

MiCollab Advanced Messaging Mutare giSTT™ VoiceMail to Text Transcription Configuration Guide

For version 6.1 and above

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Preface

This guide is written for administrators configuring MiCollab Advanced Messaging (MiCollab AM) 6.1 for use with Mutare giSTT™, the service that converts voicemail to text transcription.

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.

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.

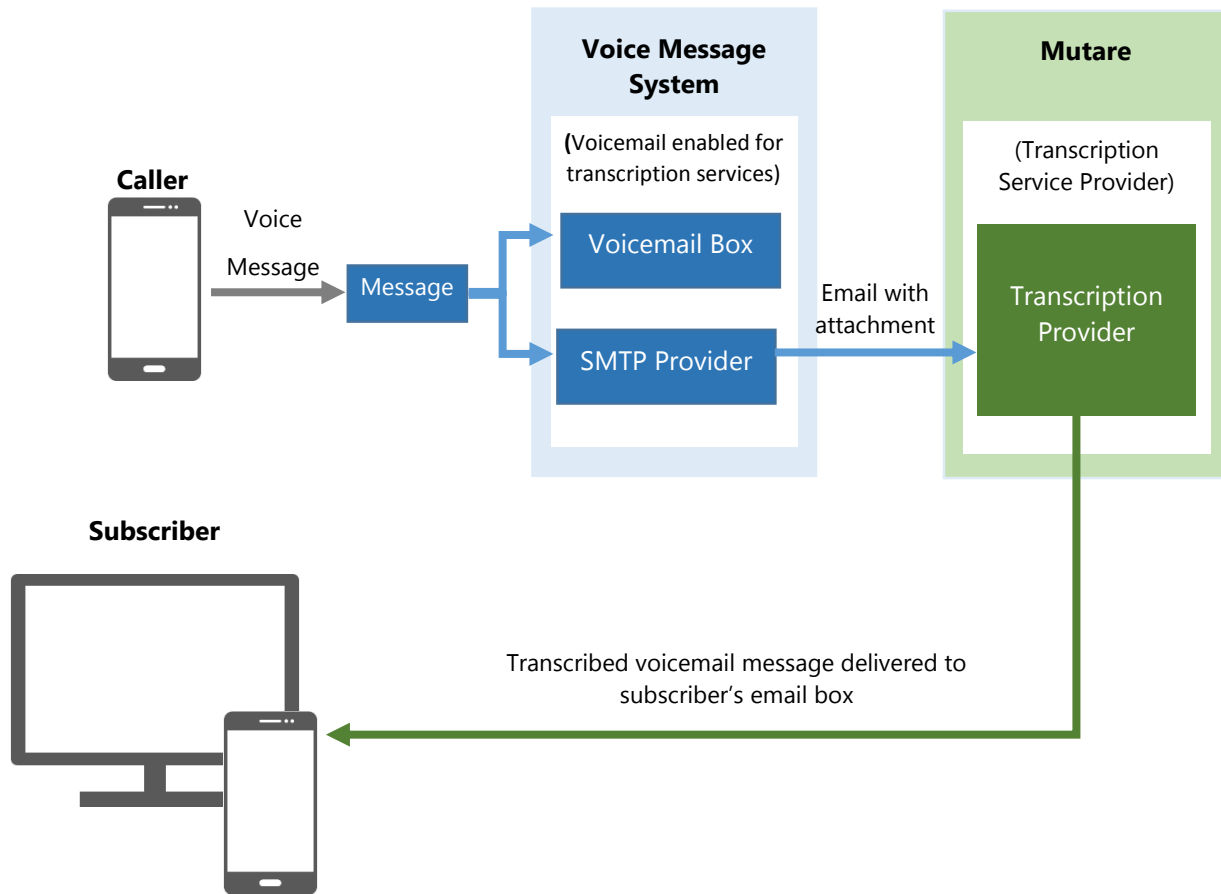
CAUTION Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

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.

