:\Neverfail\R2\logs
- C:\Neverfail\r2\log
- C:\Neverfail\R2\FSMTemp

Integrated Client Access (ICA) Server

- D:\Mitel\Integrated Client Access

Digital Networking Server

- D:\CX

Digital Networking Propagation Master

- C:\Program Files (x86)\MySQL
- D:\Mitel\DirPropServer

Process Exclusions

Some virus scan software allows the exclusion of processes:

- If process exclusion is available, exclude the processes that comprise the MiCollab AM, Nuance, ScanSoft, MySQL, and Neverfail applications.
- If Dialogic cards are installed in the system, exclude the processes that comprise the Dialogic application.
- If Aculab cards are installed in the system, exclude the processes that comprise the Aculab application.

Customer IT personnel should recognize that some anti-virus utilities may generate false-positive warnings on a perfectly clean MiCollab AM system. Accordingly, we advise onsite monitoring of the first few scans by an administrator or technician.

NOTE Mitel will expend a good faith, reasonable effort to support MiCollab AM with virus-scanning software installed. However, Mitel cannot guarantee compatibility or interoperability between MiCollab AM and any particular virus-scanning product.

Administering MiCollab AM Remotely

This section discusses the tools necessary to administer a MiCollab AM system from a remote location. Mitel supports the following remote administration methods:

- Remote administration through a Microsoft Windows Remote Desktop Connection session
- Monitoring and controlling the server software using a Simple Network Management Protocol (SNMP) management console and the MiCollab AM SNMP extension agent
- Desktop-level remote administration over a serial or TCP/IP link using Symantec pcAnywhere

NOTE The connection to **MiCollab AM Admin** defaults using Secure Sockets Layer (SSL). If you do not want to use SSL to connect to **MiCollab AM Admin**, you must append `http://` to the server's address to force an unencrypted connection, for example, `http://systemserver.domain.com`. SSL connections are supported to the home server only. If you are using Global Administration to administer multiple systems, you must append remote server addresses with `http://`.

If the server does not support SSL, you are prompted to try logging again using an unencrypted connection. If this connection succeeds, the application remembers to use the unencrypted connection in the future. The `http://` prefix can be removed at any time once the server is upgraded to a version that supports SSL, and you want to use SSL by default.

Using Windows Remote Desktop Connection

MiCollab AM software is compatible with Microsoft Windows Terminal Services and functions properly within a Windows Remote Desktop Connection session. In many cases, all you need to do to administer MiCollab AM through Terminal Services is to configure the MiCollab AM server platform as the host and log on through Remote Desktop on the computer you want to use.

To start a Remote Desktop Connection session:

- 1 From the Start menu, go to **Programs > Accessories > Communications**, and then click **Remote Desktop Connection**.
- 2 From the **Computer** list box, select the server name of the MiCollab AM platform.
- 3 In the new **Remote Desktop** session, log on to **Windows** as you normally would on the MiCollab AM platform.

NOTE If you are logging on remotely to a MiCollab AM server it is not always necessary to attach to the console, but it is required to attach to the console when performing installs, upgrades, or performing callout tests (on the **Call Progress** tab). The `/admin` switch works on Windows 7 and Windows Server 2008 R2 with Service Pack 1.

Note that for older versions of MiCollab AM, logging on remotely to the console causes MiCollab AM to lose access to the hardware lock, thus initiating a 96-hour countdown to system shutdown.

Using **Remote Desktop** as described in the preceding steps causes Terminal Services to mirror the desktop of the MiCollab AM platform on your local computer.

IMPORTANT The MiCollab AM licensing routines prohibit validation of any license information over any network connection. Because of this, you can use the Administrative Pack's version of Remote Desktops session to shut down MiCollab AM, but not to start it again. Because a standard Remote Desktop session mirrors the desktop of the MiCollab AM platform without moving it, you can restart MiCollab AM in such a session.

To start an administrative Remote Desktop session:

- 1 From the **Start** menu, point to **Administrative Tools**, and then click **Remote Desktops**.
- 2 In the left pane of the **Remote Desktops** window, expand Remote Desktops if necessary and double-click the name of the MiCollab AM server platform.
- 3 In the **Remote Desktop** session that displays in the right-hand pane of the window, log on to Windows as you normally would on the MiCollab AM platform.
- 4 To end the session, right-click the MiCollab AM platform in the left pane and select **Disconnect** from the menu that displays. You can then unlock the MiCollab AM platform and log on locally.

NOTE To save time, you can unlock the MiCollab AM platform and log on without disconnecting first. If you do, the session in the **Remote Desktops** window disconnects automatically.

Using SNMP

The MiCollab AM SNMP extension agent can provide management information about the System Server and Call Servers to any SNMP management console that can use management info base (.mib) or trap definition (.tdf) files. The SNMP extension agent is an option you can select as part of the MiCollab AM software installation process. For more information about this process, refer to the document, *System Installation*.

Once the extension agent has been installed and a management console has been configured to manage it, you can use it to manage the MiCollab AM Server from another computer on the same LAN or WAN. If the UConnect or Digital Networking features are installed on the server platform, you can use the extension agent to manage them as well.

For more information about SNMP gets, sets, traps, and error messages available from MiCollab AM, refer to the document, *SNMP*.

The information in this section presents solutions to common problems that can occur in a MiCollab AM system during normal operation. Troubleshooting tasks that arise during installation of the system or its advanced features are included in the installation documents listed in the following table.

Table 15. Troubleshooting and Installing References

For more about installing and troubleshooting...	See...
An enterprise system of two or more correspondent System Servers permitting global administration from one site	The document, <i>NetConnect Digital Networking</i>
Fax message routing between a OpenText RightFax fax server and a MiCollab AM system	The <i>RightFax Getting Started Guide</i> and the documents, <i>Fax Messaging</i> and <i>Faxtext</i>
Integrations between Call Servers and the telephone system	<i>System Installation Guide</i> and the appropriate Integration Technical Note for the telephone system
Unified messaging through an Internet Message Access Protocol (IMAP)-compliant e-mail server	The document, <i>MiCollab AM Unified Messaging for IMAP</i>
Unified messaging through a Lotus Domino server	The document, <i>MiCollab AM Unified Messaging for Lotus Notes and Domino</i> and <i>MiCollab AM for IBM Lotus Domino Unified Communications</i>
Unified messaging through a Microsoft Exchange server	The document, <i>MiCollab AM Unified Messaging for Microsoft Exchange</i> and <i>Directory Agent for Microsoft Exchange</i>
Voice and fax message networking between System Servers	The document, <i>Digital Networking</i> and <i>Analog Networking</i>

Using pcAnywhere

To provide remote administration of MiCollab AM systems, Mitel supports Symantec pcAnywhere. If necessary, Technical Support can use pcAnywhere to help diagnose and correct problems at remote sites.

IMPORTANT Be sure to change the password on the System Server's Administrator account as soon as possible. Once additional copies of **MiCollab AM Admin** are installed on the server's LAN or WAN, and pcAnywhere is installed on the server platform itself, an *unprotected Administrator account poses a serious security risk*.

PcAnywhere Platform Requirements

To determine the platform requirements for the version of pcAnywhere that you are using, consult the *pcAnywhere User Manual*.

