

# MiCollab Advanced Messaging Unified Messaging for Google Apps Administration Guide

For version 6.1 and above

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# Contents

<b>Preface</b>	<b>6</b>
References	6
Documentation	6
Documentation Updates	7
Help	7
Document Conventions	7
Frequently Used Terms	8
<b>MiCollab AM Unified Messaging for Google Apps Overview</b>	<b>10</b>
What is MiCollab AM Unified Messaging for Google Apps?	10
How MiCollab AM Unified Messaging Works	10
E-mail Access and MiCollab AM Unified Messaging for Google Apps	11
TUI Message Access	11
GUI Message Access	12
Message Enumeration	13
Delete	13
Save	13
Replying to Messages	13
Forwarding Messages	14
Text-to-Speech Rendering	14
Message Notification	14
Contacts, Calendaring, and Availability	14
Binary-to-Fax E-mail Attachment Rendering Support	14
<b>Critical Application Issues for Administrators</b>	<b>16</b>
<b>Installation Requirements for Google Apps Unified Messaging</b>	<b>17</b>
Server Installation Requirements	17
E-mail Server Requirements	17
MiCollab AM Server Requirements	17
Optional MiCollab AM Server Requirements	18
Client Requirements	18
<b>Installing E-mail Access</b>	<b>19</b>

Enabling E-mail Access Globally	19
Enabling Lines for MiCollab AM Unified Messaging	19
<b>Integrating with Google Apps</b>	<b>21</b>
Configuring MiCollab AM for IMAP Access to Google Apps	21
Configuring a Subscriber for Unified Messaging	24
Configure a Subscriber for Speech, Contacts and Calendar (Optional)	24
Subscriber Setup via Web PhoneManager	25
Setting the File Attachment Type	26
<b>Configuring a Workstation for use with Unified Messaging for Google Apps</b>	<b>28</b>
Installing the IMAP Client Software on a LAN File Server	29
Installing the IMAP Client Software on a Workstation	31
Configuring the IMAP Client Settings	34
<b>Appendix A: Subscriber Quick Start</b>	<b>36</b>
Authorizing MiCollab AM to Connect to Your Gmail Account	36
Getting Help for Unified Messaging for Google Apps	37
Configuring IMAP Unified Messaging Settings	38
Changing Your Mailbox Security Code	40
Changing Your E-mail Password	41
Playing Voice Messages and Viewing Fax Messages	41
Telephone User Interface Features	42
Replying to an E-mail Message by Telephone	42
Forwarding an E-mail Message with Voice Comments	43
Faxing an E-mail Message to Someone Else	43
Printing an E-mail Message on a Fax Machine	44
Selecting E-mail Messages for Group Processing	45
<b>Appendix B: Enabling/Disabling E-mail Access During System Maintenance</b>	<b>46</b>
Enabling/Disabling E-mail Access Using MiCollab AM Configuration	46
Enabling/Disabling E-mail Access Using AT_EMA	47
Running AT_EMA from the MiCollab AM System Server	47
Running AT_EMA from the E-mail Server	47
<b>Appendix C: Troubleshooting E-mail Access</b>	<b>49</b>

<b>Appendix D: Command Line/Switch Installation Information</b>	<b>50</b>
<i>Push</i> Installation	50
<i>Pull</i> Install	50
Command-Line Syntax	51
<b>Appendix E: Google Server OAuth Credentials</b>	<b>53</b>

# Preface

This guide describes how to implement MiCollab Advanced Messaging (MiCollab AM) Unified Messaging for Google Apps in an organization. The book's instructions assume that MiCollab AM is installed and is running successfully. They cover the following:

- An overview of MiCollab AM Unified Messaging for Google Apps
- Installation requirements for your MiCollab AM server and client workstations
- Instructions for installing and configuring E-mail Access for an E-mail server
- Instructions for installing MiCollab AM Unified Messaging client software on a workstation
- To successfully implement MiCollab AM Unified Messaging for Google Apps in an organization, the assistance of the following individuals, who constitutes the implementation team, is required:
  - MiCollab AM server administrator
  - Google E-mail administrator
  - MIS/IT support staff in the organization.

**IMPORTANT** Verify that each member of the implementation team is given a copy of this online book several days or weeks before the implementation of MiCollab AM Unified Messaging for Google Apps.

## 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

Document Type	Document Title
Server Documentation	System Administration Guide
Server Documentation	System Installation Guide
Server Documentation	RightFax Integration Guide (optional)
Quick Reference Card	Original QRC

## 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](https://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 or spoken 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)</p>



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interface with the System Server for the purpose of accessing messages, and database.

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# MiCollab AM Unified Messaging for Google Apps Overview

## What is MiCollab AM Unified Messaging for Google Apps?

MiCollab AM Unified Messaging for Google Apps is a client application that allows subscribers to manage voice, fax, and E-mail messages using an E-mail client application with Google Apps. MiCollab AM Unified Messaging for Google Apps stores all voice and fax messages on the Google Gmail server along with E-mail messages. This storage method is referred to as *server-based unified messaging* because subscriber messages are stored in Google Gmail not on MiCollab AM.

As each voice and fax message is sent to the subscriber, the message is automatically moved from the MiCollab AM server to the Google Gmail server, where it is accessible as a voice or fax message attachment to an email message. Subscribers can listen to their attached voice messages and open fax attachments from their Gmail E-mail client. The concept of managing voice, fax, and E-mail messages within a single application program is known as **Unified Messaging**.

If subscribers are using Microsoft Outlook as the E-mail client, they can enhance the client application so that it includes tools for handling voice and fax messages in addition to E-mail messages. For other Windows-based E-mail clients, Mitel provides a special media player that subscribers can install on their Windows workstation. The MiCollab AM media player allows subscribers to play voice messages from the workstation's speakers or the subscriber's telephone device.

In addition to supporting standard MiCollab AM features over the telephone, MiCollab AM Unified Messaging offers a number of additional features:

- Allows subscribers to manage voice and fax messages, using Google Gmail.
- Allows subscribers to manage email messages over the telephone if the system is equipped with text-to-speech resources.
- Allows subscribers to view fax messages and to forward them as E-mail message attachments.
- Enables subscribers to listen to voice messages over a computer multimedia sound system, thus allowing them to use MiCollab AM functions without a telephone.

## How MiCollab AM Unified Messaging Works

With MiCollab AM Unified Messaging for Google Apps, subscribers have two options for accessing their messages from the E-mail server's message store. They can use either the telephone user interface (TUI) or the graphic user interface (GUI) by using Google Gmail.

You must connect MiCollab AM to the local area network (LAN) that can access the customer's E-mail system. The MiCollab AM server and the E-mail server can be in different domains as long as there is

Secure SMTP and Secure IMAP access to the Gmail site. The network allows MiCollab AM and the E-mail system to communicate. The relationship of the MiCollab AM server to the site's E-mail system and network is illustrated in the following image.

The heart of any E-mail system is the E-mail server, which tracks all the messages in the system. As messages are added and deleted, the E-mail server updates its post office database.

E-mail Access, running on the MiCollab AM server, communicates with the Gmail server. E-mail Access is used to retrieve messages from Gmail when a subscriber logs into their mailbox via the TUI. When a subscriber has immediate message notification enabled, E-mail Access polls the Gmail server each time the subscriber logs on to his mailbox and periodically thereafter. If E-mail messages are present in the subscriber's mailbox, E-mail Access generates an appropriate message to notify the subscriber.



Figure 1. Unified Messaging

## E-mail Access and MiCollab AM Unified Messaging for Google Apps

E-mail Access is an advanced feature of MiCollab AM. MiCollab AM Unified Messaging functions discussed in this book depend on the proper installation of E-mail Access on the MiCollab AM server and the proper configuration of the E-mail servers. All of the requirements for E-mail Access apply equally to MiCollab AM Unified Messaging for Google Apps. E-mail Access must be functioning before you can begin configuring MiCollab AM Unified Messaging for Google Apps.

**NOTE** For E-mail Access to function, all E-mail messages must be stored on the E-mail server. E-mail Access cannot access E-mail messages that are stored on the subscriber's workstation.

## TUI Message Access

With TUI access, subscribers can manage their E-mail messages by telephone using MiCollab AM telephone commands. They begin this process by logging into the MiCollab AM server, which then checks their accounts on the Gmail server and enumerates their messages. MiCollab AM presents messages so that the subscribers can retrieve their information in the easiest way possible over the telephone.

- Voice messages are played back directly.

- E-mail messages are read aloud using text-to-speech capabilities, starting with information about the E-mail messages' subjects and senders. The E-mail messages must be in plain-text format to be read over the TUI.
- Fax messages are announced as such with their delivery dates, delivery times, and page counts, as well as the sender's name if the sender was another subscriber. The subscriber must send the fax message to a fax machine for printing to view it.

To improve message handling, subscribers can set MiCollab AM to present messages by type (voice, E-mail, or fax), allowing them to access specific types of messages quickly.

Message access through the TUI does not support inputting text or fax messages; it only supports voice forwards and replies to E-mail messages.

TUI access offers the following features:

- Subscribers are notified when they have received E-mail messages and are told the number received while they are logged on to their mailboxes.
- Subscribers can set the Immediate Message Notification feature of MiCollab AM to notify them when new E-mail messages arrive. If this feature is set, MiCollab AM calls subscribers at specified telephone numbers to notify them of new messages.
- Subscribers are informed of the time when each E-mail message was sent. Depending on what **envelope** information is available; MiCollab AM can also report the message's subject and read or play the sender's name.
- Subscribers can listen to their plain-text E-mail messages, if the text-to-speech feature is enabled for them. This feature allows MiCollab AM to **read aloud** the content of an E-mail message, speaking each message's subject, body, and any text-based attachments using synthesized speech.
- Subscribers can forward E-mail messages to other server-based unified messaging users, or to any other entries in their contacts, enabling them to distribute information quickly with a few key presses.
- Subscribers can reply to an E-mail message, sent by either internal or external parties, by recording a voice reply that is sent to the original E-mail sender as an attached **.wav** file.
- When RightFax Enterprise Fax Server is installed at the site, subscribers print their fax messages by forwarding them to any fax machine. In addition, text file attachments (with a **.cmd**, **.bat**, or **.txt** extension) can be rendered on a fax machine as well, as can binary file attachments from such popular application programs as Microsoft Word and Microsoft Excel.
- MiCollab AM administrators can grant individual E-mail Access privileges to subscribers, such as allowing a subscriber to listen to E-mail messages through the TUI.

## GUI Message Access

By default, the subscriber accesses their voice and fax messages along with their email messages via the Gmail client. The E-mail client handles voice and fax messages as follows:

- Identifies MiCollab AM messages as such in the subject line

- Includes an optional media player – the MiCollab AM Media Player for Windows includes media player controls that support the playback of voice message attachments. The subscriber can select either the computer sound device (if present) or telephone for playback.
- Allows subscribers to listen to voice messages over a computer sound device (such as a PC sound card), allowing them to use MiCollab AM functions without a telephone.
- Allows subscribers to manage (save, delete, forward, reply) all messages via the E-mail client
- Installs a fax viewer as part of the RightFax installation

## Message Enumeration

Both the user's **Inbox** and **Saved** folder can be enumerated over the telephone and the content of the E-mail messages read aloud. MiCollab AM enumerates and reads aloud any message found in the user's **Inbox** or **Saved** folders. It considers all unread messages in the **Inbox** folder to be new messages when it plays them back using the TUI. All messages in the **Saved** folder are considered to be saved when they are accessed using the TUI.

