AVAYA

BCM Rls 6.0

CallPilot Unified Messaging

Task Based Guide

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CallPilot Unified Messaging

Overview

CallPilot Unified Messaging is a multimedia messaging application that works with e-mail clients to provide a single interface for your email messages, CallPilot voice and fax and text messages.

Required Information

- The IP address of the BCM system, if DNS is not being used.
or
- The fully qualified domain name (FQDN), if DNS is being used.
- If Message Networking (VPIM / AMIS) is configured, the SMTP/VPIM prefix is required.
- The subscriber's mailbox number.

Before you install CallPilot Unified Messaging on a subscriber's computer:

- Make sure the subscriber's computer has the correct hardware and software requirements. Refer to **Hardware Requirements** and **Software Requirements** sections of this guide.
- Ensure that the microphones, speakers, and sound cards that are connected to the subscriber's computer are configured. Refer to the manufacturer's documentation.
- If the subscriber wants to send or receive faxes on their computer, ensure that they have the ability to view Fax attachments.

Hardware Requirements

The following list contains both the minimum and recommended hardware that Unified Messaging software needs for operation:

- IBM PC or compatible: minimum Pentium/586 or faster system with 16 megabytes (MB) of RAM minimum; 32 MB recommended.

- Monitor:16-color VGA 640 x 480 capability minimum; 256-color SVGA 800 x 600 capability recommended.

- Disk drive space: To install Unified Messaging, subscribers need 110 MB of disk space. After the installation is complete, the temporary files are automatically deleted to recover 55 MB of disk space. You or the subscriber must manually delete the CallPilotDesktopMessaging.exe file to recover the additional 55 MB. The.exe file is located where you downloaded it.

- CD-ROM drive.

- Windows-compatible mouse and keyboard.

- LAN connection to Business Communications Manager. Subscribers can access their CallPilot messages over the LAN through ISDN, ADSL, dial-up modem or Ethernet.

Optional Hardware

- A sound card and a set of speakers (or headphones) for playing messages on a computer.

- A microphone for recording messages on a computer.

Unified Messaging Clients

The maximum number of Unified Messaging clients supported on the BCM450 is 300. The maximum number of clients supported on a BCM50 is 50.

Software Requirements

Supported Integrated Clients

Unified Messaging supports the following integrated e-mail clients:

- Microsoft Outlook 2002 (XP), 2003, 2007
- Lotus Notes - 6.0, 6.5, 7.0, 8.0.0, 8.0.1, 8.0.2, 8.5
- GroupWise - 6.5, 7.0, 7.0.1 (except on Windows Vista) , 8.0

Supported Internet Mail Clients

Unified Messaging also supports the following internet Mail Clients:

- Microsoft Outlook Express - 6.x.
- Windows Vista Mail.
- Microsoft Outlook 2002 (XP), 2003, 2007, all in Internet Mail Mode.

Note: CallPilot Desktop Messaging does not support Outlook and GroupWise on the same PC.

Supported Thin Clients

- Citrix Metaframe XP on Windows 2003 Server (all editions).
- Citrix Metaframe Presentation Server 3.0 on Windows 2003 Server (all editions).
- Citrix Metaframe Presentation Server 4.0 on Windows 2003 Server (all editions).

Supported Operating Systems

- Windows XP Professional SP3.
- Windows Vista Business, Ultimate, Enterprise SP2 32/64 bit.
- Windows 7 32/64 bit.

Supported Browsers

- Internet Explorer 6.0, 7.0, 8.0.

Flowchart

The following Flowchart depicts the correct steps to install, configure and test the CallPilot Unified Messaging application.

Obtain the required information: Refer to the **Required Information** section of this guide

Check the email client to be used is working correctly.

Download CallPilot Unified Messaging from the BCM Web page: Refer to the **Installing Unified Messaging** section of this guide.

Login to CallPilot Unified Messaging: Refer to the **Logging into CallPilot Unified Messaging** section in this guide

Create a Voice Message addressed to the DN that has been configured in Unified Messaging: Refer to the **To Play a Voice Message** section in this guide

Check that the message appears in the CallPilot Message Store's Inbox, or regular Inbox

Before Installing Unified Messaging

- In Element Manager, enable the Unified Messaging software authorisation code and optionally the Fax keycode. For information on enabling on enabling software authorisation codes, refer to the CallPilot Manager Set Up and Operation Guide.

- In CallPilot Manager, ensure that the number of Maximum Out calling Channels is enough to accommodate the expected CallPilot telephone player usage. This value governs the number of simultaneous channels used for out calling. For information on setting the out calling channels, refer to the CallPilot Manager Set Up and Operation Guide.

Note: The following installation procedure details the steps required to install Desktop Messaging onto a Windows XP machine using Microsoft Outlook as the default e-mail client.

Installing Unified Messaging

1. Open Internet Explorer.In the address field type (replacing the relevant part with your BCM IP address): **http://<bcm ip address>/**
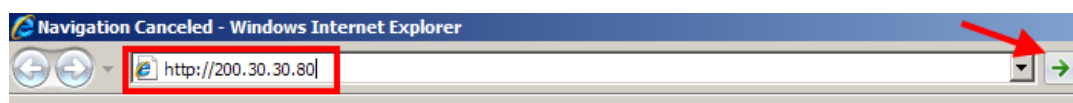
2. Click on **Go**, or press Return on your keyboard.

Note: You can also use the Web Page button in Element Manager to launch a web broswer session. The BCM you wish to access must be selected in the Element Navigation Panel to do this.
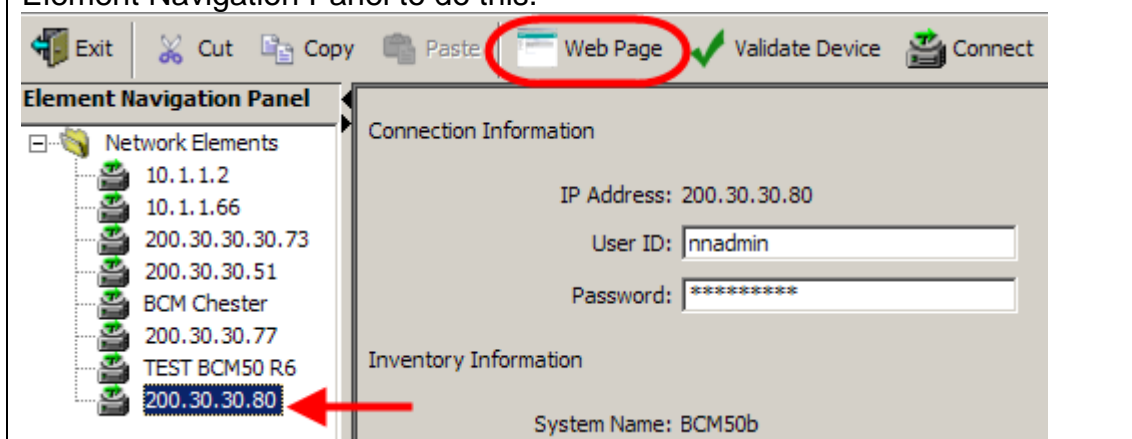
3. If you are presented with the Certificate Error window, click on **Continue to this website (not recommended)**.

We recommend that you close this webpage and do not continue to this website.

Click here to close this webpage.

Continue to this website (not recommended).

More information
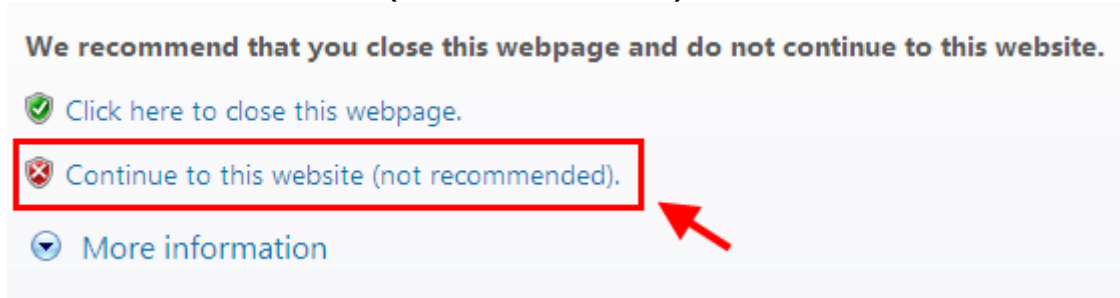
4. Accept any further security messages that you may get presented with.

Security Information

This page contains both secure and nonsecure items.

Do you want to display the nonsecure items?

Yes   No   More Info
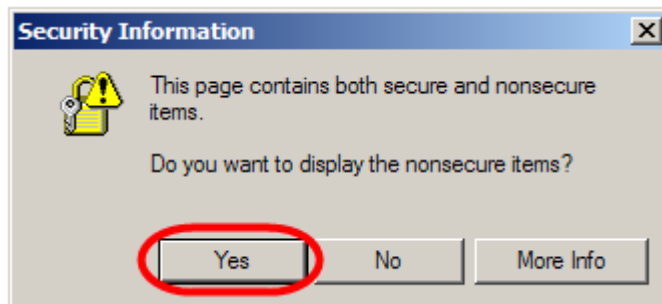
5. You will now see the login screen, enter your BCM User name and Password. By default these are set to User ID: nnadmin Password: PlsChgMe! Click on **OK**.

Please Enter Credentials

User ID: nnadmin

Password: *********

☑ Save Credentials
☑ Auto-Login

Ok   Cancel
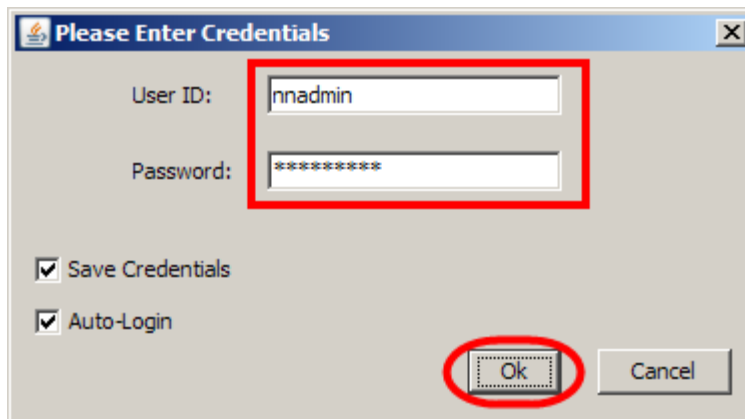
6. In the Welcome to BCM window, ensure the **Main** tab has been selected, and the **BCM** button clicked.
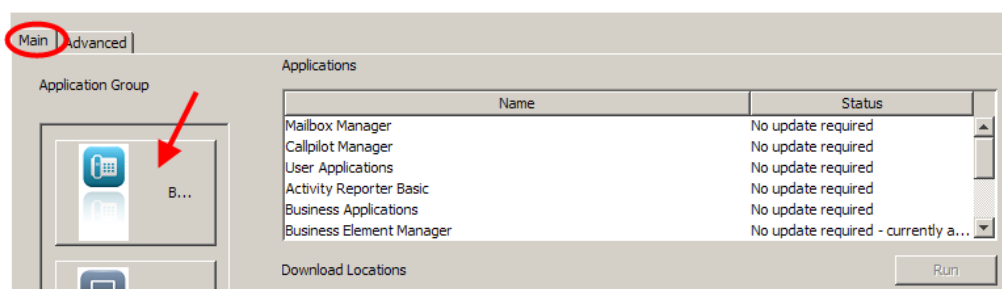
7. In the Applications area, select **User Applications**,and click on **Run**.
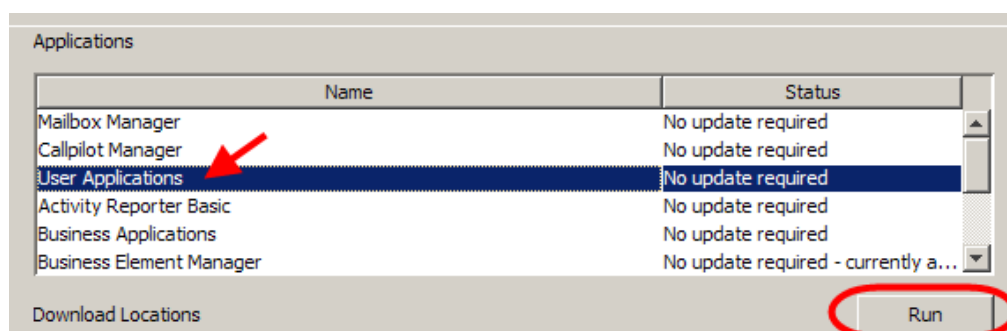
8. Again, accept any security messages that appear, and if prompted enter any login details.