IMPORTANT You must use pcAnywhere version 10.5 or later. Previous versions of pcAnywhere may prevent the operating system from functioning properly.

Logging on to MiCollab AM remotely using PcAnywhere

PcAnywhere runs as a normal Windows application on the MiCollab AM server platforms and the computer used as the remote terminal. The pcAnywhere User Manual explains how to install the software on both platforms.

When you run pcAnywhere on a MiCollab AM system, Mitel recommends that you take the following actions:

- Install the software to the appropriate drive.
- To discourage abuse of the platform, set login names and passwords for the callers who need to administer the server platform remotely. These caller definitions, which are set on the property sheet for each *Be a Host PC* item, should include the Mitel recommended user name and password. If you do not know this user name or this password, contact Technical Support.
- Configure all security options completely for the *Be a Host PC* item that runs on the server platform.
- Set the Video Mode Selection box on the Host Operation tab of the Application Options dialog box to Compatibility.
- Once you have configured a *Be a Host PC* item appropriately on the server platform, you can double-click it to start a pcAnywhere host session. At any time while that host session is running, you can connect and log on to the server platform by starting a remote control session in the copy of pcAnywhere installed on your computer. For more details about the logon procedure between the pcAnywhere sessions, consult the *pcAnywhere User Manual*.
- Once you have started your remote control session and logged on, you should see a windowed copy of the current screen on the server platform. At this point, you can administer the system remotely.

Modifying Message Phrase Template XML Files

Use the Message template XML files to modify the language, message header, or body text of SMS and e-mail messages generated by MiCollab AM to subscribers. Message templates are used when generating messages from the following MiCollab AM sources:

- Unified Messaging (Microsoft Exchange, Lotus Notes)
- Message Subject for Integrated Client Access (ICA) and Web PhoneManager
- SMS, SMTP, and Simple UM
- Subscriber Security Code Reset messages (Web PhoneManager)

When you are configuring these features for subscribers, you must customize the default phrase template files so that messages sent to subscribers have the telephone number, web site, or e-mail address that is specific to the site. This practice helps subscribers identify the sender and allows subscribers to reference the correct system when retrieving messages.

Default message phrase template files are provided in the System Server software for each type of notification message MiCollab AM sends to subscribers. When you install the System Server software, a set of default phrase files are installed in the **CX\PhraseTemplates** folder.

If the server was upgraded from a previous version of software, an additional copy of the files are installed during software installation. The new XML files are renamed with the software version number following the default name. The file content is identical initially. The reason the files are renamed during installation is to protect any existing default files on the server, in the likelihood they were previously modified.

For example:

The default primary template file is named **DefaultPrimaryMessage.XML**.

If the server is upgraded from a previous software version to version 6.1, a new file is copied to the folder but the new file name is changed to **DefaultPrimaryMessage_6.10.XML**.

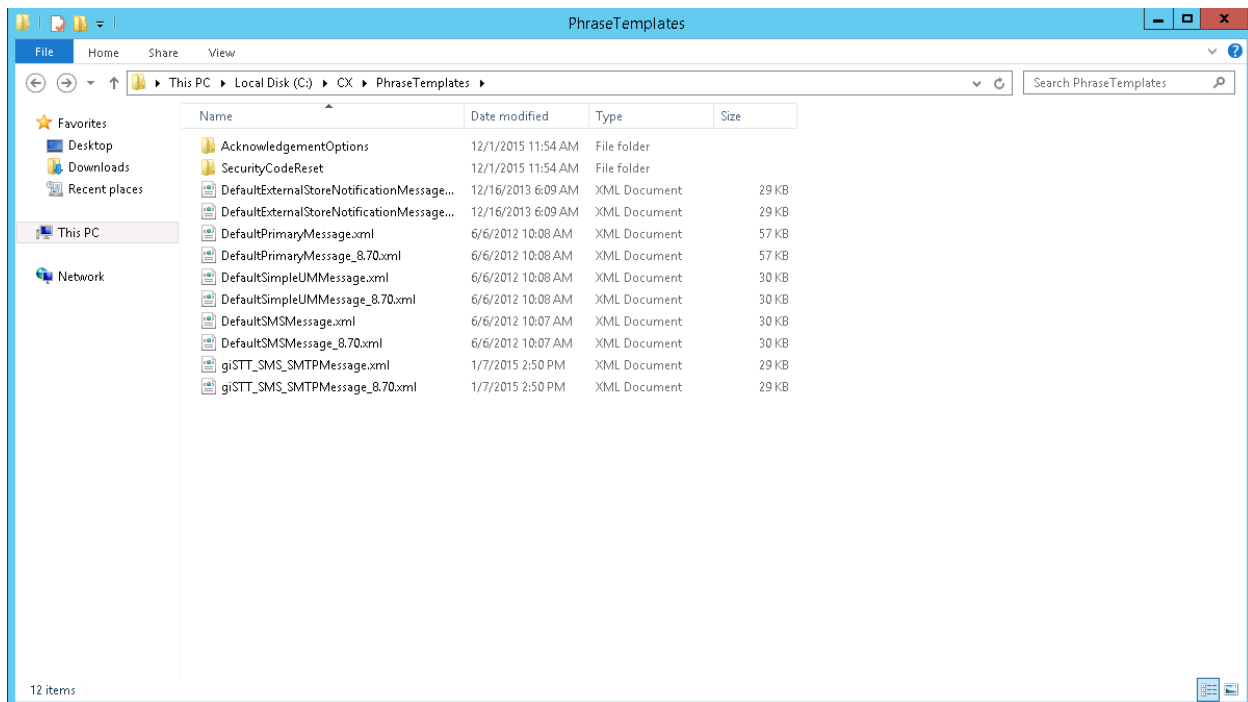


Figure 17. MiCollab AM Default XML Phrase Templates

IMPORTANT The phrase template XML files you use must remain in the same default **CX\PhraseTemplates** folder or the sub-folder in which they are installed in order for MiCollab AM to access them when requested.

The default message template files for the Subscriber Security Code Reset Request feature of Web PhoneManager are located in a subdirectory of the Phrase Message template folder, **CX\Phrase\Template\SecurityCodeReset**. They must remain in the same **CX\PhraseTemplates\SecurityCodeReset** sub-folder in which they are installed in order for MiCollab AM to access them when requested.

For more information on the syntax and structure of XML Phrase Message templates, refer to [Appendix B – Understanding XML Phrase Message Templates](#) of this document.

Editing XML Files

Mitel recommends using an XML editor to edit the message template XML files. An XML editor provides tag completion features and common menu choices for editing XML files. You can find several free XML editors available on the Internet.

For example:

Both the *Source Forge Notepad+* and *Microsoft XML Notepad* applications are good XML editors.

In addition, Notepad can also be used to open and edit XML files.

IMPORTANT Use the default XML files as a reference. Before you modify an XML file for use in the system, make a copy of the default file, give the file a new name that you can refer to later,

and then make your modifications in the new file. If you encounter a problem with the modified file, use the default file as a reference to begin again.

Customizing Message Template XML Files

You must customize Message Template files for the individual site. You can use a unique message template file for each type of provider that is configured on MiCollab AM. In general, you are simply changing values within each phrase to modify the language, the message header, or the body text of e-mail and SMS messages for subscribers that MiCollab AM sends to the subscriber's mobile device or e-mail server.