When using the GUI, if a subscriber moves a message of any type to a folder other than the **Saved** or **Inbox** folder, MiCollab AM is no longer able to access that message over the telephone.

## Delete

Messages are marked for deletion in MiCollab AM, but are not deleted in the E-mail mailbox until the subscriber logs off from MiCollab AM. E-mail Access logs off from the subscriber's E-mail mailbox and the E-mail server moves the marked message to the **Deleted Items** folder. The deleted messages remain in the **Deleted Items** folder until the subscriber empties it.

## Save

If the subscriber uses the TUI to read any message (voice, fax, or E-mail) and then saves that message, MiCollab AM considers the message saved and moves it to the **Saved** folder. E-mail Access informs the subscriber that the message is saved. If a folder called **Saved** does not exist, E-mail Access creates it when the first message is saved.

The TUI considers unread messages in the **Inbox** as new. Messages are considered saved if they are in the **Saved** folder, regardless of whether or not they have been read. If a message has been viewed or played but not saved, the TUI groups it with previously read new messages.

## Replying to Messages

A subscriber may reply to the internal sender of a voice message via the TUI. Optionally, the original voice message can be included in the reply.

When a subscriber replies by E-mail to a voice or fax message, the original message is included in the reply. The subscriber uses the E-mail client's regular reply function which results in the creation of a standard E-mail reply.

## Forwarding Messages

A voice or fax message may be forwarded to another subscriber via the TUI with or without a voice annotation.

If the subscriber chooses to forward the message with the E-mail client's standard forwarding function, a new mail message displays with the voice or fax attachment included. The subscriber may type text in the message or attach other files before sending the E-mail to any internal or external E-mail address.

## Text-to-Speech Rendering

The **From** line, **Subject** line, and body of all E-mail messages in the **Inbox** and **Saved** folders can be read aloud from the TUI using the **text-to-speech** feature. E-mail Access cannot find E-mail messages in other folders. Text file attachments (with a **.cmd**, **.bat**, or **.txt** extension) to E-mail messages can also be read aloud.

## Message Notification

Subscribers are notified of normal and urgent priority voice, fax, and E-mail messages, if normal and urgent priority message notification is configured for the subscriber.

## Contacts, Calendaring, and Availability

The following table illustrates what aspects of contacts, calendaring, and availability are supported when a subscriber is configured to use the **Voice User Interface (VUI)**, MiCollab AM is integrated with Google Apps, and the user has a **Personal Assistant** license:

Table 3. Contacts, Calendaring, and Availability

Function	Support
Get Meeting / Appointment	Yes
Create Appointment	No
Delete Appointment	Yes
Get Contact Info	Yes
Availability Calendar Overrides	<i>Partial</i> , available only for <b>Busy</b> or <b>Free</b> states, not out-of-office.

## Binary-to-Fax E-mail Attachment Rendering Support

When integrated to a RightFax Server, MiCollab AM supports the Server-Side Application (SSA) conversion engine used by RightFax Enterprise Fax Server versions 10.5, 10.0, 9.0, 8.0, and 8.5. This support allows a subscriber using the TUI to forward an E-mail message with a binary file attachment, such as a Microsoft Word document, to any fax machine and get printouts of the E-mail message and binary attachments. Subscribers can print out binary file attachments in the file formats used by the following programs:

- Microsoft Word 2000-2013
- Microsoft Excel 2000-2013
- Microsoft PowerPoint 2000-2013
- Visio 2000-2013

**IMPORTANT** The SSA feature is not supported on the same platform as MiCollab AM. SSA requires the installation of Microsoft Office products, such as Word and Excel, which are not allowed on the MiCollab AM platform.

The SSA conversion engine can also use the previously mentioned application programs to render binary file attachments from other application programs on any fax machine.

For a complete list of file attachment formats that can be rendered using the SSA conversion engine and information about configuring the feature on the fax server, refer to the RightFax documentation.

**IMPORTANT** If RightFax version 8.0 or later is installed on the fax server platform, subscribers must use Fax Delivery mailboxes set up for callback delivery to retrieve E-mail attachments. For more information about fax delivery mailboxes, see the Fax Messaging Online Book.

# Critical Application Issues for Administrators

MiCollab AM administrators should be aware of the following critical application issues concerning MiCollab AM Unified Messaging for Google Apps:

- MiCollab AM cannot create appointments in Google Apps because the Google Calendar API does not support voice attachments.
- Out-of-Office Availability Overrides from the Calendar are not supported.
- For security reasons, Gmail may lock accounts that have a very high level of activity. To prevent Gmail from locking the administrator account (which is used to send all messages into Gmail), you may wish to enable DKIM (Domain Keys Identified Mail). See the Gmail site for more details.



# Installation Requirements for Google Apps Unified Messaging

This section lists the installation requirements for successfully installing E-mail Access and MiCollab AM Unified Messaging for Google Apps. Be sure to review and meet these requirements before continuing with the other procedures discussed in this document.

There are optional files that can be installed on each subscriber's workstation. These files can be installed from either a network location or directly from the MiCollab AM Installation Media. See the section, "Configuring," later in this book.

## Server Installation Requirements

Be sure to review the following installation requirements to ensure that the correct files, versions, and service packs are installed.

## E-mail Server Requirements

- Google Apps for Business

## MiCollab AM Server Requirements

- System Server running Windows Server 2008 R2 with Service Pack 1 or Windows Server 2012 R2
- MiCollab AM 6.1
- Feature file updated with E-mail Access and text-to-speech conversion channels enabled (optional)
- Web PhoneManager deployed
- Connection to the LAN
- Installation of the TCP/IP protocol to communicate with the E-mail server
- To read the content of E-mail messages and text-based attachments aloud using synthesized speech, text-to-speech channels must be purchased.
  - Only one subscriber can use a text-to-speech channel at one time.
  - To determine the number of text-to-speech resources for which the MiCollab AM server is currently licensed, refer to the Features tab in MiCollab AM Configuration.
  - To determine if additional text-to-speech channels are required based on the requirements of the site, contact Mitel Sales Engineering.

**NOTE** A subscriber's mailbox must be enabled for the **text-to-speech** feature so that the subscriber can listen to E-mail messages through the TUI.

## Optional MiCollab AM Server Requirements

- To support fax functionality, the OpenText RightFax Enterprise Fax Server must be installed and operational at the site. Refer to the RightFax documentation for requirements or contact OpenText.
- To print binary file attachments to email messages, such as Microsoft Word documents, RightFax Enterprise Fax Server Version 8.0 or later must be installed at the site, but not on the MiCollab AM server. Refer to the RightFax documentation describing the SSA conversion engine.
- Depending on the E-mail Access features you want to use, you may need additional memory in the platform. Refer to the appropriate Software Release Notice to determine memory requirements.
- To support VUI access to Google Calendar and Contacts, the MiCollab AM feature file must be updated with Personal Assistant licenses for each subscriber that will use this functionality, and speech recognition channels enabled.
- To support automatic availability updates from Google Calendar, the MiCollab AM **feature file** must be updated with **Personal Assistant** licenses for each subscriber that will be enabled for availability.

## Client Requirements

- Web PhoneManager is required to setup subscriber specific Google integration items.
- Each subscriber must maintain their Gmail password within MiCollab AM so that MiCollab AM is able to login to the subscribers Gmail account to retrieve messages and present them to the subscriber via the TUI or VUI. This password can be maintained using Web PhoneManager. This password must be updated every time the subscriber changes their Gmail password.
- Optionally, each subscriber must setup Google OAuth via Web PhoneManager in order to use the Google Calendar and Contacts integration.
- Optionally, the MiCollab AM Unified Messaging Connection Manager and Media Player for Windows can be installed on a subscribers Windows workstation to allow the subscriber to use their telephone as their playback device rather than the workstation's native media player.

# Installing E-mail Access

This section discusses the tasks that you must complete to install E-mail Access successfully on the MiCollab AM server. It assumes that both the LAN and MiCollab AM are functioning properly.

This section covers the following tasks in sequence:

- Enabling E-mail Access Globally on MiCollab AM
- Enabling Lines for MiCollab AM Unified Messaging

## Enabling E-mail Access Globally

For E-mail Access to function, the MiCollab AM server must maintain a continuous connection to the Google mail server. To ensure that this connectivity is preserved, you must enable E-mail Access globally. By enabling E-mail Access globally, you prepare the system server to link with the Google mail server.

To enable E-mail Access globally:

- 1 With the MiCollab AM service running, log on to **MiCollab AM Admin**.
- 2 From the menu, go to **Configuration > System**. The **System Configuration** dialog box displays.
- 3 Select the **Messaging** tab.
- 4 Select the **E-mail Access Active** checkbox. E-mail Access does not work if this box is cleared.
- 5 Click **OK** to close the **System Configuration** dialog box.
- 6 Close **MiCollab AM Admin**.

## Enabling Lines for MiCollab AM Unified Messaging

If the optional MiCollab AM Media player (installed on the subscriber's Windows workstation) will be deployed, the MiCollab AM technician must enable lines on the Lines tab so the MiCollab AM system can make callouts. This type of callout allows subscribers to use a telephone to listen to messages when using the optional MiCollab AM Media Player.

In addition, the technician must verify that the values are appropriate for the **Incoming Line Reserve** and **Maximum Callouts** settings on the **Switch Section Options** dialog box from the Switch Sections tab.

To enable lines for client applications:

- 1 Open **MiCollab AM Configuration** and select the **Lines** tab.
- 2 Select **Callouts** for each line allowed for MiCollab AM Unified Messaging callouts, and then click **Apply**. If necessary, refer to the online help for information about the **Lines** tab.
- 3 Select the **Switch Sections** tab.

- 4 Select the switch section from the list, and then click **Edit**.
- 5 From the **Switch Section Options** dialog box, select **All Parameters** from the **View** list.
- 6 Verify that the values in the **Incoming Line Reserve** and **Maximum Callouts** settings are appropriate. Change the values as necessary.
- 7 Keep in mind that the total number in both settings cannot exceed the number of lines in your system. If necessary, refer to the online help for information about the **Switch Section Options** dialog box.
- 8 Click **OK** to close the **Switch Section Options** dialog box.
- 9 Click **OK** to close **MiCollab AM Configuration**.

# Integrating with Google Apps

Once E-mail Access has been configured on the MiCollab AM system, you can proceed with enabling the MiCollab AM system and subscribers to integrate with Google Apps. The following is the list of required steps:

**NOTE** Web PhoneManager (WPM) is required to setup subscribers for integrating with Google Apps.

- Enable the Google OAuth API on the customer account (See [Appendix E: Google Server OAuth Credentials](#))
- Setup a MiCollab AM E-mail server profile for Google
- Configure subscribers for unified messaging, speech, etc
- Have subscribers setup Google access via WPM

## Configuring MiCollab AM for IMAP Access to Google Apps

To configure MiCollab AM for IMAP access to Google Apps:

- 1 Open **MiCollab AM Configuration**, and select the **Main** tab.
- 2 If the system is running, click **Shutdown**. Wait until **Current Status** changes to **Stopped**.
- 3 Select the **E-mail** tab.
- 4 Click **Add**. The **Server Profile** dialog box displays.

