

MiCollab Advanced Messaging SMS and Simple UM Administration Guide

For version 9.2 and above

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Preface

This guide contains administration information for Short Message Service (SMS) and Simple Unified Messaging (UM).

This guide is written for Mitel-certified administrators and technicians who are familiar with MiCollab Advanced Messaging (MiCollab AM) procedures and terminology, the **MiCollab AM Admin** utility, and the Microsoft Windows® operating system.

Before implementing any procedures in this guide, ensure that MiCollab AM software is installed and running successfully.

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 MiCollab AM Documentation Library includes the following documents and resources:

- **Administration Documentation.** Available as a PDF only. Contains the following:
 - **Administration Guides.** Available as a PDF only. Contains administrative guides for administrators about how to manage and configure the messaging system.
 - **Quick Reference Cards (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
 - **User Guides.** Available as a PDF only. Contains user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Server Documentation.** Available as a PDF only. Contains the following:
 - **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
 - **Installation and Configuration.** Available as a PDF only. Contains installation and configuration guides for server administrators about how to install and configure the messaging system.
 - **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.

- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel-certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

Documentation Updates

Documentation updates may be available from the following sources:

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

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** by clicking the **Help** button in the dialog box or window in which you are working.

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** Titles of other documents are shown in italics.
 | Example: See the *System Installation and Configuration Guide*.
- **User Interface (UI) Element Names.** Names of UI elements such as dialog boxes, windows, screens, menu items, tabs, buttons, and icons are shown in bold.
 | Example: On the **Startup** screen, click the **Start** icon.
- **User Input.** Information required to be typed is shown in italics.
 | Example: Type the password *voicemail*.
- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

WARNING A warning paragraph advises you of circumstances that can result in the loss of data, harm to the MiCollab AM 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.

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

Table 1. References

Document Type	Document Title
Administration Documentation	<i>System Administration Guide</i>
Server Documentation	<i>System Installation and Configuration Guide</i>
Server Documentation	<i>XMediusFAX Integration Guide</i>
Server Documentation	<i>RightFax Integration Guide</i>
Quick Reference Card	<i>SMS QRC (Optional)</i>
Quick Reference Card	<i>Original TUI QRC (Optional)</i>

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

Term refers to an organization's computer platforms that have MiCollab AM software installed and serve as the interface to the system (PBX). The Call Server(s) interface with the System Server for the purpose of accessing messages, and database.

Introduction to Short Message Service (SMS)

Short Message Service (SMS) is a MiCollab AM feature that provides message notification to subscriber's properly equipped mobile devices on GSM, PCS, DCS, or other digital cellular networks. When receiving SMS messages, the mobile device receives text messages of up to 160 characters (depending on the network). The messages appear on the mobile device's display and can be received while the device is in use. Most contemporary mobile devices have the capability of receiving SMS messages.

MiCollab AM sends message notification to subscriber devices through a Short Message Service Center (SMSC). The SMSC is a service provider that is typically selected by the enterprise running MiCollab AM, and provides the service under contractual agreement with the enterprise. The SMSC receives the message information from MiCollab AM, and then distributes the message to the subscriber device.

MiCollab AM can be configured to use SMS to notify subscribers of new urgent voice messages, new voice messages, and new fax messages. Additionally, MiCollab AM can support an unlimited number of SMS providers.

SMS is supported in MiCollab AM in one of the following ways:

- Through an **SMPP (Short Message Peer-to-Peer Protocol)**, server to deliver text messages – MiCollab AM uses a network connection and the TCP/IP protocol to communicate with an SMPP server of the SMSC through the internet.
- Through an **SMS Center (SMSC)** (also referred to as an SMS Gateway or an SMS Provider) that delivers message notification to mobile devices that are compatible with the digital mobile network schema used by the SMS center, MiCollab AM uses a standard serial modem and COM port to communicate with the SMSC using the **TAP (Telocator Alphanumeric Protocol)** or **UCP (Universal Computer Protocol)** protocols.
- Through an **SMTP (Simple Mail Transfer Protocol)**, e-mail server that can also deliver an attached copy of the message to mobile devices or subscriber e-mail accounts. MiCollab AM uses a network connection and the TCP/IP protocol to communicate with an SMTP e-mail server through the internet.
- Through a public **GSM** mobile network, which acts as an SMS Provider to deliver message notifications to GSM mobile telephones, MiCollab AM uses a serial COM port or USB port to communicate with the GSM network using any one of the following devices:
 - A standalone GSM modem/antenna
 - A GSM-compatible mobile telephone with an internal modem and an appropriate data cable
 - A modem attachment for a GSM compatible mobile telephone
- Through a supported **REST (REpresentational State Transfer)** provider's API to deliver text messages, MiCollab AM uses a network connection to make HTTPS requests to the provider's URL.

Introduction to Simple Unified Messaging

Simple Unified Messaging (UM) is a MiCollab AM feature that provides message notification of new messages to the subscriber's e-mail address. The message itself may be included as an attachment to the notification message. The attached message is a copy of the new message on MiCollab AM. The subscriber must manage both the original message and the copy of the message. For example, if a subscriber is notified of a new voice message, and a copy of the voice message is attached to the Simple UM message, the subscriber can listen to the attached message, and then save it or delete it. The original message MiCollab AM received remains in the new message queue until the subscriber takes action with it.

Attached messages can be a voice, e-mail or fax message. Simple UM is referred to as simple because it requires only an e-mail account on an SMTP e-mail server. It does not require a Unified Messaging user license, nor does it require an Exchange or Notes server. MiCollab AM communicates to the SMTP e-mail server through a network connection using the TCP/IP protocol.

Overview of SMS Message Notification

The following section provides an overview of the process of sending and receiving message notification using SMS. The following images represent the basic network structures of SMS.

GSM

For MiCollab AM servers that notify subscribers directly over a **GSM** mobile telephone network, the following diagram shows the typical basic network structure.

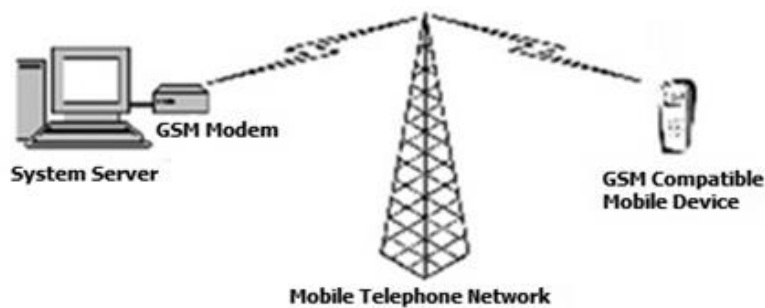


Figure 1. Network Structure of GSM Modem

REST

For systems that use a **REST** Service Provider, the following diagram illustrates the typical network structure that sends request over HTTPS. The final destination for SMS messages in such a system can be any mobile device whose service provider accepts SMS text strings.

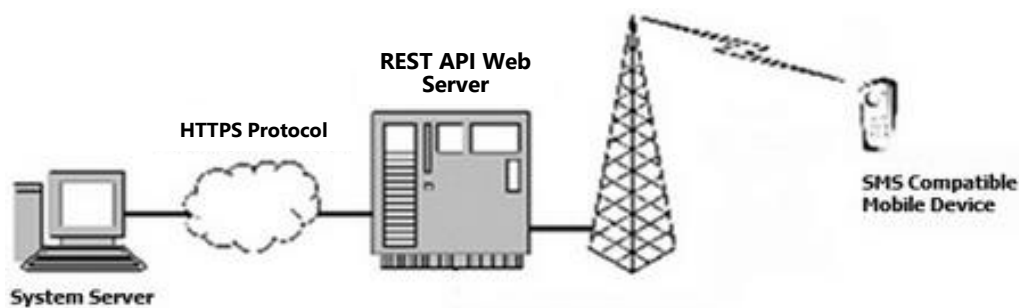


Figure 2. Network Structure of REST API Web Server

SMPP

For systems that use an **SMPP** Service Provider, the following diagram illustrates the typical network structure. The final destination for SMS messages in such a system can be any mobile device whose service provider accepts SMS text strings.