To customize an SMS message template file:

The following procedure uses a copy of the defaultSMSMessage.xml to provide an example of message-template file customization for SMS.

- 1 Navigate to the **CX\Bin\PhraseTemplates** folder.
- 2 Select the **DefaultSMSMessage.XML** file.
- 3 From the menu bar, select **Edit**, and then **Copy**.
- 4 From the menu bar, select **Edit**, and then **Paste**. A copy of the selected file is pasted to the folder.
- 5 Highlight the new file, and then rename it to something appropriate for its use.

For example:

If you are customizing the **DefaultSMSMessage.XML** file for SMS with the service provider **ABCDE Company**, rename the new file **SMS_SMPP_ABCDECo.XML**.

- 6 Open the **SMS_SMPP_ABCDECo.XML** file with an XML editor, such as Notepad + .

```
36 <!-- Uncomment the following lines to enable Recipient Mailbox to show on Subject line
37 <Phrase PrependSpaceCount="1" Type="Literal" Value="Recipient Mailbox: "/>
38 <Phrase Type="Literal" Param="StoredMessage/Message/Recipients/Recipient/MBID"/> -->
39 <Phrase Type="Literal" Value="."/>
40 </Phrase>
41 <Phrase Name="MessageBody" Context="MessageBody" Type="Sequence">
42 <Phrase Type="Literal" Value="Please call "/>
43 <Phrase Type="Literal" Value="XXX-XXX-XXXX"/>
44 <Phrase Type="Literal" Value=" to listen to your messages over the telephone. To retrieve your messages through the web,
45 <Phrase Type="Literal" Value="http://www.webservername.com/wpm"/>
46 <Phrase Type="Literal" Value="."/>
47 </Phrase>
48 </PhraseLanguage>
```

- 7 In the example, line 43 is the literal phrase for the site's telephone number. This is the number subscriber's dial to retrieve messages. The default line reads:

```
<Phrase Type="Literal" Value="XXX-XXX-XXXX"/>.
```

- 8 Replace the X template characters with the ten-digit telephone number that subscribers dial to retrieve messages (typically the main MiCollab AM number).

EXAMPLE

If the main MiCollab AM number is 425-555-1234,

```
<Phrase Type="Literal" Value="415 555 1234"/>
```

- 9 In the example, line 45 is the literal phrase for the site's Web PhoneManager website. If subscribers use Web PhoneManager to manage their messages, change the value on this line to that of the site's website address. The default line reads:

```
<Phrase Type="Literal" Value="http://www.webservername.com/wpm"/>
```

- 10 Replace the default web server name to that of the site's website address for Web PhoneManager.

EXAMPLE

```
<Phrase Type="Literal" Value="http://www.webservername.com/wpm"/>
```

NOTE If your organization does not use Web PhoneManager, you can delete the lines in this section that refer users to the Web PhoneManager address.

- 11 After you are finished customizing the file, save it, and then exit the editor.
- 12 Test the new message file by sending a message to a Subscriber mailbox configured to send SMS notification messages. If you want to change or add to the relevant information displayed in the message body of the message, open the file again, and then edit the file to suit your requirements.

To customize a Security Code Reset Message:

The following procedure uses a copy of the *DefaultSecurityCodeResetMessage.xml* to provide an example of message template file customization for SMS.

- 1 Navigate to the **CX\Bin\PhraseTemplates\SecurityCodeReset** folder.
- 2 Select the **DefaultSecurityCodeResetMessage.xml** file.
- 3 From the menu bar, select **Edit**, and then **Copy**.
- 4 From the menu bar, select **Edit**, and then **Paste**. A copy of the selected file is pasted to the folder.
- 5 Highlight the new file, and then rename it to something appropriate for its use.

For example:

If you are customizing the **DefaultSecurityCodeResetMessage.XML** file for the service provider **ABCDE** Company, rename the new file **SecurityCodeResetMessage_ABCDECo.xml**.

- 6 Open the *SecurityCodeResetMessage_ABCDECo.xml* file with an XML editor, such as Notepad++.


```

1 <?xml version="1.0" encoding="utf-8"?>
2 <PhraseCollection>
3   <PhraseLanguage LocaleID="1033" Description="English - United States">
4     <Phrase Name="MessageBody" Context="PasswordResetMessage" Type="Sequence">
5       <Phrase Type="Literal" Value="Hello" />
6       <Phrase Type="Literal" Param="DisplayName"/>
7       <Phrase Type="Literal" Value=",&#10;&#10;To reset your security code, please click on the following link:&#10;&#10;"/>
8       <Phrase Type="Literal" Value="http://www.webservername.com/wpm/SecurityReset.php?"/>
9       <Phrase Type="Literal" Param="PasswordResetLinkQueryString"/>
10      <Phrase Type="Literal" Value="&#10;&#10;This is a one-time only link that will expire in "/>
11      <Phrase Param="PasswordResetMessageExpirationTimeType" Type="Switch">
12        <Phrase Case="Minutes" Type="Sequence">
13          <Phrase Type="Literal" Param="PasswordResetMessageExpirationTime"/>
14          <Phrase Type="Literal" Value=" minutes." />
15        </Phrase>
16        <Phrase Case="Hours" Type="Sequence">
17          <Phrase Type="Literal" Param="PasswordResetMessageExpirationTime"/>
18          <Phrase Param="PasswordResetMessageExpirationTime" Type="Switch">
19            <Phrase Case="1" Type="Literal" Value=" hour." />
20            <Phrase IsDefault="1" Type="Literal" Value=" hours." />
21          </Phrase>
22        </Phrase>
23      </Phrase>
24      <Phrase Type="Literal" Value="&#10;&#10;If the link above wraps across two or more lines, you may need to copy and paste
25      <!-- Uncomment the following line and edit it to provide the proper contact information for the System administrator
26      <Phrase Type="Literal" Value="IT Help Desk&#10;Phone: x1234&#10;E-mail: helpdesk@example.com&#10;www: http://helpdesk.ex
27      -->

```

- 7 In the example, on line 8, change the default value **www.webservername.com/wpm/SecurityReset.php?** to the domain name or IP address of your Web PhoneManager.

EXAMPLE

If your company's domain name is **www.abcde.com**,

```
<Phrase Type="Literal"
Value="http://www.abcde.com/wpm/SecurityReset.php?"/>
```

- 8 To provide subscribers with contact information to the administrator or company help desk, uncomment line 26, or copy and paste it above line 25. It becomes line 25.
- 9 In the **Value** field, change the default text, the phone number, e-mail address, and website information to match the contact information for your site.

EXAMPLE

If your company's phone number is **415-555-1234** and the e-mail address for IT helpdesk is **helpdesk@abcde.com**,

```
<Phrase Type="Literal" Value="ABCDE Help Desk&#10;Phone: 415 555
1234&#10;E-mail: helpdesk@abcde.com&#10;www: http://www.abcde.com"/>
```

- 10 After you are finished customizing the file, save it, and then exit the editor.
- 11 Test the new message file by performing a security code reset request from Web PhoneManager.

If you want to change or add to the relevant information displayed in the message body of the e-mail message, open the file again, and then edit the file to suit your requirements.