The screenshot shows the 'Server Profile' dialog box with the following fields and options:

- Server Type:** IMAP (dropdown)
- Server Sub Type:** Google (dropdown)
- ☒ Enabled
- ☒ Supports External Mail Store
- Display Name:** (text field)
- Incoming IMAP Server:** (text field)
- Incoming IMAP Server Encryption Type:** None (dropdown)
- Port:** 143 (text field)
- Outgoing SMTP Server:** (text field)
- ☒ Same as Incoming Server
- Outgoing SMTP Server Encryption Type:** None (dropdown)
- Port:** 25 (text field)
- Maintenance:**
  - ☐ Enabled
  - Start:** 12:00:00 AM (time picker)
  - Stop:** 12:00:00 AM (time picker)
- Outgoing SMTP Server Account:**
  - ☐ Enable SMTP Authentication
  - E-mail Address:** (text field)
  - Logon ID:** (text field)
  - Password:** (password field)
  - Confirm Password:** (password field)
  - Verify** (button)
- Google Server Information:**
  - Google Application Name:** (text field)
  - OAuth Client ID:** (text field)
  - OAuth Client Secret:** (text field)
  - OAuth Redirect URL:** (text field)
  - ☒ Use OAuth2 Authentication for E-mail

Buttons at the bottom: OK, Cancel, Help, Test.

- 5 In the **Server Type** box, select **IMAP**.

- 6 In the **Server Sub Type** box, select **Google**. The **Google Server Information** section appears on the right.
- 7 Select the **Enabled** checkbox.

**NOTE** The **Enabled** checkbox becomes active when you type a name in the **Display Name** box.

- 8 Select the **Supports External Mail Store** checkbox.
- 9 In the **Display Name** box, type a unique name for the messaging server (30 characters or less).
- 10 In the **Incoming IMAP Server** box, enter the FQDN or TCPIP address of the incoming E-mail server.
- 11 In the **Incoming IMAP Server Encryption Type** option, select the encryption type to use for this IMAP server. The default is **None**.
  - **None** - No encryption method is used.
  - **Auto** - The encryption method is auto-negotiated between the client and the provider.
  - **TLS** - Messages are encrypted using Transport Layer Security.
  - **SSL** -Messages are encrypted using Secure Socket Layer.
- 12 In the Incoming IMAP Server Port box, enter the incoming TCP port number. The default port is 143 for regular IMAP.
  - **None** – 143
  - **Auto** – 143
  - **SSL** – 993
  - **TLS** – 143
- 13 Enter the Outgoing Server information as follow:
  - If the **Outgoing SMTP Server** is NOT the same as the **Incoming IMAP Server**, continue to **Step 14**.
  - If the **Outgoing SMTP Server** is the same as the **Incoming IMAP Server**, select the **Same as Incoming Server** box, and then skip to **Step 17**.
- 14 In the **Outgoing SMTP Server** box, enter the FQDN or TCPIP address of the outgoing email server.
- 15 In the **Outgoing SMTP Server Encryption Type** option, select the encryption type to use for this outgoing server. The default is **None**.
  - **None** - No encryption method is used.
  - **Auto** - The encryption method is auto-negotiated between the client and the provider.
  - **TLS** - Messages are encrypted using Transport Layer Security.
  - **SSL** -Messages are encrypted using Secure Socket Layer.
- 16 In the **Outgoing SMTP Server Port** box, enter the outgoing TCP port number. The default port is **25** for regular IMAP.
  - **None** – 25
  - **Auto** – 25
  - **SSL** – 465
  - **TLS** – 587

- 17** If the **Outgoing SMTP Server** account requires authentication, in the **Outgoing SMTP Server Account** section, select the **Enable SMTP Authentication** box.
- 18** Enter the **E-mail address**, **Logon ID**, **Password**, and **Confirm Password** for the user account that authenticates the outgoing server.

**NOTE** This E-mail address should not belong to any existing subscriber. It can be the MiCollab AM account or another utility account.

- 19** Configure the maintenance options for the messaging server profile as follows:
- If you want to stop E-mail Access during E-mail server maintenance, continue to **Step 20**.
  - If you do not want to stop E-mail Access during E-mail server maintenance, skip to **Step 23**.
- 20** In the **Maintenance** section, select the **Enabled** checkbox.
- 21** In the **Start** box, select a time to disable the messaging server profile so that maintenance of the E-mail server can begin.
- 22** In the **Stop** box, select a time to re-enable the messaging server profile when maintenance of the E-mail server is complete.
- 23** Optionally, if you are going to integrate to Google Calendar and Contacts, in the **Google Server Information** section, configure the following information:

**NOTE** Google has used SASL (Simple Authentication and Security Layer) to add their own OAuth2-based authentication mechanism to IMAP and SMTP protocols. This authentication mechanism is called XOAUTH2.

For information on how to get Google Server OAuth account information, refer to [Appendix E: Google Server OAuth Credentials](#).

- a Google Application Name** - Enter the name chosen when registering the application via Google's APIs Console. This is the site-specific name of the application that is registered with Google.
- b OAuth Client ID** - Enter the client ID obtained upon registration of the application via Google's APIs Console.
- c OAuth Client Secret** - Enter the client secret obtained upon registration of the application via Google's APIs Console.
- d OAuth Redirect URL** - Enter the URL to which Google redirects the user after completing authorization. The value for this field should exactly match the value that was supplied when registering the application via Google's APIs Console.
- e Use OAuth2 Authentication for E-mail** - Select this checkbox if you want to allow the system to use the user's OAuth2 access token within SASL XOAUTH2 to authenticate the user.

**NOTE** When this checkbox is selected, user's email password will not be stored in MiCollab AM. Thus, go to **Subscriber Mailbox > E-mail** tab, and disable the **Logon - Password** fields.

- 24** Click **OK** to close the **Server Profile** dialog box.

- 25 On the **E-Mail** tab, click **Apply**, and then select the **Main** tab.
- 26 Click **Startup**.
- 27 Wait until **Current Status** displays **Running**, and click **OK** to close **MiCollab AM Configuration**.

## Configuring a Subscriber for Unified Messaging

Configure Unified Messaging for each subscriber as the example below illustrates.

The screenshot shows the 'Subscriber Mailbox - Demonstration System - 1888 SUBSCRIBER EXAMPLE' window with the 'E-mail' tab selected. The 'Message Access by Client Applications' section has 'Unified Messaging' selected. The 'Message Storage Location' section has 'External' selected. The 'E-mail server information' section is highlighted with a red box and contains the following fields: 'Server Profile' (Google Apps), 'Server Profile Type' (IMAP), 'Display Name' (MyName), 'E-mail Address' (email@company.com), 'Logon ID' (email@company.c), 'Password' (masked with dots), and 'Confirm Pwd' (masked with dots). The 'Msg Access by Telephone' section has 'E-mail' checked. The 'Enumeration Settings' section has 'By Days' selected with a limit of 10. The 'Simple UM' section has 'Allow' checked for 'Simple UM Provider' (Default Provider).

Figure 2. Subscriber Mailbox - E-mail tab

## Configure a Subscriber for Speech, Contacts and Calendar (Optional)

Configure the **Personal Assistant** functionality for each subscriber to provide support for speech, Google Calendar and Contacts integration.



Subscriber Mailbox - Demonstration System - 1888 SUBSCRIBER EXAMPLE

Main | Answering | E-mail | Features | Presentation | VIM | Recordings | **Speech** | Devices | SMS | Msg Notification | Msg Forwarding | Availability

VUI

☒ Allow VUI Type (Speech Recognition): Full Culture: English - United States en-US

Subscriber Access

☒ Allow Callback ☐ Total Hands Free

Personal Assistant Features

☐ Allow Call Recording ☒ Allow Calendaring ☐ Whisper Call Waiting ☐ Record Missed Calls ☐ Confirm Contacts Before Dialing

Contacts

Refresh Mode: Disable Store Location: External

E-mail Signature

☒ Use Standard Company Signature

Figure 3. Subscriber Mailbox – Speech Tab

## Subscriber Setup via Web PhoneManager

For a subscriber to set up their Google account access via Web PhoneManager:

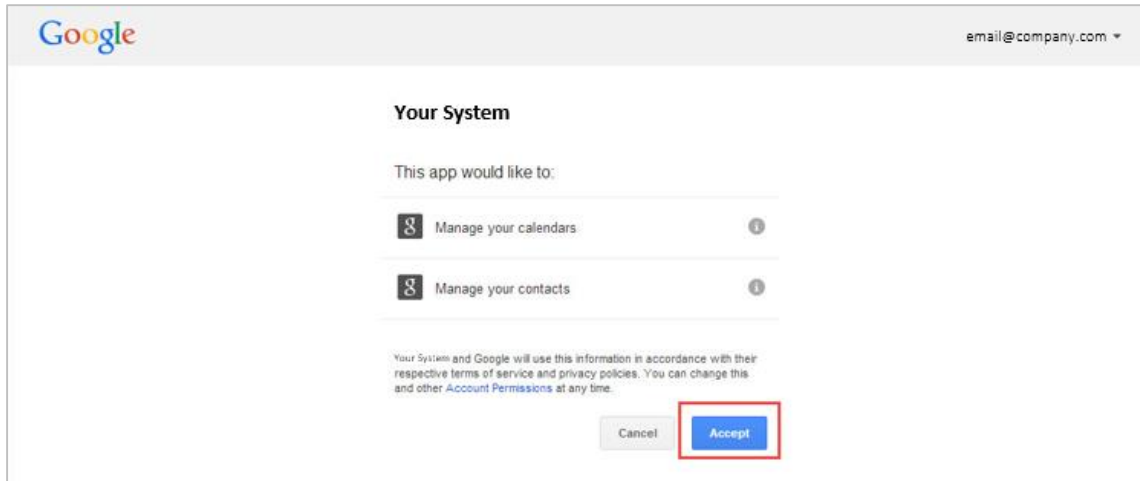
- 1 Sign in to Web PhoneManager.
- 2 From the menu, select **Personal Settings**.
- 3 Select the **Email** tab.

Recordings | Distribution Lists | Call Settings | Phone Numbers | Security Code | **Email**

OK Cancel

Google Account  
Authorize MiCollab AM to access my Google account.

- 4 Click the **Authorize MiCollab AM to access my Google account** link.
- 5 When directed to the page that has options to provide the Google account credentials, provide the credentials, and then click **Accept**.



- 6 Verify the confirmation message in the **Email** tab of WPM.

## Setting the File Attachment Type

By default, voice messages sent to Gmail will appear as wave file attachments with a **.uma** type file extension. This is set assuming the clients will want to use the MiCollab AM Media Player to play their messages (only available for Windows Workstations).