9. You will be presented with the **User Applications** screen. Click **CallPilot Unified Messaging**.

10. Then click the **CallPilot Unified Messaging** link for the installation language type that is required.

11. The **File Download** dialogue box appears.
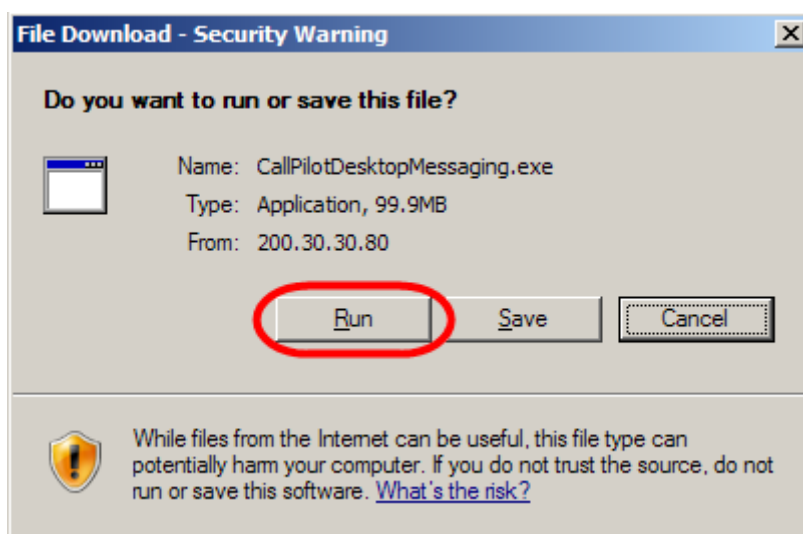
12. Click **Run.**

13. Unified Messaging downloads to the subscriber's computer. The following screen will appear as the application downloads.
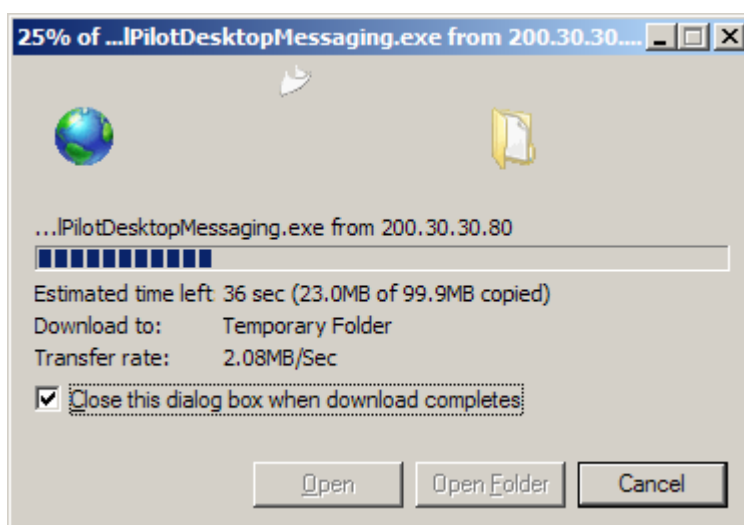
14. Click **Run** again.
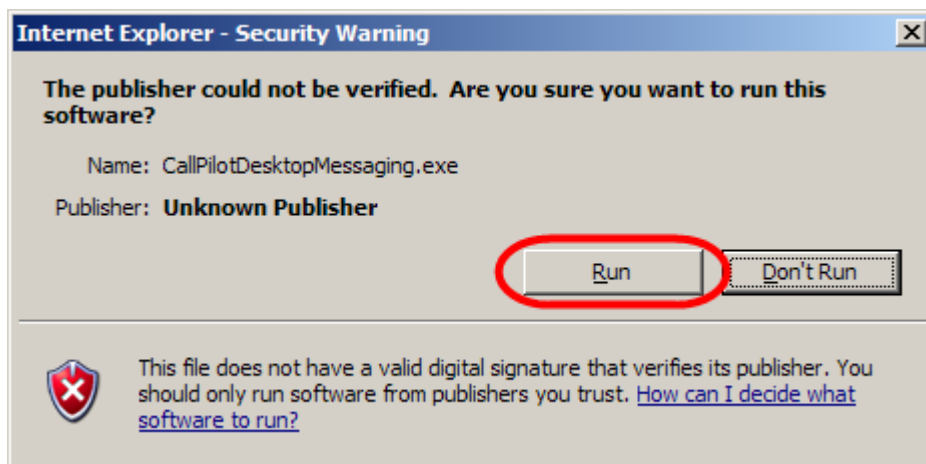
15. The files will be extracted.
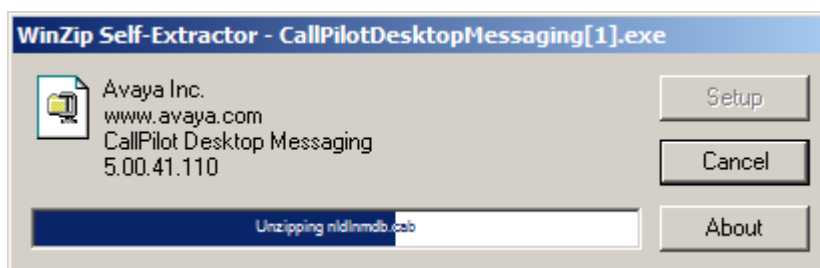
16. Click **Next** on the InstallShield Wizard screen.
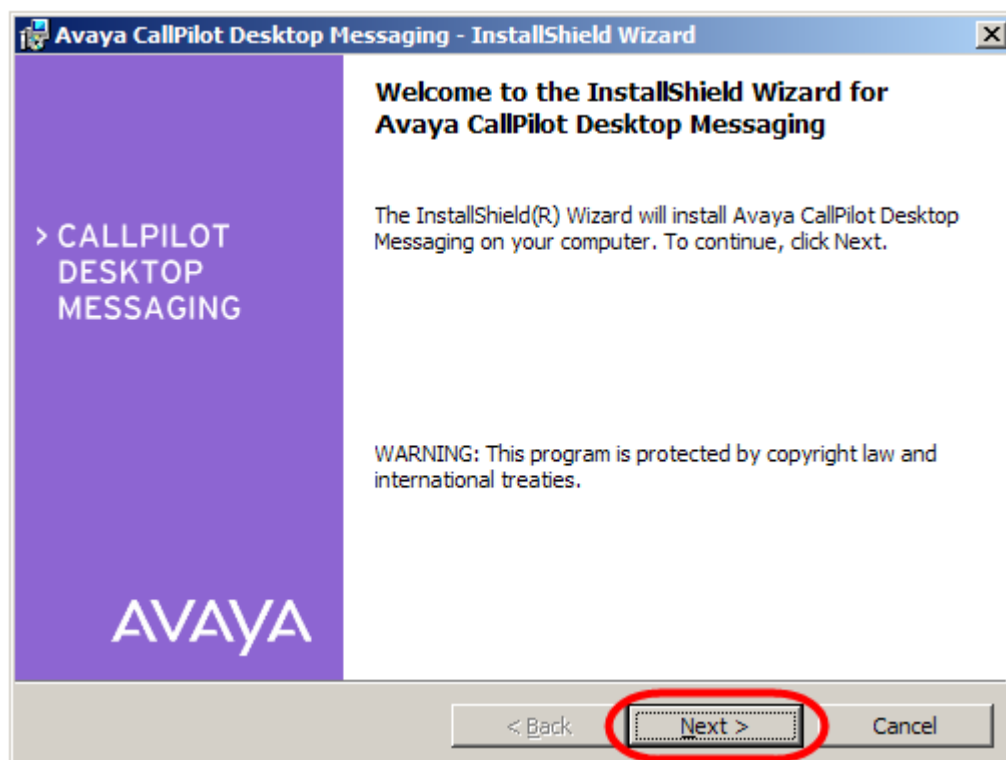
17. The **Server Information & Language selection** screen appears. Enter the location of your BCM, either as it's IP address or Fully Qualified Domain Name, and select the desired language. Click **Next** when the details have been entered.
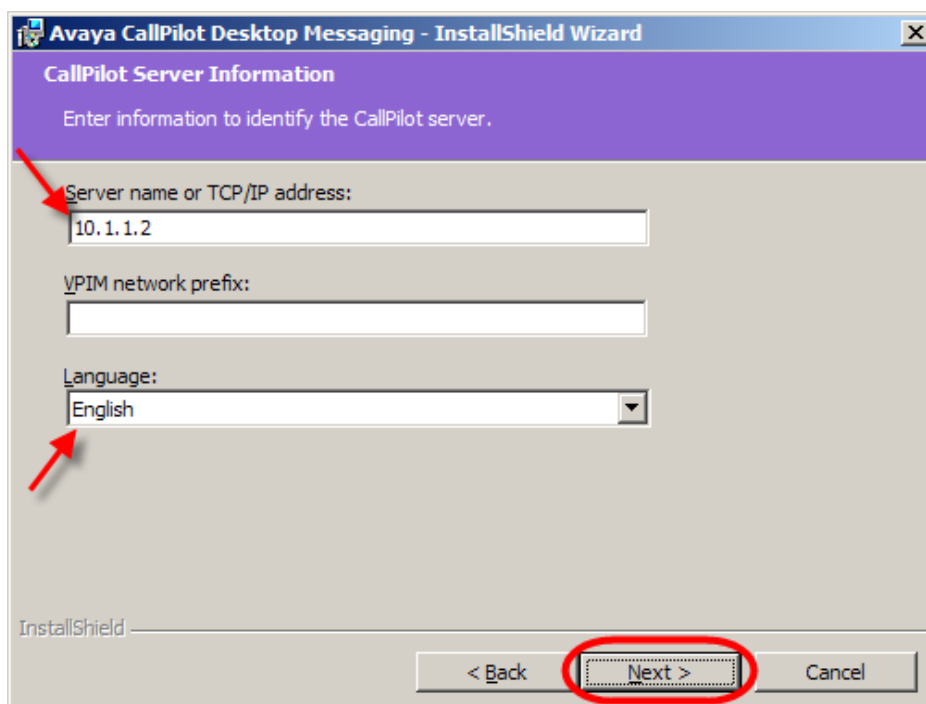
Note: If CallPilot Networking is not enabled on the Business Communications Manager system, leave the *VPIM Network Prefix* box blank. Otherwise use the value defined in the Local Prefix field in the Digital Networking Properties page in CallPilot Manager.

18. Select the **Setup type** and click the **Next** button.
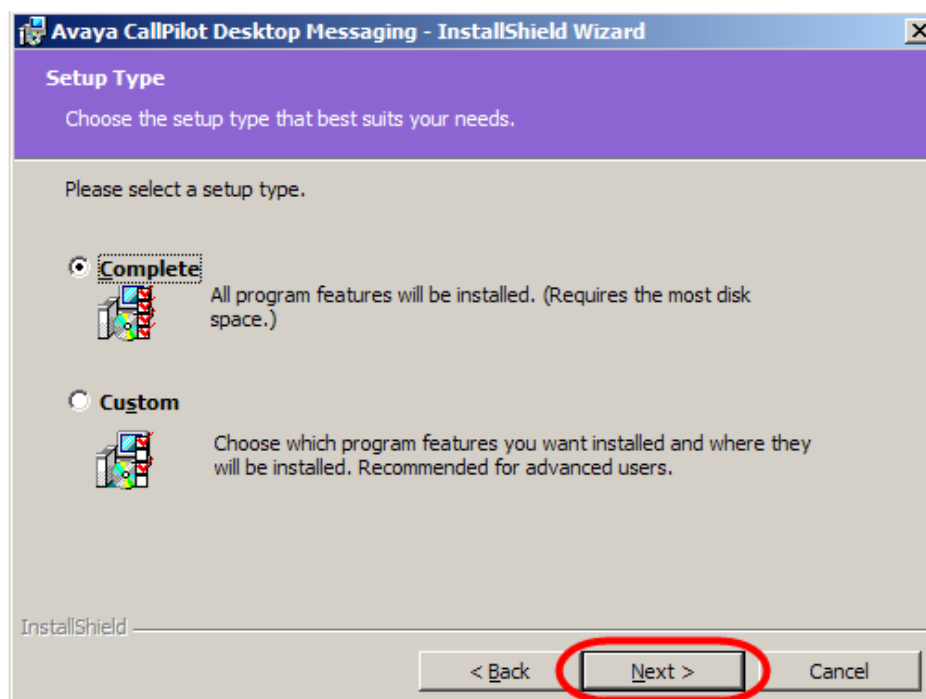
19. The application is now ready to install. Click the **Install** button to proceed.
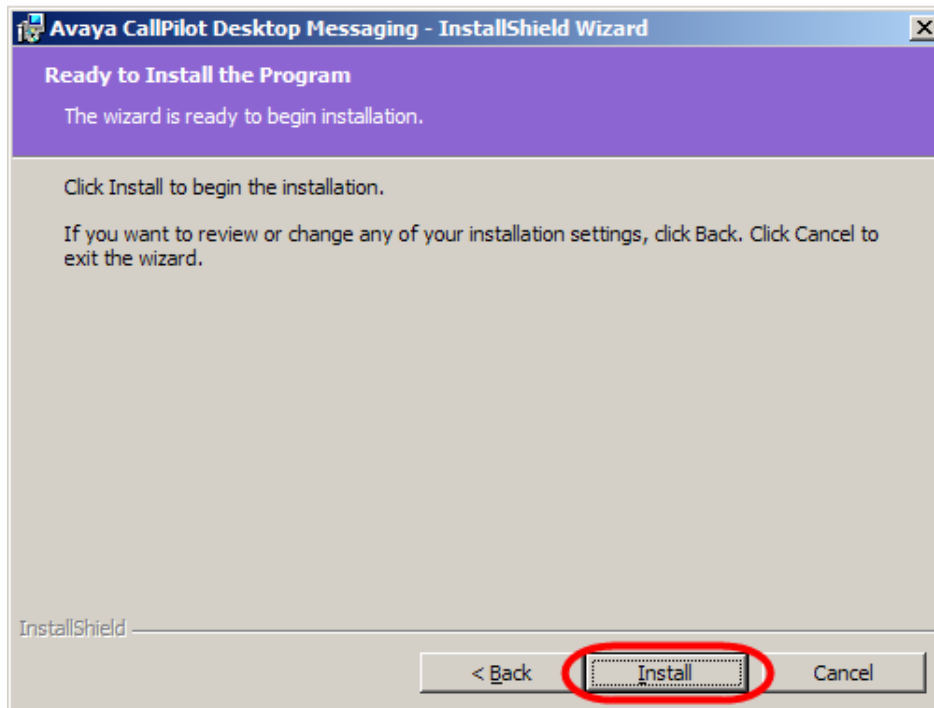
20. During installation, the application will automatically detect any of the **Supported Integrated Email clients** to configure.

> **Note**: CallPilot will automatically configure any of the supported default email clients during installation. If the email client is not installed or configured the following message may appear.
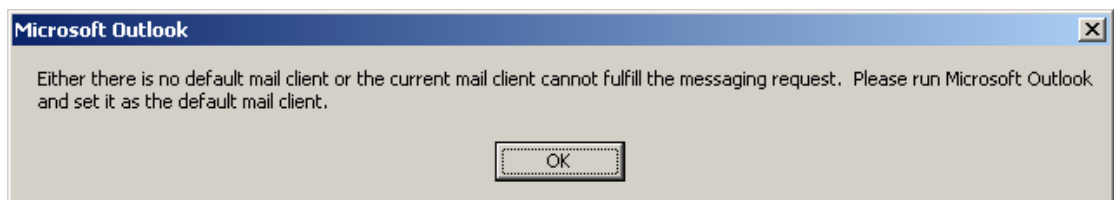
The application will still install but will require the setup/ configuration of the email client to complete the process.

21. The progress window will appear whilst the application is installing. Once completed, the InstallShield Wizard Completed window will display. Click **Finish** to comlpete the installation.
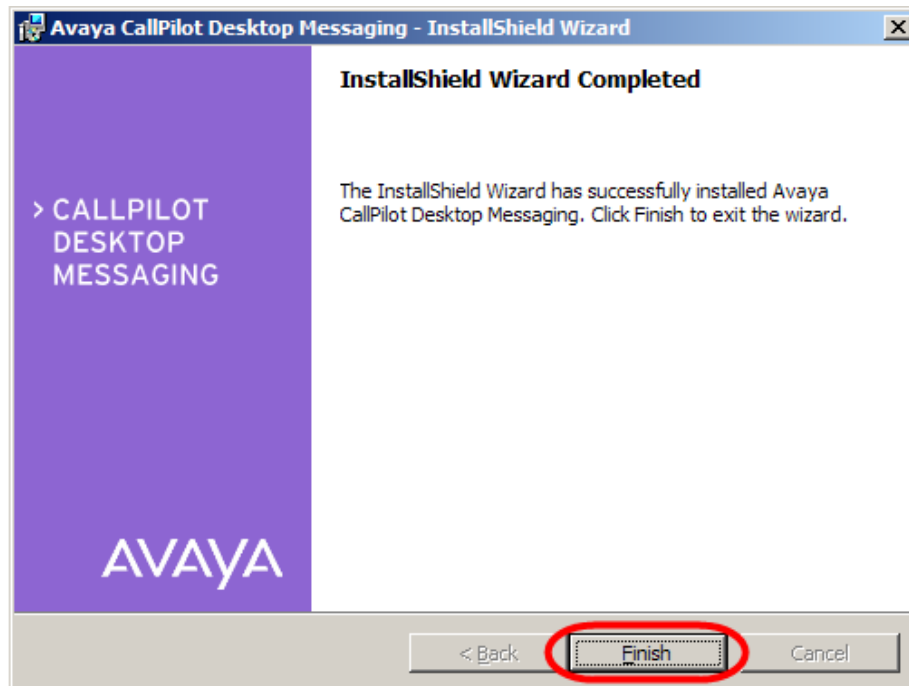
Setting the Default Email Client

After you install Unified Messaging, you must set (or check) the default email client.

1. Click the Windows **Start** button, point to **Settings** and click **Control Panel**.

2. The **Control Panel** window appears.
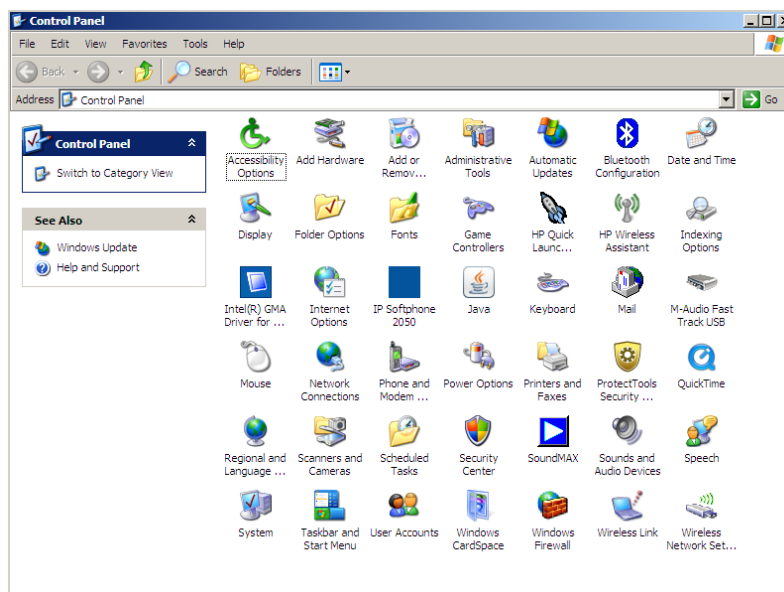
3. Double click the **Internet Options** icon.

4. The **Internet Properties** window appears.
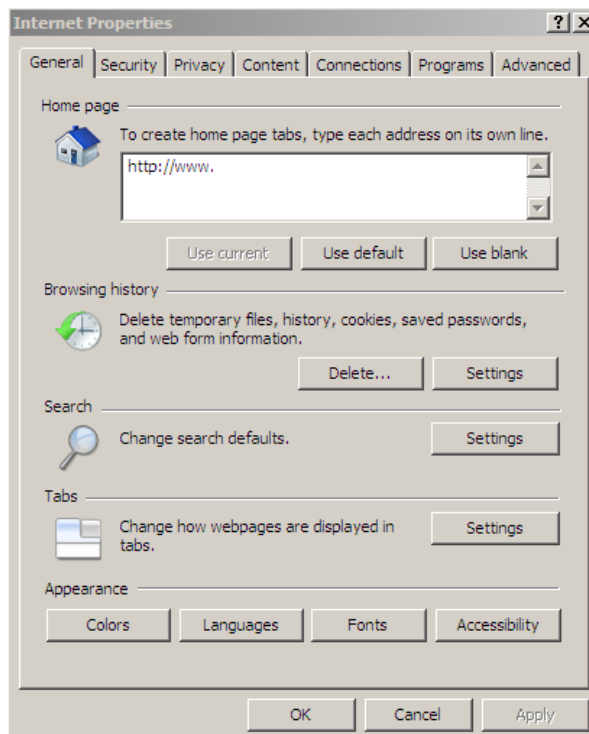
5. Click the **Programs** tab.
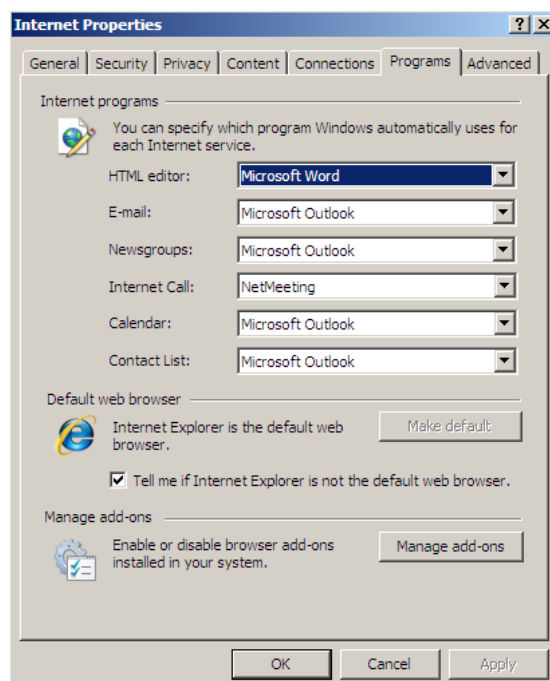
6. In the **E-mail** list box, make sure the client that is displayed is the e-mail client you are using, for example Microsoft Outlook.