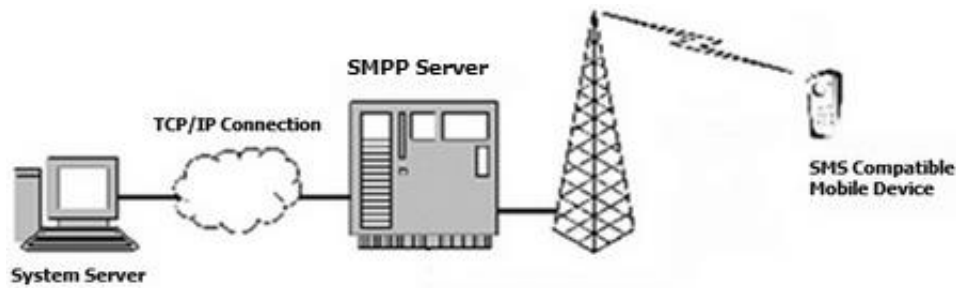


Figure 3. Network Structure of SMPP Server

SMTP

For systems that include an **SMTP** server, the following diagram illustrates the typical network structure. The final destination for messages in such a system can be any valid SMTP client, including any of the following:

- Mobile devices whose service providers accept text messages as the subject lines of text messages and are capable of accessing e-mail messages
- Desktop e-mail client programs such as Microsoft Outlook, Lotus Notes, Novell GroupWise, Mozilla Thunderbird, and others
- Web-based e-mail services

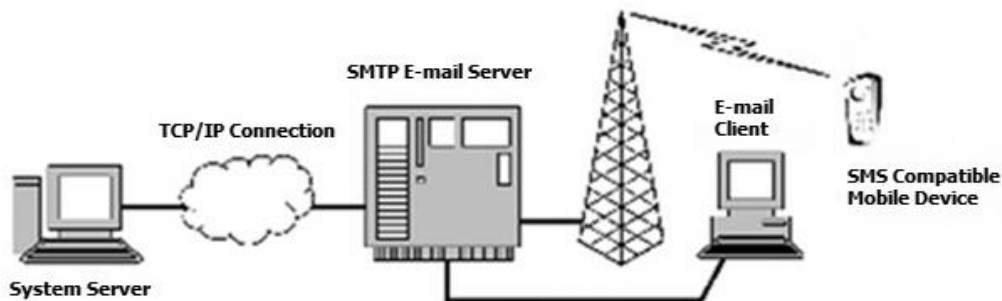


Figure 4. Network Structure of SMTP E-mail Server

To support devices that can play back or display attachments in the appropriate file formats, the **Simple UM** notification messages, and SMTP messages can include a copy of the original messages that triggered them.

NOTE If MiCollab AM is deployed as a hosted solution on the cloud, only the server administrator has access to this information.

IMPORTANT The .wav files attachments to notification messages are the same audio format as the recordings stored on MiCollab AM. The server administrator can verify or change this format in the **Tenant Summary** dialog box on the **Tenant** tab within the **MiCollab AM Configuration** utility. Subscribers may need to install additional audio coding-decoding modules (codecs) or other components to support the audio format used in the message attachments. On Microsoft Windows®-based systems, only OKI ADPCM format requires an added codec. Contact Mitel Technical Support for information about how to install one.

On other platforms, contact the manufacturer of the platform to find out how to acquire and install the codec you need.

NOTE MiCollab AM can forward fax attachments in a variety of file formats including DCX, PCX, GIF, PDF, and Group 3 or Group 4 TIFF, although your service provider may not accept or support some or all of these formats.

The configuration of the fax server integrated with MiCollab AM determines which of these formats is used. To view these attachments, your subscribers must have a program that can open files in the appropriate format installed on their computers. For more information about selecting a format for fax messages, see the *XMediusFAX Administration Guide* or the *RightFax Administrator's Guide*.

TAP or UCP

For systems that include a centralized **TAP** or **UCP** SMS Center, the following diagram illustrates the typical network structure.

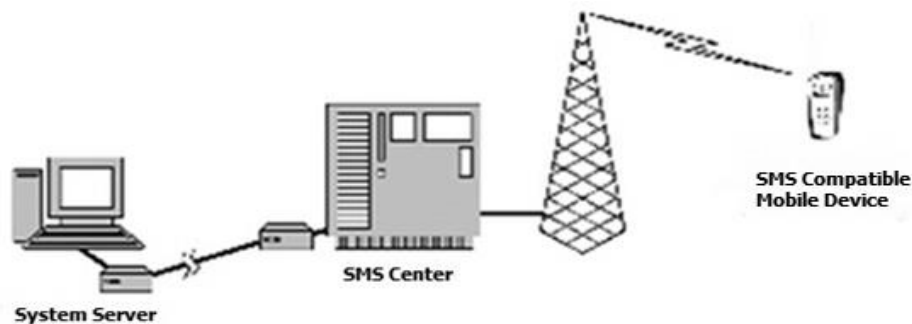


Figure 5. Network Structure of SMS Message Notification

Tasks Performed by the System Server

As voice and fax messages are received in the subscriber's mailbox, MiCollab AM checks the SMS settings of the Subscriber mailbox to determine if new message notification via SMS should occur. Criteria that determine whether message notification should occur include time of day and day of week restrictions, as well as message urgency level and message type (voice, fax, or both voice and fax).

Once MiCollab AM determines that a message meets the criteria specified for SMS notification, it starts the appropriate transaction to notify the subscriber by determining which SMS provider to use. The subscriber's provider is pre-configured in the Subscriber mailbox from a list of providers that are configured on the **SMS/SMTP** tab of the **System Configuration** in **MiCollab AM Admin**.

Table 3. System Server Tasks

If the SMSC provider is connected to MiCollab AM through...	Then MiCollab AM...
An SMPP server	Transmits the SMS message to the SMPP service provider
A dedicated modem using TAP or UCP	Uses the modem to contact the SMSC
A GSM network, through a GSM modem or modem equipped mobile telephone	Transmits the SMS message over the network and directly to the subscriber's mobile device.
An SMTP server, through A TCP/IP connection	Renders the message as an e-mail and sends it to the configured e-mail address
A REST API	Transmits the SMS message request to the REST service provider's API URL using the HTTPS protocol.

Tasks Performed by the SMS Center

Once the connection between MiCollab AM and the SMSC is established and authenticated, MiCollab AM transmits the SMS to the SMSC. The SMSC determines which mobile device should receive the message, and then transmits the message to that device.

Tasks Performed by the SMS-Compatible Mobile Device

The mobile device receives the SMS message and displays it in a format similar to the following:

Motors: Urgent voice msg from Samuel Clemens

Tasks Performed by the SMTP Server and Client

The SMTP server receives a message that includes a subject line as formatted by the SMS message template. If the Subscriber mailbox is enabled to send attachments, the body of the message may include a copy of the original message as an attachment in .wav format, a copy of the Fax message in .dcx, .pcx, .gif, .pdf, Group 3 or Group 4 .tif format, otherwise the body of the message is blank.

The subscriber's SMTP client displays the message and allows the subscriber to play back the audio attachment, or open the Fax attachment.

SMS Message Formats

Administrators can select a default SMS message template to use with each provider for notification messages, or select a customized message template file for each provider. The message template files are .xml files. You can edit and customize the default .xml files to suit the requirements of the enterprise.

A unique message template file can be configured for each provider.

For example:

You can have a different message template for voicemail-only users versus users who have Web PhoneManager message access.

The voicemail-only users receive a notification message that simply instructs them to call XXX-XXX-XXXX to retrieve their messages, while Web PhoneManager users receive a notification message that says they can retrieve their messages by calling XXX-XXX-XXXX or through Web PhoneManager at <http://server.domain.com/wpm>.

For more information about customizing an XML message template file, refer to the section [Customizing an SMS Phrase Template XML File](#).

The default SMS message template file displays the following information:

IMPORTANT SMS Messages will include the *MessageBody* content ONLY for SMTP Provider types. All other types send the *Subject* content only, and the *MessageBody* is ignored.

- The subject of the message
- The site name as displayed on the **Main** tab of **MiCollab AM Configuration**
- The message priority - marked as **Urgent** if urgent
- The type of message – Voice, Fax, Missed Call, Acknowledgement, or Recorded Conversation
- Message Sender
 - The display name of the Subscriber mailbox, if a subscriber sent the message
 - If the sender is calling from an extension in the local telephone system that is not associated with a known Subscriber mailbox (that is, an extension number located on the same PBX as MiCollab AM but not assigned to a Subscriber mailbox), the extension number appears.
 - If the sender is calling from an external number and the telephone number is available to MiCollab AM, the telephone number is displayed.
 - If no caller information is available, nothing is displayed.

IMPORTANT MiCollab AM must receive information about the source of a message before it can report that source to the user. If a person calls the subscriber from an extension in the telephone system, but the telephone system does not communicate the number of that extension to MiCollab AM, the subscriber receives notification of a new message left by "Outside Caller."

- The number of unread messages in the Subscriber mailbox.

NOTE If the subscriber's mailbox is set up for server-based unified messaging (Unified Messaging for Microsoft Exchange Server or Unified Messaging for Lotus Notes), the word "Unread:" and the number of unread voice or fax messages do not appear.