In most cases, with Unified Messaging for Google Apps, the users will play their messages from the Gmail web client and will want to play them using the native media player on their workstation.

To facilitate this, the system should be configured to use a **.wav** file extension for voice messages. This is set on the **E-Mail** tab from **MiCollab AM Configuration**. Use the **IMAP Voice File Extension** dropdown to select **.wav**.

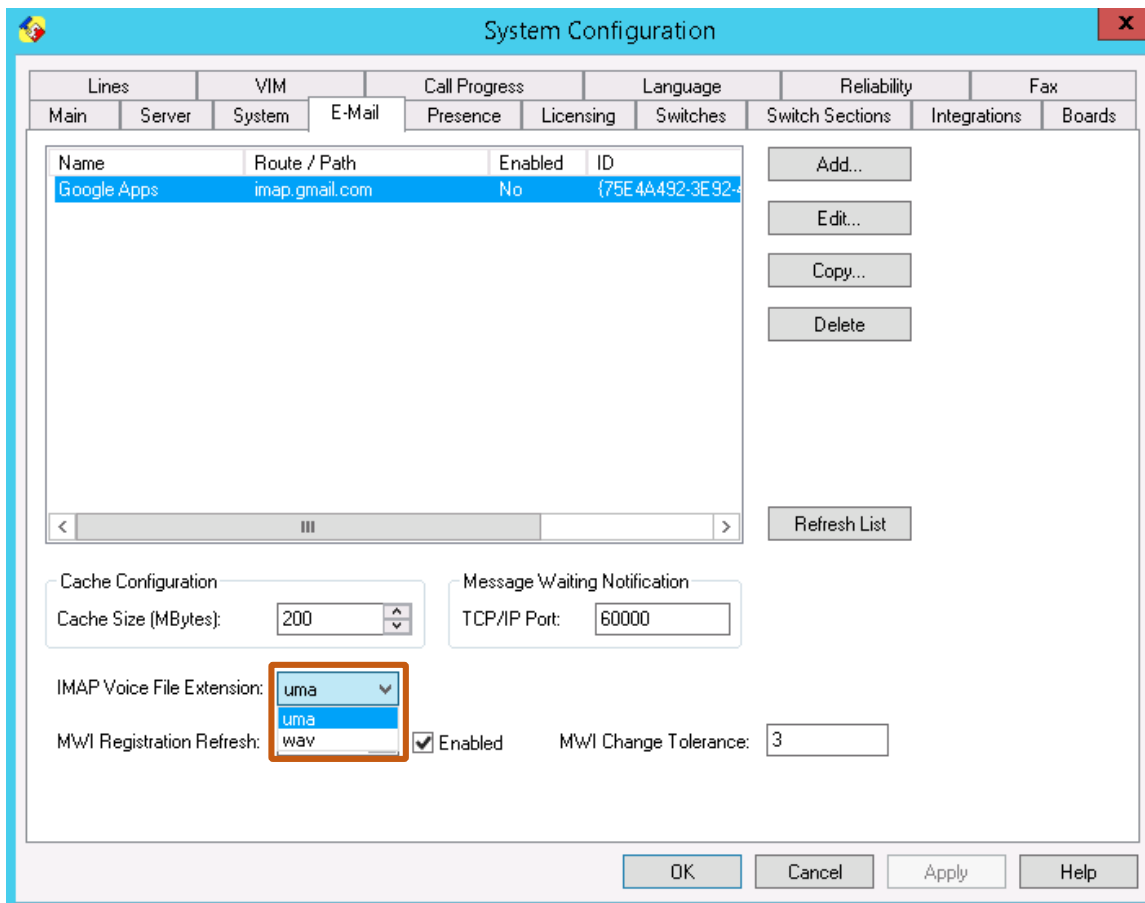


Figure 4. System Configuration

# Configuring a Workstation for use with Unified Messaging for Google Apps

Installing the MiCollab AM Unified Messaging client creates a **Unified Messaging Connection Manager** utility in the Windows **Control Panel**, installs the MiCollab AM Media Player, and places an online help file in the MiCollab AM **Desktop** program group.

**NOTE** To support subscribers using Microsoft Outlook as an IMAP client program, you can optionally install MiCollab AM Unified Messaging for Microsoft Exchange.

This provides the subscribers with customized Outlook voice message forms and controls in addition to the components installed in MiCollab AM Unified Messaging for Google Apps.

For more information about installing Unified Messaging for Microsoft Exchange, refer to the MiCollab AM Unified Messaging for Microsoft Exchange online books.

Within the **Unified Messaging Connection Manager** utility in **Control Panel**, subscribers can configure their connection to the MiCollab AM server through the **Unified Messaging Connection Manager** dialog box. This connection must be configured before subscribers can use the MiCollab AM Media Player.

For specific information on using **Unified Messaging Connection Manager**, see the *MiCollab AM Unified Messaging Client* online help.

Since installing the client on each subscriber's desktop is a large task, there are three methods available: **push**, **pull**, and **direct**.

- The **push** method installs the client software on one or more workstations at the initiation of an administrator. While the workstations must be logged on to the server, no subscriber presence or action is required.
- The **pull** method distributes a link to one or more workstations so that the subscriber can initiate an installation of client software from a network source. The administrator need only setup a default subscriber profile before distributing the link.
- Both the **push** and **pull** methods can be managed through command line prompts or through third-party software. For more information on the command line prompts and the corresponding switches, see [Appendix D: Command Line/Switch Installation Information](#).
- The third method, **direct**, is accomplished by installing the client software from the MiCollab AM Installation Media at the subscriber workstation.

# Installing the IMAP Client Software on a LAN File Server

**IMPORTANT** If you plan to install the MiCollab AM Unified Messaging client using the push or pull methods, the client software must first be installed to a LAN file server prior to setting up each workstation.

Installing the MiCollab AM Unified Messaging client software on a LAN file server requires an Administration Setup. Performing an Administration Setup copies the necessary software components of the MiCollab AM Installation Media to a shared directory on the LAN file server and creates a default subscriber profile.

This client and profile can then be pushed to client workstations, or subscribers can pull from this shared location and run Setup to install the MiCollab AM Unified Messaging client to their local hard disk drives.

**IMPORTANT** Do not perform an Administration Setup to the MiCollab AM server. Using the MiCollab AM server as a LAN file server can increase its vulnerability to viruses and negatively affect overall system performance.

## To install Unified Messaging client software on a LAN file server:

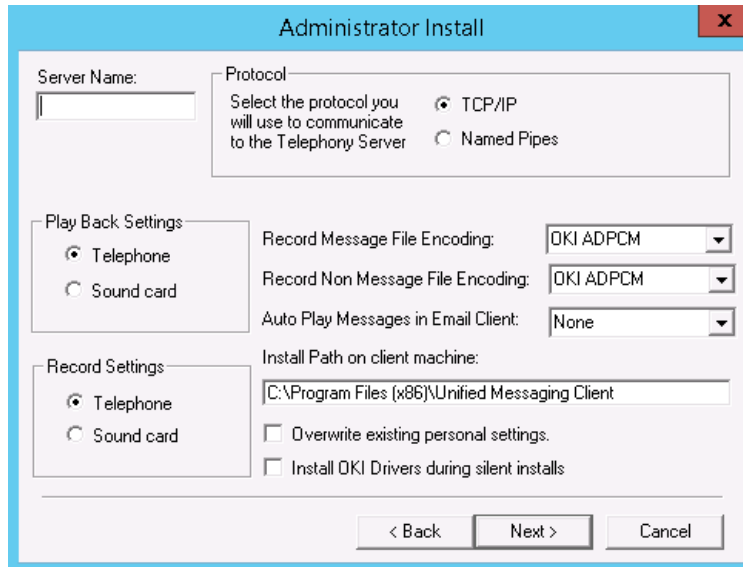
- 1 Insert the MiCollab AM Installation Media into the appropriate drive of the file server from which you want the client setup file is to be installed.
- 2 Depending on which edition you wish to install, type or browse to one of the following command lines:
  - If you are installing the U.S. edition, type:
    - `<drive>:\Client Installs\Desktop Suite for IMAP\SBUM Client\USA\Setup.exe -a` **ENTER**
    - Skip to **Step 4**.
  - If you are installing the World edition, type:
    - `<drive>:\Client Installs\Desktop Suite for IMAP\SBUM Client\World\Setup.exe -a` **ENTER**
    - Continue with **Step 3**.

**NOTE** Replace `<drive>` with the drive letter appropriate for your installation.

- 3 From the list box within the **Choose Setup Language** dialog box, select the language you want to use during the setup process, and then click **OK** to continue.

**NOTE** The language selection in this step affects only the setup program itself. The setup program copies support files for all available languages to the file server.

- 4 At the **Welcome** dialog box, click **Next**.
- 5 The **Administrator Install** dialog box displays. The properties set in this dialog box are used as defaults for client installations.



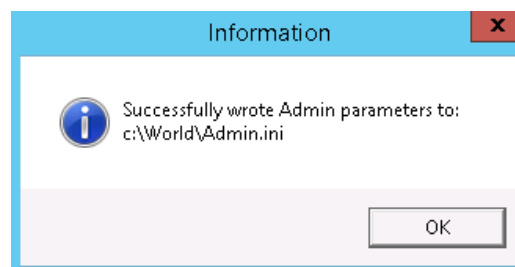
6 In the **Administrator Install** dialog box, configure the following options:

- In the **Server Name** field, enter the name of the system server.
- In the **Protocol** field, select either the **TCP/IP** or **Named Pipes** protocol.
- In the **Playback Settings** and **Record Settings** fields, select the default playback and record settings. **Telephone** is the default selection.
- In the **Record Message File Encoding** and the **Record Non-Message File Encoding** fields, select the file encoding format for client workstations. **OKI ADPCM** is the default value.

**NOTE** The client encoding settings can be set differently than those of the server. However, the client settings are overwritten when connection to the system server is established.

- In the **Auto Play Messages in Email Client** field, select an option. **None** is the default value.
- In the **Install Path on Client Machine** field, enter the path or leave the default path as is. Make note of this path, you need it later in this procedure.
- Select the **Overwrite existing personal settings** checkbox, if any existing client defaults should be changed to the new defaults.
- Select the **Install OKI Drivers during silent installs** checkbox if the client workstations are using the OKI ADPCM encoding.

7 Click **Next**. The confirmation message displays stating the admin parameters have been saved. Click **OK**.



# Installing the IMAP Client Software on a Workstation

Before the MiCollab AM Unified Messaging client can be configured, confirm that the following items are available for each subscriber workstation:

- A Subscriber mailbox on the MiCollab AM system
- Access to an external message store account on the E-mail server
- Telephone access to and from the MiCollab AM system to support audio playback

The MiCollab AM Unified Messaging client software can be installed either from a media or from a network drive.

**NOTE** If you want to install the client software onto a computer running a Windows Server operating system, log on to the computer with an account that has local administrator rights to the server so that all necessary program components, especially the audio compressor/decompressor, can be installed correctly.