7. If another email client is displayed, select the correct email client from the E-mail list box.

8. Click the **OK** button.

Logging into CallPilot Unified Messaging

1. Open your email client. The CallPilot Login window will appear. Enter the required mailbox number.
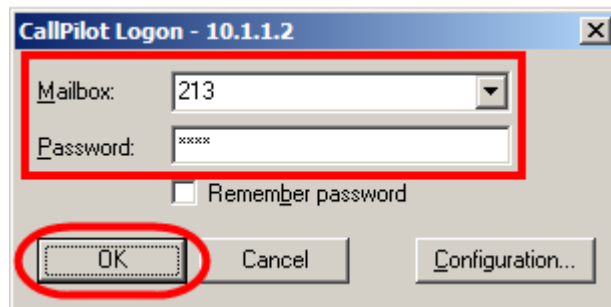
2. In the CallPilot Logon window, type your CallPilot password in the Password box. You can also tick the **Remember password** checkbox so that you won't have to enter the password again. Click **OK** when you have entered the information.

> **Note**: If the **Remember password** check box is selected any future attempts to login into Unified Messaging will bypass the **CallPilot Logon** screen. Therefore to change audio settings previously available from the **Configuration** button illustrated above, please refer to the **Changing your Default Audio Device and Telephone Number** section of this guide.

3. You will be presented with the delivery option box. You can select where your CallPilot messages are stored. Select youir delivery preference from the drop-down list, and click **OK**.
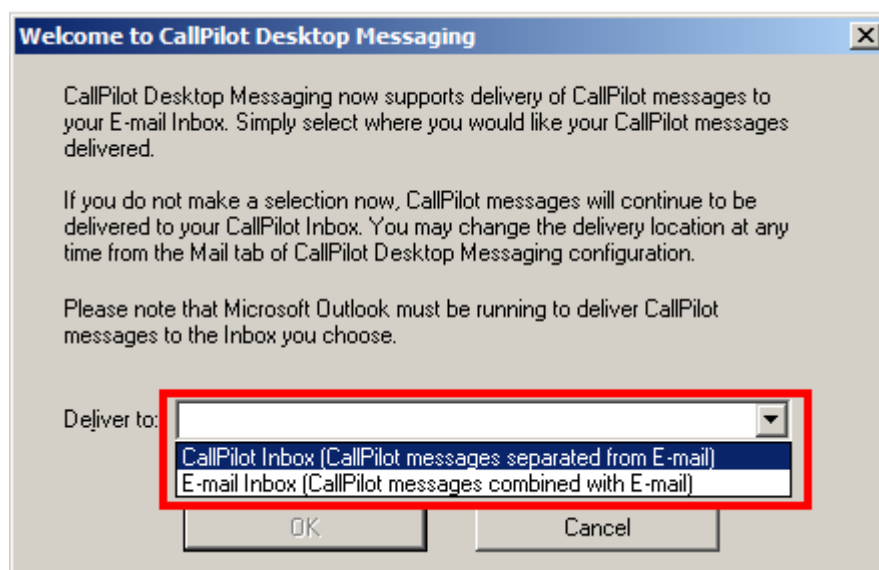
Attribute	Description
CallPilot Inbox	Adds an additional Inbox to your email client, separating your CallPilot messages. This will appear as CallPilot Desktop Messaging in your Email client.
E-mail Inbox	Sends any CallPilot messages to your regular E-mail Inbox.

4. Click the **Download now** button. This will download a list of all the mailboxes that are created on the BCM, for addressing purposes.
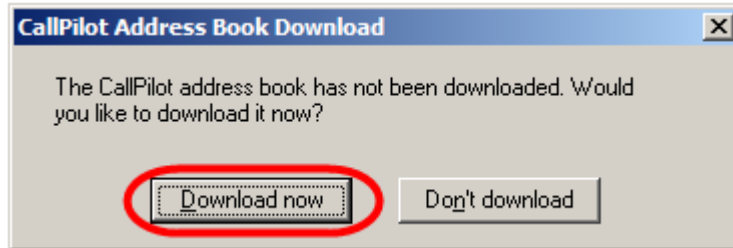
5. When all the entries in the address book have been downloaded, click **OK**.
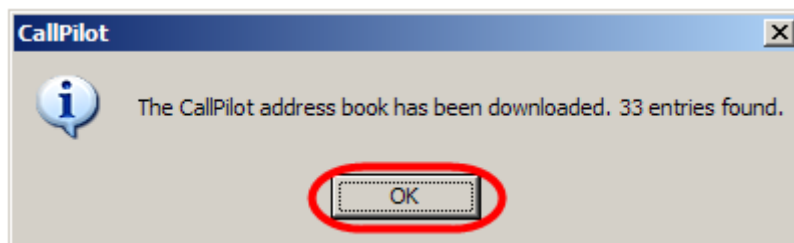
6. Your e-mail client will continue to load in the usual manner.

CallPilot MWI Configuration

You can access the CallPilot MWI Configuration by right clicking on the phone icon (in the system tray) and selecting CallPilot MWI Configuration. This will give you limited access to the General Configuration tab of Unified Messaging.
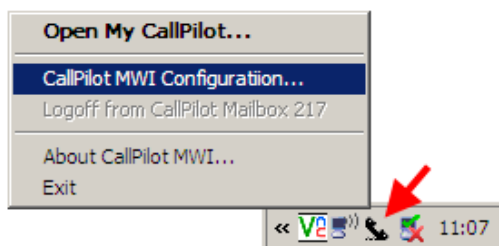
General Tab.

This screen contains the following information/ options:
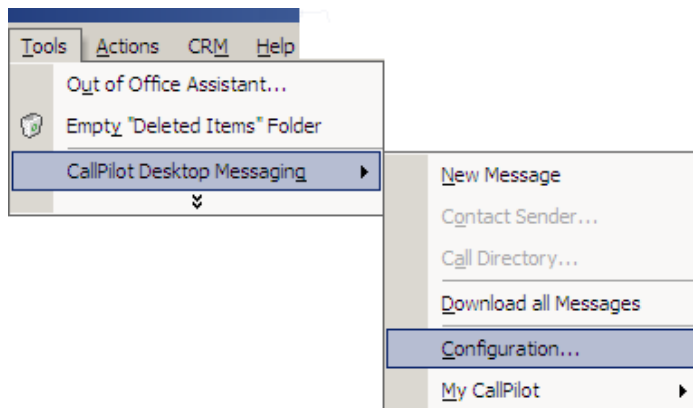
Attribute	Description
Server	(Read only) contains the IP address of your BCM
VPIM Network Shortcut	(Read only) enter your VPIM network shortcut (if required)
Mailbox	(Read only) enter your mailbox/extension number
Password	Enter your mailbox password
Remember Password	Tick to store your password for future use
Change Password	Use this option to change the mailbox password
Advanced	Lets you specify an IMAP port and select whether to use SSL security.
My CallPilot URL	Displays your MailboxManager URL
Notify me if CallPilot URL changes	Tick to enable notification of URL changes
Show MWI (Message Waiting Indicator) icon on taskbar	Tick to display the MWI icon on the taskbar
Display pop-up balloon for 5 seconds	Depicts the time (in seconds) that the notification pop-up balloon is displayed for

Note: To access all features, including the ability to change the Server, VPIM Network and Mailbox – see the **Accessing the CallPilot Desktop Messaging Properties** section of this guide.

Accessing the CallPilot Desktop Messaging Properties

You may wish to change certain attributes of the CallPilot application. You can do this from the CallPilot Desktop Messaging Properties screen. To access this, follow the steps below.

1. Within Outlook select the **Tools** menu, and then select the **CallPilot Desktop Messaging** option. Click on **Configuration**.

2. In more recent versions of Outlook (e.g. Outlook 2007), the Configuration options box can be accessed by navigating to **Add-Ins**, **CallPilot Desktop Messaging**, **Configuration**.
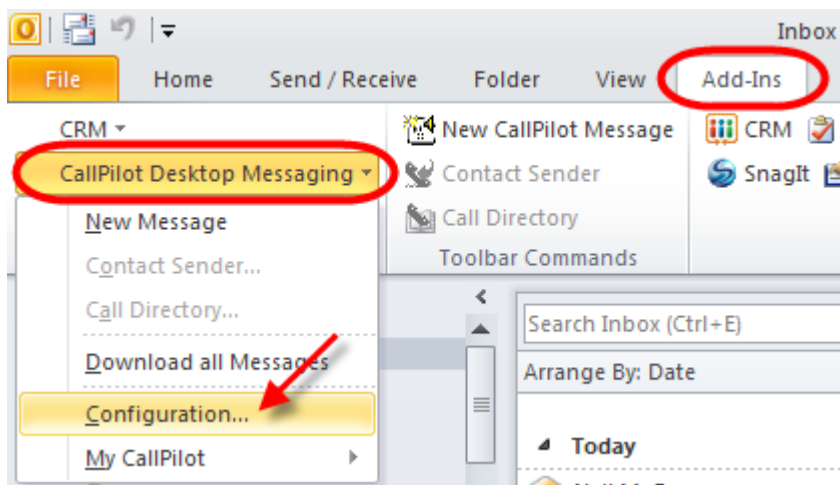
Note: These settings can also be accessed from the Logon screen (unless the Remember Password option has been selected).

3. You can now navigate by simply clicking on the tabs at the top of the properties box.

The General Tab

Use this tab to provide the following information:

- **Server:** The domain name or IP Address of the BCM.

- **VPIM network shortcut:** If using Message Networking, this is the Message Networking VPIM ID that appears in front of the mailbox number.

- **Mailbox:** The mailbox number that Unified Messaging logs on to.

- **Password:** Password associated with the mailbox.

- **Remember password:** Tick this box so that you are not presented with the CallPilot logon box when your email clients loads.

- **Change password:** Click this box to change the password for your mailbox. This also affects the password entered when logging on to a mailbox via a telephone.

- **My CallPilot URL:** Displays the path to the Mailbox Manager web application. This path will be activated when selecting **Open**

MyCallPilot… from the system tray icon. You can also choose to be notified if the URL for CallPilot specified on the server changes. For more information on MailboxManager, refer to the ***CallPilot Manager and Mailboxes Guide***.

- **Instant Messaging Applications:** Select to use an Instant Messaging application for real time text chat, from a CallPilot message.

The Mail Tab
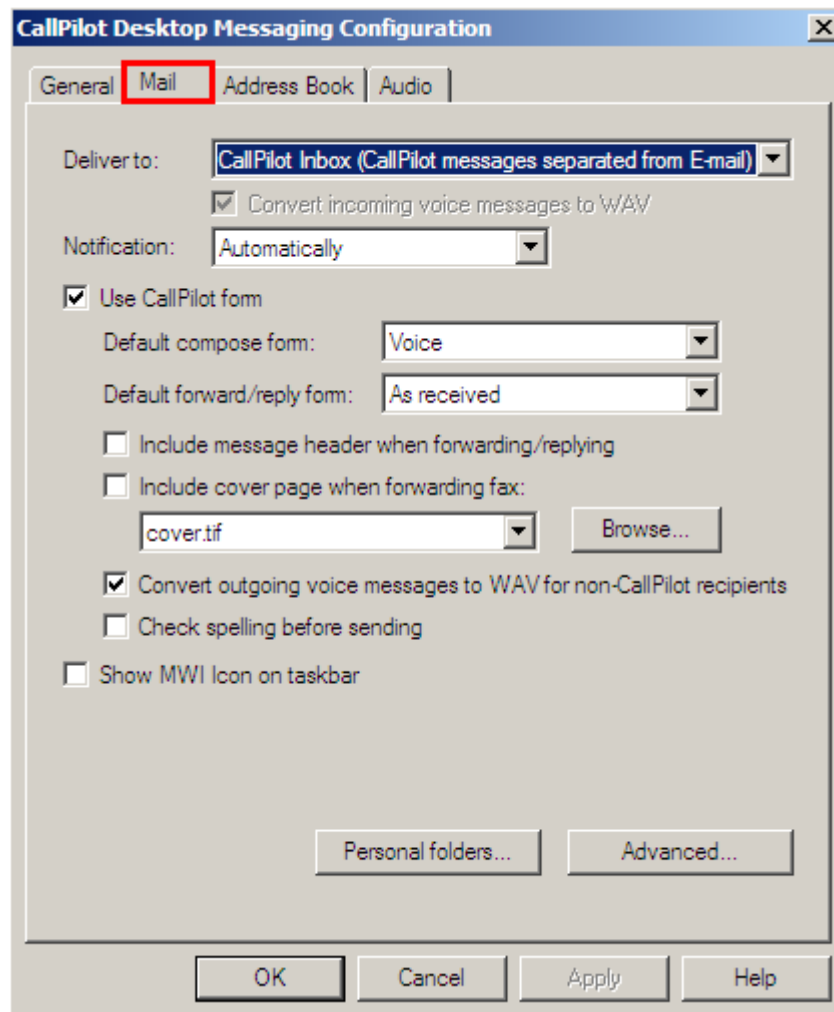
- **Deliver to**: Select whether to store CallPilot messages in their own Inbox, or merged with emails in your current Inbox.

- **Convert incoming voice messages to WAV**: This option can only be changed when CallPilot messages are delivered directly into your existing mailbox.

- **Notification**: Defaults to Automatically allowing the application to contact the server and notify of new messages as and when needed.

- **Use CallPilot form:** Check this box to display CallPilot messages using the CallPilot custom form instead of the standard Outlook form. The CallPilot custom form provides one-click playback of CallPilot voice messages (including a default 'Compose' and 'Forward/Reply' forms).

- **Include Message Header when forwarding or replying**: If checked, text message headers are copied into forwarded messages and replies. If cleared, text message headers do not appear. Default is cleared.

- **Include Cover Page when Forwarding FAX**: Stipulates the cover page template to be used for Fax forwarding.
- **Convert voice messages to WAV for non-CallPilot recipients**: Select this option to automatically convert voice messages to WAV format when you e-mail them to non-CallPilot users.

- **Check Spelling before Sending**: Tick this option to invoke the spellchecker.

- **Show message waiting indication on task bar**: Select this option to display the Message Waiting Indicator (MWI) on the Windows task bar. The MWI turns red when you receive new messages, and provides status information about your CallPilot mailbox.

- **Personal Folders**: Opens the Microsoft Personal Folders dialogue box, where you can configure Microsoft Options.

- **Advanced**: Change CallPilot IMAP and SMTP port settings.

The Address Book Tab.
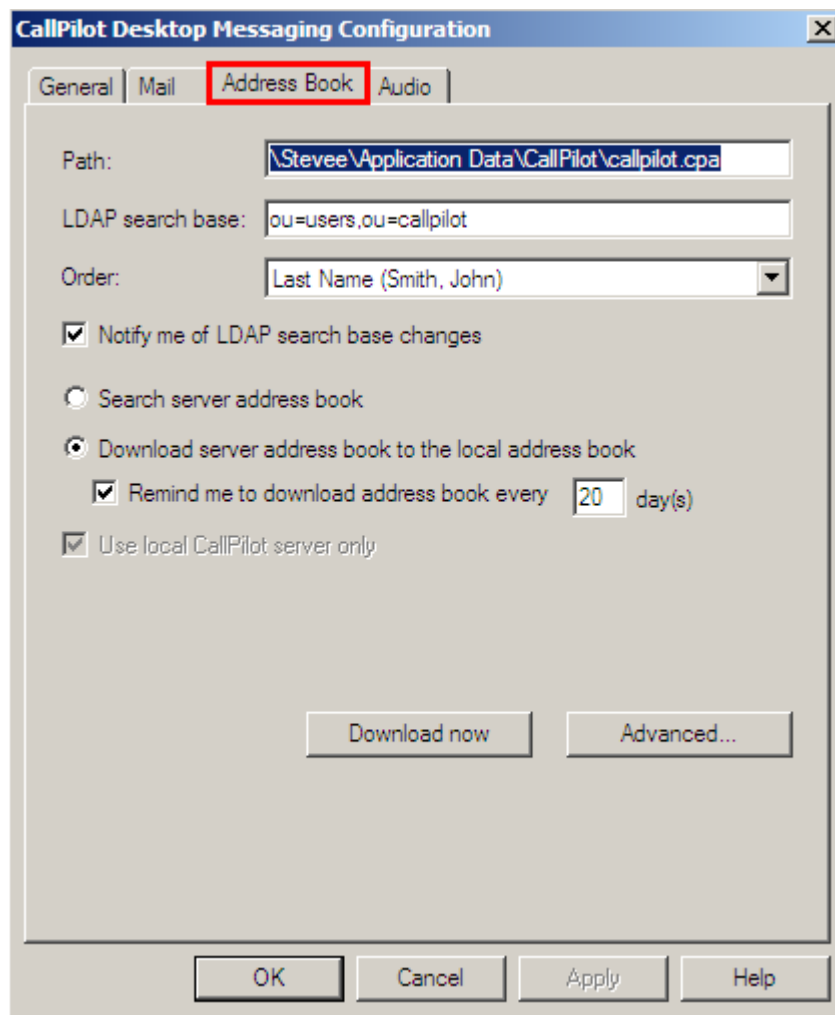
Use the Address Book tab to download the CallPilot Address Book from the server. This Address Book contains the names and addresses of all users on your CallPilot system (BCM).

- **Path**: Displays the path of the local CallPilot address book.

- **LDAP Search Base**: The search base for the CallPilot directory on the CallPilot server. The search base must be set correctly to download the CallPilot Address Book.

- **Order**: Specify whether names in the CallPilot Address Book are organized by first or last name.

- **Notify me of LDAP search base changes**: Check this option to receive notification when the search base defined on the CallPilot server changes. Feature availability: This feature is only available if your company's LDAP server is located on a CallPilot 2.0 server.