Installing SMS

This section discusses the tasks that must be accomplished to install SMS. It covers the following tasks in sequence:

- Reviewing installation requirements
- Completing a service agreement with the SMSC
- Configuring an SMS provider on the **SMS/SMTP** tab of the System Configuration in **MiCollab AM Admin**
- Configuring Subscriber mailboxes for SMS or Simple UM

Installation Requirements

Installation requirements are listed below for installing SMS in MiCollab AM successfully. Review the requirements and verify that your MiCollab AM system meets them before you continue with the other procedures discussed in this online book.

Refer to the *Software Release Notice version 9.2* for complete software and hardware requirements.

MiCollab AM Server Requirements for using Simple UM

- MiCollab AM 9.2
- Network connection with TCP/IP protocol and network access to the Internet
- An SMTP account on an SMTP e-mail server. The SMTP e-mail service provider must provide you with the following information:
 - The SMTP server's FQDN or TCP/IP address
 - The log on credentials for the account
- The SMTP e-mail service must provide:
 - The ability to parse the subject lines of incoming SMTP messages as SMS text messages
 - An SMTP-compatible e-mail address (such as mysms@mysmsprovider.com) for each subscriber who receives SMS messages with this provider

NOTE Make sure that you receive each subscriber's e-mail address from the administrator of the SMTP server. You need it to configure the Simple UM fields on the **E-mail** tab of each Subscriber mailbox that uses this provider.

MiCollab AM Server Requirements for SMS Providers Using GSM

- MiCollab AM 9.2
- A GSM telephone account
- A serial COM or USB port dedicated to the GSM modem/antenna, or
- GSM device with SIM card (standalone modem or modem-equipped mobile telephone) dedicated to SMS operations
- AC adaptors for the GSM device as needed
- Configuration of the COM or USB port to communicate correctly with the GSM device
- GSM coverage and strong reception in the area where the GSM device is located; if reception is poor, consider using an extension cable between the GSM device and its antenna

NOTE Refer to the documentation accompanying the GSM modem, antenna, or device to determine the appropriate configuration.

MiCollab AM Server Requirements for REST API

- MiCollab AM 9.2
- Network connection with access to the Internet
- SMS service from a supported SMS service provider that uses a REST API. The SMSC must provide you with the following information:
 - The provider's API URL
 - The SID and authorization token for the account
 - A phone number for the account which will be used to send the messages from

MiCollab AM Server Requirements for SMS Providers for SMPP Servers

- MiCollab AM 9.2
- Network connection with TCP/IP protocol and network access to the Internet
- SMPP service from an SMS service provider. The SMSC must provide you with the following information:
 - The SMTP server's FQDN or TCP/IP address
 - The log on credentials for the account
 - The required advanced SMPP parameters necessary to configure MiCollab AM for use with the SMPP server

MiCollab AM Server Requirements for SMS Providers for SMTP E-mail Servers

- MiCollab AM 9.2
- Network connection with TCP/IP protocol and network access to the Internet
- SMTP service from an SMS service provider. The SMSC must provide you with the following information:
 - The SMTP server's FQDN or TCP/IP address
 - The log on credentials for the account

MiCollab AM Server Requirements for SMS Providers For TAP or UCP Protocol

- MiCollab AM 9.2
- Serial COM port and modem dedicated to the operation of SMS for TAP and UCP protocol based SMS

NOTE If the COM ports are already in use on the System Server, consider an additional multi-I/O card that provides additional serial COM ports.

- SMS service from an SMS service provider. The SMSC must provide you with the following information:
 - The communication protocol to use
 - The modem configuration to use
 - The telephone number to dial
 - The log on credentials for the account
 - The maximum number of SMS messages the SMS Center allows per connection
- Telephone line dedicated to contacting the SMS Provider through the modem

Mobile Device Requirements

- Mobile device capable of receiving SMS messages
- Mobile device with an SMTP e-mail client, or access to a Web-based SMTP e-mail service for Simple UM based systems
- GSM-compatible device (GSM-based systems)

Configuring MiCollab AM for SMS

This chapter explains how to add an SMS provider, and configure the MiCollab AM settings necessary for communication with the SMSC or an SMTP server. It also discusses how to configure the settings necessary to communicate with the SMS provider.

IMPORTANT The information necessary to configure the settings to communicate with the SMSC are provided by the serving SMSC with which you have entered a service agreement. You need this information to configure MiCollab AM correctly for SMS and SMTP.

IMPORTANT International format **must** be used for SMS messages. International format uses a plus (+) before the country code, such as +12121234 for the U.S. or +442131231234 for the U.K.

Adding/Configuring SMS Provider on MiCollab AM

In the **System Configuration** dialog box from the **MiCollab AM Admin** utility, the **SMS/SMTP** tab allows you to enable, add, and configure SMS or SMTP service providers on a system-wide basis. You can also edit or delete existing SMS/SMTP configurations.

NOTE If MiCollab AM is deployed as a hosted solution on the cloud, the tenant administrator performs this task.

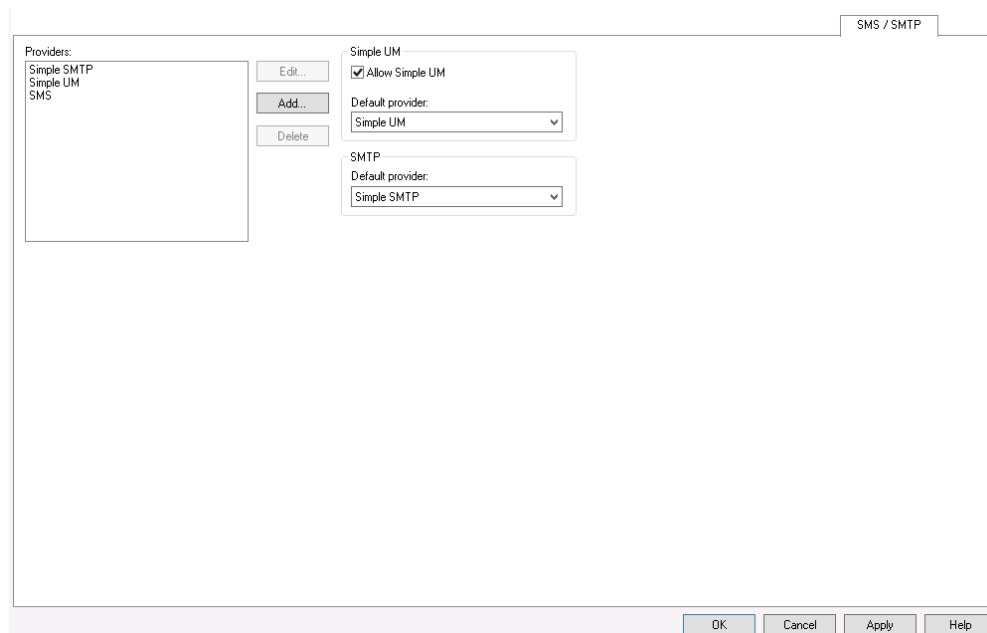


Figure 6. System Configuration – SMS/SMTP Tab

From the **SMS/SMTP** tab, you can add, edit, or remove the SMS providers. The following procedures assume you are logged on to MiCollab AM and are accessing the **System Configuration** in **MiCollab AM Admin**.

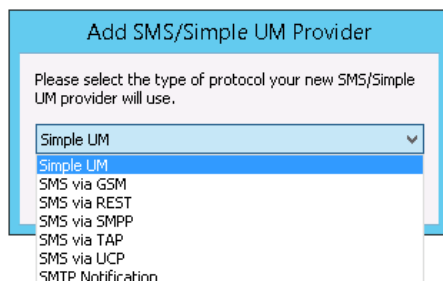
- **Providers** - Displays all SMS and SMTP providers that have been added to the system.
- **Edit button** - Highlight the provider you want to edit, and then click **Edit** to edit the configuration. The SMS Provider dialog box displays to display the current configuration.
- **Add button** - Click **Add** to display the SMS Provider dialog box, and then select a Short Message Service (SMS) protocol. Once you select a protocol, the related configuration dialog box displays to configure the settings required to communicate with the provider.
- **Simple UM** – Select **Allow Simple UM** to allow Simple UM for subscribers.
- **Default Provider** - Select the default Simple UM provider from the list of Simple UM providers. You must create a provider before you can use it as the default provider. The default provider becomes the default provider on the **E-mail** tab of Subscriber mailboxes.
- **SMTP Default Provider** - Select the default SMTP provider from the list of SMTP Notification or Simple UM providers. You must create an SMTP provider before you can use it as the default SMTP provider. The default SMTP provider is used to send system messages to subscribers. For example, when subscribers request a security code reset through the Web PhoneManager or the MiCollab AM web client application.