Resetting the System Time

The System Server and its Call Servers uses the time and date settings of the Windows operating system. You should not ever need to change the system time and date, even if the server platform experiences a power failure, because the server platform's clock is backed up with an internal battery. The clock was also set during installation to adjust automatically for daylight savings time and your local time zone. The server platform uses the clock to track the dates and times at which voice messages are received.

In addition, date and time information is used for diagnosing errors logged during normal operation. If your site is using Unified Messaging, it is important for the System Server and the E-mail server to synchronize system times. The Windows operating system includes a time synchronization service. Refer to the Microsoft operating system documentation for more information.

IMPORTANT You should not change the time randomly because it can affect message posting (causing late message complaints) or even result in lost messages. Before changing the system date, consult with the MiCollab AM dealer or Technical Support.

Shutting Down the Operating System

You might need to shut down or restart the Windows operating system to update it. You should shut the operating system down before powering off the server platform and servicing its components or moving it to another location.

Shutting down the operating system also shuts down the MiCollab AM software processes. However, Mitel recommends shutting down the MiCollab AM processes separately before you shut down the operating system.

IMPORTANT Do not use the hardware reset button on the server platform at any time. Also, do not just power off the server platform. Shut down the MiCollab AM software processes by clicking shutdown from the Main tab of **MiCollab AM Configuration**, and then the operating system. Allow the operating system to power off the system. If you do not properly shut down both, you can lose important data.

To shut down the operating system:

- 1 From the Start menu, select **Shut Down**.
- 2 At the **Shut Down** Windows dialog box, select **Shutdown**.
- 3 Complete the Event Tracker information if required, and then click **OK**.
- 4 Wait for the computer to shut itself down, or wait for the message *You can now safely turn off your computer* to appear on the monitor.

IMPORTANT If you must turn off your computer manually, do not turn it off until the above message displays.

Solutions to Common Problems

The following table suggests steps that you can take to help troubleshoot common problems. Check these tables and the documents mentioned earlier in this chapter before contacting your dealer or Technical Support.

Table 16. Solutions to Common Problems

Problem	Suggestion
Subscribers are not receiving immediate message notification or daily message reminder calls.	<p>Verify that the subscribers have sufficient callout permissions set in their mailboxes to support the calls.</p> <p>For example:</p> <p>If a subscriber wants to receive notification at home for certain types of calls, but only has permission for extension calls, the Call Server does not allow the notification calls.</p> <p>Verify the Call Server's dialing plan. It may be rejecting the subscribers' telephone numbers or not interpreting them correctly.</p> <p>You can check, edit, and test the dialing plan within MiCollab AM Admin. From the utility's menu bar, select Configuration, and then System. Click the Dialing tab. See the online help on the Dialing tab for more information.</p>
Subscribers cannot place calls to outside numbers from their mailboxes, or Live Reply does not work.	Verify that the subscribers have sufficient callout permissions set in their mailboxes to support outbound calls.
Subscribers are having difficulty reviewing their messages and cannot find the PhoneManager menu.	Verify that the TUI type is set correctly for each subscriber.
The Call Server does not recognize subscribers; they must log on from the Call Processor selected at the time of answer.	<p>Verify that the correct primary device numbers are set in the subscribers' mailboxes.</p> <p>Have the person who installed the integration system check the integration to make sure it is working correctly.</p>
The Archive utility cannot back up information to the desired disk drive or data storage device.	<p>Map the drive or device to a Windows drive letter.</p> <p>If you launch the Archive utility from the DailyMaintUser.bat file and you do not want to leave</p>

	<p>the drive letter assigned permanently, add the net use command to the beginning and end of the DailyMaintUser.bat file to assign a letter temporarily. See the Archive online help for more information.</p>
MiCollab AM Admin cannot import/export network information from another System Server.	<p>If the information was exported in Backup / Restore format, ask the other server's administrator to export it again in Zip format. If this is not possible, contact Technical Support for assistance.</p>
Subscribers cannot activate message forwarding.	<p>Forwarding is not available from Subscriber mailboxes whose message retrieval type is set to Store. These subscribers' messages are stored on an e-mail server; they (or you) should configure their e-mail profiles to forward messages under the appropriate conditions.</p>
A directory listing (automated attendant, 1-Touch, or subscriber) does not mention a subscriber's name.	<p>Verify that the name in the subscriber's mailbox is in the same order (last name first or first name first) as the other subscribers' names. Also, verify that the Auto Attendant Directory and Subscriber Directory boxes are selected appropriately in the subscriber's mailbox.</p>
It is not possible to edit any settings in a subscriber's mailbox.	<p>Verify that your administrator account has the appropriate access permissions set. You may need the assistance of another administrator to change these permissions.</p> <p>If the External Directory Synchronization box in the subscriber's mailbox is selected, do not attempt to change it without the assistance of your company's Exchange server administrator.</p> <div> <p>NOTE Deactivating external directory synchronization may prevent the subscriber's mailbox from working correctly.</p> </div>
Callers complain of being disconnected while waiting to speak to a subscriber.	<p>If the subscriber has call queuing active, try creating an Announcement mailbox, storing a hold music loop in it, and setting it as the subscriber's queue announcement. Make sure that the music loop is as long as or longer than the amount of time specified in the subscriber's Retry Interval setting.</p>
Announcements and greetings have vanished without an apparent reason.	<p>Check to see whether the server's default prompt set has been changed. If so, the announcements and greetings need to be re-recorded for the new default.</p>
Mailboxes have vanished without an apparent reason.	<p>Check to see whether the mailboxes had a sponsoring mailbox and whether that mailbox was deleted. If so, contact Technical Support.</p>

Announcements or greetings have poor sound quality.	If the recordings were made over the telephone, try recording them again from a reliable telephone in a quiet area. If the recordings were created as .wav files and imported, verify that they are in the correct audio format.
You are not allowed to record announcements, greetings, or mailbox names (other than those for your own subscriber mailbox) over the telephone.	Verify that the Record Mailbox Names and Record Announcements boxes are selected in your Subscriber mailbox.
A Call Processor mailbox does not accept a two-part greeting.	Verify that the Call Processor's Two-Part Greeting box is selected. Two-part greetings do not work in ESP Call Processor mailboxes.
When you are using MiCollab AM Admin , the System Configuration tabs are not available to you.	Verify that your administrator account has the appropriate access permissions set. You may need the assistance of another administrator to change these permissions.
You cannot .log on to use the Reports utility.	Verify that your administrator account has the appropriate access permissions set. You may need the assistance of another administrator to change these permissions.
The reports do not include recent changes that you have made.	From the File menu in the Reports utility, select the Update Log Data , Update Mailbox Data , and Update Administrator Data commands, and then generate the report again.
Subscribers' message-waiting indicators are not switching on/off at the appropriate times.	Try changing the subscribers' MWI mode settings.
When attempting to dial a number, subscribers hear a series of three beeps followed by a recorded message.	MiCollab AM supports the use of Special Information Tones (SIT). SIT Tones are based on an international standard and consist of a three beep signal indicating a call could not be completed as dialed. Generally, these tones precede a recorded announcement that explains the problem. Examples of this include a disconnected number, busy circuits, dialing error, and so forth. If you hear one of these tones, hang up and try your call again.

Keeping Private Messages Locally

Setting Keep Private Message Locally

NOTE Keep Private Messages Local is currently only supported for Microsoft Exchange Server versions 2010 or later.