- **Search Server Address Book**: Select this option to use the CallPilot address book on the CallPilot server. By accessing the CallPilot address book on the server, you ensure that your address information

is always up-to-date and does not use up additional disk space on your computer. You must be connected to the network to use this option.

- **Download Server Address Book to the Local Address Book**: This option lets you access the address book when you are not connected to the network (working offline). To keep the address book up-to-date, download the address book regularly.

- **Remind me to download address book every *xx* Days….** Specify how often you want to receive a reminder to download your address book.

- **Use Local CallPilot Server only:** Select to search only the local CallPilot Server address book.

- **Download Now**: Manually download the CallPilot Address Book.

- **Advanced**: Change CallPilot LDAP server and port settings.

The Audio Tab.
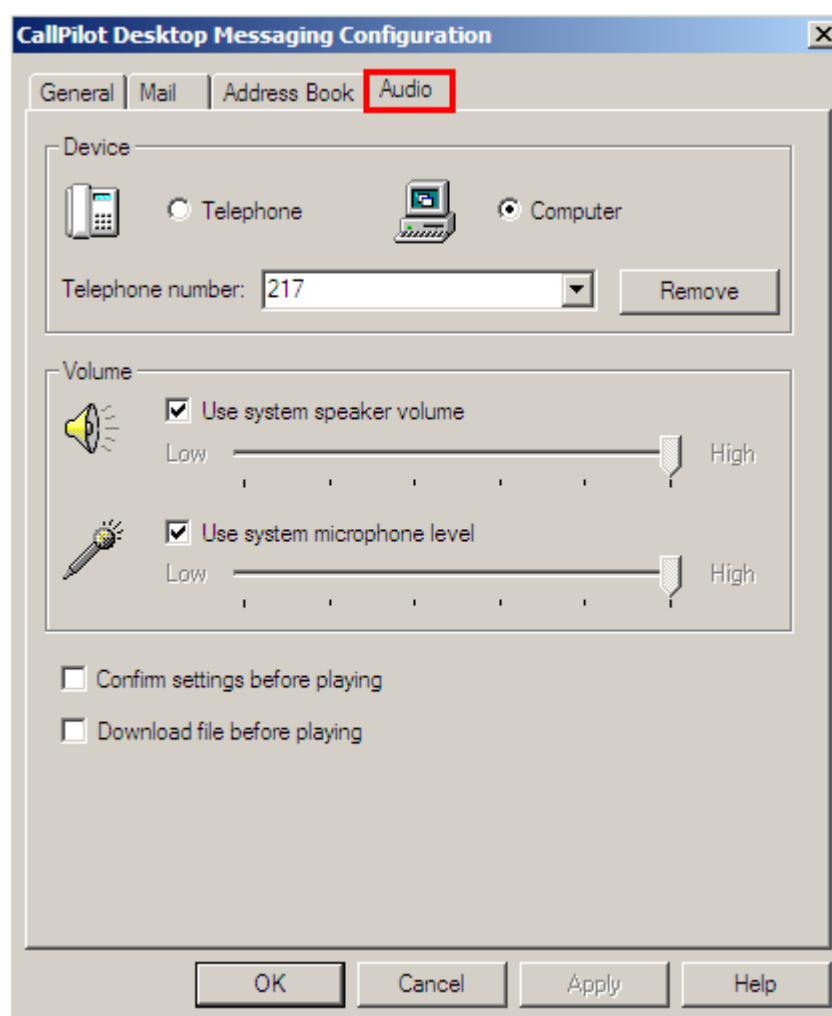
To play voice messages using the computer, you must have a sound card and speakers. To record voice messages using your computer, you must have a microphone.

Device options:

- **Telephone**: If selected, indicates that you want to listen to voice messages from your telephone. Default: Not selected. The Volume control in CallPilot Player is not active if you are using the telephone to listen to your messages.

- **Telephone Number**: The telephone number to use for telephone playback. Select a number from the list, or type a number in the format that you use to dial it from your telephone.

- **Computer**: If selected, indicates that you want to listen to voice messages from your computer. You must have a sound card and speakers.

- **Remove**: Remove the number in the Telephone number box so that you cannot use it for telephone playback.

- **Volume**: Specify the volume for playing voice messages or recording new ones through the microphone. To use the CallPilot system volume settings, select the check boxes. To adjust the current volume setting, clear the check boxes and adjust the sliders as required.

- **Confirm settings before playing or recording**: Display the options in this dialogue box to confirm settings before playing or recording voice messages. Default: Cleared.

- **Download File before playing**: By default, desktop messaging does not automatically download voice messages before playing them because voice files tend to be large.

CallPilot Desktop Messaging Interface

When you open youir e-mail client, your CallPilot messages appear in the Inbox under CallPilot Desktop Messaging, or in your regular Inbox depending on which option you selected when first logging in. From the Inbox, you can open, move, copy, delete, forward, and reply to messages, and compose new messages.
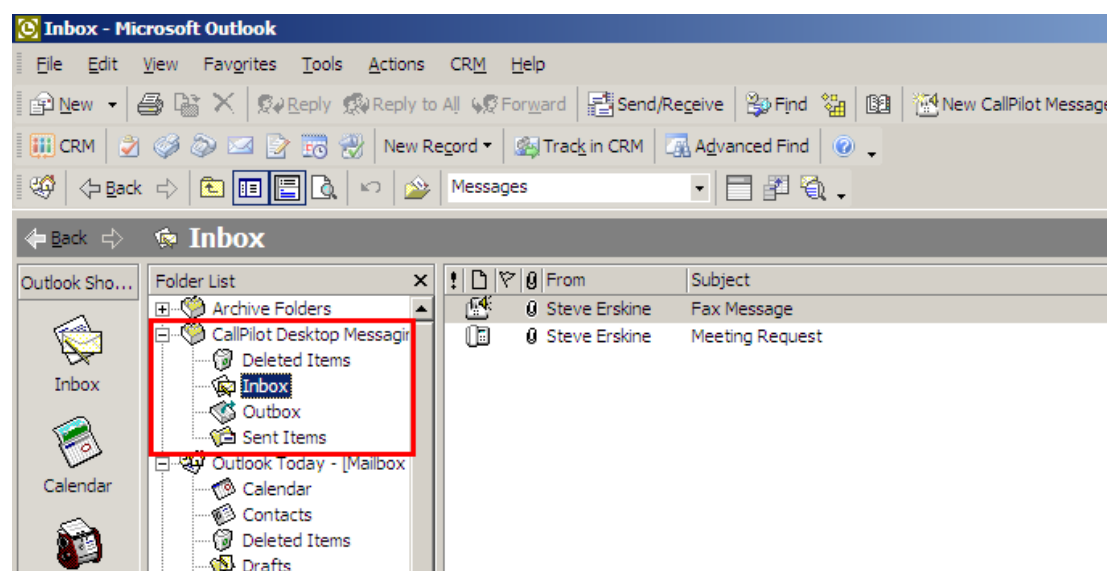

Composing Messages

You can compose a message that is any combination of voice, fax, or text. A composed message can be a new message, a reply to a received message, or an introduction to a forwarded message. Before you send a message, you can add attachments and options.

To Record and Send a Voice Message

You create a voice message by opening a new CallPilot message and recording a message from your computer or your telephone. You can send the message or save it to send later. A new message can be created from the Tool Bar Icon or from the Choose Form Window.

To create a new message from the Tool Bar Icon:

1. From the **Tool Bar** select the new message icon.
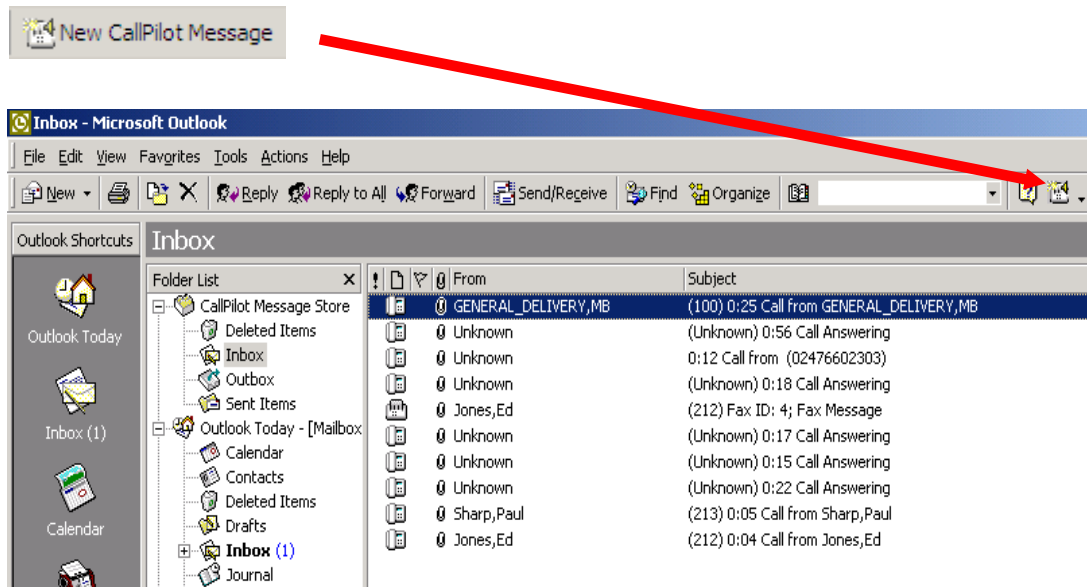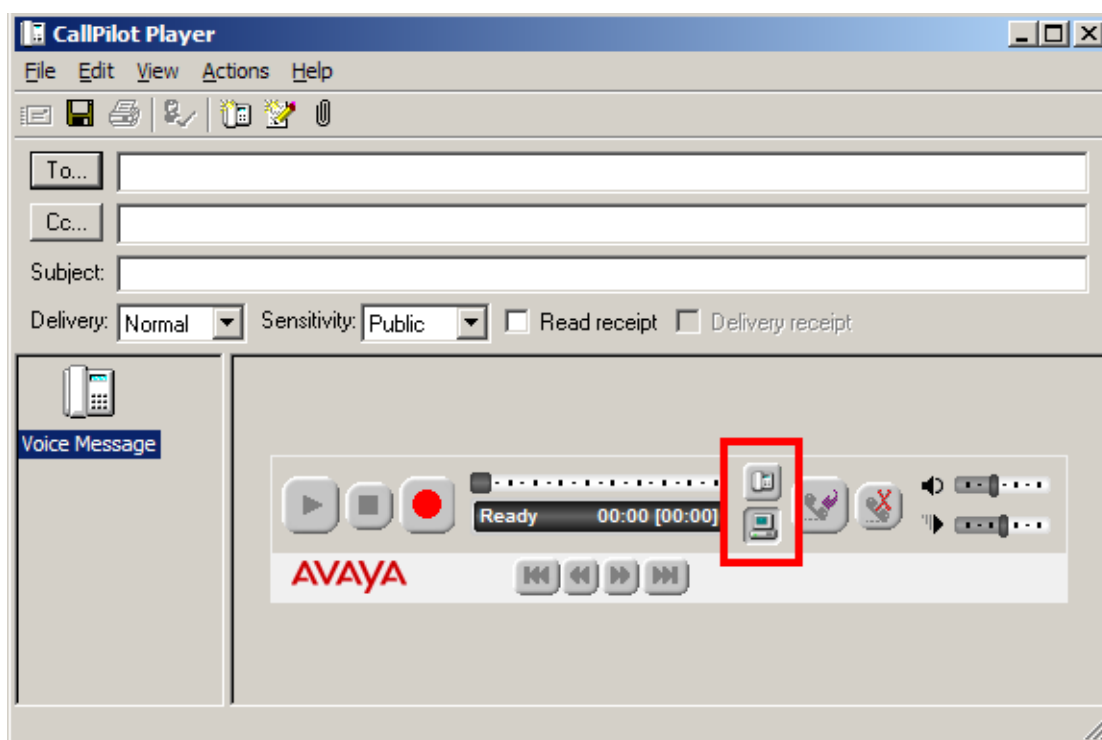

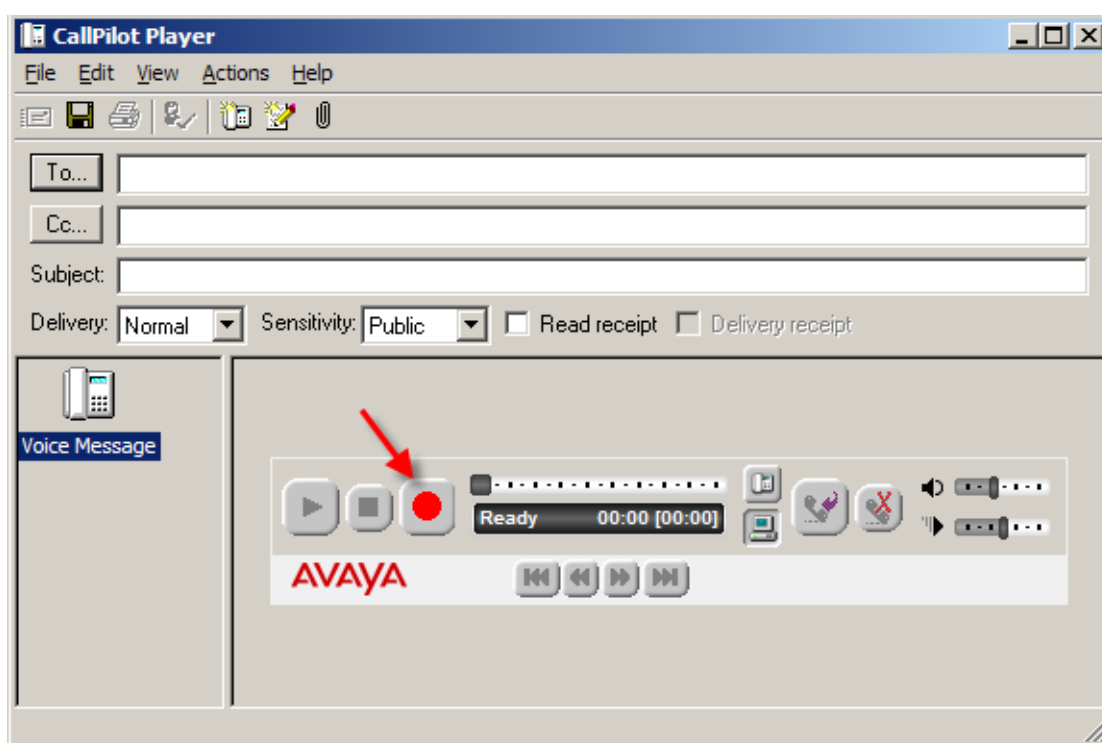Or, on later versions of Outlook
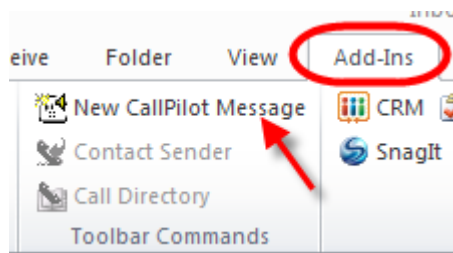
2. A new message window will be displayed.

3. Choose to record via a telephone or your PC speakers.

4. On the CallPilot Player, click the red **Record** button to start recording.
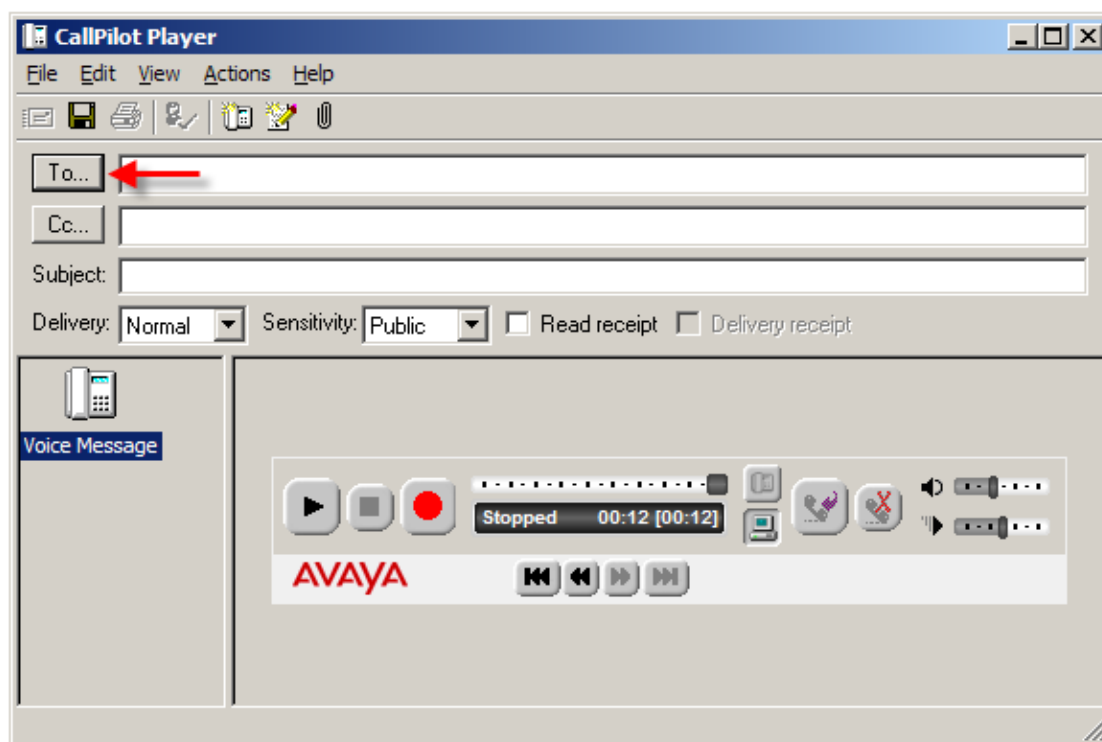

5. You will hear a tone. Speak into the computers microphone to record the message.

6. If you are recording from the telephone, answer when it rings. At the tone, record your message.

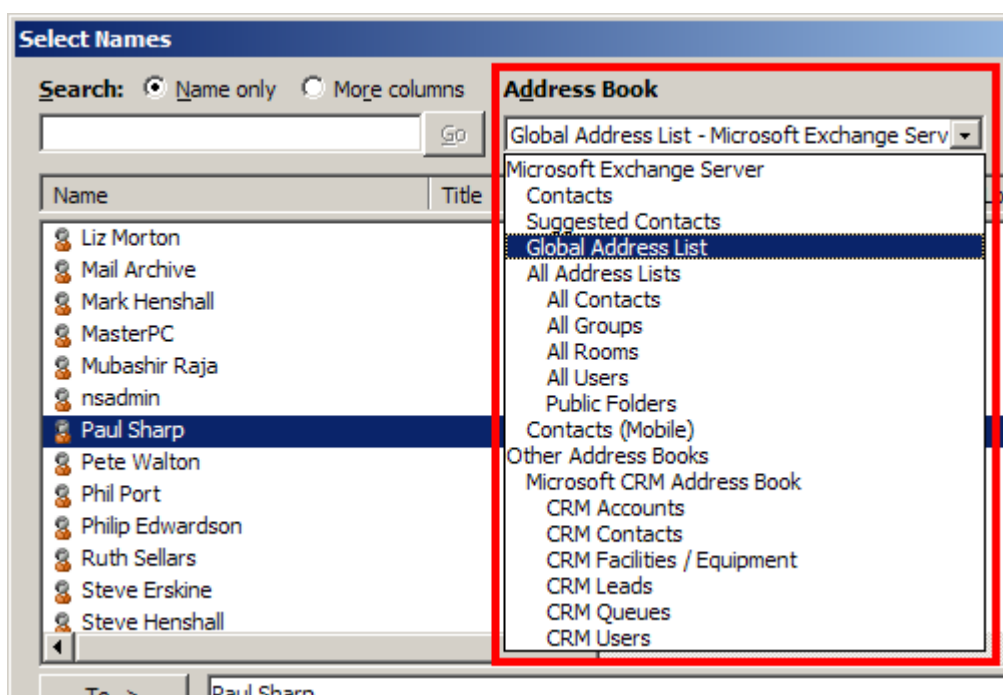**Note:** You cannot change your recording device during the creation of a CallPilot message.