Once you have added and configured providers, you must configure the Subscriber mailboxes to use the provider service. SMS and Simple UM (Unified Messaging) are allowed on an individual subscriber basis from the **SMS/SMTP** tab of the Subscriber mailbox.

Adding SMS Service Provider

To add SMS service provider:

- 1 From the **SMS/SMTP** tab, click **Add**. The **Add SMS/Simple UM Provider** dialog box appears.



- 2 From the dropdown list, select the protocol for your SMS service provider. The available types are:
 - Simple UM
 - SMS via GSM
 - SMS via REST
 - SMS via SMPP
 - SMS via TAP
 - SMS via UCP
 - SMTP Notification

- 3 Once you select a protocol, the related **New Provider** dialog box appears. Follow the appropriate steps in the subsequent sections to configure for your SMS service provider.

Configuring for Simple UM Provider

The **New Simple UM Provider** dialog box allows you to configure Simple Unified Messaging for the system.

The screenshot shows the 'New Simple UM Provider' dialog box. It has a title bar with a close button. The main area is divided into several sections. At the top left is an 'Enable' checkbox. Below it is a 'Display Name' text field. To the right of the 'Display Name' field is a 'Message Template' dropdown menu, which currently shows 'DefaultSimpleUMMessage.xml'. To the right of the 'Message Template' dropdown are three buttons: 'OK', 'Cancel', and 'Help'. Below the 'Message Template' dropdown is a section titled 'Mail Server Integration'. This section contains a 'Mail Server' text field, an 'Encryption Type' dropdown menu (set to 'None'), a 'Port' text field (set to '25'), a 'Max Delivery Attempts' spinner (set to '3'), and an 'Enable Low Level Logging' checkbox. Below the 'Mail Server Integration' section is a section titled 'Account Information'. This section contains an 'E-mail Address' text field, a 'Use Authentication' checkbox, a 'Password' text field, and a 'Confirm Password' text field.

Figure 7. New Simple UM Provider Dialog Box

To configure Simple UM:

- 1 On the **New Simple UM Provider** dialog box, select **Enable** to allow messages to be sent to Subscriber mailboxes via this provider.
- 2 In the **Name** field, enter a name for this SMS provider.
- 3 In the **Mail Server** field, enter the FQDN or TCP/IP address of the SMTP mail server.
- 4 In the **Encryption Type** field, select the encryption type to be used when communicating to the SMTP server.
 - **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.
- 5 In the Port field, enter the TCP port to use.
 - **None** – 25

- **Auto** – 25
- **SSL** – 465
- **TLS** – 587

- 6 In the **Username** field, enter the Simple UM administrative account e-mail address. This e-mail address appears as the sender's address when messages are sent to subscribers. It is also the e-mail address used for authentication, if enabled.

IMPORTANT You must enter an e-mail address in this field. Use an administrative e-mail address, not a subscriber's e-mail address.

- 7 If authentication is required, select **Use Authentication**, and then enter the password in both the **Password** and **Confirm Password** fields.
- 8 In the **Message Template** field, select the message template .xml file to use for this provider. Refer to the section, [Managing Phrase Template XML Files](#) for information on customizing message template files.

NOTE The VoiceBase transcription service requires the recipient email address be present in the SMS and Simple UM Notification subject line. The recipient email address can be added on the **Main** tab of the Subscriber Mailbox. For information on how to add the recipient email address to the Notification subject line, refer to Appendix B of the *System Administration Guide*.

- 9 In the **Max Delivery Attempts** field, enter the number of times the system attempts to deliver an SMS message before giving up. The default is **3**.

NOTE Select Low Level Logging only for troubleshooting purposes. Remember to turn it off once you have completed the troubleshooting.

- 10 Select the **Enable Low Level Logging** box if wish to enable additional logging for troubleshooting purposes.
- 11 Click **OK** to save changes.

Configuring for SMS via GSM Provider

The **New SMS via GSM Provider** dialog box allows you to configure the Short Message Service using the GSM standard to communicate with the GSM provider.

The dialog box is titled "New SMS via GSM Provider". It features a close button (X) in the top right corner. The main content area includes an "Enable" checkbox, a "Name" text input field, and three buttons: "OK", "Cancel", and "Help". Below these is a "Device Settings" section containing three dropdown menus: "Device" (set to "COM1"), "Speed" (set to "Default"), and "Modem Init" (empty). Further down are a "Pincode" text input field, a "Message Template" dropdown menu (set to "DefaultSMSMessage.xml"), a "Max Delivery Attempts" spinner box (set to "3"), and an "Enable Low Level Logging" checkbox.

Figure 8. New SMS via GSM Provider Dialog Box

To configure SMS via GSM:

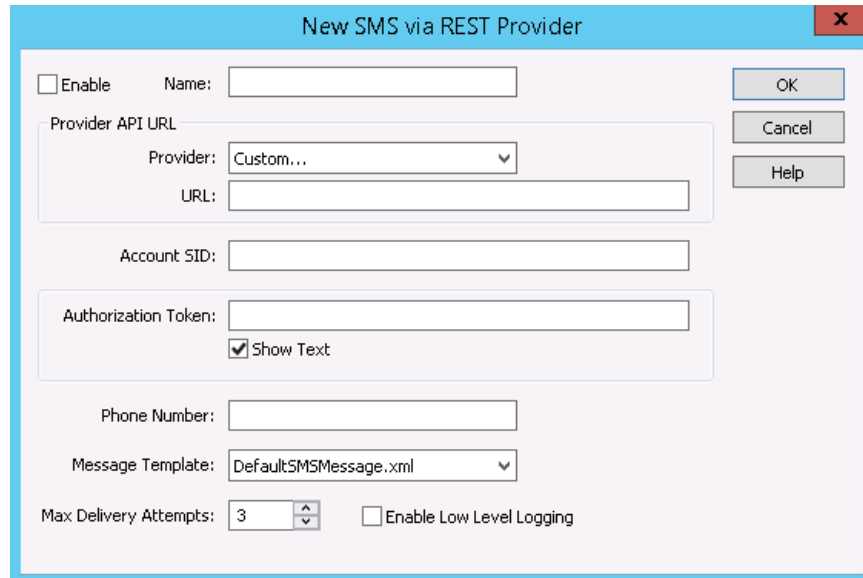
- 1 On the **New SMS via GSM Provider** dialog box, select **Enable** to allow messages to be sent to Subscriber mailboxes via this provider.
- 2 In the **Name** field, enter a name for this SMS provider.
- 3 In the **Device Settings** fields, configure the device settings and modem initialization string for the modem.
- 4 In the **Pin code** field, enter the pin code required to log on to the SMSC.
- 5 In the **Message Template** field, select the message template .xml file to use for this provider. Refer to the section, [Managing Phrase Template XML Files](#) for information on customizing message phrase template files.
- 6 In the **Max Delivery Attempts** field, enter the number of times the system attempts to deliver an SMS message before giving up. The default is **3**.

NOTE Select Low Level Logging only for troubleshooting purposes. Remember to turn it off once you have completed the troubleshooting.

- 7 Select the **Enable Low Level Logging** box if wish to enable additional logging for troubleshooting purposes.
- 8 Click **OK** to save changes.

Configuring for SMS via REST Provider

The **New SMS via REST Provider** dialog box allows you to configure the Short Message Service using the REST (REpresentational State Transfer) API that sends request over HTTPS.



The dialog box is titled "New SMS via REST Provider" and contains the following fields and controls:

- ☐ Enable
- Name:
- Provider API URL section:
 - Provider:
 - URL:
- Account SID:
- Authorization Token:
- ☒ Show Text
- Phone Number:
- Message Template:
- Max Delivery Attempts: (with up/down arrows)
- ☐ Enable Low Level Logging
- Buttons: OK, Cancel, Help

Figure 9. New SMS via REST Provider Dialog Box

To configure SMS via REST:

- 1 On the **New SMS via REST Provider** dialog box, select **Enable** to allow messages to be sent to Subscriber mailboxes via this provider.
- 2 In the **Name** field, enter a name for this SMS provider.
- 3 In the **Provider API URL** section, configure the options as follows:
 - a From the **Provider** dropdown list, select from **Twilio**, **Zang**, or **Custom**.
 - b In the **URL** box, enter the REST API URL that is specific to your service provider. The URL is given from the provider to which the HTTP requests are sent for the actual outgoing SMS messages.

NOTE If you selected **Twilio** or **Zang**, the URL is filled in automatically.

- 4 In the **Account SID**, **Authorization Token**, and **Phone Number** fields, enter the values provided by the service provider.

NOTE In order to be able to provide this information, you will need to create an account with the service provider (e.g., Twilio or Zang) through their website.