There may be a case where a system administrator would wish to keep private messages on the local server and prevent them from being forwarded to other users on the same server or other remote system servers. Exchange doesn't restrict forwarding, and therefore isn't secure when using Unified Messaging to store messages on the Exchange Server. When enabled, this allows non-private messages to be delivered to the subscriber's Exchange inbox. For private messages, a notification message is sent to the subscriber's Exchange inbox informing them of the private message and instructing them to use a phone to retrieve the message.

To locate and activate Keep Private Messages Local:

- 1 Open **MiCollab AM Configuration** by double-clicking the desktop icon or navigating to **Start > All Programs > MiCollab AM Desktop > MiCollab AM Admin**.
- 2 On the **Main** tab, click **Shutdown** if MiCollab AM is running.

NOTE The server must be shut down to enable or disable **Keep Private Messages Local**.

Lines	VIM	Call Progress	Language	Reliability	Fax				
Main	Server	System	E-Mail	Presence	Licensing	Switches	Switch Sections	Integrations	Boards

CX Server

Current Status: Stopped

System Name: SystemCallServer

Server Name: Server

Company Name: ABC Company

Dealer Name: ABC Telecom Services

Server Version: 8.70 build 328

Serial Number: 4000000000000

Voice Storage: 412 Hour(s) 9 Minute(s)

XpressCare Expiration: 3/31/2016

Startup

☐ Automatic Startup

Shutdown

Force Stop

Database...

Daily Maintenance...

About...

OK Cancel Apply Help

- 3 Once **Current Status** displays **Stopped**, click the **Database** button. The **Database** screen displays.

The screenshot shows the 'Database' configuration window. It has a title bar with a close button (X). The window is divided into several sections. The 'Properties' section at the top contains: 'Last DB Init:' with a text box showing '10/9/2015 11:01:33 AM'; 'Mailbox Length:' with a spinner box set to '4'; 'Default Recording Format' with a dropdown menu showing 'PCM MU-LAW (G.711)'; 'Messages:' with a dropdown menu showing 'PCM MU-LAW (G.711)'; 'Web Services Impersonation' with a dropdown menu showing '- None -'; and two checkboxes: 'Allow Trusted Logon (Auto Logon)' and 'Keep Private Messages Local'. To the right of these are 'OK', 'Cancel', and 'Help' buttons. Below the 'Properties' section are three main functional areas: 'Purge' with checkboxes for 'Reports', 'Mailboxes', 'Distribution Lists', 'Network', 'MWI', 'Schedule', and 'Groups', and a 'Purge' button; 'Utility Actions' with buttons for 'Resynch...', 'Fixup', 'Compact', and 'Reconcile'; and 'Recovery / Initialization' with buttons for 'Re-Initialize...' and 'Recover...'.

- 4 To enable or disable, check or clear the **Keep Private Messages Local** checkbox.
- 5 Click **OK**.
- 6 Click **Startup** to start the server.

NOTE Instead of delivering the private message to an external store, such as Microsoft Exchange, the message is stored locally and a notification is sent via email. This process uses the **DefaultExternalStoreNotificationMessage.xml** phrase template to generate the notification message's body and subject. Instead of the locally stored message, the Notification Message triggers the MWI indicator for private messages.

Appendix A – Working with the Mobile Web PhoneManager Application

Mobile Web PhoneManager is a web application specifically designed for mobile Internet browsers. This application enables you to manage your availability schedule from your mobile device browser. With Mobile Web PhoneManager, you can do the following:

- View your current Availability Settings including availability, duration and devices you are currently using for that setting
- Change your current availability including type and duration

After going to the Mobile Web PhoneManager site (you can get the address from your system administrator) to change your availability, simply click on the type of override you wish to enable. This list displays the following types of items:

- Your schedule - This item routes calls to you based on the settings from your MiCollab AM, Schedules, and Calendar. The system administrator creates this schedule for you. You can view it from the Availability Settings and Daily Schedule tabs.
- Your Availability States - You can directly route calls to any of your Find-me Devices.

To enable an override, do the following:

- Select the availability you wish to enable from the Availability drop down.
- Set the duration for the override. Durations can be Indefinite or set to a specific time or duration for which you want the override to remain in effect.

You can get more information about your Call Lists, Schedules, and Calendar settings either from your system administrator by going to the MiCollab AM Web PhoneManager application from a traditional Internet browser.

Appendix B – Understanding XML Phrase Message Templates

The MiCollab AM Phrase Engine uses XML template files that exist in the **\CX\PhraseTemplates** folder on the hard drive on which your MiCollab AM system resides. This mechanism allows you to create different phrase representations within different languages. You can customize these representations by modifying the default phrase files or by creating new ones. This topic describes the syntax that these XML phrase files use to modify the language, message header, or body text of messages generated by MiCollab AM to subscribers. After knowing the syntax, you can modify the templates to customize the message subject and body text of messages generated by MiCollab AM to subscribers for any language.

For information on modifying a message template, refer to the [Modifying Message Phrase Template XML Files](#) section.

Syntax

You can construct a phrase from component phrases, and then these component phrases can be constructed from other sub-component phrases, in a nested type of construction.

Each phrase definition is always a *Phrase* element. The phrase definition syntax allows nesting of *Phrase* elements thereby providing a way to build a phrase from sub-phrases and sub-sub-phrases and so on. There is no hard limit to this nesting depth.

Phrase elements support a **Name** attribute; the name that MiCollab AM uses to look up the phrase for evaluation.

For example:

When the MiCollab AM Phrase Engine needs to build the subject for a message, it locates the phrase named **Subject** beneath the **PhraseLanguage** element for the active language within the configured phrase file. MiCollab AM then uses this definition to build the Subject. The subject that MiCollab AM builds is specified fully by the **Phrase** element named **Subject** and its direct and indirect child **Phrase** elements.

- The syntax for phrase definition also allows for runtime variables or parameters. You can access and make use of parameters within the Phrase file, at any nesting level. You can use a parameter's value to directly substitute and act as the value of the phrase. Alternatively, you can use the Parameter's value to drive a switch-case type of conditional logic to select a particular component phrase.
- You can only use parameters that MiCollab AM supports. Parameters are packaged into a context object and only parameters that are part of the context object may be referenced within the phrase files. You can view the context object as a nested XML structure that contains elements with no attributes.

- You can reference any parameter within the context using the X-PATH notation. You can reference immediate child elements of the context element by name. You can reference indirect child elements of the context by specifying a path, with each branch delimited by the '/' character.

Here is an example context for message subject generation:

```
<Subject>
  <MsgType>Voice</MsgType>
  <FaxPageCount>0</FaxPageCount>
  <SenderName>AUDIO ADMINISTRATOR</SenderName>
  <SenderMBID>9999</SenderMBID>
  <SenderRemoteNodeName></SenderRemoteNodeName>
  <SenderTel></SenderTel>
  <IsSenderSub>1</IsSenderSub>
  <StoredMessage>...</StoredMessage>
</Subject>
```

IMPORTANT When you are working with a phrase file, the context does not exist and is not visible anywhere within the file. It is only a concept, a conceptual container that holds all of the runtime parameter values that can be referenced within phrase definitions. The context is actually only created and used by MiCollab AM, for example when a subject phrase needs to be generated for a message.

The *Param* attribute of the *Phrase* element references a parameter. The syntax for specifying the *Param* is an X-Path Syntax.