Overview

Message transcription allows audio voicemail messages to be transcribed to text. As text, they can be sent out as an email to be viewed silently. The transcription isn't performed on the voicemail server. Instead, the voicemail server forwards a copy of the message to the Mutare giSTT™ server for transcription services.



NOTE Integrating giSTT is only supported with MiCollab AM 5.x.

The voicemail server sends voicemail to the giSTT transcription server via email. Once the server receives the voicemail, it converts it to text and sends it back to the user via email. To use giSTT voicemail to text transcription, you must:

To use gist voicemail to text transcription:

- 1 Configure MiCollab AM for SMTP to allow forwarding of voicemail to the giSTT server.
- 2 Install a new XML template on MiCollab AM to define the email subject line required by Mutare.

- 3 Submit user account information to Mutare to receive the unique email address required for user account setup in MiCollab AM.
- 4 Configure MiCollab AM user accounts to forward voicemail to the giSTT server.
- 5 Add the following domains to the White List or allowable domains on the SMTP side
 - @mutare.com
 - @mutaresoftware.com

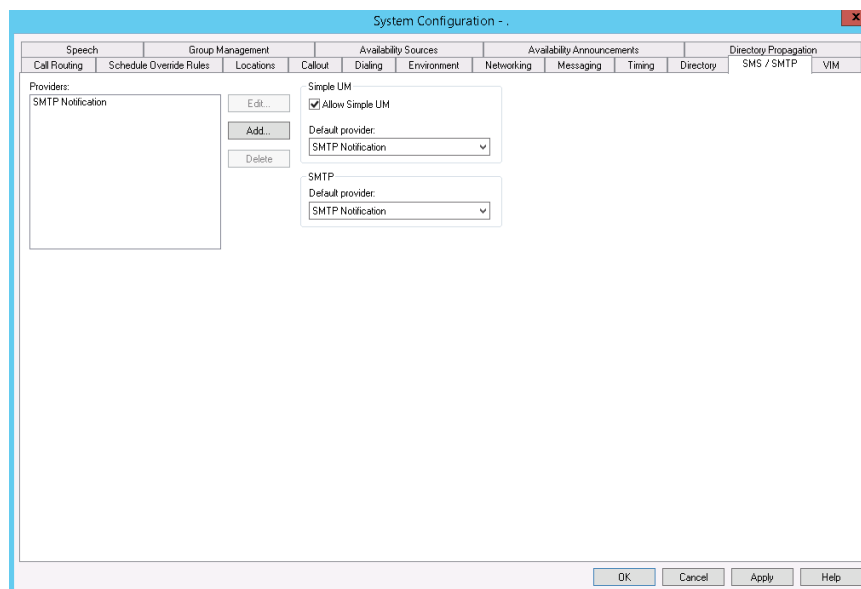
Configuring MiCollab AM 5.x

To send voicemail to the giSTT server, you must configure MiCollab AM for SMTP notification. Once the MiCollab AM system is configured, you must configure individual subscriber mailboxes to enable voicemail forwarding.

There are two ways to configure MiCollab AM for SMTP notification. One is using Simple UM. The other is SMS/SMTP. Although configuring Simple UM in Web Phone Manager is easier from a user perspective, SMS/SMTP allows users more control over what is transcribed and the days and times that messages will be forwarded for transcription. For more information on Web PhoneManager configuration, see *Configuring Web PhoneManager*.

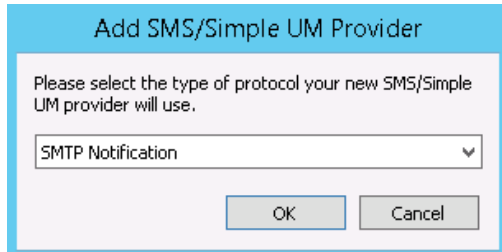
To configure MiCollab AM for SMTP:

- 1 From MiCollab AM Admin, go to **Configuration > System** and then select the SMS/SMTP tab



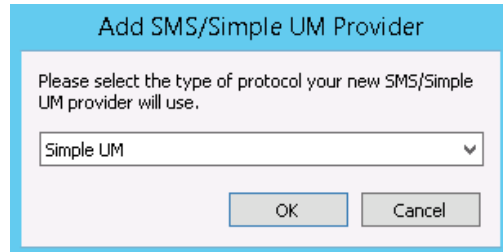
- 2 Choose the task you want to perform from below:
 - If you want to configure your existing provider(s) for transcription, select the provider and click **Edit...** (Go to step 4.)
 - If you want to add a new provider, click **Add...** (Go to step 3.)
- 3 If you clicked **Add...**, select the appropriate provider as follows.