- 5 In the **Message Template** field, select the message template .xml file to use for this provider. Refer to the section, [Managing Phrase Template XML Files](#) for information on customizing message phrase template files.
- 6 In the **Max. Delivery Attempts** field, enter the number of times the system attempts to deliver an SMS message before giving up. The default value is **3**.
- 7 Select the **Enable Low Level Logging** box if wish to enable additional logging for troubleshooting purposes.
- 8 Click **OK** to save changes.

Configuring for SMS via SMPP Provider

The **New SMS via SMPP Provider** dialog box allows you to configure the parameters required to communicate with the SMSC using the Short Message Peer-to-Peer protocol.

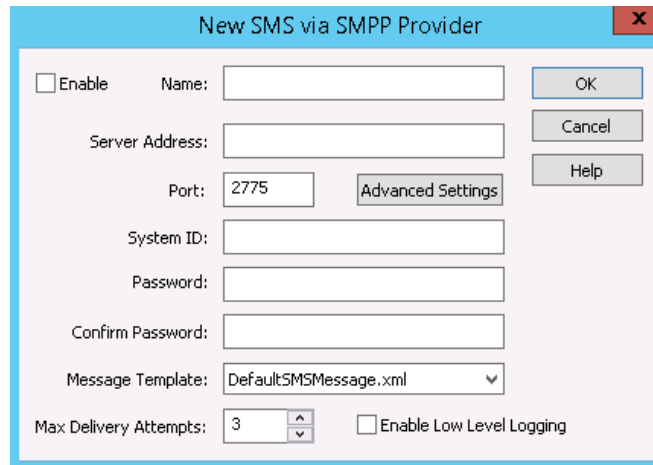


Figure 10. New SMS via SMPP Provider Dialog Box

To configure SMS via SMPP:

- 1 On the **New SMS via SMPP Provider** dialog box, select **Enable** to allow messages to be sent to Subscriber mailboxes via this provider.
- 2 In the **Name** field, enter a name for this provider.
- 3 In the **Server Address** field, enter a **System ID**, the SMPP server FQDN or TCP/IP address provided by the SMSC.
- 4 In the **System ID** field, enter the System ID provided by the SMSC.
- 5 In the **Password** field, enter the Password provided by the SMSC.
- 6 In the **Message Template** field, select the message template .xml file to use for this provider. Refer to the section, [Managing Phrase Template XML Files](#) for information on customizing message phrase template files.
- 7 In the **Max Delivery Attempts** field, enter the number of times the system attempts to deliver an SMS message before giving up. The default is **3**.

NOTE Select Low Level Logging only for troubleshooting purposes. Remember to turn it off once you have completed the troubleshooting.

- 8 Select the **Enable Low Level Logging** box if wish to enable additional logging for troubleshooting purposes.
- 9 Click **Advanced Settings**. Follow the steps in the next section.

Configuring Advanced Settings for SMS via SMPP Provider

The **Advanced SMPP Settings** dialog box allows you to configure the advanced parameters necessary to communicate with the SMSC. The information required to configure these parameters is supplied by the serving SMSC.

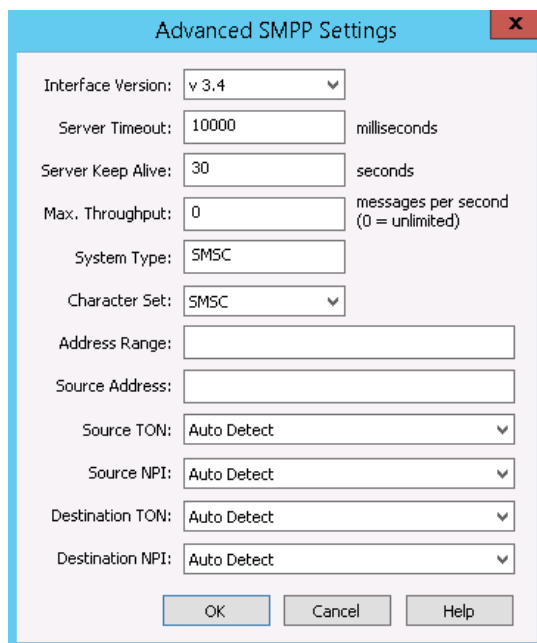
The image shows a dialog box titled "Advanced SMPP Settings" with a close button (X) in the top right corner. The dialog contains several configuration fields: "Interface Version" is a dropdown menu set to "v 3.4"; "Server Timeout" is a text box with "10000" and a unit label "milliseconds"; "Server Keep Alive" is a text box with "30" and a unit label "seconds"; "Max. Throughput" is a text box with "0" and a unit label "messages per second (0 = unlimited)"; "System Type" is a text box with "SMSC"; "Character Set" is a dropdown menu set to "SMSC"; "Address Range" is an empty text box; "Source Address" is an empty text box; "Source TON" is a dropdown menu set to "Auto Detect"; "Source NPI" is a dropdown menu set to "Auto Detect"; "Destination TON" is a dropdown menu set to "Auto Detect"; and "Destination NPI" is a dropdown menu set to "Auto Detect". At the bottom are three buttons: "OK", "Cancel", and "Help".

Figure 11. Advanced SMPP Settings Dialog Box

To configure the SMS via SMPP advanced settings:

- 1 In the **Interface Version** field, select the interface version to use. The default version is **v3.4**.
- 2 In the **Server Timeout** field, enter the time in milliseconds the SMSC waits before timing out. The default is **10000** (10 seconds). This timer is used for all network communications with the SMSC.
- 3 In the **Server Keep Alive** field, enter the interval to send keep alive messages to the SMSC in seconds to keep the communication channel open. The default time is 30 seconds.
- 4 In the **Max Throughput** field, enter the number of messages per second that can be sent to the SMSC. The default is 0, unlimited.
- 5 In the **System Type** field, enter the *SMSC* system type provided by SMSC. The default type is SMPP.
- 6 In the **Character Set** field, select the character set to use with the SMSC. SMSC is the default.
- 7 In the **Address Range** field, enter the address range provided by the SMSC.
- 8 In the **Source Address** field, enter the SMS mobile number associated with your SMPP account. It is used for outgoing messages to indicate the sender.
- 9 In the **Source TON** field, enter the source type of the SMS number to use during an SMPP session. Valid numbers are:
 - Abbreviated
 - Alphanumeric

- Auto Detect
- International
- Nation
- Specific Network
- Subscriber

10 In the **Source NPI** field, enter the source Numbering Plan Indicator to use during an SMPP session. Valid indicators are:

- Auto-detect
- Data
- ISDN/Telephone
- Land Mobile
- National
- Private
- Telex

11 In the **Destination TON** field, enter the SMPP server's type of number used during the SMPP server session. Valid numbers are:

- Abbreviated
- Alphanumeric
- Auto Detect
- International
- National
- Network Specific
- Subscriber

12 In the **Destination NPI** field, enter the SMPP server's numbering plan indicator used during an SMPP session. Valid numbers are:

- Auto-detect
- Data
- ISDN/Telephone
- Land Mobile
- National
- Private
- Telex

13 Click **OK** to close the **Advanced SMPP Settings** dialog box, and then click **OK** to close the **SMPP Provider** dialog box.

Configuring for SMS via TAP Provider

The **New SMS via TAP Provider** dialog box allows you to configure the Short Message Service using the TAP protocol to communicate with the SMSC for Subscriber mailboxes.

The dialog box is titled "New SMS via TAP Provider". It features a close button (X) in the top right corner. The main content area includes:

- An **Enable** checkbox.
- A **Name** text input field.
- A **Device Settings** group box containing:
 - Device**: A dropdown menu showing "COM1".
 - Speed**: A dropdown menu showing "Default".
 - Format**: A dropdown menu showing "7,E,1".
 - Modem Init**: A text input field.
- Phone**, **Password**, and **Sender** text input fields.
- Message Template**: A dropdown menu showing "DefaultSMSMessage.xml".
- Max Delivery Attempts**: A spinner box set to "3".
- An **Enable Low Level Logging** checkbox.

On the right side, there are three buttons: **OK**, **Cancel**, and **Help**.

Figure 12. New SMS via TAP Provider Dialog Box

To configure SMS via TAP:

- 1 On the **New SMS via TAP Provider** dialog box, select **Enable** to allow messages to be sent to Subscriber mailboxes via this provider.
- 2 In the **Name** field, enter a name for this SMS provider.
- 3 In the **Device Settings** fields, configure the Device Settings for the COM port speed, format, and the modem initialization string.
- 4 In the **Phone** field, enter the telephone number of the SMSC.
- 5 In the **Password** field, enter the password required to log on to the SMSC.
- 6 In the **Sender** field, enter the sender ID required to log on to the SMSC.
- 7 In the **Message Template** field, select the message template .xml file to use for this provider. Refer to the section, [Managing Phrase Template XML Files](#) for information on customizing message phrase template files.
- 8 In the **Max Delivery Attempts** field, enter the number of times the system attempts to deliver an SMS message before giving up. The default is **3**.