For example:

You can create a **Phrase** element like the following to reference the **SenderMBID** parameter. When the MiCollab AM Phrase Engine evaluates this phrase, the mailbox number value (9999) is substituted, and then used as the runtime value of this phrase.

```
<Phrase Type="Literal" Param="SenderMBID"/>
```

Note the **StoredMessage** element within the above context. This is an XML structure by itself. The complete structure is not shown in the above context example for the sake of conciseness.

The following is a **Phrase** element example that references the MBID (mailbox number) of the recipient, which is a deeply nested element within the **StoredMessage** XML structure. Here again, the value of MBID is used directly as the value of the phrase.

```
<Phrase Type="Literal" Param="StoredMessage/Message/Recipients/Recipient/MBID"/>
```

The following is another example of context, an example for generating the body text of a Security Code Reset Message.

```
<PasswordResetMessage>
  <MBID>5700</MBID>
  <FirstName>Human</FirstName>
  <MiddleName></MiddleName>
```

```

<LastName>Being</LastName>
<DisplayName>Being, Human</DisplayName>
<ClientCodePage>1033</ClientCodePage>
<EmailAddress>hbeing@Mitel.com</EmailAddress>
<AllowPasswordReset>1</AllowPasswordReset>
<PasswordResetRequestID>c519af4e-2b17-487e-a050-45aaedf10ef3</PasswordResetRequestID>
<PasswordResetRequestTimestamp>2011-08-03T23:59:16Z</PasswordResetRequestTimestamp>
<PasswordResetLinkQueryString>RequestID=c519af4e-2b17-487e-a050-45aaedf10ef3&MBID=5700&DisplayName=Zero%2c%20Local&Server=https://seadsk01596.Mitel.com:18277</PasswordResetLinkQueryString>
<PasswordResetMessageExpirationTimeType>Minutes</PasswordResetMessageExpirationTimeType>
<PasswordResetMessageExpirationTime>3</PasswordResetMessageExpirationTime>
</PasswordResetMessage>

```

Notice that this context does not have any nested XML structures. So all of the parameters are accessible simply by their name, as in the example below:

```

<Phrase Type="Literal" Param="PasswordResetLinkQueryString"/>

```

Phrase File Structure

At the root of each file is the **PhraseCollection** element. This single element holds all the content within the file. **PhraseLanguage** is a child element of **PhraseCollection**. There can be multiple **PhraseLanguage** elements with each **PhraseLanguage** holding all the phrases for one particular language. The **LocaleID** attribute of the **PhraseLanguage** element specifies the language (specifically the culture) for all the containing phrases.

A list of **LocaleIDs** is available on the following website: msdn.microsoft.com/en-us/global/bb964664.aspx

NOTE The Phrase Engine uses the LocaleID; it is directly related to the more commonly used culture name. The mapping between the LocaleID and the culture name is well defined. There are Software Development Kit functions that allow Windows Vista and later operating systems to support that perform a conversion between the two. For example, the LocaleID for *en-US* is 1033.

A *PhraseLanguage* element contains Phrase definitions for various Phrases.

Phrase Types

A *Phrase* element is one of the following types as specified by its Type attribute:

- Literal Phrase:

If a **Value** attribute is specified then it is used as the value of the phrase. If a **Param** attribute is specified, the dynamic value is retrieved from the context and that is used as the value of the phrase. A phrase of this type cannot have children.

Example of a Literal phrase with value from a Parameter:

```
<Phrase Type="Literal" Param="SenderMBID"/>
```

- Sequence Phrase:

A Sequence phrase is a container and usually has more than one child. Sequence phrases are evaluated by evaluating each of their child phrases and by concatenating their values in the order that they are specified in the XML file.

```
<Phrase Case="Fax" Type="Sequence">
  <Phrase Type="Literal" Param="FaxPageCount"/>
  <Phrase Type="Literal" Value=" Page fax from"/>
</Phrase>
```

In the above example, the phrase evaluates to *3 Page fax from* if 3 is the runtime value of the *FaxPageCount* parameter within the context.

- Switch Phrase:

Like the **Sequence** phrase, this is a container phrase too. However, it needs a **Param** attribute. This phrase is evaluated by retrieving the value of the parameter from the context and then evaluating the single child phrase that has the matching value in its **Case** attribute.

Note that the final value of this Phrase is the value of the evaluated single child phrase. As such, this phrase type helps implement a conditional switch-case logic.

```
<Phrase Type="Switch" Param="StoredMessage/Message/DeliveryError">
  <Phrase Case="3415" Type="Literal" Value="Delivery Error: Invalid mailbox"/>
  <Phrase Case="3426" Type="Literal" Value="Delivery Error: No message space on
receiving system"/>
  <Phrase Case="3427" Type="Literal" Value="Delivery Error: No such mailbox"/>
  <Phrase Case="3428" Type="Literal" Value="Delivery Error: All network messages
returned by admin"/>
  <Phrase IsDefault="1" Type="Literal" Value="Delivery Error: Could not deliver"/>
</Phrase>
```

In the above example, the value of the **Switch** phrase is based on the **DeliveryError** parameter. In the case of a particular message, this is equal to **3426**. In this case, the value of the phrase is the value after evaluation of the second child phrase. This would thus cause the value of the phrase to be **Delivery Error: No message space on receiving system**.

Suppose that for another message the value of the *DeliveryError* parameter is 3000. This value does not match with any of the case values specified by the child phrase elements. However, since there is a default child phrase with its *IsDefault* attribute set to 1, it becomes the phrase that is evaluated when none of the other phrases match. This causes the value of the phrase to be *Delivery Error: Could not deliver*.

- DataBoundSequence Phrase:

The **DataBoundSequence** phrase is a container and usually has more than one child. It is evaluated by first evaluating the single child phrase that is referenced by its **DependsOn** attribute. If the evaluated value of this is anything other than an empty string, each of the other child phrases are

evaluated and the final value is the value of all the evaluations concatenated together in the order they appear in the XML.

This is useful for prefixing variable strings with language-specific strings.

```
<Phrase Type="DataBoundSequence" DependsOn="SenderTel">
  <Phrase Type="Literal" Value="Tel: " />
  <Phrase Name="SenderTel" Type="Literal" Param="SenderTel"/>
</Phrase>
```

For example:

Generating the phrase, *Tel: 425 555 5555* where the telephone number is the variable. If the variable part is empty then the entire phrase should be empty.

Phrase Element Attributes

The following table summarizes the attributes you can apply to a phrase element:

Table 17. Phrase Element and Attributes

Attribute Name	Applies To	Description
Name	All phrase types	The identifier for a phrase element. This must match the name for which MiCollab AM searches.
Context	All phrase types	Identifies the context that MiCollab AM provides when it evaluates the Phrase, its children, grandchildren, and so on.
Type	All phrase types	Specifies the type of the phrase such as Literal, Sequence, Switch or DataBoundSequence
RefPath	All phrase types	Borrows a phrase definition from some other place within the same language section. This allows the re-use of phrase definitions so that they need not be repeated in many places.
Param	All phrase types except the Sequence type	Specifies the parameter to be used in an X-Path notation relative to the context.
Case	Phrases whose parent phrase is a Switch type	Specifies the static value that must match the dynamic value of the parameter (specified in the parent phrase) in order for this phrase to get evaluated.
Value	Literal phrase type	Specifies the string, which is the result of the evaluation of this phrase.

