



Powering enterprise communications
through integrated telephony solutions.

T3 Unified Messaging

The TeleData Advantage

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- Unified Messaging Overview
- The two models of Unified Messaging
- Setting up the T3 as an IMAP server
- Synchronizing with an Exchange Server
- Version 10.4

What is Unified Messaging, or Multi-Modal Messaging

- Allows users to access voice, fax and email messages through a variety of converged clients.
- Offers users the flexibility to choose the most convenient way of handling their messages.

Two Separate Functions

1. Voice / fax messages delivered to email client
2. Email messages delivered as voice or fax

Voice and Fax from PC

Voice mail and faxes received in voice mailbox appear as email messages in email client inbox.

User options

- Listen to a voice message
- View a fax
- Redirect a message
- Delete a message
- Archive a message

Email and Fax from Telephone

User options

- Delete a message
- Save a message
- Reply/Forward a message
- Reply
- Forward as email
- Forward as voice mail
- Forward as fax
- Redirect faxes

Two Models of Unified Messaging

A. T3 as a server

B. T3 Synchronization Agent

- Uses POP and IMAP4, standard Internet protocols
- Email client is configured to connect to T3 as an email account and retrieve messages
- POP
 - Supported by all email clients
 - One-direction only: Server to client
- IMAP4
 - Provides a current view of all folders, and ability to move messages between folders
 - Full synchronization: view of folders in the email client reflect the current status of all messages in T3

Setting up the T3 as an IMAP Server

- T3adm – activate T3 imap service
- Define account in email client
 - Mailbox number
 - Password
 - T3 is the server
- Download folders

T3 communicates with email server to deliver and retrieve messages to and from inbox

- T3 sends new voice and fax messages to email server (SMTP server needs to be defined)
- T3 scans email server for new emails, as well of change of status for fax and voice messages (email server needs to be POP or IMAP4 compliant)

- Activate Esync
- Setup SMTP (in registry)
- Email Settings
- Setup Email account and verify

Message Status Change on email client (e.g. Microsoft Outlook)

- Delete a voice/fax message: will be moved to the deleted folder on the T3
- Change a voice message from UNSEEN to SEEN: will be moved to the saved folder on the T3
- Change an email message from UNSEEN to SEEN: will be fully deleted from the T3 (will not be in the Deleted folder)
- Change a fax message from UNSEEN to SEEN: will remain in the Fax folder on the T3

Enhancements to Unified Messaging

- System awareness of original message format
- Secure IMAP server
- Support for IMAP APPEND command (improved GroupWise client performance)
- New field in Email setting that enables/disables TTS (text-to-speech) per mailbox
- Option to use TTS on-the-fly (as opposed to continuously running in the background)