## To install the client software on a workstation from a network file server:

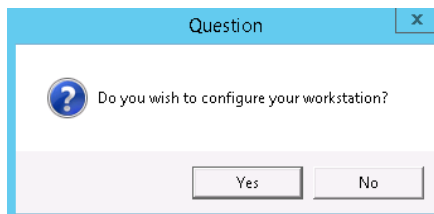
- 1 Locate the appropriate setup folder on the network file server. (The location of this file was established during implementation and then communicated to the subscriber base.)

**NOTE** A shortcut (.lnk file) to the setup file may appear on the subscriber desktop or be included in E-mail or web communication.

- 2 Double-click **Setup** to begin the setup process.
- 3 If the **Choose Setup Language** dialog box appears, select the language you want to use during the setup process, and then click **OK** to continue.

**NOTE** The language selection in this step affects only the setup program itself. The setup program copies support files for all available languages to the file server.

- 4 The **Welcome** dialog box displays. Verify that no other programs are running, and then click **Next**.
- 5 In the **Destination Folder** section of the **Choose Destination Location** dialog box, accept the default destination directory, type the path of another destination directory, or click **Browse** to locate another destination directory.
- 6 The **Question** dialog box displays.



In the **Question** dialog box:

- Click **Yes** to access and configure the **Unified Messaging Connection Manager** utility immediately. Continue with **Step 7**.
- Click **No** if you want to configure the **Unified Messaging Connection Manager** utility later. Skip to **Step 8**.

**NOTE** You cannot use **MiCollab AM Unified Messaging** until you configure the settings in the **Unified Messaging Connection Manager** utility. For more information on configuring the utility, see the [Configuring the IMAP Client Settings](#) section.

- 7** If you clicked **Yes**, the **Telephony Server Login** dialog box displays that will allow you to log in to the **Unified Messaging Connection Manager** utility.

In the **Telephony Server Login** dialog box:

- a** Enter the FQDN or the TCP/IP address of the System Server in the **Server** box, subscriber **Mailbox** number, and **Password**.

**NOTE** If you are using TCP/IP as the connection protocol, use the TCP/IP address of the System Server. Contact your MiCollab AM or LAN administrator for this IP address, if necessary. Using an IP address in the Server Name box can avoid possible DNS or name resolution issues on a LAN.

Or click **Work Offline** if you want to configure the **Unified Messaging Connection Manager** utility locally without getting connected to the server.

- b** When the **Unified Messaging Connection Manager** utility displays, configure the options as described in the [Configuring the IMAP Client Settings](#) section.
- c** When finished configuring, click **OK**.
- 8** The **InstallShield Wizard Complete** dialog box displays prompting to restart your computer. Select the following:
- Select **Yes** and click **Finish** to restart your computer now.
  - Select **No** and click **Finish** to restart your computer later.
- 9** When the installation completes, the **Unified Messaging Connection Manager** is added to the MiCollab AM **Desktop** program group.

## To install the client software on a workstation from the Installation Media:

- 1** Insert the MiCollab AM Installation Media into the appropriate drive.
- 2** When the **Mitel MiCollab AM Installation Components** dialog box displays, click the appropriate link as follows:



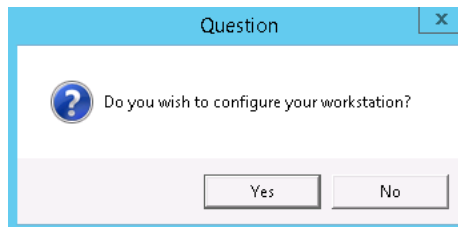
- If you are installing the U.S. edition, click **Desktop Suite for IMAP (USA)**.
- If you are installing the international edition, click **Desktop Suite for IMAP (World)**.

**NOTE** If the Mitel MiCollab AM Installation Media Components dialog box does not display, navigate to the ...\\Client Installs\\Desktop Suite for IMAP\\SBUM Client folder on the media. Then, depending on the edition of the software you want to install, navigate to either the **USA** folder or the **World** folder, and then double-click the **Setup.exe** file.

- 3 If the **Choose Setup Language** dialog box appears, select the language you want to use during the setup process, and then click **OK** to continue.

**NOTE** The language selection in this step affects only the setup program itself. The setup program copies support files for all available languages to the file server.

- 4 The **Welcome** dialog box displays. Verify that no other programs are running, and then click **Next**.
- 5 In the **Destination Folder** section of the **Choose Destination Location** dialog box, accept the default destination directory, type the path of another destination directory, or click **Browse** to locate another destination directory.
- 6 The **Question** dialog box displays.

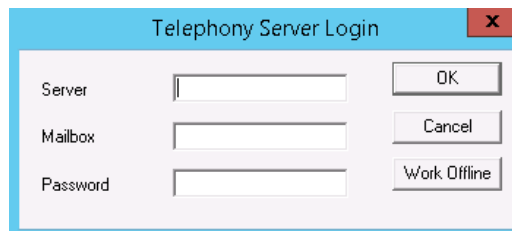


In the **Question** dialog box:

- Click **Yes** to access and configure the **Unified Messaging Connection Manager** utility immediately. Go to **Step 7**.
- Click **No** if you want to configure the **Unified Messaging Connection Manager** utility later. Skip to **Step 8**.

**NOTE** You cannot use **MiCollab AM Unified Messaging** until you configure the settings in the **Unified Messaging Connection Manager** utility. For more information on configuring the utility, see the [Configuring the IMAP Client Settings](#) section.

- 7 If you clicked **Yes**, the **Telephony Server Login** dialog box displays that will allow you to log in to the **Unified Messaging Connection Manager** utility.



In the **Telephony Server Login** dialog box:

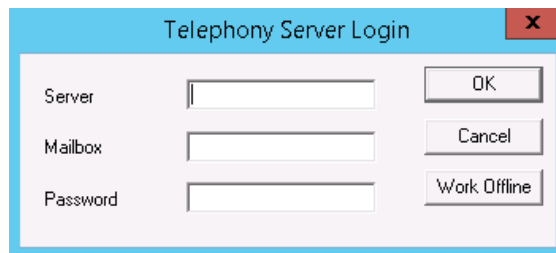
- a Enter the **Server** address, **Mailbox** number, and **Password**, and then click **OK**.  
Or click **Work Offline** if you want to configure the **Unified Messaging Connection Manager** utility locally without getting connected to the server.
  - b When the **Unified Messaging Connection Manager** utility displays, configure the options as described in the [Configuring the IMAP Client Settings](#) section.
  - c When finished configuring, click **OK**.
- 8 The **InstallShield Wizard Complete** dialog box displays prompting to restart your computer. Select the following:
  - Select **Yes** and click **Finish** to restart your computer now.
  - Select **No** and click **Finish** to restart your computer later.
- 9 When the installation completes, the **Unified Messaging Connection Manager** is added to the MiCollab AM **Desktop** program group.

## Configuring the IMAP Client Settings

Prior to a subscriber's first use of the MiCollab AM Unified Messaging client, there are several unique settings that must be configured. Subscribers who are familiar with the necessary settings can perform this procedure themselves; for those subscribers who are not familiar with the settings, IT support staff should perform the procedure.

To configure the MiCollab AM Unified Messaging client:

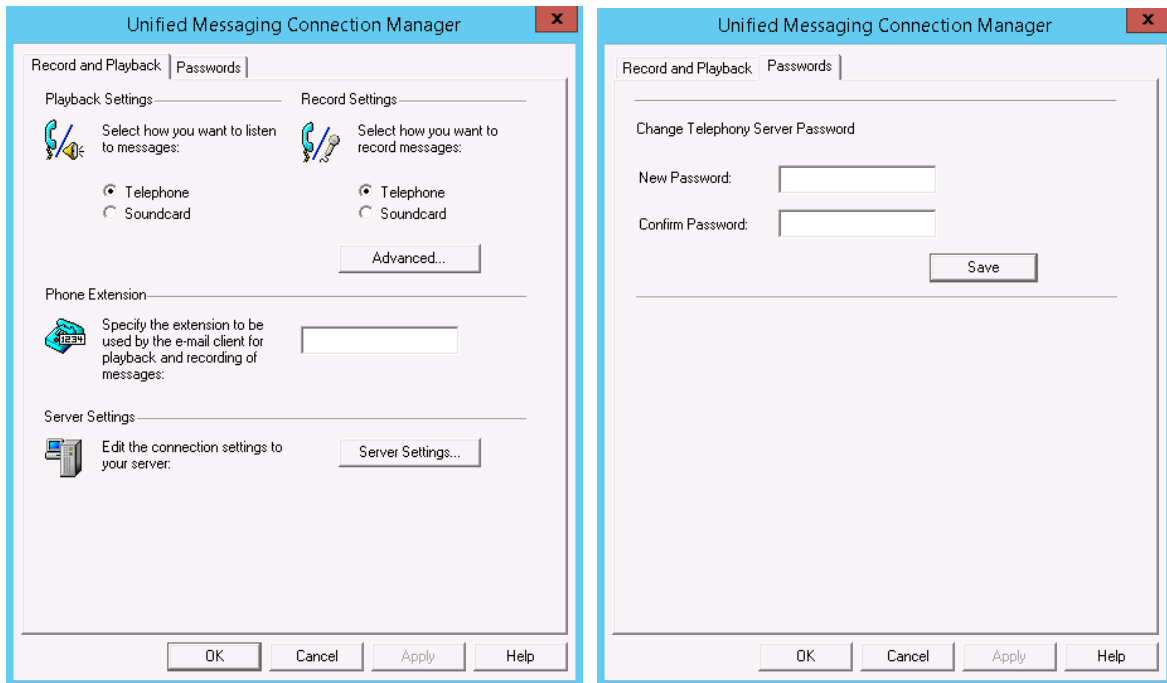
- 1 Click the **Start > Programs > MiCollab AM Desktop > Unified Messaging Connection Manager**. The **Telephony Server Login** dialog box displays.



- 2 At the **Telephony Server Login** dialog box, enter the FQDN or the TCP/IP address of the System Server in the **Server** box, subscriber **Mailbox** number, and **Password**.

**NOTE** If you are using TCP/IP as the connection protocol, use the TCP/IP address of the System Server. Contact your MiCollab AM or LAN administrator for this IP address, if necessary. Using an IP address in the Server Name box can avoid possible DNS or name resolution issues on a LAN.

- 3 Click **OK** to close the **Server Settings** dialog box. The **Unified Messaging Connection Manager** dialog box displays.



4 In the **Unified Messaging Connection Manager** dialog box, configure the following properties:

- **Record and Playback Tab**

- In **Playback Settings** and **Record Settings** fields, select the default device for playback and recording. The default selection is **Telephone**.
- In the **Phone Extension** box, type the subscriber's telephone extension.
- In the **Server Settings** field, click **Server Settings** if you want to change any server options. The **Server Settings** dialog box displays. Update the values and click **OK** to close the **Server Settings** dialog box.

- **Passwords Tab**

- If you want to change your password at this time, in the **Change Telephony Server Password** field, enter a new password and re-enter the password. Click **Save**.