NOTE Select Low Level Logging only for troubleshooting purposes. Remember to turn it off once you have completed the troubleshooting.

- 9 Select the **Enable Low Level Logging** box if wish to enable additional logging for troubleshooting purposes.
- 10 Click **OK** to save changes.

Configuring for SMS via UCP Provider

The **New SMS via UCP Provider** dialog box allows you to configure the Short Message Service using the UCP protocol to communicate with the SMSC.



Figure 13. New SMS via UCP Provider Dialog Box

To configure SMS via UCP:

- 1 On the **New SMS via UDP Provider** dialog box, select **Enable** to allow messages to be sent to Subscriber mailboxes via this provider.
- 2 In the **Name** field, enter a name for the new SMS provider.
- 3 In the **Device Settings** fields, configure the Device Settings for the COM port, speed, format, and the modem initialization string.
- 4 In the **Phone** field, enter the telephone number of the SMSC.
- 5 In the **Password** field, enter the password required to log on to the SMSC.
- 6 In the **Sender** field, enter the sender ID required to log on to the SMSC.
- 7 In the **Message Template** field, select the message template .xml file to use for this provider. Refer to the section, [Managing Phrase Template XML Files](#) for information on customizing message phrase template files.
- 8 In the **Max Delivery Attempts** field, enter the number of times the system attempts to deliver an SMS message before giving up. The default is **3**.

NOTE Select Low Level Logging only for troubleshooting purposes. Remember to turn it off once you have completed the troubleshooting.

- 9 Select the **Enable Low Level Logging** box if wish to enable additional logging for troubleshooting purposes.

- 10 Click **OK** to save changes.

Configuring for SMTP Notification Provider

The **New SMTP Notification Provider** dialog box allows you to configure the Simple Mail Transfer Protocol for simple message notification in Subscriber mailboxes.

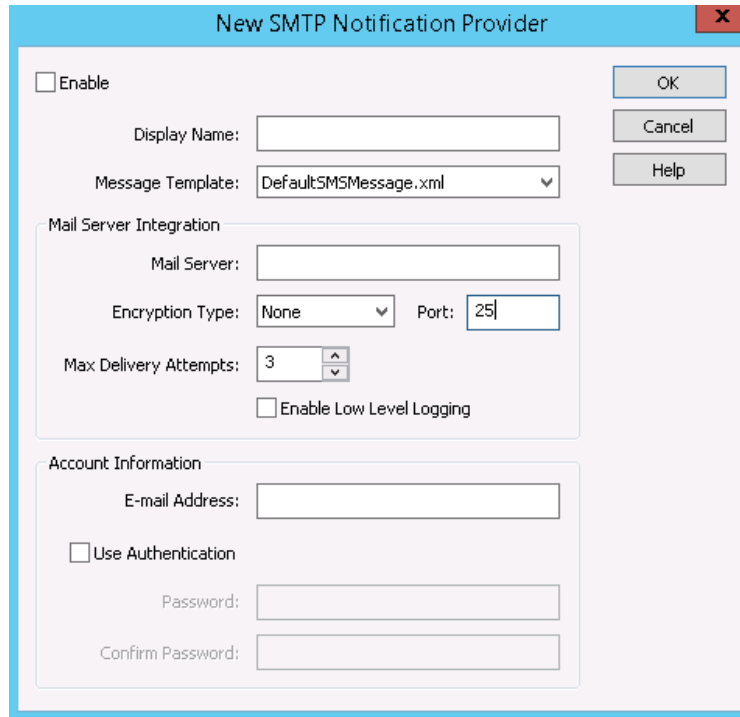


Figure 14. New SMTP Notification Provider Dialog Box

To configure an SMTP provider:

- 1 On the **New SMTP Notification Provider** dialog box, select **Enable** to allow messages to be sent to Subscriber mailboxes via this provider.
- 2 In the **Name** field, enter a name for the new SMTP provider.
- 3 In the **Mail Server** field, enter the FQDN or TCP/IP address of the SMTP mail server.
- 4 In the **Encryption Type** field, select the encryption type to use when communicating to the SMTP server.
 - **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.
- 5 In the **Port** field, enter the TCP port to use.
 - **None** – 25
 - **Auto** – 25

- **SSL** – 465
- **TLS** – 587

- 6 In the **Username** field, enter the SMTP administrative account e-mail address. This e-mail address appears as the sender's address when messages are sent to subscribers. It is also the e-mail address used for authentication, if enabled.

IMPORTANT You must enter an e-mail address in this field. Use an administrative e-mail address, not a subscriber's e-mail address.

- 7 If authentication is required, select **Use Authentication**, and then enter the password in both the **Password** and **Confirm Password** fields.
- 8 In the **Message Template** field, select the message template .xml file to use for this provider. Refer to the section, [Managing Phrase Template XML Files](#) for information on customizing message phrase template files.

NOTE The VoiceBase transcription service requires the recipient email address be present in the SMS and Simple UM Notification subject line. The recipient email address can be added on the **Main** tab of the Subscriber Mailbox. For information on how to add the recipient email address to the Notification subject line, refer to Appendix B of the *System Administration Guide*.

- 9 In the **Max Delivery Attempts** field, enter the number of times the system attempts to deliver an SMS message before giving up. The default is **3**.

NOTE Select Low Level Logging only for troubleshooting purposes. Remember to turn it off once you have completed the troubleshooting.

- 10 Select the **Enable Low Level Logging** box if wish to enable additional logging for troubleshooting purposes.
- 11 Click **OK** to save changes.

Configuring Subscriber Mailboxes for SMS and SMTP

After you have created and configured an SMS or SMTP provider on the **SMS/SMTP** tab of the **System Configuration** in **MiCollab AM Admin**, you can configure and enable SMS for subscribers on the **SMS** tab of their Subscriber mailbox. The following procedure assumes you have started and logged on to **MiCollab AM Admin**.

The screenshot shows the 'SMS' tab of a subscriber mailbox configuration window. The window has a menu bar at the top with options: Main, Answering, E-mail, Features, Presentation, FAX, Recordings, Speech, Devices, SMS (selected), Msg Notification, Msg Forwarding, and Availability. The main content area contains the following settings:

- ☒ Enable Short Message Service (SMS)
- ☐ Let user see and configure setting
- Notify Status: ☒ Urgent ☐ All
- SMS Provider: New Simple UM Provider (dropdown menu)
- ☐ Include Voice Msgs
- ☐ Include FAX Msgs
- Notify Time:
 - Hours: Start: 12:00 AM, Stop: 11:59 PM
 - Days: ☐ Sun, ☒ Mon, ☒ Tue, ☒ Wed, ☒ Thur, ☒ Fri, ☐ Sat
- Mobile Phone: (text input field)
- SMTP Address: (text input field)
- ☐ Send Message Attachment

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

Figure 15. Subscriber Mailbox – SMS Tab

To configure SMS for a subscriber:

- 1 From **MiCollab AM Admin**, open the Subscriber mailbox, and then click the **SMS** tab.
- 2 Select **Let user see and configure**, to allow the subscriber to use this feature.

- 3 Select **Enable**, to activate and configure this feature for the subscriber.
- 4 From the **SMS Provider** list, select the subscriber's SMS provider.
- 5 In the **Notify Status** group, select **Urgent** if the subscriber wants to be notified of urgent messages only. Otherwise, select **All**.

IMPORTANT In the following two steps, you must select at least one check box for SMS to function.

- 6 If the subscriber wants to include voice messages in SMS notification, select **Include Voice Msgs**.
- 7 If the subscriber wants to include fax messages in SMS notification, select **Include FAX Msgs**.
- 8 In the **Notify Time** group, select the start and stop times for SMS notification, and then select the days of the week on which notification should occur.
- 9 If you did not select a Simple UM or SMTP provider for the subscriber, enter the subscriber's mobile device number.

NOTE Make sure this number is entered in the format required by the SMS Center or the GSM network.

- 10 If you selected a Simple UM or SMTP provider for the subscriber, enter the subscriber's e-mail address.
- 11 If you selected a Simple UM or SMTP provider for the subscriber, and want to attach a copy of the message, select **Send Message Attachment**.
- 12 Click **OK**. If you enabled SMS in the mailbox, the subscriber is now ready to receive the type of SMS messages, during the days and within the hours configured for the mailbox.

Enabling Simple UM for Subscribers

After you have created and configured a Simple UM provider on the **SMS/SMTP** tab of the **System Configuration** in **MiCollab AM Admin** and configured an SMS Provider on the **SMS** tab of the Subscriber mailbox, you can enable Simple UM for the subscriber.