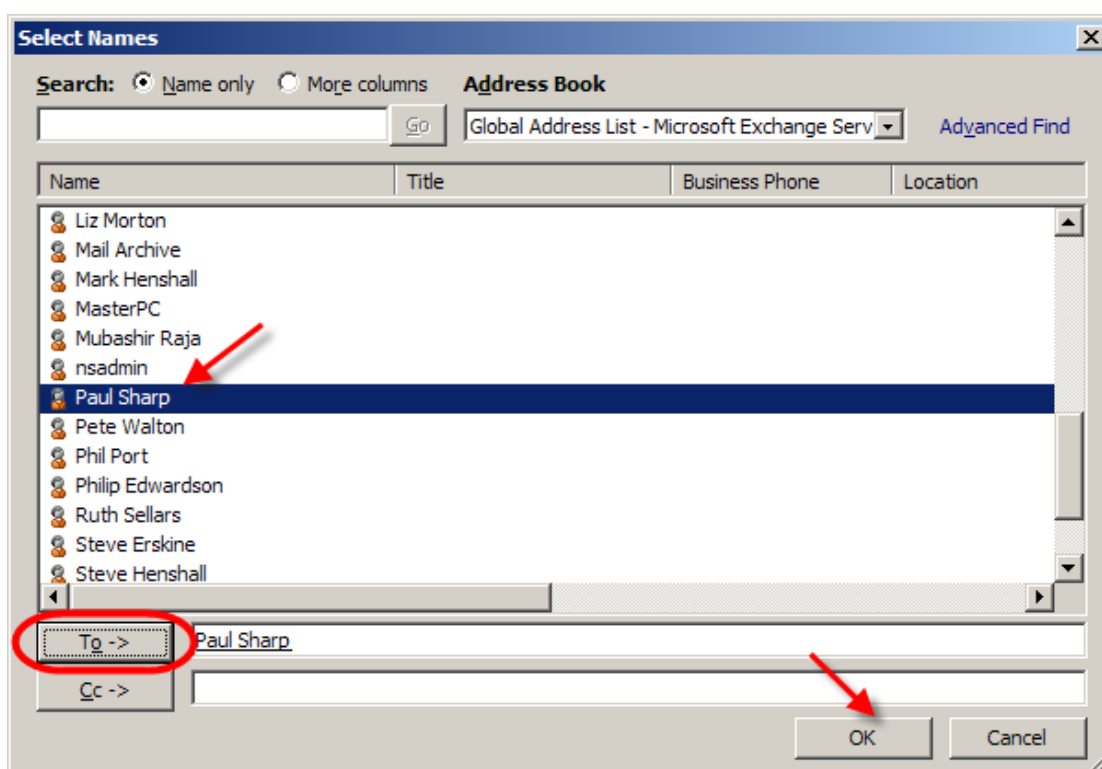7. Click **Stop** to end the recording, and then hang up.
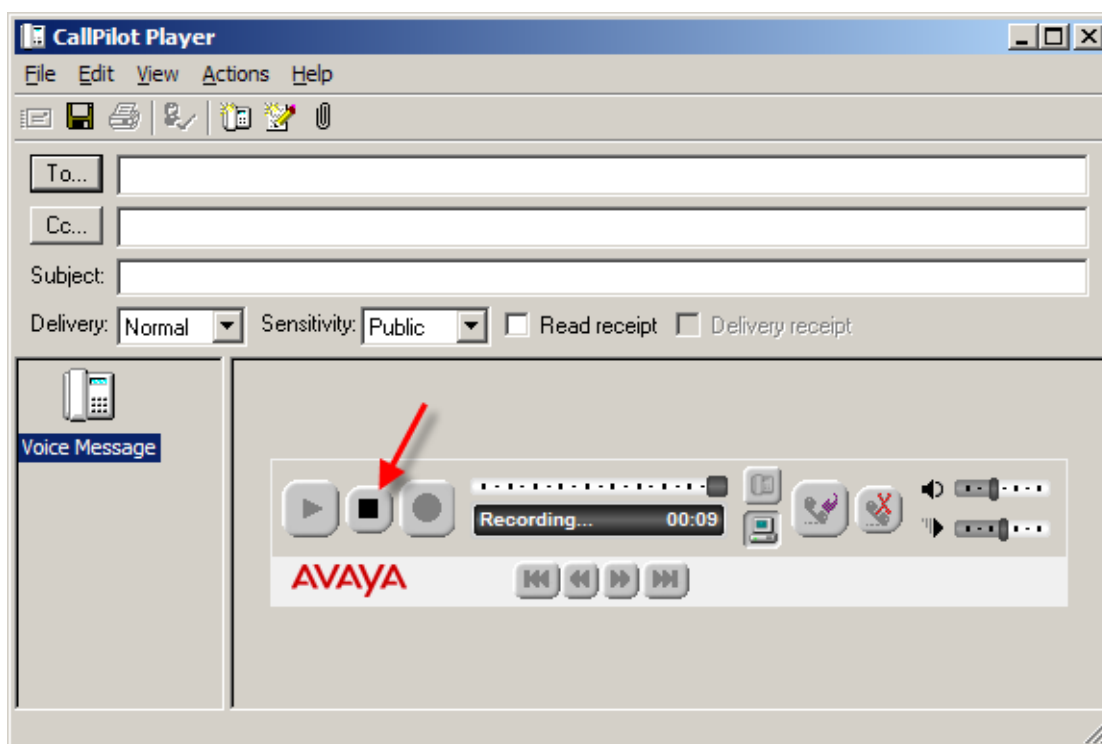
8. Click **To…** to open the CallPilot Address Book.

9. You may wish to select which **Address Book** to use.
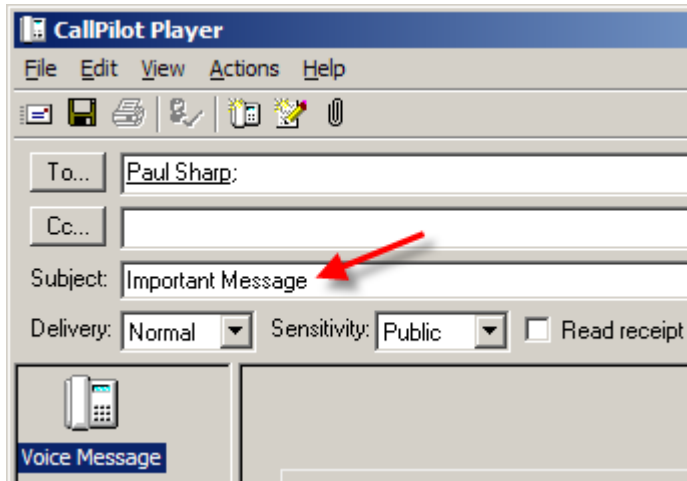

10. Select the name of the person(s) you wish to send the message to, and click **To**. Their name will now appear in the **To** list of the **Select Names** window.
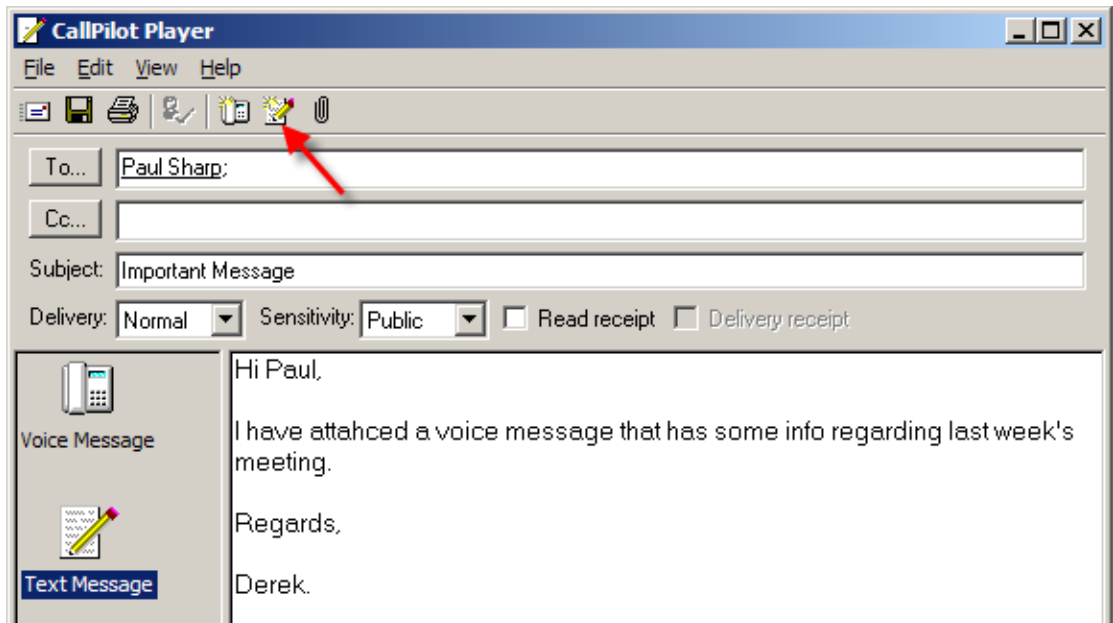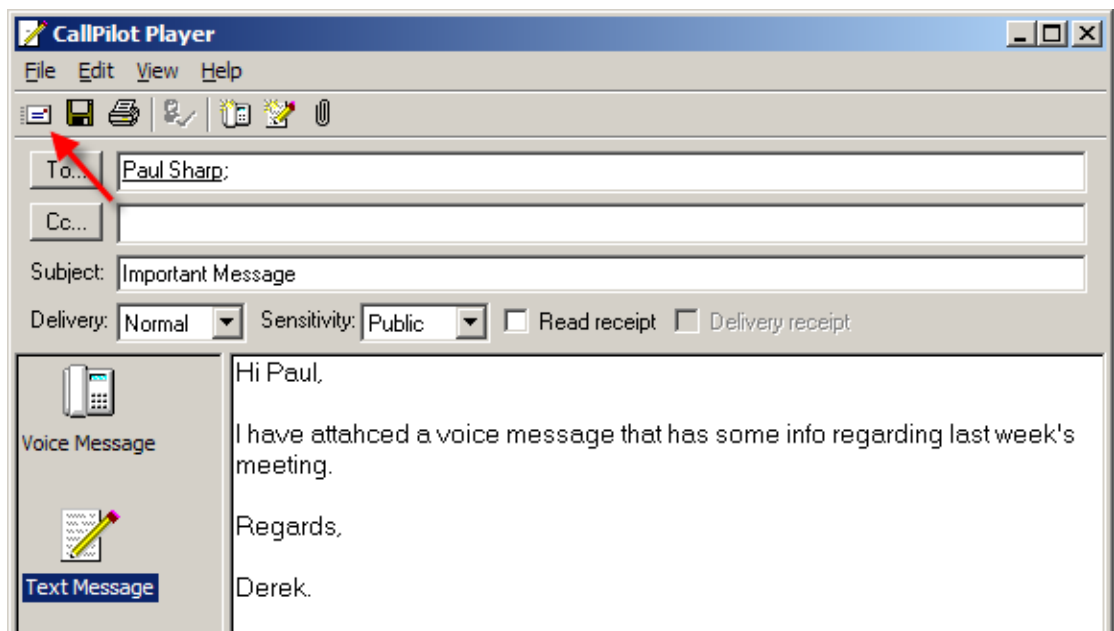

11. Click **OK**.

12. Enter a subject for the message in the Subject text box.

13. If you wish to include a text message with the voice message, select the **Text Message** icon and type your message in the **Text** window.
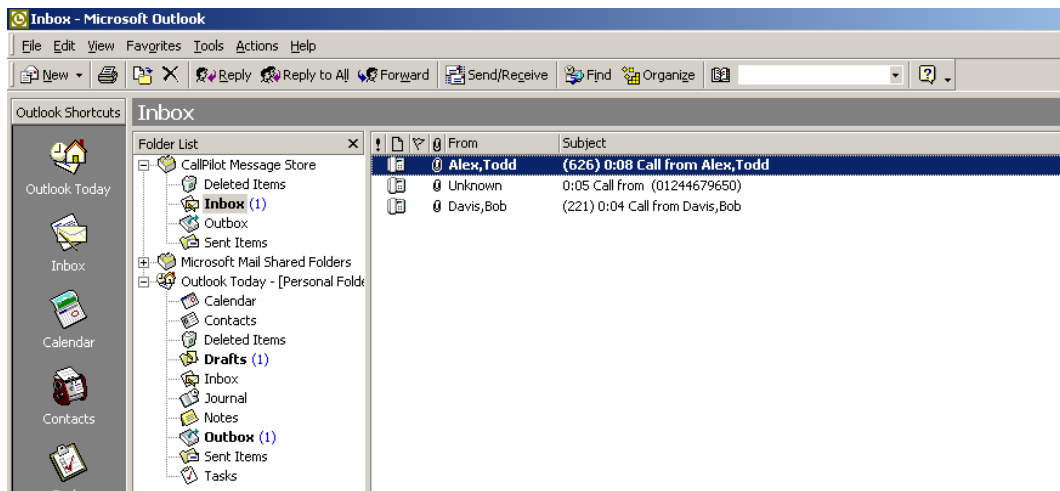
14. To send the message, click the **Send Message** icon.

15. The recipient will receive the message and will be able to listen to and view the contents as attachments.

To Play a Voice Message

1. To open a voice message, double-click the message line within the CallPilot Message Store Inbox, or in your regular Inbox dependant on your delivery options.

2. When you open a voice-only message, the CallPilot Player appears right away. In mixed voice and fax or text messages, click the Voice icon to open the CallPilot Player.

3. You can choose to play your voice messages from your telephone or your computer by clicking the **Telephone or Computer icon** in the CallPilot Player. You can change this selection at any time.