For **SMTP notification**, select SMTP Notification from the dropdown list and click **OK**.



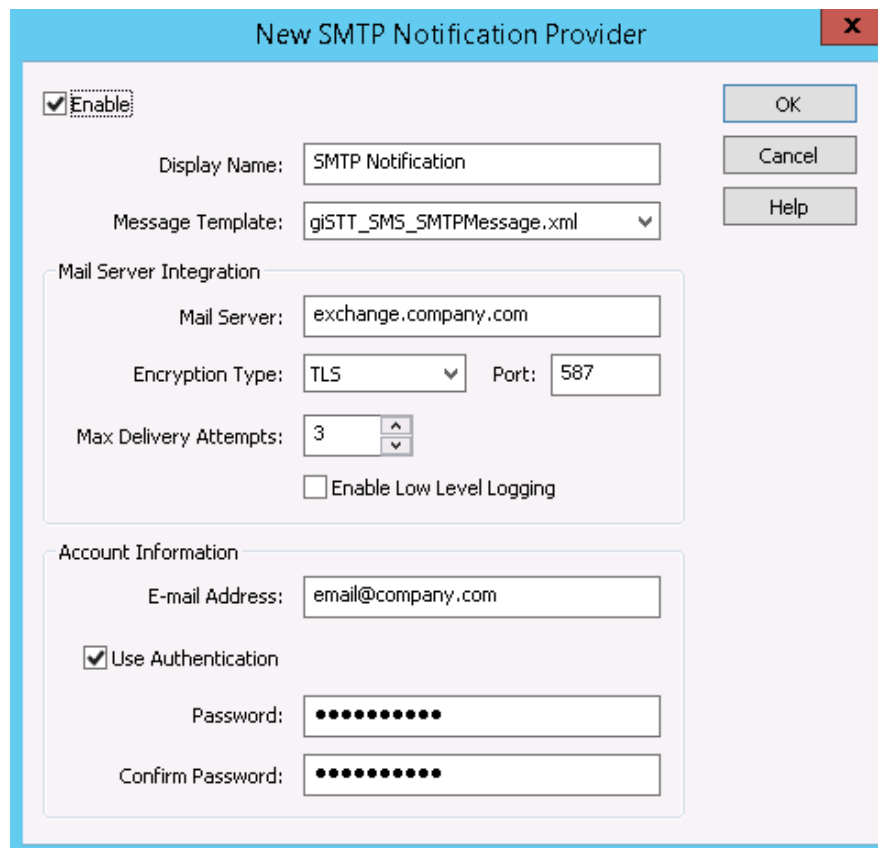
The dialog box is titled "Add SMS/Simple UM Provider". It contains a text prompt: "Please select the type of protocol your new SMS/Simple UM provider will use." Below the prompt is a dropdown menu with "SMTP Notification" selected. At the bottom are "OK" and "Cancel" buttons.

For Simple UM, select **Simple UM** from the dropdown list and click **OK**.



The dialog box is titled "Add SMS/Simple UM Provider". It contains a text prompt: "Please select the type of protocol your new SMS/Simple UM provider will use." Below the prompt is a dropdown menu with "Simple UM" selected. At the bottom are "OK" and "Cancel" buttons.