5 Click **OK** to close the **Unified Messaging Connection Manager** dialog box.

# Appendix A: Subscriber Quick Start

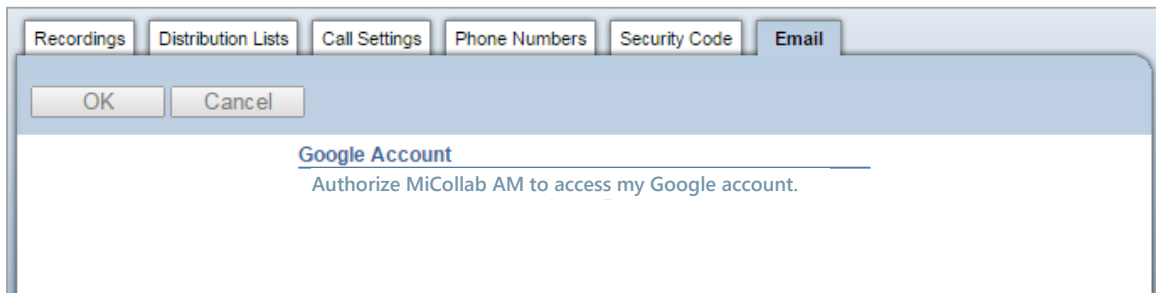
The following section provides steps to quickly enable subscribers to set up their account and run the system. The information on these pages may be copied and distributed as necessary.

## Authorizing MiCollab AM to Connect to Your Gmail Account

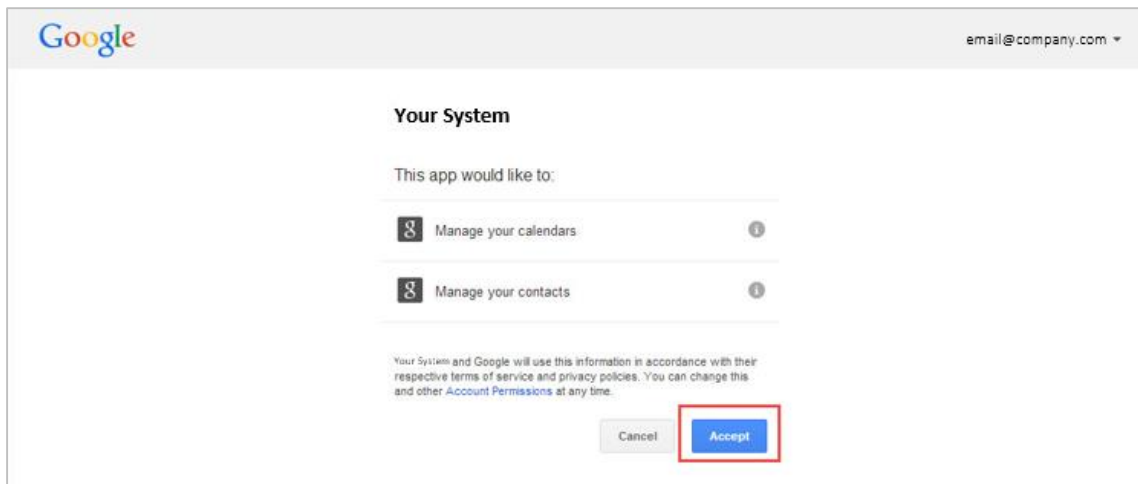
You first need to authorize the system to connect to your Gmail account.

To connect to your Gmail Account:

- 1 Sign in to Web PhoneManager.
- 2 From the menu, select **Personal Settings**.
- 3 Select the **Email** tab.



- 4 Click the **Authorize MiCollab AM to access my Google account** link.
- 5 When directed to the page that has options to provide the Google account credentials, provide the credentials, and then click **Accept**.



- 6 Verify the confirmation message in the **Email** tab of WPM.

## Getting Help for Unified Messaging for Google Apps

For information on working with voice and fax messaging within your E-mail client, please refer to the online help.

### To read online help:

- 1 From the Windows taskbar, go to **Start > Programs > MiCollab AM Desktop > UM for IMAP Help File**. The **Unified Messaging Connection Manager Help** file displays.

You might find it useful to print parts of the online help system for easy reference.

### To print any help topic:

- 1 Display the topic you want to print, and then click **Print** button at the top of the window.
- 2 Select **Print the selected topic**, and then click **OK**.
- 3 Select the printer from the list, and then click **Print**. The displayed topic prints on your printer.

### To print multiple help topics in a book:

- 1 Display the topic you want to print, and then click **Print** button at the top of the window.
- 2 Select Print the selected heading and all subtopics, and then click **OK**.
- 3 Select the printer from the list, and then click **Print**. All the topics within that book are printed. You may want to open the book to see how many topics are selected. Some books are comprised of a large number of topics.

# Configuring IMAP Unified Messaging Settings

Over time, you may want to modify the settings of a Subscriber mailbox, such as change a recording for a personal greeting, or change the playback device from telephone to speaker or back again. These options can be modified in either **Unified Messaging Connection Manager** or **Web PhoneManager**.

For information on **Web PhoneManager**, refer to *Web PhoneManager Administration Guide*.

**IMPORTANT** The settings in **Unified Messaging Connection Manager** box must be configured for MiCollab AM Unified Messaging to work correctly. Typically, your system administrator configured them when the MiCollab AM Unified Messaging client was installed on your workstation.

## To configure MiCollab AM Unified Messaging Settings:

- 1 From the Windows taskbar, go to **Start > Programs > MiCollab AM Desktop > Unified Messaging Connection Manager**.
- 2 The **Telephony Server Login** dialog box displays.

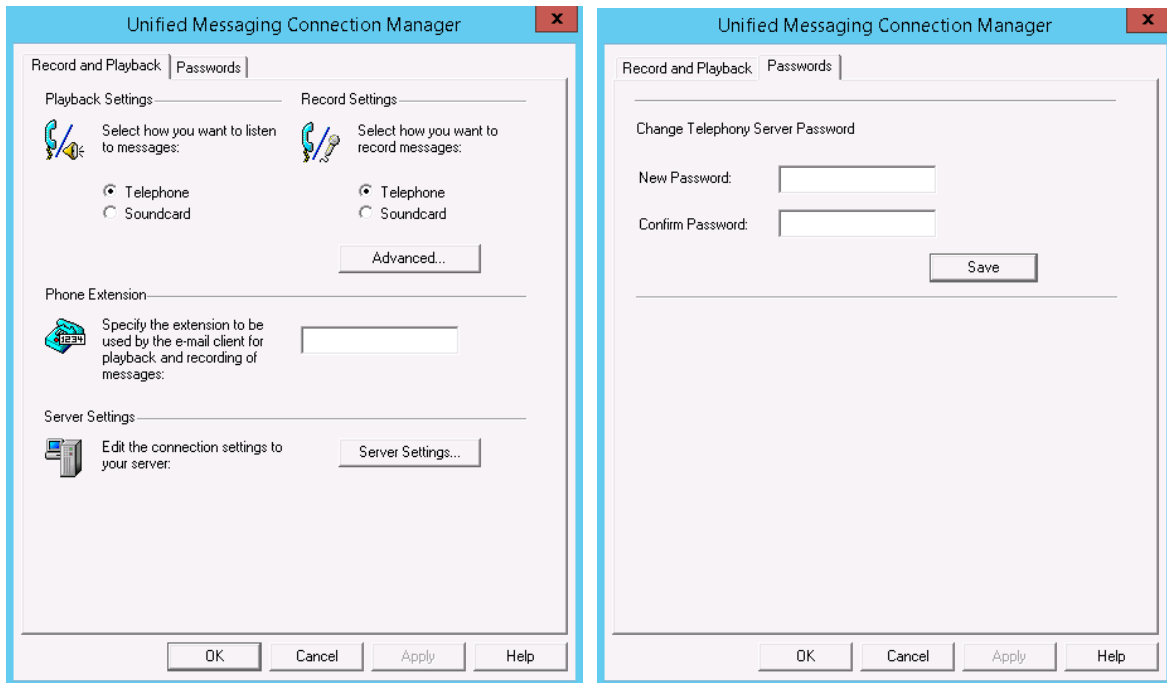


In the **Telephony Server Login** dialog box:

- Enter the FQDN or the TCP/IP address of the System Server in the **Server** box, subscriber **Mailbox** number, and **Password**.
- Or click **Work Offline** if you want to configure the **Unified Messaging Connection Manager** utility locally without getting connected to the server.

**NOTE** If you are using TCP/IP as the connection protocol, use the TCP/IP address of the System Server. Contact your MiCollab AM or LAN administrator for this IP address, if necessary. Using an IP address in the **Server** box can avoid possible DNS or name resolution issues on a LAN.

- 3 Click **OK**. The **Unified Messaging Connection Manager** dialog box displays.

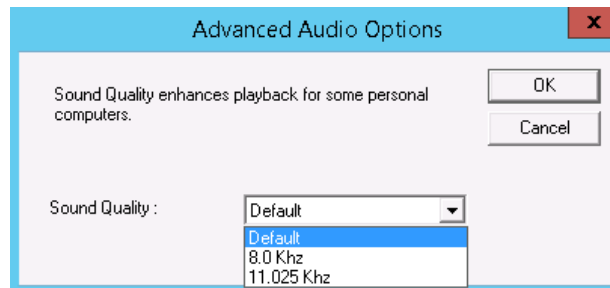


**NOTE** If you clicked **Work Offline**, the **Passwords** tab will not appear.

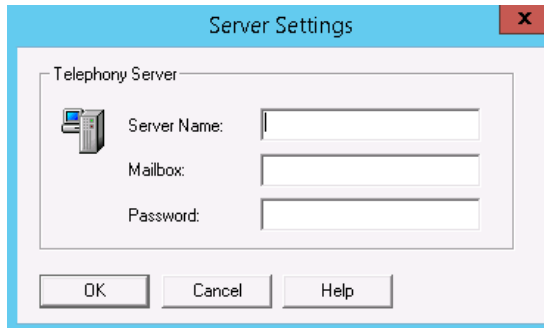
4 In the **Unified Messaging Connection Manager** dialog box, configure the following properties:

- **Record and Playback Tab**

- In **Playback Settings** and **Record Settings** fields, select the default device for playback and recording. The default selection is **Telephone**.
- Click the **Advanced** button and adjust the sound quality of the voice message. The available options are **6.0 kHz (Default)**, **8.0 kHz**, or **11.025 kHz**.



- In the **Phone Extension** box, type the subscriber's telephone extension that will be used for playback and recording of messages.
- Click the **Server Settings** button if you want to change any server options. Update the values and click **OK** to close the **Server Settings** dialog box.



- **Passwords Tab**

- If you want to change your password at this time, in the **Change Telephony Server Password** field, enter a new password and re-enter the password. Click **Save**.

5 Click **OK** to close the **Unified Messaging Connection Manager** dialog box.

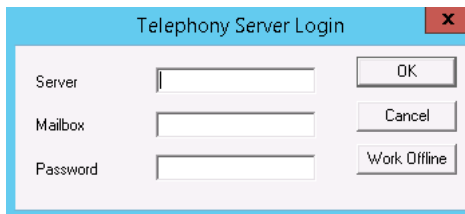
6 As appropriate, configure the **Record and Playback** tab.