In addition, you can configure the mailbox to allow subscribers to manage the Simple UM settings of their Subscriber mailbox from Web PhoneManager. The following procedure assumes you have started and logged on to **MiCollab AM Admin**.

The screenshot shows the 'E-mail' tab of the 'Subscriber Mailbox' configuration window. The window has a menu bar at the top with options: Main, Answering, E-mail, Features, Presentation, FAX, Recordings, Speech, Devices, SMS, Msg Notification, Msg Forwarding, and Availability. The 'E-mail' tab is selected. The configuration is divided into several sections:

- Message Access by Client Applications:** Radio buttons for None (selected), Unified Messaging, and ICA.
- Message Storage Location:** Radio buttons for Local (selected) and External.
- Msg Access by Telephone:** Check box for E-mail (checked).
- E-mail server information:** Includes a 'Server Profile' dropdown (set to {None}), an 'Enable profile' checkbox, a 'Search...' button, 'Server Profile Type' (Unknown), 'Logon ID', 'Display Name', 'Password', 'E-mail Address', and 'Confirm Pwd' fields.
- Integrated Client Access:** Includes a 'Reply-To Address' field.
- Presence server information:** Includes a 'Server Profile' dropdown (set to {None}), 'Server Profile Type', 'Display Name', and 'E-mail Address' fields.
- Unified Messaging User License:** Includes an 'Allocate License' checkbox and 'Available Licenses: 1499'.
- Enumeration Settings:** Includes a 'Partial Msg Enumeration' checkbox, an 'Unread Msg Enumeration Limit' section with 'By Days' (selected) and 'By Msg Count' radio buttons, and a 'Limit: 10' field.
- Simple UM:** Includes an 'Enable Simple UM' checkbox, a 'Let user see and configure setting' checkbox, an 'E-mail Address' field, another 'Let user see and configure setting' checkbox, a 'Simple UM Provider' dropdown (set to Default Provider), another 'Let user see and configure setting' checkbox, an 'Include WAV Attachment' checkbox, another 'Let user see and configure setting' checkbox, and a 'Primary Message Template' dropdown (set to Default).

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

Figure 16. Subscriber Mailbox – E-mail Tab

To enable and configure Simple UM for a subscriber:

- 1 On **MiCollab AM Admin**, open the Subscriber mailbox, and then click the **E-mail** tab.
In the **Simple UM** group...

- 2 Select **Enable** to enable Simple UM for the subscriber.
- 3 Select **Let user see and configure** if you want to allow the subscriber to enable or disable Simple UM from client applications.
- 4 Enter the subscriber's e-mail address where the message should be delivered.
- 5 Select **Let user see and configure** if you want to allow the subscriber to change the e-mail address from client applications.
- 6 Select the subscriber's Simple UM Provider from the list.
- 7 Select **Let user see and configure** if you want to allow the subscriber to change the Simple UM provider from client applications.
- 8 Select **Include WAV attachment**, if you want the subscriber to receive a copy of the voice message.
- 9 Select **Let user see and configure** if you want allow the subscriber to change the Include WAV attachment setting from client applications.
- 10 Click **OK**. If you enabled the mailbox, the subscriber is now ready to receive the Simple UM messages.

Managing Phrase Template XML Files

You can use phrase template XML files to modify the language, message header, or body text of SMS and e-mail messages generated by MiCollab AM to subscribers. Phrase templates are used when generating messages from the following MiCollab AM sources:

- Unified Messaging (Microsoft Exchange, Lotus Notes)
- Message Subject for Integrated Client Access (ICA) and client applications
- SMS, SMTP, and Simple UM
- Subscriber Security Code Reset messages (client applications)

When you are configuring these features for subscribers, you must customize the default phrase template files so that messages sent to subscribers have the telephone number, web site, or e-mail address that is specific to the site. This practice helps subscribers identify the sender and allows subscribers to reference the correct system when retrieving messages.

Default phrase template files are provided in the System Server software for each type of notification message MiCollab AM sends to subscribers. You can manage phrase template files using the Phrase Templates Manager in **MiCollab AM Admin**. The Phrase Template Manager enables you to save, copy, rename, and delete phrase templates. In addition, you can import and export a selected phrase template.

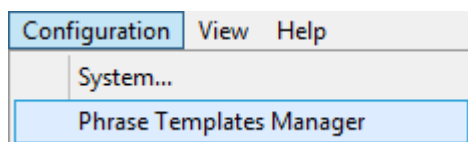
NOTE You can use the Phrase Templates Manager to edit phrase template files. However, if you prefer to use another XML editor, you can use the Import/Export functions on the Phrase Template Manager. For information about importing and exporting Phrase Template XML files, refer to the

sections [Customizing a Security Code Reset](#) **Message Phrase Template XML File**

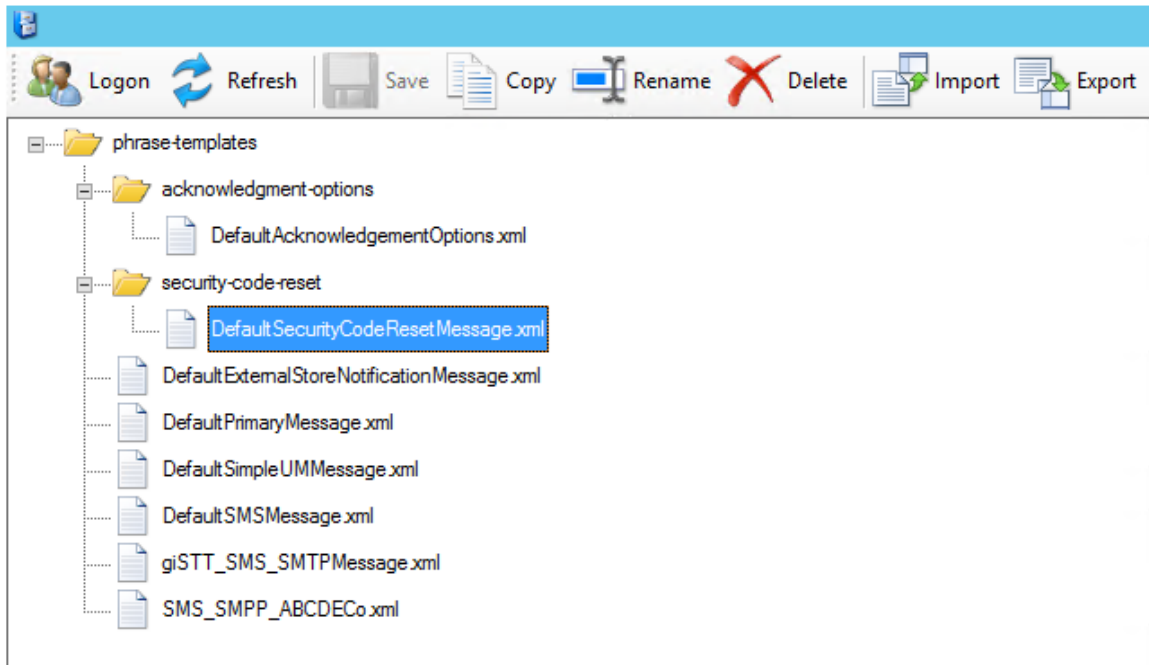
To customize a Security Code Reset Message:

The following procedure uses a copy of the *DefaultSecurityCodeResetMessage.xml* file to provide an example of phrase template file customization for SMS.

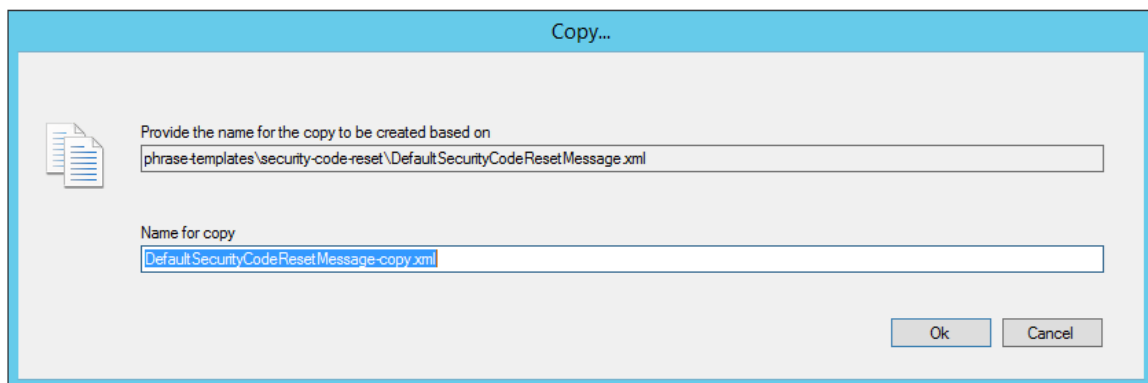
- 1 Open **MiCollab AM Admin**.
- 2 From the menu bar, select **Configuration**, and then **Phrase Templates Manager**.