- 4 In the new or existing provider dialog box, follow the configuration steps below:



The dialog box is titled "New SMTP Notification Provider". It has a close button (X) in the top right corner. The configuration is as follows:

- ☒ **Enable**
- Display Name:
- Message Template:
- Mail Server Integration:
 - Mail Server:
 - Encryption Type: Port:
 - Max Delivery Attempts:
 - ☐ Enable Low Level Logging
- Account Information:
 - E-mail Address:
 - ☒ Use Authentication
 - Password:
 - Confirm Password:

Buttons: OK, Cancel, Help

- a Check **Enable**
- b In **Display Name**, type the connection name.
- c In **Message Template**, choose **gi5TT_SMS_SMTPMessage.xml**

NOTE If you don't see this XML template in your dropdown list, see *Installing New XML Template for Transcription* below.

- d** In **Mail Server Integration**, fill in the configuration options for your mail server.
- e** In **Account Information**, fill in the login information for your SMTP server.

Installing New XML Template for Transcription

For system versions 5.1 and below, the XML template for transcription has to be added manually. If you don't see the XML template for transcription as one of the options, follow these steps to download and install the XML template to your system:

To install new XML templates for transcription:

- 1** Log in to connect.mitel.com/connect
- 2** Go to the page where technical downloads and system update files are provided.
- 3** Download the file name **giSTT_SMS_SMTPMessage.zip**.
- 4** Unzip the XML template zip file.
- 5** Copy **giSTT_SMS_SMTPMessage.xml** to the following MiCollab AM directory:
...\\CX\\PhraseTemplates.

Submitting giSTT User Accounts

To configure giSTT user accounts, complete the user information spreadsheet that must be submitted with your order.

NOTE This step may be performed by your service provider.

Information required is:

- 10-Digit DID
- User Mailbox ID
- User Name
- Company Name
- User Email
- User Time Zone
- Audio File Type – defines whether to send audio with transcription in MP3 or WAV format.

Configuring MiCollab AM User Accounts

If the system administrator will setup each user to use the Mutare service, there are two ways to configure MiCollab AM user accounts. One is to use Simple UM for transcription. The second is to use SMS/SMTP for message transcription.

Administrator Configuring for Simple UM

To administrator configure simple UM:

- 1 Log in to **MiCollab AM Admin**.
- 2 In **MiCollab AM Admin**, double-click the subscriber mailbox that will be configured for giSTT message transcription.
- 3 Click the **E-mail** tab.

The screenshot shows the 'E-mail' configuration window in the MiCollab AM Admin interface. The window has a tabbed interface with 'Main', 'Answering', 'E-mail', 'Features', 'Presentation', 'VIM', 'Recordings', 'Speech', 'Devices', 'SMS', 'Msg Notification', 'Msg Forwarding', and 'Availability'. The 'E-mail' tab is selected. The window is divided into several sections:

- Message Access by Client Applications:** Radio buttons for 'None' (selected), 'Unified Messaging', and 'ICA'.
- Message Storage Location:** Radio buttons for 'Local' (selected) and 'External'.
- Msg Access by Telephone:** Check box for 'E-mail' (checked).
- E-mail server information:** Includes 'Server Profile' (dropdown menu showing '(None)'), 'Server Profile Type' (Unknown), 'Logon ID', 'Password', 'Display Name', 'E-mail Address', and 'Confirm Pwd'.
- Enumeration Settings:** Includes 'Partial Msg Enumeration' (checkbox), 'Unread Msg Enumeration Limit' (radio buttons for 'By Days' and 'By Msg Count' with a 'Limit' field set to 10).
- Simple UM:** Includes checkboxes for 'Allow' and 'Enable Simple UM' (both checked), 'E-mail Address' (text field with 'email@company.com'), 'Simple UM Provider' (dropdown menu showing 'Default Provider'), and 'Include WAV Attachment' (checkbox checked).
- Integrated Client Access:** Includes 'Reply-To Address' (text field).
- Presence server information:** Includes 'Server Profile' (dropdown menu showing '(None)'), 'Server Profile Type', 'Display Name', and 'E-mail Address'.
- Primary Message Template:** Dropdown menu showing 'Default'.