## Changing Your Mailbox Security Code

You can change your mailbox password, also known as the security code, on the **Passwords** tab.

To change your mailbox security code:

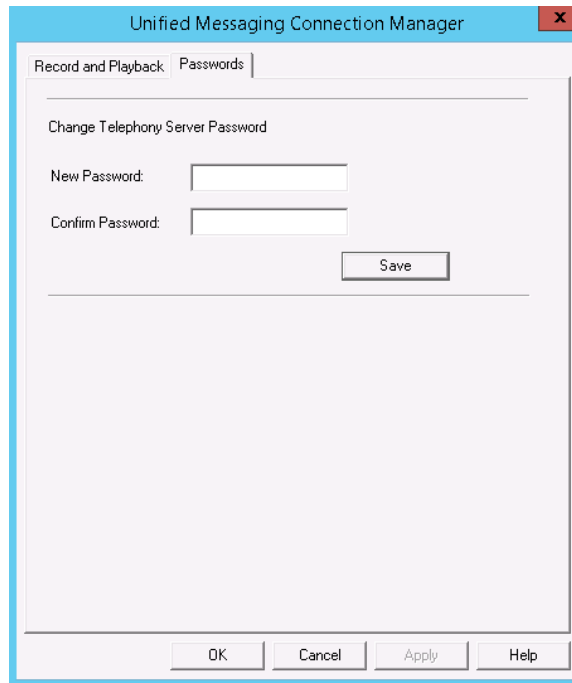
- 7 From the Windows taskbar, go to **Start > Programs > MiCollab AM Desktop > Unified Messaging Connection Manager**.
- 8 In the **Telephony Server Login** dialog box, enter **Server Name**, **Mailbox** number, and **Password**, and then click **OK**.



9 Click the **Passwords** tab.

**IMPORTANT** If you clicked **Work Offline** in **Step 2**, the **Passwords** tab won't be available.





**10** In the **New Password** and **Confirm Password** boxes, type and confirm your new password.

**11** Click **Save**.

**IMPORTANT** You must click the **Save** button to save your new password.

**12** Click **Apply**, and then click **OK**.

## Changing Your E-mail Password

You must enter your E-mail password to access your E-mail messages. Whenever you change your Gmail password, you must enter that same new password in **Web PhoneManager**. For information on **Web PhoneManager**, refer to the **Web PhoneManager**'s help.

## Playing Voice Messages and Viewing Fax Messages

A received voice message is indicated by an E-mail message with a single file attachment that has a **.uma** or **.wav** file extension.

MiCollab AM can forward fax attachments in a variety of file formats including **.dcx**, **.pcx**, **.gif**, **.pdf**, and Group 3 or Group 4 **.tiff**.

**To play a voice message or view a fax message:**

- 1** Double-click the received message.
  - If the message is a *voice* message, the voice messaging form appears.

- If the message is a *fax* only, the fax viewer opens automatically, displaying the fax message over the voice messaging form.
- If the message has both *fax* and *voice* components, only the voice messaging form appears.

**2** Depending on the message type, perform one of the following tasks:

- **If you want to listen to the voice message:**

Click **Play** on the voice messaging form recorder bar to begin playing the message.

**NOTE** Your mailbox may be set to play messages automatically, so you may not need to click **Play**.

- **If you want to view the fax:**

Click the **View Fax** button to launch the fax viewer. When accessing fax messages only, the viewer will automatically open the fax document in some cases.

For further information on replying to and forwarding voice and fax messages, see the *help* from the **Unified Messaging Connection Manager** utility.

**NOTE** Using the **Auto Play Messages** box in **E-mail Clients** setting on the **Record and Playback** tab in **Unified Messaging Connection Manager**, you can set some voice messages to play automatically as soon as you open them.

For more information on the settings available in this box, see the *help*.

## Telephone User Interface Features

The Telephone User Interface (TUI) features provided by MiCollab AM Unified Messaging covered in this section include:

- Replying to an E-mail message by telephone
- Forwarding an E-mail message with voice comments
- Faxing an E-mail message to someone else
- Printing an E-mail message by forwarding it to a fax machine
- Selecting E-mail messages for group processing

These features are available only through the TUI.

## Replying to an E-mail Message by Telephone

You can reply to an E-mail message with a voice message by telephone, rather than waiting to access the E-mail system.

### To reply to an E-mail message by telephone:

- 1** Access your Subscriber mailbox using a telephone.

- 2 Press **1** to listen to messages in your **Inbox**, press **3** to listen to messages by type (if configured), or press **5** to listen to saved messages.
- 3 While listening to the desired E-mail message, press **8** to reply.
- 4 If prompted, enter the mailbox number of the person to whom your voice message should be sent.
- 5 Press **2** to start recording your message.
- 6 Press **2** to stop recording.
- 7 Press **5** to send your reply.
- 8 To send your reply to someone else, press **1**; otherwise, press **9**.

## Forwarding an E-mail Message with Voice Comments

You can forward an E-mail message with voice comments to anyone who has a computer that can play **.wav** files.

When you forward an E-mail message with voice comments, message recipients receive a single message, with your recording attached as a **.wav** file.

### To forward an E-mail message with voice comments:

- 1 Access your Subscriber mailbox using a telephone.
- 2 Press **1** to listen to messages in your **Inbox**, press **3** to listen to messages by type (if configured), or press **5** to listen to saved messages.
- 3 While listening to the desired E-mail message, press **2** to forward it.
- 4 Enter the mailbox number of the person to whom your message should be sent.
- 5 Press **2** to start recording your message.
- 6 Press **2** to stop recording.
- 7 Press **5** to send the message with your introduction.
- 8 To forward the message to someone else, press **1**; otherwise, press **9**.

## Faxing an E-mail Message to Someone Else

You can fax an E-mail message to someone else by forwarding it to the appropriate Fax Delivery mailbox. However, to use this feature, your MiCollab AM server must have access to the RightFax Enterprise Fax Server.

### To fax an E-mail message to someone else:

- 1 Access your Subscriber mailbox using a telephone.
- 2 Press **1** to listen to messages in your **Inbox**, press **3** to listen to messages by type (if configured), or press **5** to listen to saved messages.
- 3 While accessing the desired E-mail message, press **2** to forward it.

- 4 Enter the appropriate **Fax Delivery** mailbox number for the fax machine you want to use.
- 5 If you specified a **Fax Delivery** mailbox that prompts for a telephone number, follow these steps:
  - a Enter the telephone number and press **#**.
  - b Pressing **1** to confirm that the number is correct.
- 6 Enter your extension or telephone number to identify your fax and then press **#**.
- 7 Pressing **1** to confirm that the number is correct.
- 8 When prompted to record an introduction, press **5** to send your message.

**NOTE** You should not record an introduction when forwarding an E-mail message to a fax machine. Pressing **5** allows you to send your message immediately.

- 9 To forward the message to another fax machine or someone else, press **1**; otherwise, press **9**.

## Printing an E-mail Message on a Fax Machine

You can print an E-mail message by forwarding it to a fax machine. MiCollab AM allows you to print at any time and at any fax machine. However, to use this feature, your MiCollab AM server must have access to the RightFax Enterprise Fax Server.

### To print an E-mail message:

- 1 Access your Subscriber mailbox using a telephone, and perform the following:
  - To listen to messages in your **Inbox**, press **1**.
  - To listen to messages by type (if configured), press **3**.
  - To listen to saved messages, press **5**.
- 2 While accessing the desired E-mail message, press **2** to forward it.
- 3 Enter the appropriate **Fax Delivery** mailbox number for the fax machine you want to use.
- 4 If you specified a **Fax Delivery** mailbox that prompts for a telephone number, follow these steps:
  - a Specify the telephone number, and then press **#**.
  - b Confirm that the number is correct by pressing **1**.
- 5 Identify your fax by entering your extension or telephone number, and then press **#**.
- 6 Pressing **1** to confirm that the number is correct by
- 7 When prompted to record an introduction, press **5** to print your message.

**NOTE** Do not record an introduction when forwarding an E-mail message to a fax machine. Pressing **5** allows you to immediately send your message for printing.

- 8 To forward the message to another fax machine or someone else, press **1**; otherwise, press **9**.

## Selecting E-mail Messages for Group Processing

The MiCollab AM group selection feature saves you time and effort by letting you handle messages in a group. For example, you can select your E-mail messages and forward them to a nearby fax machine for printing.

Messages lose their selected status once you exit MiCollab AM.

### To select E-mail messages for group processing:

- 1 Access your Subscriber mailbox using a telephone.
- 2 Press **1** to listen to messages in your **Inbox**, press **3** to listen to messages by type (if configured), or press **5** to listen to saved messages.
- 3 While accessing the desired E-mail message, press **0**, and then press **1** to select it for group processing.
- 4 Continue to access and select E-mail messages following the instructions starting in **Step 3**.
- 5 Press **\*** to return to the main menu
- 6 Press **6** to access selected messages. The following menu options are available:
  - To forward all selected messages, press **2**.
  - To discard all selected messages, press **4**.
  - To save all selected messages, press **5**.
- 7 Press the key for the desired action and follow the voice prompts.

# Appendix B: Enabling/Disabling E-mail Access During System Maintenance

Administrators should disable the messaging server profile when performing backups or other maintenance on the E-mail server.

## Enabling/Disabling E-mail Access Using MiCollab AM Configuration

To disable a messaging server profile immediately:

- 1 Open **MiCollab AM Configuration** and select the **E-mail** tab.
- 2 Select a messaging server profile, and then click **Edit**. The **Server Profile** dialog box displays.
- 3 Clear the **Enabled** checkbox, and then click **OK** to close the **Server Profile** dialog box.
- 4 Click **Apply** to save the change. The messaging server profile is now disabled.

To enable a messaging server profile immediately:

- 1 Open **MiCollab AM Configuration** and select the **E-mail** tab.
- 2 Select a messaging server profile, and then click **Edit**. The **Server Profile** dialog box displays.
- 3 Select the **Enabled** checkbox, and then click **OK** to close the **Server Profile** dialog box.
- 4 Click **Apply** to save the change. The messaging server profile is now enabled.

To disable a messaging server profile for server maintenance:

- 1 Open **MiCollab AM Configuration** and select the **E-mail** tab.
- 2 Select a messaging server profile, and then click **Edit**. The **Server Profile** dialog box displays.
- 3 In the **Maintenance** section, select the **Enabled** checkbox.
- 4 In the **Start** box, select a time to start server maintenance.
- 5 In the **Stop** box, select a time to end server maintenance.
- 6 Click **OK** to save the changes to the messaging server profile, and then close the **Server Profile** dialog box.
- 7 Click **Apply** to save the changes.

## Enabling/Disabling E-mail Access Using AT\_EMA

**IMPORTANT** Use of the **AT\_EMA** command disables the E-mail Access application for all messaging server profiles.

Mitel recommends that you disable individual messaging server profiles immediately or configure the messaging server profile to disable the E-mail Access interface for the time when system maintenance occurs on the E-mail server, instead of using the **AT\_EMA** command.