4. If you select **Telephone**, the phone rings when you open a message, and the message plays when you answer.

5. If you select **Computer**, your messages play through your computer's speakers or your headphones.

Voice Message:
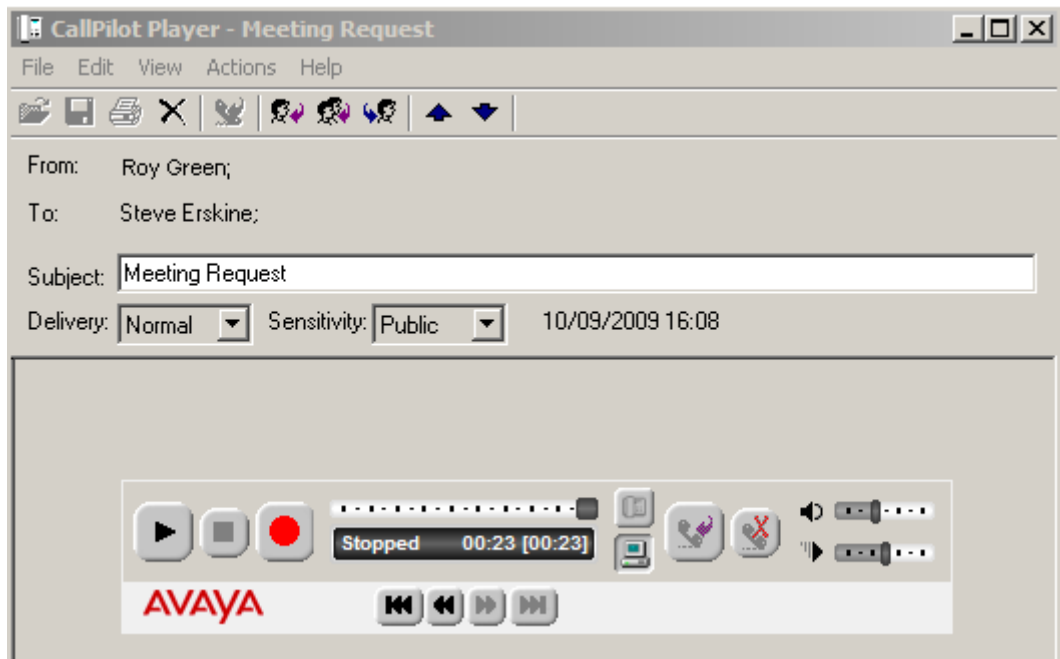
Voice and Text Message:
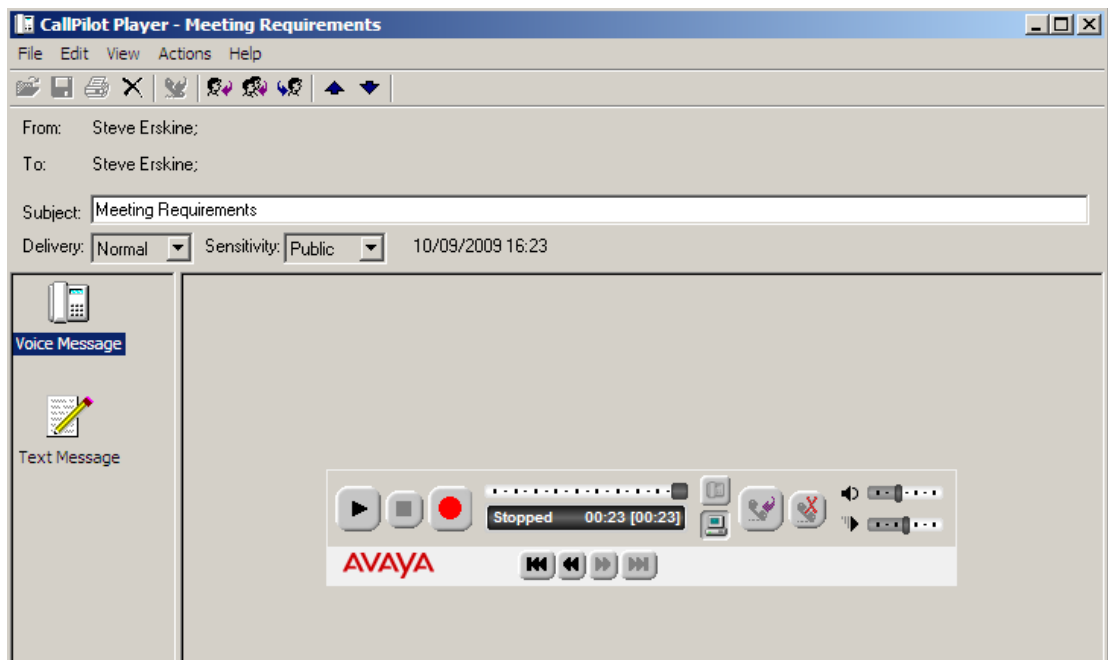
Adding Attachments to Messages

Before sending a message, you can attach a voice, fax, or text file to it.

> **Note**: Voice files can be .vbk or .wav format for CallPilot recipients, but must be .wav format for non-CallPilot recipients. Fax files must be .tif type format. Text files must be .txt format.

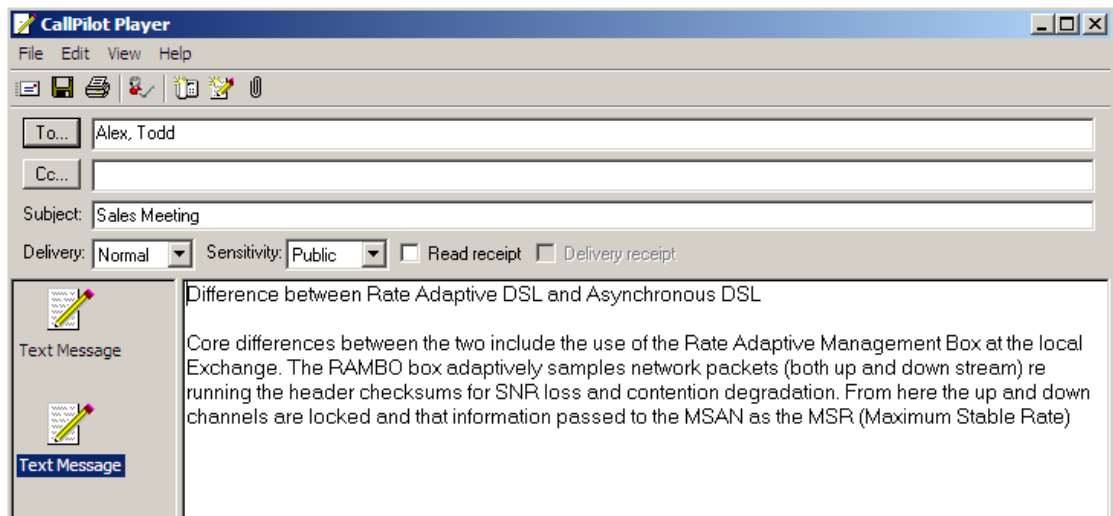1. In a new CallPilot voice message, click the **Attach File** icon.
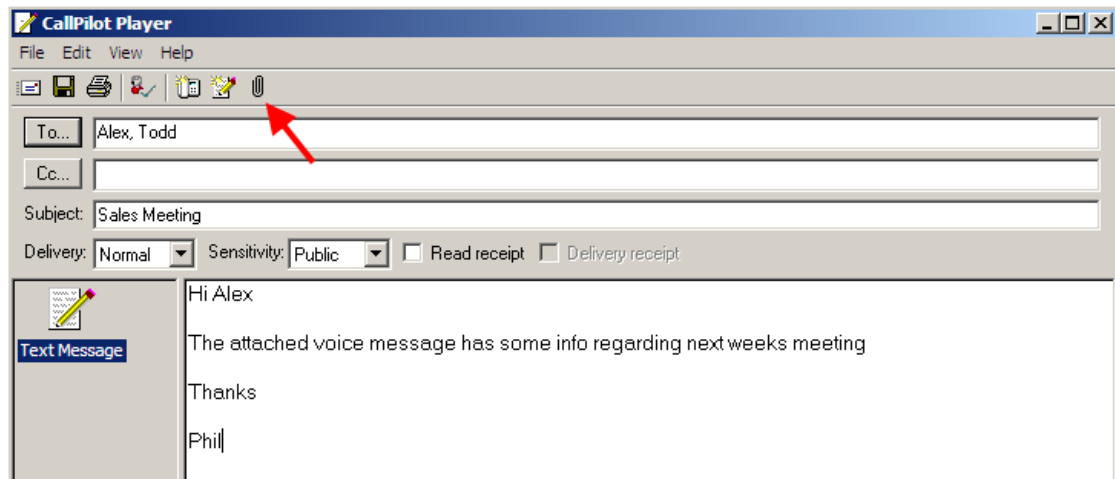
2. In the **Open File** box, select or type the name of the file that you want to attach.
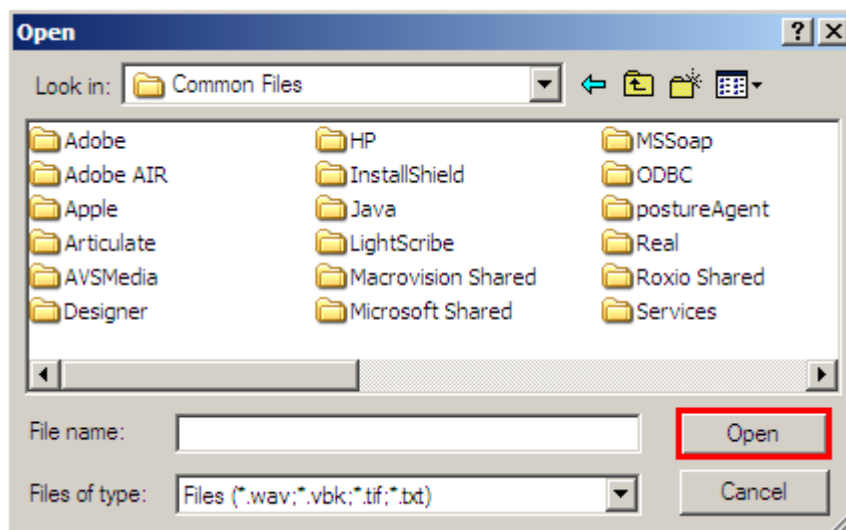
3. Click **Open** to attach the file and return to the new CallPilot message.

4. The contents of the file will appear in the Text Window.


5. Enter an address and send the message.

To Create and Send a Fax Message

To send a fax, your CallPilot mailbox must have fax capability. The recipients of your fax must also have fax capability to view the fax on their computer. If your recipients access their messages from their telephone, they can view the fax only by printing it. Alternatively the fax can be sent directly to a fax machine.
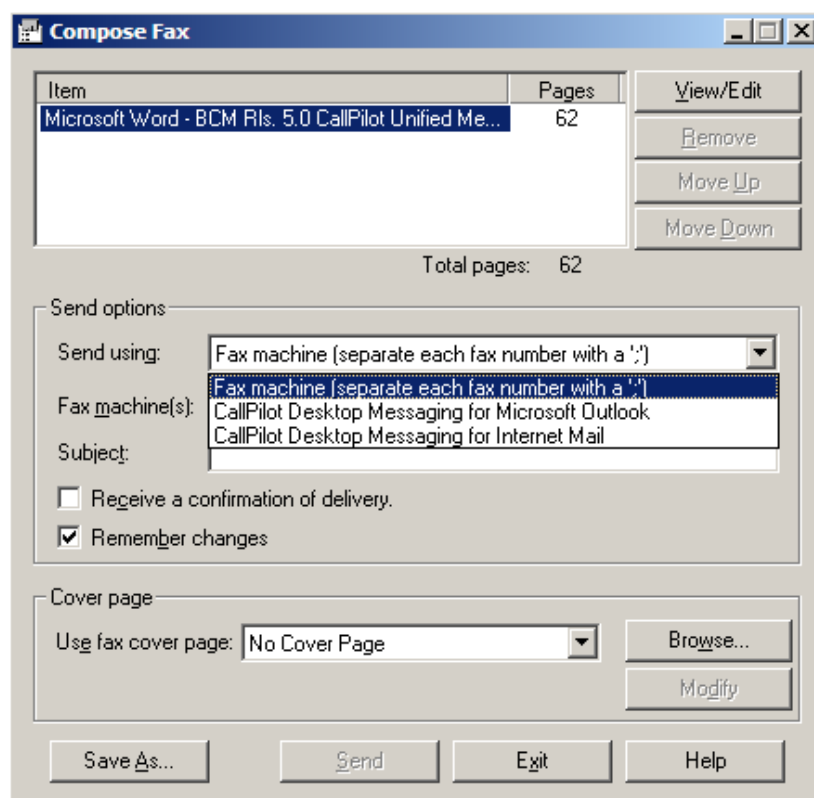
1. Open the document that you want to fax. It must be 8.5 inches (21.5 cm) wide or less.

2. Select the **Print** option in your program.
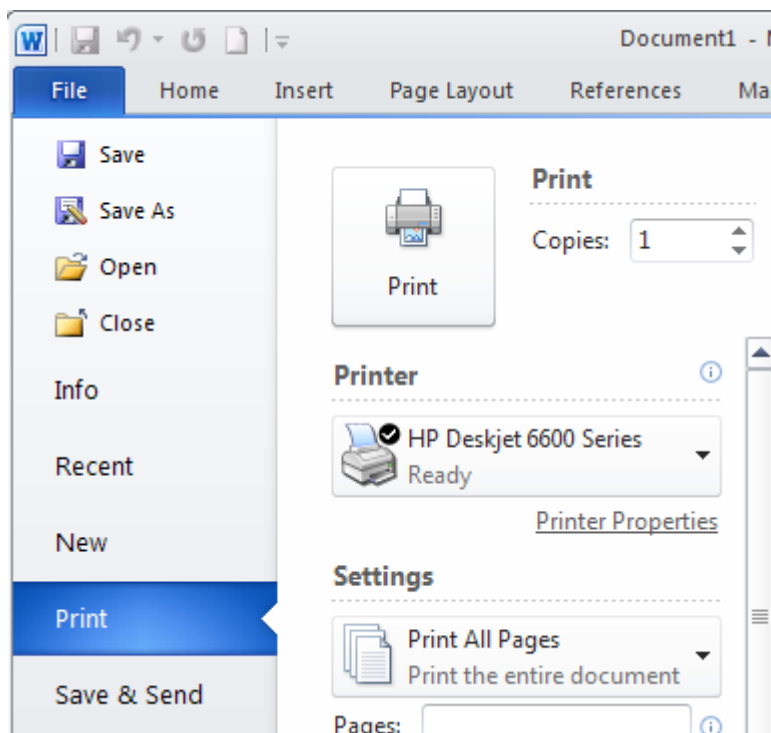
3. From the list of printers, select **CallPilot Fax**, then click **Print** or **OK**.
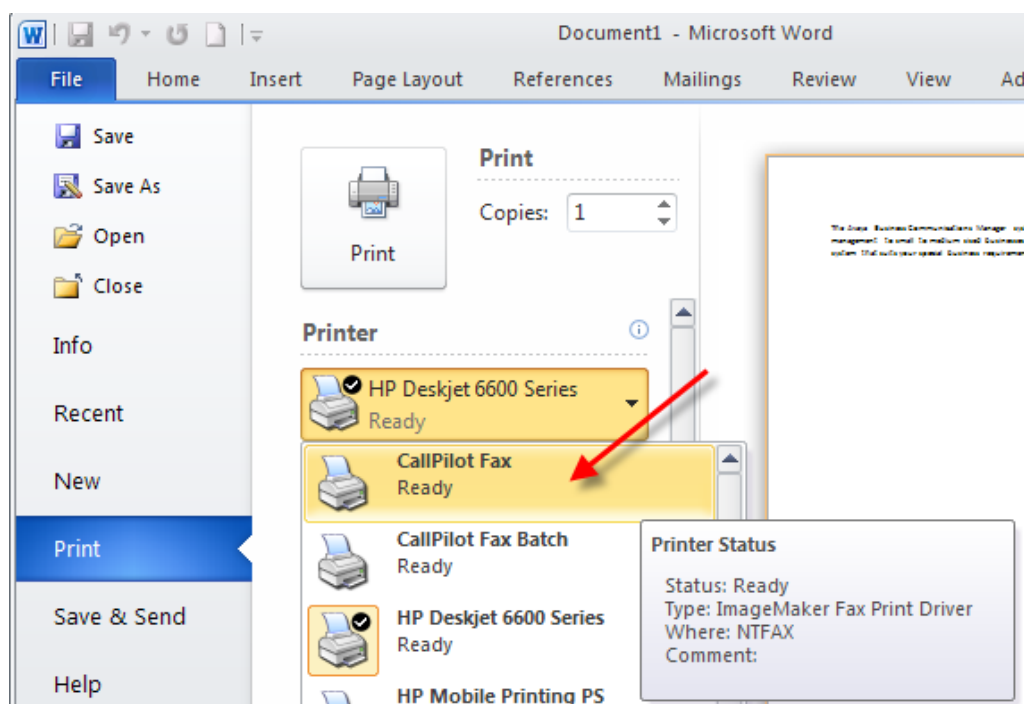
4. Click the **Print** button. The **Compose Fax** dialogue box displays.

5. To send your fax to a fax machine select **Fax Machine** from the **Send Using** drop down box.

6. Enter the number(s), in the **Fax Machines** box and give the fax a **Subject** if required.

7. If you wish to use a cover page for the fax click on the **Use Fax Cover Page** drop down box and select **cover. tif**.