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

- 4 In **Simple UM**, follow these steps:
 - a Check all of the checkboxes.
 - b In **E-Mail Address**, enter the unique email address received from Mutare when they configured giSTT for your company.
 - c In **Simple UM Provider**, choose the provider.

- 5 Click **OK**.

Administrator Configuring for SMS/SMTP

To administrator configure SMS/SMTP:

- 1 Log in to **MiCollab AM Admin**.
- 2 In **MiCollab AM Admin**, double-click the subscriber mailbox that will be configured for giSTT message transcription.
- 3 Click the **SMS** tab.

The screenshot shows the 'SMS' configuration window in the MiCollab AM Admin interface. The window has a tabbed interface with tabs for Main, Answering, E-mail, Features, Presentation, VIM, Recordings, Speech, Devices, SMS (selected), Msg Notification, Msg Forwarding, and Availability. The SMS tab contains the following settings:

- ☒ Allow ☒ Enable Short Message Service (SMS)
- Notify Status: ☒ Urgent ☐ All
- SMS Provider: SMTP Notification (dropdown menu)
- ☒ Include Voice Msgs ☐ Include FAX Msgs
- Notify Time:
 - Hours: Start: 12:00 AM, Stop: 11:59 PM
 - Days: ☐ Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thur ☒ Fri ☐ Sat
- Mobile Phone: (empty text field)
- SMTP:
 - Address: email@company.com (text field)
 - ☐ Send Message Attachment

At the bottom right of the window are buttons for OK, Cancel, and Help.

- 4 Check **Allow** and **Enable Short Message Service (SMS)**.
- 5 In **Notify Status**, select the message type that will be sent for transcription.
 - If you select **Urgent**, only urgent messages will be sent for transcription.
 - If you select **All**, all messages will be sent for transcription.
- 6 Select the **SMS Provider** configured in the [Configuring MiCollab AM 5.x](#) section.
- 7 Check **Include Voice Msgs**.
- 8 In **Notify Time**, define the days and times when transcription will be active.

- 9 In **SMTP**, enter the unique email address received from Mutare when they configured giSTT for your company.
- 10 Check **Send Message Attachment**.
- 11 Click **OK**.