		IMPORTANT Most customizations can be made by simply changing this attribute.
IsDefault	Phrases whose parent phrase is a Switch type	If this value is 1, it means that this Phrase is treated as the default case when none of the other cases matches.
DependsOn	DataBoundSequence type	Specifies the name of the child phrase whose evaluation to something other than an empty string is a necessary pre-condition for evaluation of this Phrase
PrependSpaceCount	All phrase types	Specifies the number of spaces to prepend to the evaluated result of this phrase Space prepending only happens if the Phrase evaluates to something other than an empty string.

Structure of StoredMessage

It is necessary to know the XML structure of a message in order to determine the XPath used to reference a parameter within it correctly. To serve this purpose, an example of the **StoredMessage** XML is provided below.

NOTE The example below has been edited to contain only the fields that are actually populated by the system.

```
<StoredMessage>
  <Message>
    <OkToFwd>1</OkToFwd>
    <ReturnReceiptRequested>0</ReturnReceiptRequested>
    <ReceiptType>None</ReceiptType>
    <DeliveryError>0</DeliveryError>
    <TotalVoiceMsec>3164</TotalVoiceMsec>
    <Type>Voice</Type>
    <VoiceMsgSubType>Normal</VoiceMsgSubType>
    <Priority>N</Priority>
    <SentTimestamp>2016-08-30T17:26:04Z</SentTimestamp>
    <DeliveryTimestamp>2016-08-30T17:25:49Z</DeliveryTimestamp>
    <OriginalAddresseeList>
      <OriginalAddressee>
        <MBID>5001</MBID>
        <RemoteMBID />
      </OriginalAddressee>
    </OriginalAddresseeList>
    <Sender>
```

```

    <MBID>9999</MBID>
    <MBType>A</MBType>
    <RemoteMBID />
    <Name>AUDIO ADMINISTRATOR</Name>
  </Sender>
  <Recipients>
    <Recipient>
      <MBID>5001</MBID>
      <RemoteMBID />
    </Recipient>
  </Recipients>
  <Attachments>
    <Attachment>
      <ID>0</ID>
      <FileType>4</FileType>
      <FileName>a8c692bc-04ad-4a55-a129-ecba3ff0e6f3</FileName>
      <IsBody>0</IsBody>
      <FilePath>\CX\speech\msgs\a8c692bc-04ad-4a55-a129-ecba3ff0e6f3.WAV</FilePath>
      <PageCount>0</PageCount>
    </Attachment>
  </Attachments>
</Message>
</StoredMessage>

```


Appendix C – The Live Update Utility

The Live Update utility allows you to configure each server in the system to connect with the Live Update Server during Daily Maintenance and check for software updates. If an update is available, a message is posted to the server's desktop tray and a pop-up message displays on the desktop. Administrators can quickly determine if an update is available when they log on to the server. In addition, you can configure the Service to send an e-mail if new updates are available.

NOTE You must configure the Live Update utility to run on Remember to always update the System Server first, and then update the Call Servers in the system.

To start the Software update utility from the desktop:

- 1 Log on to the System Server.
- 2 From the taskbar, go to **Start > Programs > MiCollab AM Desktop**, and then click **Live Update**. The **Live Update** utility displays.

Here is the brief description of the **Live Update** Utility window.

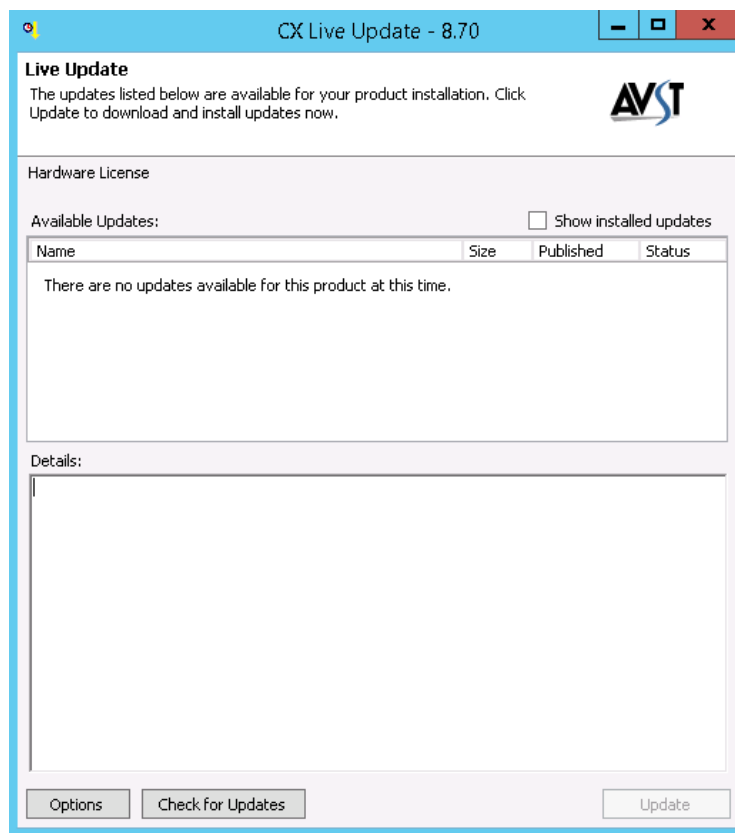


Figure 18. Live Update Utility

- **Show Installed Updates** – Check the **Show Installed Updates** box to display the list of installed updates on the server.
- **Options** – Click the **Options** button to configure an Internet proxy, a schedule, e-mail notification, or test the connection to the SUS. The Live Update dialog box displays the General tab (see [Figure 19. Live Update Utility - Options](#)).
- **Check for Updates button** – Click the **Check for Updates** button to connect with the Live Update Server and check for new software updates. If an update is available, it displays in the Available Updates area of the window. A short description of the update displays in the Details area of the window.

NOTE If multiple updates are available, highlight an update to view its description.

- **Update button** – The **Update** button is grayed out unless an update is available. Click **Update** to begin the update installation process.

Clicking the **Options** button opens up the second Live Update dialog box displayed in the **General** tab.

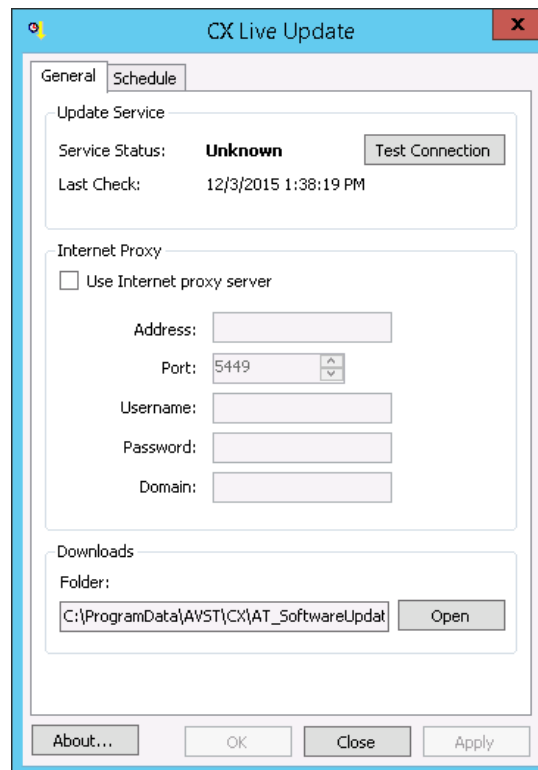


Figure 19. Live Update Utility - Options

Update Service

- **Service Status** – Displays the Service status found during the last check
- **Last Check** – Displays the date and time of the last Service check
- **Test Connection** – Click **Test Connection** to test the connection between the System Server and the Update Server