8. You can then browse for a specific cover page by selecting the **Browse** button.
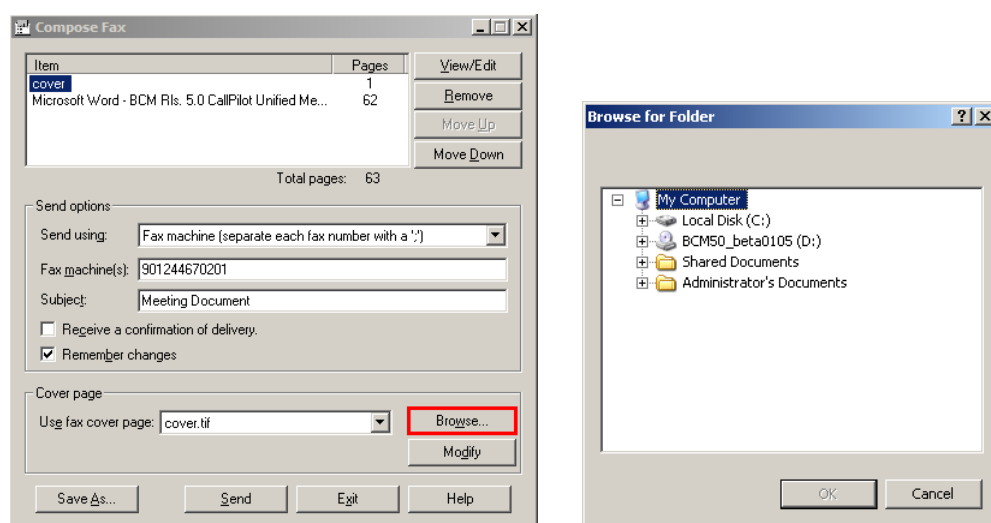
9. Or you can select **Modify** to modify an existing cover page or create your own cover page.
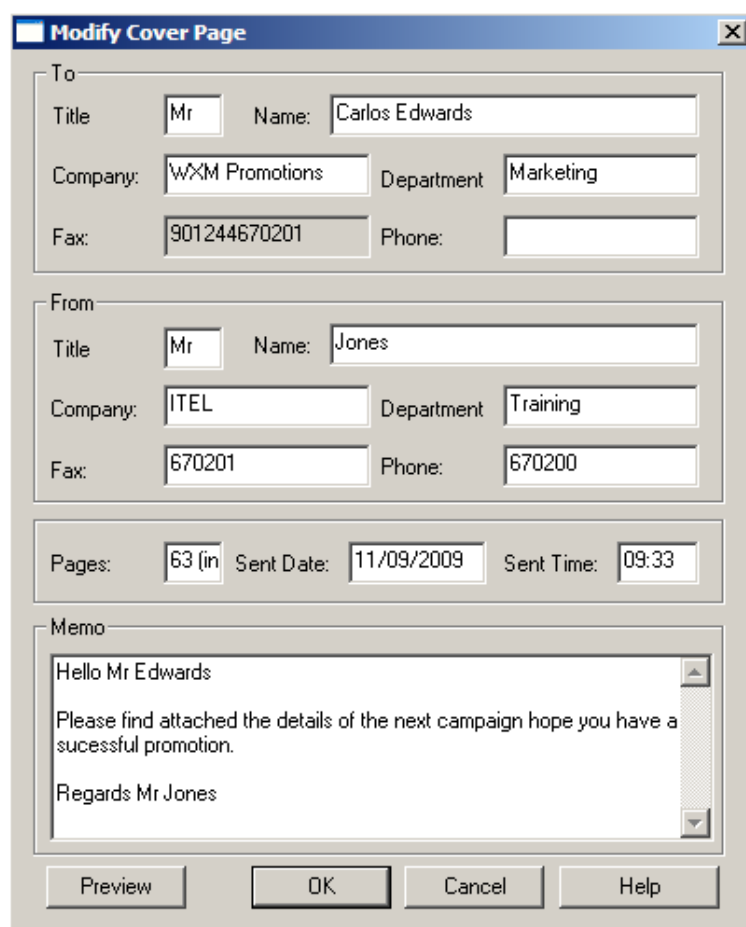
10. The cover page can be previewed by clicking the **Preview** button.
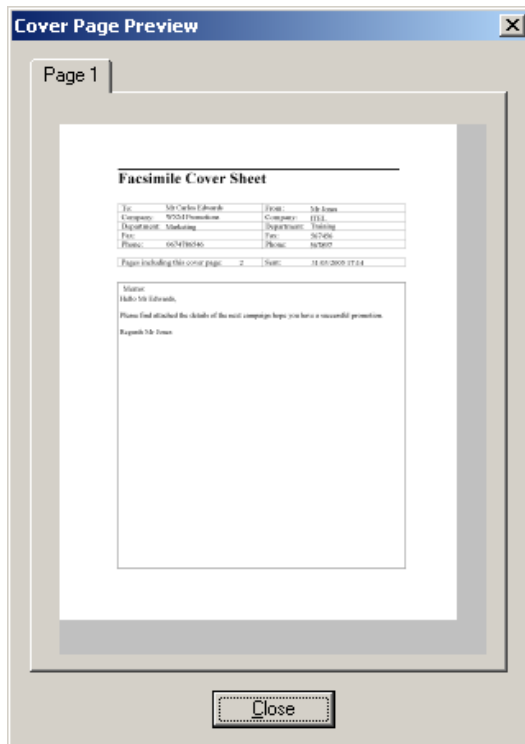
11. Click **Close** and then **OK.** You will be presented with the **Compose Fax window.** Click **Send.**
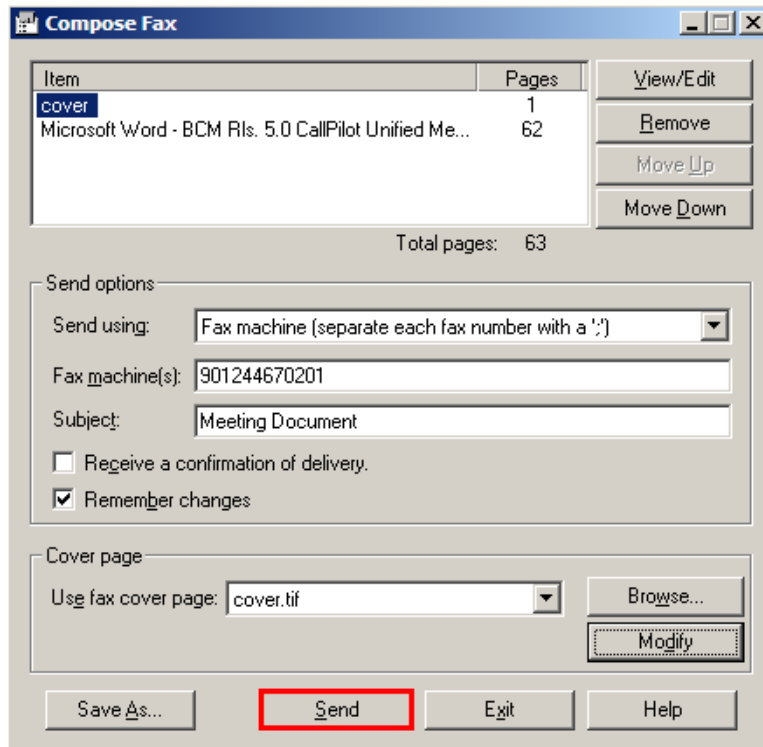
12. To send your fax to a CallPilot or e-mail recipient, select CallPilot Desktop Messaging for Outlook from the Send Using drop down box. **Send using...** radio button, then click **Send**.
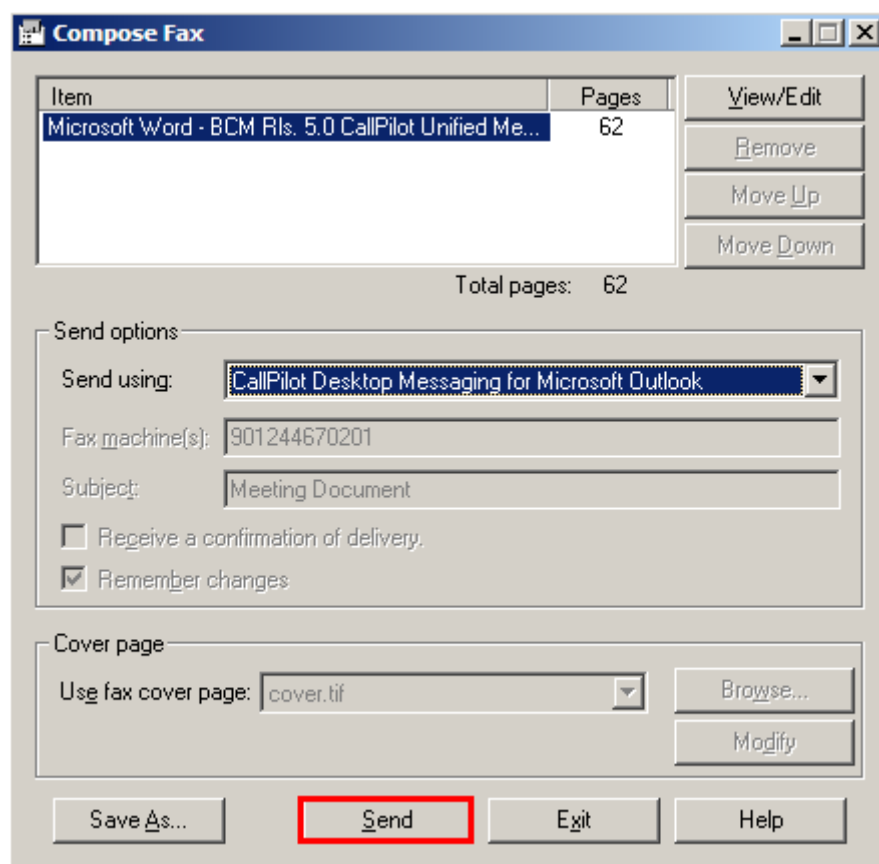
13. You will be presented with a new Fax Message that can now be addressed and sent.
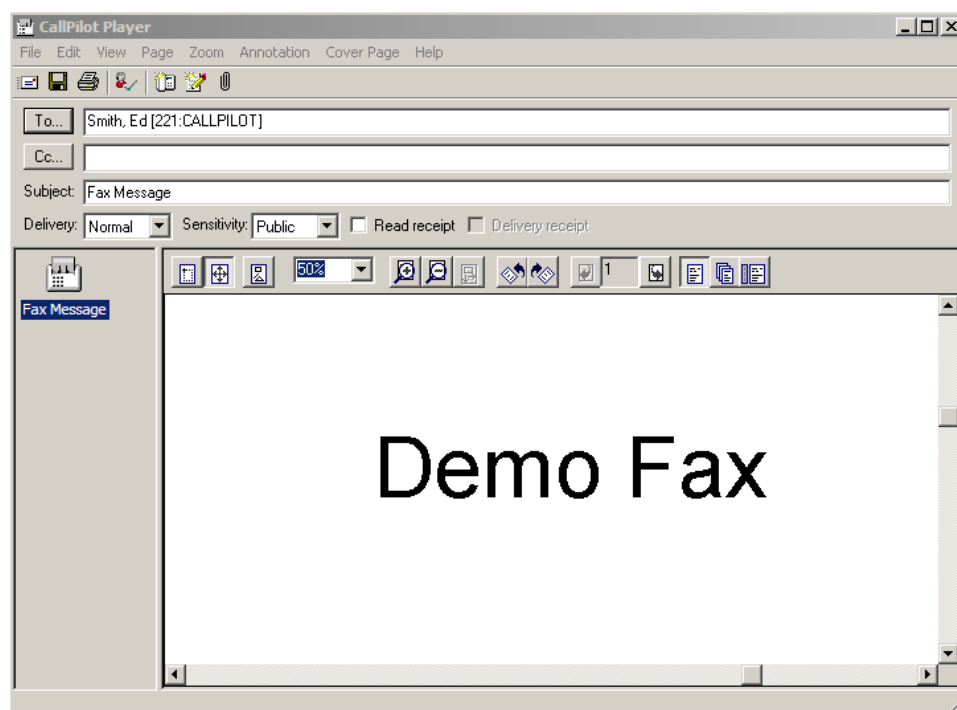
Fax Annotation

1. To annotate a fax, Click on the **Annotation** menu.
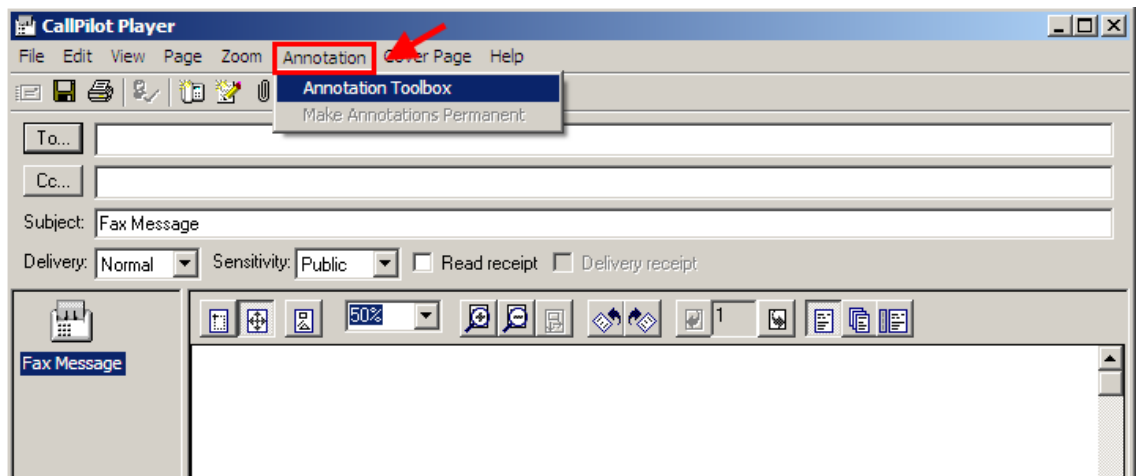
2. The Annotation toolbar will be displayed. You can add stamps, lines, highlights etc to your Fax using the options.

3. To record your Fax or add recorded audio to it. Simply click on the **Telephone Icon** as previously covered.

4. Once recorded, the voice file attaches to your message. Click on the Send icon once completed.

Viewing a Fax Message

To view a Fax message:

1. Double click on the Fax Message within your CallPilot Message Store.
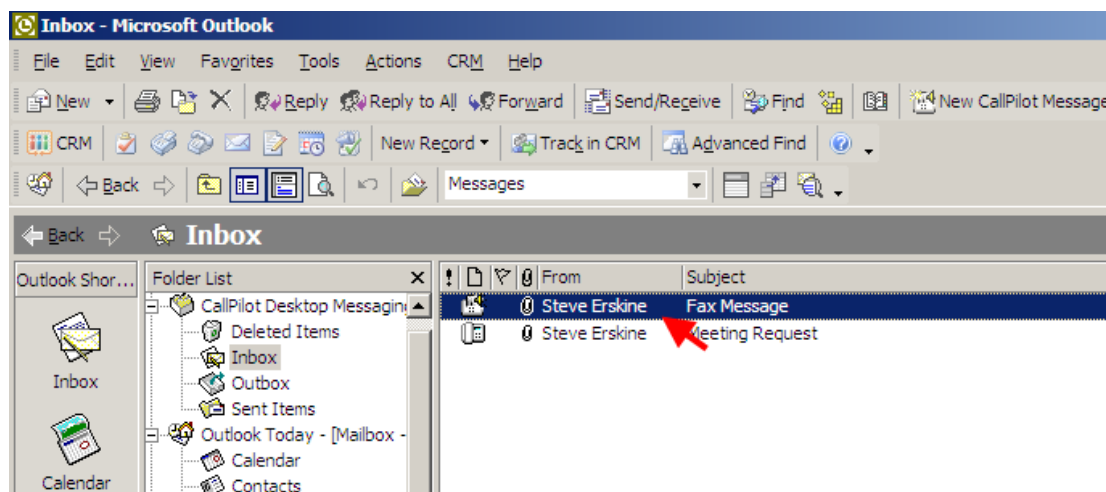
2. The fax message opens in .**tif** format (with your audio also attached).
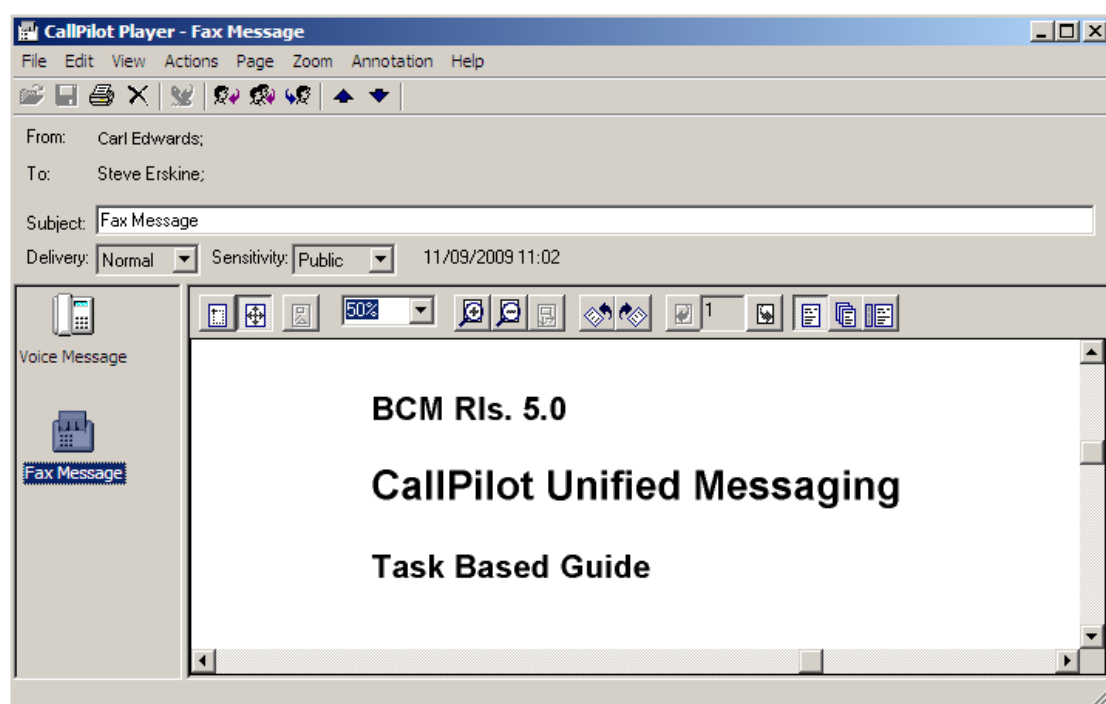
Changing Your Default Audio Device and Telephone Number

You may wish to change the default audio device to utilse message playback for example, from a PC configured with speakers. If message playback from a telephone is required the DN of the telephone to be used can also be set.

1. Within Outlook select the **Tools** menu, and then select the **CallPilot Desktop Messaging** option. Click on **Configuration**.