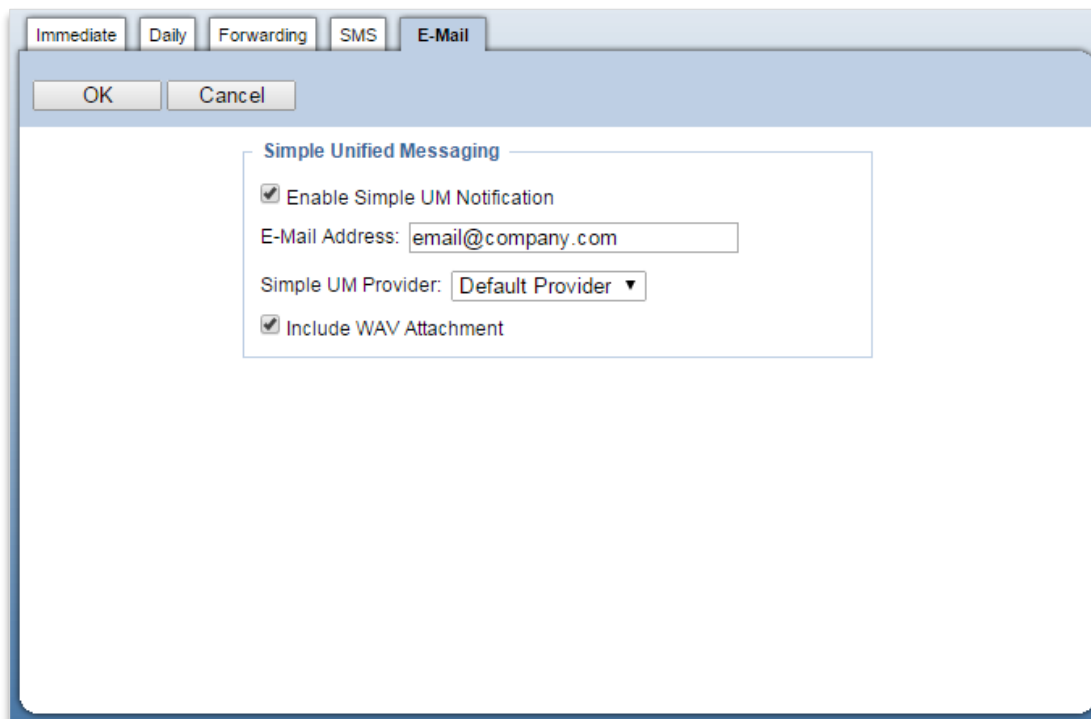
Configuring Web PhoneManager

How a user will configure their Web PhoneManager for forwarding will depend on whether their accounts are configured to use Simple UM or SMS/SMTP for transcription. Configuration from a user perspective is much simpler for Simple UM. However, some users may prefer more control over what messages are transcribed and when those transcribed messages will be delivered. Users who need more control are better suited to SMS/SMTP message transcription.

User Configuring for Simple UM

To configure Web PhoneManager to send transcribed messages using SMS/SMTP:

- 1 Log in to Web PhoneManager.
- 2 In the left navigation menu, click Notification Settings.
- 3 Click the E-mail tab.



The screenshot shows a web application interface with a tabbed menu at the top containing 'Immediate', 'Daily', 'Forwarding', 'SMS', and 'E-Mail'. The 'E-Mail' tab is selected. Below the tabs is a dialog box with 'OK' and 'Cancel' buttons. Inside the dialog, there is a section titled 'Simple Unified Messaging' containing the following settings:

- ☒ Enable Simple UM Notification
- E-Mail Address:
- Simple UM Provider:
- ☒ Include WAV Attachment

- 4 Check **Enable Simple UM Notification**.
- 5 In **E-mail Address**, enter the unique email address received from Mutare.

- 6 In **Simple UM Provider**, select the UM provider defined by the administrator. In most cases, this will be the **Default Provider**.
- 7 Check **Include WAV Attachment**.
- 8 Click **OK**.

User Configuring for SMS/SMTP

To configure Web PhoneManager to send transcribed messages using SMS/SMTP:

- 1 Log in to Web PhoneManager.
- 2 In the left navigation menu, click **Notification Settings**.
- 3 Select the **SMS** tab.

The screenshot shows the 'SMS' configuration window in Web PhoneManager. At the top, there are tabs for 'Immediate', 'Daily', 'Forwarding', 'SMS' (which is selected), and 'E-Mail'. Below the tabs are 'OK' and 'Cancel' buttons. The main content area is divided into three sections:

- Options:**
 - ☒ Enable Short Message Service (SMS)
 - SMS Provider: Company SMTP ▼
 - Notify Status:**
 - ☐ Urgent
 - ☒ All
 - Message Types:**
 - ☒ Include Voice Msgs
 - ☐ Include FAX Msgs
- Time:**
 - Hours:**
 - Start: 00 ▼ : 00 ▼
 - Stop: 23 ▼ : 59 ▼
 - Days:**
 - ☒ Mon
 - ☒ Tue
 - ☒ Wed
 - ☒ Thur
 - ☒ Fri
 - ☐ Sun
 - ☐ Sat
- Contact Details:**
 - Mobile Phone Number:
 - E-Mail Address:

- 4 Check **Enable Short Message Service (SMS)**
- 5 In **SMS Provider**, select your SMS provider.
- 6 In **Notify Status** under **Options**, select the message type that will be sent for transcription.
 - If you select **Urgent**, only urgent messages will be sent for transcription.
 - If you select **All**, all messages will be sent for transcription.
- 7 In **Message Types**, check **Include Voice Msgs**.

NOTE The transcription service can only include voice messages.

- 8 In **Time**, define the time and days when message transcription will be active.
- 9 In the **E-mail Address** box, enter the unique email address received from Mutare.
- 10 Click **OK**.