Internet Proxy

- **Use Internet proxy server** - Select this box if the connection to the update Server requires a proxy server
- **Address** – Enter the IP Address or server name of the proxy server
- **Port** – Enter the port number to connect to the proxy server. The default port number is 5449.
- **Username** – Enter the user account name to log on to the proxy server
- **Password** – Enter the user's password
- **Domain** – Enter the domain name of which the proxy server is a member

Downloads

- **Folder** – Displays the default location in which the software updates are downloaded
- **Open** – Click **Open** to display the folder in Explorer view or to change folders

Here is the brief description of the **Schedule** tab of the second Live Update dialog box.

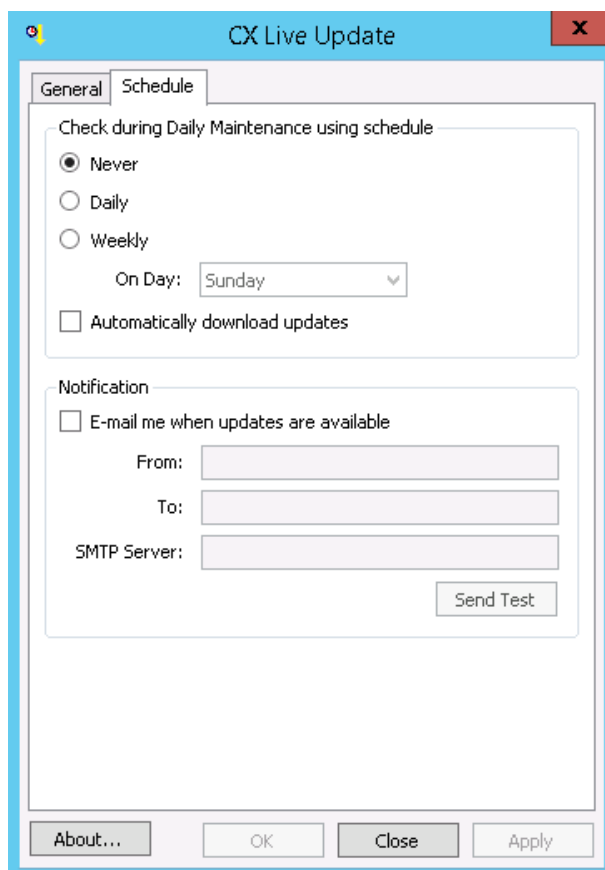


Figure 20. Live Update Utility - Schedule Tab

Check during Daily Maintenance using schedule

- **Never** – Select **Never** if you do not want to use the automatic update service

- **Daily** – Select **Daily** if you want the server to check daily for updates during Daily Maintenance
- **Weekly** – Select **Weekly** if you want the server to check weekly for updates during Daily Maintenance, and then select the day you want the server to check for updates from the list.
- **Automatically download updates** – Select to download updates automatically if available

Notification

- **E-mail me when updates are available** – Select this box if you want the server to send an e-mail when updates are available.
- **From** – Enter the sender's valid e-mail address
- **To** – Enter the recipient's valid e-mail address. Separate multiple addresses with a semi-colon.
- **SMTP Server** – Enter the FQDN of the SMTP Server
- **Send Test** – Click **Send Test** to verify the notification settings.

Configuring the DailyMaintUser.bat File

When you configure the Live Update utility to run on a daily or weekly basis the system creates the **DailyMaintUser.bat** file automatically. If the **DailyMaintUser.bat** file already exists, a line is added to the existing batch file to run the software update service based on the schedule you created on the Schedule tab. The executable file, **AT_SoftwareUpdate.exe** starts the software update. This file is located in the **CX\Bin** directory.

In addition, there are two command line arguments you can add manually to the executable in the **DailyMaintUser.bat** file:

- **-silent** - Instructs the application to run windowless
- **-quiet** - Instructs the application to run windowless during startup. If updates are available, the application displays an icon in the system tray and generates pop-up notification message.

Configuring the Utility to Start at Logon

You must manually configure Windows Server 2008 R2 with Service Pack 1 or Windows Server 2012 R2 to run the **Live Update** utility at user log on. The User Account Control (UAC) restrictions on Windows Server 2008 and 2012 servers blocks the program from starting by default.

To start the **Live Update** utility at user log on, you must configure Task Scheduler. You must be logged on as an administrator to configure Task Scheduler.

Windows Server 2008 R2 with Service Pack 1

To configure Task Scheduler on Windows Server 2008 R2 with Service Pack 1:

- 1 Click **Start** and search for *Task Scheduler* in the **Search programs and files** search box, and then press **ENTER**. The **Task Scheduler** window displays.
- 2 On the menu bar, click **Action > Create Tasks....** The **Create Task** window displays.
- 3 On the menu tabs, click the **Triggers** tab and then click the **New...** button. The **New Trigger** window displays.
- 4 From the **Begin the task** dropdown list, choose **At log on**. Click **OK**.
- 5 On the menu tabs, click the **Actions** tab and then click the **New...** button.
- 6 From the **Action** dropdown list, choose **Start a program**.

In the **Program/script** field under the **Settings** group, type the path or click **Browse** to locate the **Drive\CX\Bin\AT_SoftwareUpdate.exe** file. The default path is *D:\CX\Bin\AT_SoftwareUpdate.exe*.

NOTE To run the utility without opening a window, add the **-quiet** switch to the end of the path.
(Example) *D:\CX\Bin\AT_SoftwareUpdate.exe -quiet*

- 7 Click **OK**.

NOTE For more information on configuring Task Scheduler, press **F1** for help while in Task Scheduler.

Windows Server 2012 R2

To configure Task Scheduler on Windows Server 2012 R2:

- 1 Navigate to **Start > Apps > Task Scheduler**, or search for *Task Scheduler*. The **Task Scheduler** window displays.
- 2 On the menu bar, click **Action > Create Tasks....** The **Create Task** window displays.
- 3 On the menu tabs, click the **Triggers** tab and then click the **New...** button. The **New Trigger** window displays.
- 4 From the **Begin the task** dropdown list, choose **At log on**. Click **OK**.
- 5 On the menu tabs, click the **Actions** tab and then click the **New...** button.
- 6 From the **Action** dropdown list, choose **Start a program**.

In the **Program/script** field under the **Settings** group, type the path or click **Browse** to locate the **Drive\CX\Bin\AT_SoftwareUpdate.exe** file. The default path is *D:\CX\Bin\AT_SoftwareUpdate.exe*.

NOTE To run the utility without opening a window, add the **-quiet** switch to the end of the path.
(Example) *D:\CX\Bin\AT_SoftwareUpdate.exe -quiet*

- 7 Click **OK**.

NOTE For more information on configuring Task Scheduler, press **F1** for help while in Task Scheduler.