**AT\_EMA.exe**, the MiCollab AM E-mail Access Switcher, is a command-line utility that switches E-mail Access on and off on the MiCollab AM server. When the E-mail Access is disabled, its features are disabled for all subscribers. Because **AT\_EMA** is a command-line utility, you can use it in E-mail server maintenance batch files or scripts.

**AT\_EMA.exe** is installed during MiCollab AM installation and is located in the **...\CX\Bin** directory on the MiCollab AM server.

**AT\_EMA.exe** can be run from the local hard disk drive of either the MiCollab AM server or the E-mail server. If **AT\_EMA** is run from the E-mail server, it must be installed locally and the **Net-BEUI** protocol must be installed on both the MiCollab AM server and the E-mail server.

### Running AT\_EMA from the MiCollab AM System Server

**NOTE** **NetBEUI** is not required if **AT\_EMA** is run from the MiCollab AM server.

#### To disable E-mail Access from the MiCollab AM server using AT\_EMA:

- 1 Start a command prompt in Windows Server.
- 2 Change to the **...\CX\Bin** directory.
- 3 Type *AT\_EMA off*, and then press **Enter**. E-mail Access is now disabled on the MiCollab AM server and maintenance of the E-mail server can proceed.

#### To enable E-mail Access from the MiCollab AM server using AT\_EMA:

- 1 Start a command prompt in Windows Server.
- 2 Change to the **...\CX\Bin** directory.
- 3 Type *AT\_EMA on*, and then press **Enter**. E-mail Access is now turned back on.

### Running AT\_EMA from the E-mail Server

**IMPORTANT** **AT\_EMA** supports **Named Pipes** only, not TCP/IP addressing. If **AT\_EMA** runs from the E-mail server, the **NetBEUI** protocol must be installed on both the MiCollab AM server and the E-mail server.

### To disable E-mail Access from the E-mail server using AT\_EMA:

- 1 Copy **AT\_EMA.exe** from the ...\**CX\Bin** directory on the MiCollab AM server to the E-mail server.
- 2 From a command prompt on the E-mail server or an E-mail server maintenance batch file or script, type *AT\_EMA off <System Server name>*, and then press **Enter**.

E-mail Access is now disabled on the MiCollab AM server and maintenance of the E-mail server can proceed.

### To enable E-mail Access from the E-mail server using AT\_EMA:

- 1 Verify that **AT\_EMA.exe** is located on the E-mail server.
- 2 From a command prompt on the E-mail server or an E-mail server maintenance batch file or script, type *AT\_EMA on <System Server name>*, and then press **Enter**.

E-mail Access is now turned back on.



# Appendix C: Troubleshooting E-mail Access

When encountering a problem with the E-mail Access application after setup, always check the **Windows Server Event Viewer** log before taking any action. It may provide information that helps you isolate the problem.

Review the following items if you have problems after the configuration of E-mail Access:

- If subscribers state that E-mail messages previously deleted in the TUI persist in their E-mail mailbox, verify that they are logging off their Subscriber mailboxes correctly.
- Verify that the **E-mail Access Active** checkbox is selected.  
Location: **MiCollab AM Admin > Configuration > System > Messaging Tab**
- Verify that the **Message Storage Location** option is set to **External**.  
Location: **MiCollab AM Admin > Subscriber Mailbox > E-mail Tab**
- Verify that the **Server Profile** and user information are configured correctly in the Subscriber mailboxes.  
Location: **MiCollab AM Admin > Subscriber Mailbox > E-mail Tab**
- Verify that the LAN adapter card is configured properly with the correct network protocols to communicate with the E-mail server.

# Appendix D: Command Line/Switch Installation Information

There are several ways to do a user install from a network share. Two major categories of user install are push install and pull install.

## Push Installation

A **push** installation can be either attended or unattended, but all subscribers' computers must be on and connected to the network. Both attended and unattended push installs rely on third-party push-installation software packages, all of which allow you to enter the name of an executable with command line arguments to run on the client machine.

The following example shows typical command line syntax to perform an attended **push** install for a subscriber with a mailbox number of **1234** and extension **1234**. All other install values would come from the **Admin.ini** parameter file, which the administrator initially configured during setup.

Executable: **setup.exe**

Command line arguments: *-vAdmin.ini -b1234 -u1234*

The following example shows typical command-line syntax for an unattended **push** install supporting a subscriber with a mailbox of **1234** and extension **1234**. All other installation settings come from the **Admin.ini** file.

For an unattended **push** install (also called a silent install), you must include the **-s** switch and provide a response file. This administrator creates this file during setup; the **filename** is always **Setup.iss**, in that context. For other setups, you can use the **-f1** switch to rename the response file. The **-s** switch must always be the last argument on the command line.

Executable: **setup.exe**

Command line arguments: *-vAdmin.ini -b1234 -u1234 -f1setup.iss -s*

**NOTE** In both attended and unattended installs, you can omit the **-b1234** & **-u1234** arguments to make the install work for a group of users. Although the installation completes properly, subscribers cannot use MiCollab AM Unified Messaging until they enter their mailbox and extension numbers in **Unified Messaging Connection Manager** or **Web PhoneManager**.

## Pull Install

The user initiates this install by clicking a shortcut or otherwise running setup.exe from his or her machine. This type of install is always attended because the user must be present to initiate it.

To do a **pull** install for a group of users the administrator must distribute a copy of UM **Install.lnk** to each user in the group. This file is created as part of the administrator install and located on the network share with the other install files.

The administrator could attach the shortcut file to an E-mail message, which is sent to all users in the group. Or the shortcut file could be pushed to the desktops of all users in the group, using whatever push type software the customer has. This allows each user to perform the install when he is ready.

The shortcut file above invokes **setup.exe** with **-vAdmin.ini** where **Admin.ini** is the name of the file created in the administrator setup. In all of the above-mentioned installs you can omit the **-v** argument and enter some or all of the administrator parameters as command line arguments.

## Command-Line Syntax

The following table lists valid command line arguments for **push** and **pull** installs.

**NOTE** If you prefer, you can omit the **-v** switch and include the arguments in this table as switches on the command line.

Table 4. Valid command line arguments

Argument	Description
-?	Displays the usage help dialog of the command line parameters and values
-a	Performs an administrator install. When this switch is specified, the setup file is created in the same directory that contains the file <b>Admin.ini</b> .  Do not use this switch with the <b>-s</b> or <b>-r</b> switches.
-b	The mailbox. For example, <b>-b1234</b> where the mailbox is <b>1234</b> .
-f1	The full path to the response file, optionally including the filename. The response file is required for silent installs. A default response file is created during the administrator install and is always called <b>setup.iss</b> .
-h	The System Server name. For example, <b>-hCallXpr1</b> where the MiCollab AM System Server is <b>CallXpr1</b> .
-i	The record device. Values are <b>s</b> for <b>sound card</b> ; and <b>t</b> for <b>telephone</b> .
-j	The playback device. Values are <b>s</b> for <b>sound card</b> ; and <b>t</b> for <b>telephone</b> .
-k	Is an install OKI driver override. Values are <b>y</b> for <b>Yes</b> ; and <b>n</b> for <b>No</b> .
-l	Auto-play setting. Values are <b>a</b> for <b>Always</b> ; <b>u</b> for <b>New/Unread</b> ; and <b>n</b> for <b>Never</b> .
-n	Record message format. Values are <b>m</b> for <b>Mu-Law</b> ; <b>a</b> for <b>A-Law</b> ; <b>p</b> for <b>Linear PCM</b> ; <b>d</b> for <b>OKI ADPCM</b> ; and <b>g</b> for <b>GSM 610</b> .
-o	Override personal settings always. Values are <b>y</b> for <b>Yes</b> and <b>n</b> for <b>No</b> .

-p	The protocol. Values are <b>t</b> for <b>TCP/IP</b> ; and <b>n</b> for <b>Named Pipes</b> .
-r	Record a new response file. For example, setup <b>-r</b> will go through a user install and record all user interactions into a response file called <b>setup.iss</b> , which will be located in the Windows directory.
-s	Silent install. This should appear as the last command line argument.
-u	Extension. For example <b>-u1234</b> where your extension is <b>1234</b> .
-v	Administrator parameter file name. For example, <b>-vAdmin.ini</b> (the default). This switch cannot be used to set the path where the file resides.
-w	Record non-message format. Values are <b>m</b> for <b>Mu-Law</b> ; <b>a</b> for <b>A-Law</b> ; <b>p</b> for <b>Linear PCM</b> ; <b>d</b> for <b>OKI ADPCM</b> ; and <b>g</b> for <b>GSM 610</b> .
-y	Client install path. For example, <b>-yc:\Program Files\UM</b> .

Here is an example command line and what it represents:

Example:

Setup -hcallxpr1 -b1234 -pT -u1234 -iT -jT -kN -lU -nM -wM -yc:\UM

①            ②            ③            ④            ⑤            ⑥            ⑦            ⑧

- ① The name of your **System Server** is **callxpr1**.
- ② Your mailbox and extension are **1234**.
- ③ You are using **TCP/IP** for your protocol.
- ④ Your playback and record devices are **telephone**.
- ⑤ Is **not** an install **OKI driver override**.
- ⑥ You want to auto-play only the **new or unread messages**.
- ⑦ The record message and record non-message formats are **Mu-Law**.
- ⑧ The default client install path is **C:\UM**.

# Appendix E: Google Server OAuth Credentials

In order to take advantage of the Calendar and Contacts functionality of the MiCollab AM integration to Google Apps, it is necessary to enable a special Google API (OAuth 2) for the customer's Google account.

This API can only be enabled on a corporate Google account, not on a personal Gmail account. The API allows MiCollab AM to access the subscriber's Calendar and Contacts for the functions that require that type of access (read calendar, read contacts, sync contacts, use contacts to address messages, etc.).

Once this API is enabled for the account, the information from the API is used to configure the Google connector on the MiCollab AM system (see previous Install section). Follow the steps below to enable the APIs.

## To enable the API:

- 1 The Gmail administrator logs onto the Google Developer site: [console.developers.google.com](https://console.developers.google.com)
- 2 If asked to sign in, use your Google account credentials to sign in.
- 3 Click on **Select a project** > **Create a project**.
- 4 Enter a **Project Name** and select whether you want to receive email updates. Select **Yes** for Terms of Service.
- 5 Click **Create**.
- 6 On the **Dashboard** screen, click the **Enable a manage APIs** link.
- 7 On the left pane, select **Credentials**.
- 8 On the **Credentials** screen, click the **Create credentials** button.
- 9 From the **Create credentials** list, select **OAuth client ID**.
- 10 On the **Create client ID** screen, select **Web Application**.
- 11 In the **Name** field, enter the web application name.
- 12 In the **Authorized JavaScript origins** field, enter the path of the web application.  
For example:  
*<http://www.yourservername.com>*
- 13 In the **Authorized redirect URIs** field, replace **oauth2callback** with **oauthcomplete.php**.  
For example:  
*<http://www.yourservername.com/oauthcomplete.php>*
- 14 Click **Create**. The **OAuth client ID** and **client secret** are generated.

**NOTE** Copy these IDs for later access. You can also access the IDs from your **Project** account.

- 15 Click **OK**.