2. Select the **Audio tab**.
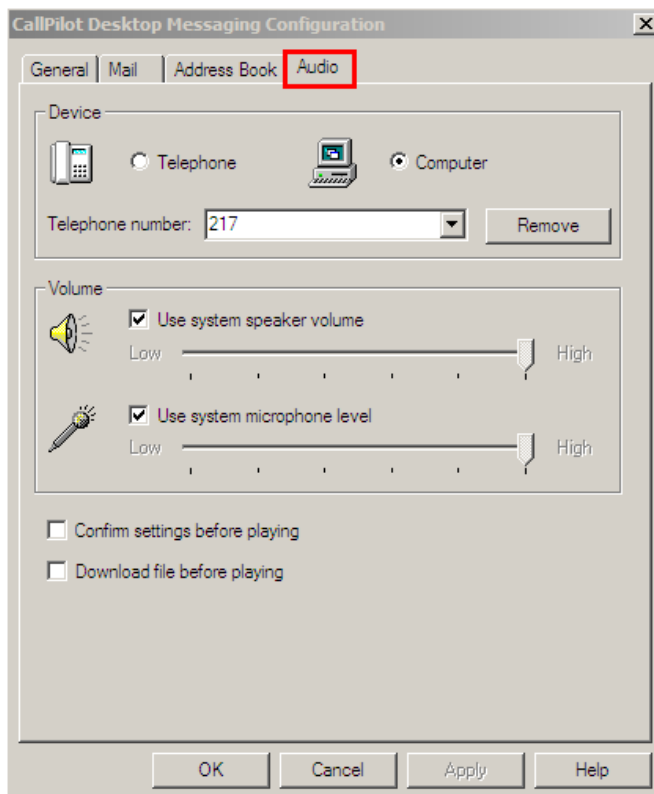
3. You can select either the Telephone or Computer as the Audio Device.
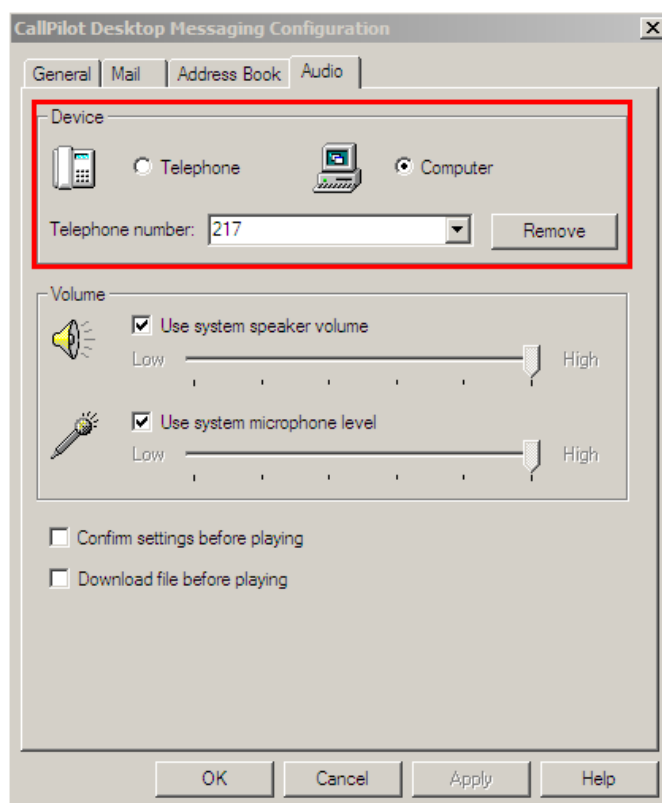
To change the default telephone number that CallPilot dials to play your voice messages:

1. Make sure that Telephone is selected as your audio device on the Audio tab.

2. Then change the telephone number before clicking on **OK** to save the changes.
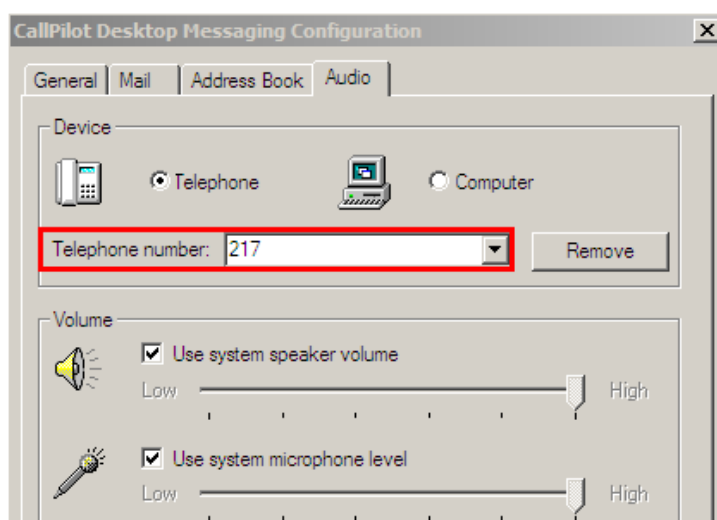
Downloading the Address Book

The CallPilot Address Book contains the names and addresses of all users on your local CallPilot server. You cannot edit this list. To use the CallPilot Address Book, download it to your computer.

1. Within Outlook select the **Tools** menu.

2. Select **CallPilot Desktop Messaging** and click on **Configuration.**
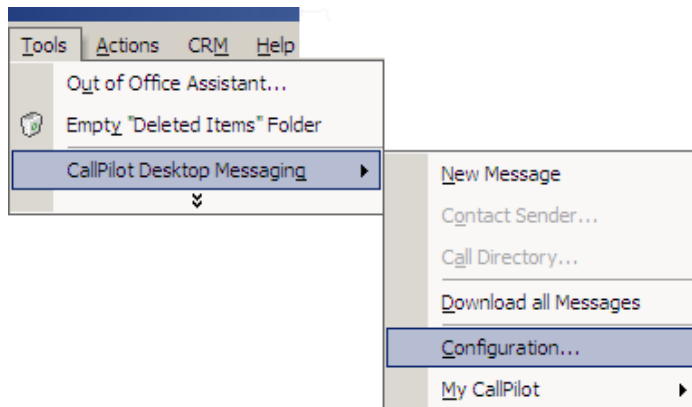
3. Click the **Address Book** tab.
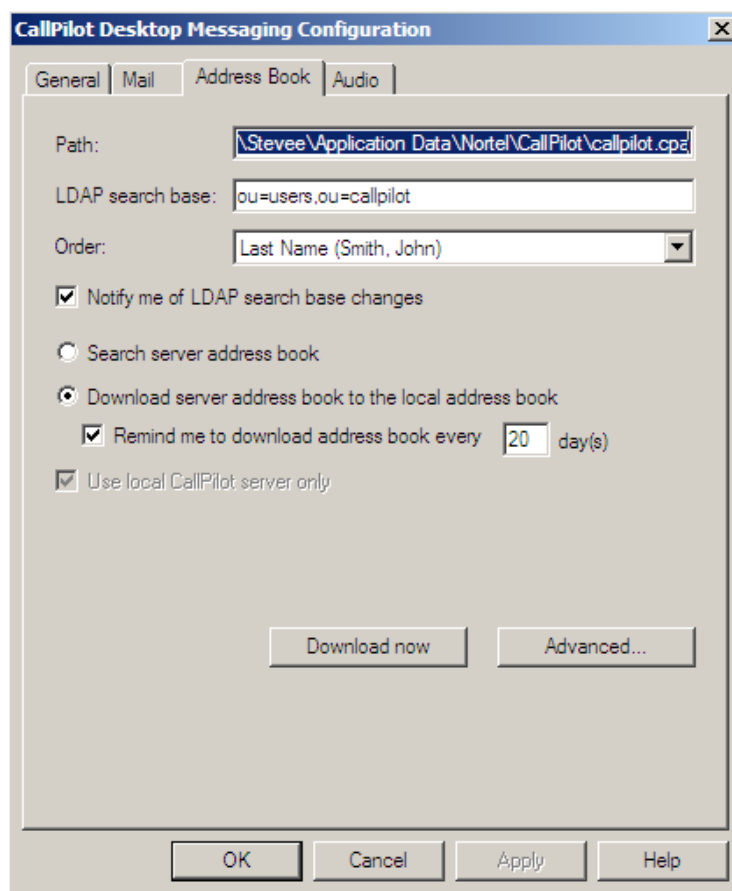
4. To refresh the list on a regular basis, check the **Remind me…** box and enter the number of days between reminders.

5. Click **Download now**.
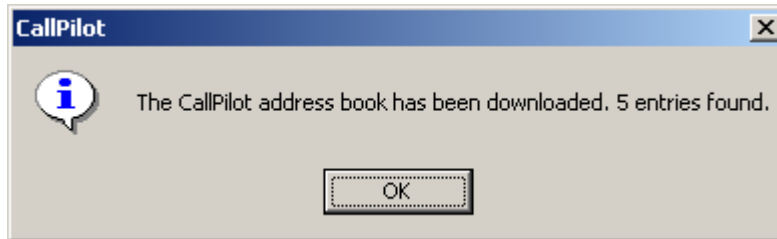
6. The CallPilot Address Book will be downloaded.

7. Click **OK**.

Changing your CallPilot Password

You can change your CallPilot password from Desktop Messaging or from the telephone.

1. Within Outlook select the **Tools** menu.

2. Select **CallPilot Desktop Messaging** and click on **Configuration.**
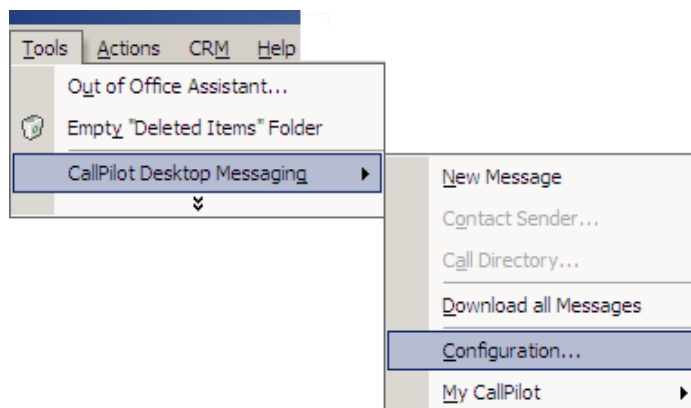
Or, on later versions of Outlook
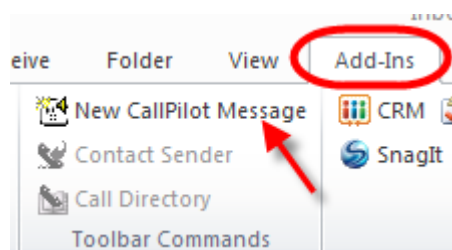
3. Click the **Change Password** button.
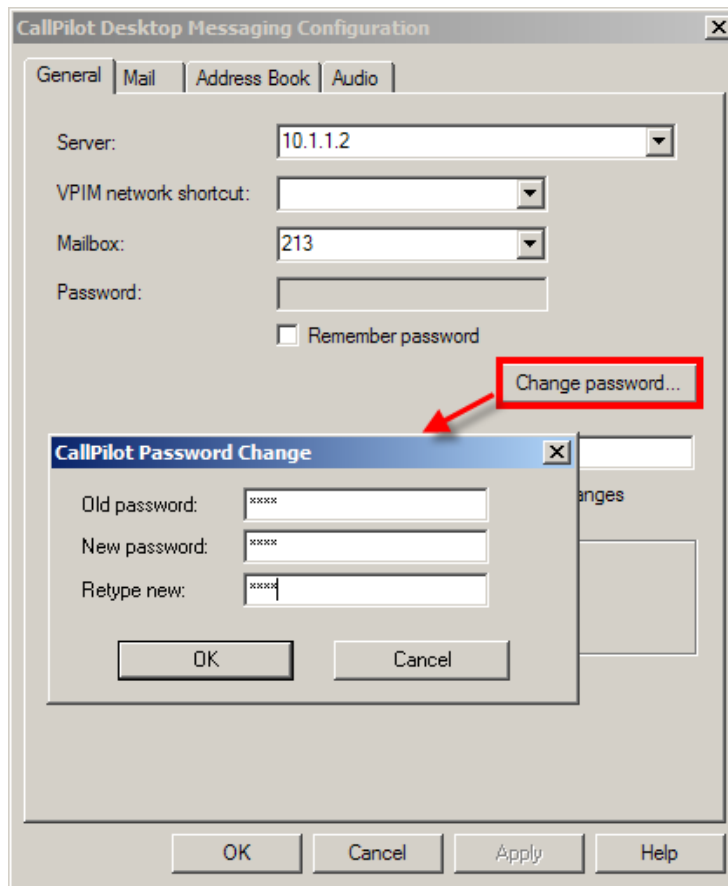
4. Enter your old password in the **Old Password** box.

5. Enter your new password in **New Password** box.

6. Validate your new password by entering it in the **Validate Password** box.

7. Click **OK**.
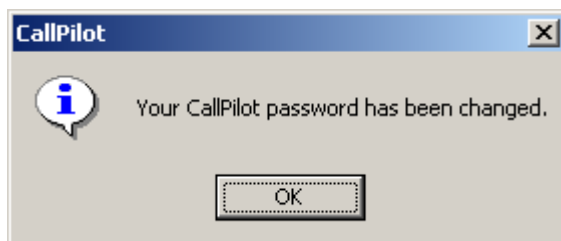
8. You will be informed that your password has been changed.

Troubleshooting Tips

Before you install Unified Messaging, make sure the email client is working properly.

Voice Format for Business Communications Manager

BCM uses the G711 format to record and store voice messages.
CallPilot 150 uses G723.1. Unified Messaging player records and plays messages in WAV format, hence BCM or CallPilot messages must be converted to WAV before being played. Any composed messages must be converted to G711 or G723.1 if they are to be stored on the BCM or within the CallPilot application. This decoding and encoding is done on the desktop client.

Troubleshooting Log on Problems - Invalid credentials

The subscriber sees messages such as "Invalid credentials. Please retry" or "The server could not be located. Please Retry."

On the subscriber's computer, check that Unified Messaging is configured with the proper settings. Verify that the following information is correct:

1. Mailbox number.

2. Fully qualified domain name (FQDN) or IP address of the Business Communications Manager system.

3. The SMTP/VPIM prefix of the Business Communications Manager system if Message Networking is configured.

4. Check that you can log on from the telephone using the same mailbox number and password.

5. Verify that you have network connectivity to the Business Communications Manager system.

    a. For example, issue a network command to the Business Communications Manager system, exactly as it appears in your Unified Messaging configuration.

   b. Try to ping using the DOS prompt, and ensure that you receive a valid response from the Business Communications Manager.

    c. If you do not have network connectivity to the Business Communications Manager system, you are not able to access Unified Messaging.

Troubleshooting after Logging on

The Subscriber Cannot Send a CallPilot Message

The subscriber cannot send a CallPilot message. When the subscriber clicks Send, an error message appears that says, "Error. Failed to send message."

Ask the subscriber to check that their mailbox is not full. If their mailbox is full, they cannot send messages until some messages are deleted.

Non-delivery Notification

The subscriber receives non-delivery notifications for messages.

1. Ask the subscriber to make sure that their mailbox is not full.

2. Ask the subscriber to make sure that they are addressing the message correctly. See "Address Formats" in the online Help.

3. Ask the subscriber to ensure that they are attaching only TIFF-F, VBK, WAV, or TXT files to messages. Unified Messaging does not accept any other file types.

4. If the subscriber is sending to a remote location, ask the subscriber to verify that the address is valid and still exists.

5. For fax machines, ensure that the fax number is valid and the machine is accepting faxes.

6. Ensure that the subscriber has the capability to dial the number. Refer to the *CallPilot Manager Set Up and Operation Guide.*

7. Verify that the remote server is responding by issuing a network command on the Business Communications Manager system.

8. Internet Mail clients cannot send or receive WAV files.

"Unknown" Appears in the Sender Field

In some messages, the subscriber sees a name or phone number in the Sender field. In other messages, the subscriber sees "Unknown".

If the caller's phone system has Calling Line ID, CLID information appears in the Sender field for messages that are created when people phone you and you are not available.

If CLID information is not provided, it appears as "Unknown".

For messages that are sent from people using Networking, if the sender's name is not provided to the CallPilot system, the Sender field appears as "Unknown".

The Subscriber has Problems with Fax Reception

People do not receive faxes sent by the subscriber, or the subscriber does not receive faxes sent to them.

1. Verify that the subscriber has a mailbox Class of Service with fax capability.

2. Make sure that the potential recipient of the fax can receive faxes.

Messages no Longer on Server

The subscriber receives the error message: "This message could not be found on the server. Messages must exist on the server in order to be played via the telephone. Use computer to play this file. Port failed."

Voice messages that are saved to the subscriber's computer are no longer in their CallPilot Inbox.

The subscriber cannot play these messages from the telephone. To listen to these messages, the subscriber must use computer speakers or headphones.

Windows Vista Mail Purge Messages Fail Due to Microsoft Limitations

To keep and show deleted messages in your Inbox

1. From the menu bar, navigate to **Tools > Options > Advanced**.

2. Select the **Use the Deleted Items Folder** with IMAP accounts.

3. Deleted items remain in your Inbox.

4. While in your Inbox, navigate to **View > Current View**.

5. Select the **Show Deleted Messages** check box.

6. Deleted items are shown in your Inbox.

Avaya Documentation Links

- Unified Messaging Configuration guide
- Desktop Messaging User guide for Novell GroupWise
- Desktop Messaging User guide for Internet Clients
- Desktop Messaging User guide for Lotus Notes
- Desktop Messaging User guide for Microsoft Outlook
- Updates to the Desktop Messaging User Guides