- 3 On the **Phrase templates manager** window, select the **DefaultSecurityCodeResetMessage.xml** file.



- 4 From the menu bar, select **Copy**. The **Copy** dialog box appears.



- 5 Rename the new file in the **Name for copy** field and then click **OK**.

For example:

If you are customizing the **DefaultSecurityCodeResetMessage.XML** file for the service provider **ABCDE Company**, rename the new file **SecurityCodeResetMessage_ABCDECo.xml**, and then click **OK**

- 6 In the **Phrase templates manager** window, select the *SecurityCodeResetMessage_ABCDECo.xml* file and edit it.

NOTE You can also export the file and edit it with an XML editor, such as Notepad++, and then import it back into the Phrase Templates Manager. Refer to the section, [Exporting Phrase Template XML Files](#)**Error! Not a valid bookmark self-reference..**

- 7 If your site uses Web PhoneManager, then, on line 8, change the default value **<http://www.webservername.com/wpm/SecurityReset.php?>** to the domain name or IP address of your Web PhoneManager.

For example:

If your company's domain name is **www.abcde.com**, change the address to:

```
<Phrase Type="Literal"
Value="http://www.abcde.com/wpm/SecurityReset.php?"/>
```

```
1 <?xml version="1.0" encoding="utf-8"?>
2 <PhraseCollection>
3   <PhraseLanguage LocaleID="1033" Description="English - United States">
4     <Phrase Name="MessageBody" Context="PasswordResetMessage" Type="Sequence">
5       <Phrase Type="Literal" Value="Hello "/>
6       <Phrase Type="Literal" Param="DisplayName"/>
7       <Phrase Type="Literal" Value=",&#10;&#10;To reset your security code, please click on the following link:&#10;&#10;"/>
8       <Phrase Type="Literal" Value="https://www.abcde.com/wpm/SecurityReset.php?"/>
```

- 8 If your site uses the MiCollab AM web client, then, comment line 10, or copy and paste it on line 8. It becomes line 8. Change the default value **<https://www.webservername.com/user/#!/securityReset?>** to the domain name or IP address of the MiCollab AM web client.

For example:

If your company's domain name is **www.abcde.com**, change the address to:

```
<Phrase Type="Literal"
Value="http://www.abcde.com/user/#!/securityReset?"/>
```

```
1 <?xml version="1.0" encoding="utf-8"?>
2 <PhraseCollection>
3   <PhraseLanguage LocaleID="1033" Description="English - United States">
4     <Phrase Name="MessageBody" Context="PasswordResetMessage" Type="Sequence">
5       <Phrase Type="Literal" Value="Hello "/>
6       <Phrase Type="Literal" Param="DisplayName"/>
7       <Phrase Type="Literal" Value=",&#10;&#10;To reset your security code, please click on the following link:&#10;&#10;"/>
8       <Phrase Type="Literal" Value="https://www.abcde.com/user/#!/securityReset?"/>
9     <!-- Uncomment the following line and edit it to provide the correct web client URL
10    <Phrase Type="Literal" Value="https://www.webservername.com/user/#!/securityReset?"/>
11  -->
```

NOTE The URL is case sensitive.

- 9 To provide subscribers with contact information to the administrator or company help desk, uncomment line 30, or copy and paste it on line 25. It becomes line 25.
- 10 In the **Value** field, change the default text, the phone number, e-mail address, and website information to match the contact information for your site.

For example:

If your company's phone number is **415-555-1234** and the e-mail address for IT helpdesk is **helpdesk@abcde.com**, then change it to:

```
<Phrase Type="Literal" Value="ABCDE Help Desk&#10;Phone: 415-555-
1234&#10;E-mail: helpdesk@abcde.com&#10;www: http://www.abcde.com"/>
```

```
25 <Phrase Type="Literal" Value="ABCDE Help Desk&#10;Phone: 415-555-1234&#10;E-mail: helpdesk@abcde.com&#10;www: http://www.abcde.com"/>
26 </Phrase>
27 </Phrase>
28 <Phrase Type="Literal" Value="&#10;&#10;If the link above wraps across two or more lines, you may need to copy and paste the entire link into the address
29 <!-- Uncomment the following line and edit it to provide the proper contact information for the System administrator
30 <Phrase Type="Literal" Value="IT Help Desk&#10;Phone: x1234&#10;E-mail: helpdesk@example.com&#10;www: http://helpdesk.example.com"/>
31 -->
```

- 11 Update the values for each localization as necessary.

- 12 After you are finished customizing the file, click **Save**, and then exit the Phrase Templates Manager.
- 13 Test the new message file by performing a security code reset request from Web PhoneManager or the MiCollab AM web client.

If you want to change or add to the relevant information displayed in the message body of the e-mail message, open the file again, and then edit the file to suit your requirements.

Exporting Phrase Template XML Files and [Importing Phrase Template XML Files](#) Importing Phrase Template XML Files.

If the server was upgraded from a previous version of software, additional copies of the files are installed during software installation. The new XML files are renamed with the software version number following the default name. The file content is identical initially. The reason the files are renamed during installation is to protect any existing files on the server, in the likelihood they were previously modified.

For more information on the syntax and structure of XML Phrase Message templates, refer to the online help topic, *Understanding XML Phrase Message Template Files*.

Customizing an SMS Phrase Template XML File

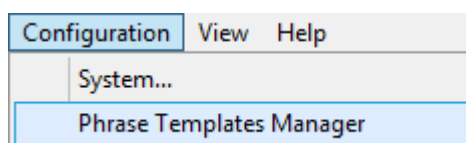
You must customize phrase template files for the individual site. You can use a unique phrase template file for each type of provider that is configured on MiCollab AM. In general, you are simply changing values within each phrase to modify the language, the message header, or the body text of e-mail and SMS messages for subscribers that MiCollab AM sends to the subscriber's mobile device or e-mail server.

IMPORTANT SMS Messages will include the *MessageBody* content ONLY for SMTP Provider types. All other types send the *Subject* content only, and the *MessageBody* is ignored.

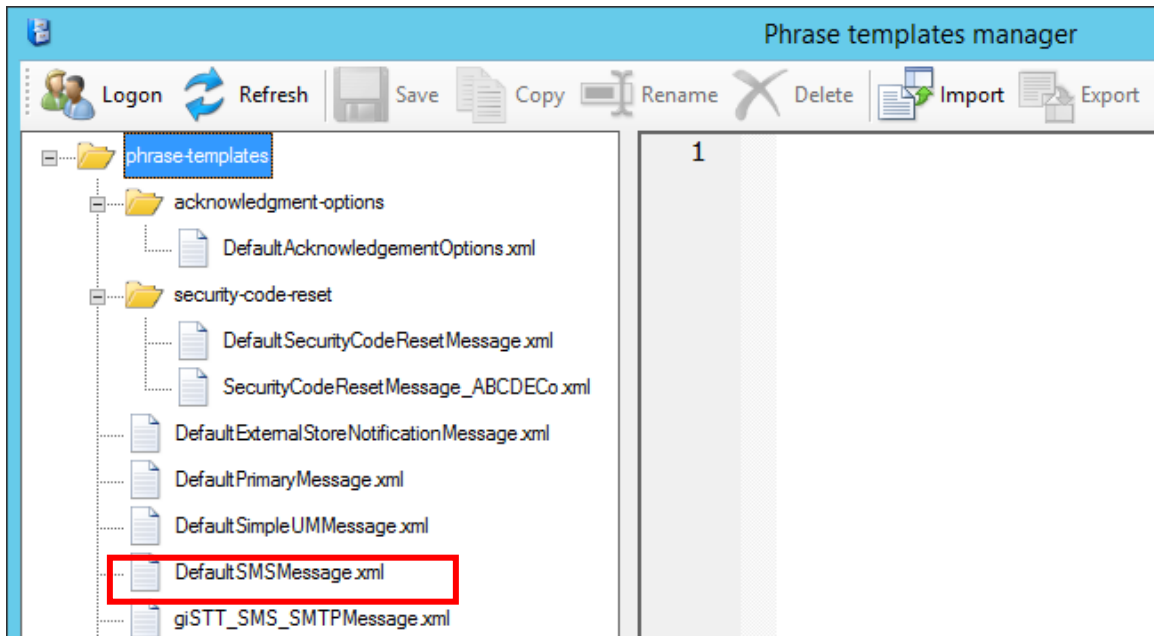
To customize an SMS phrase template file:

NOTE The following procedure uses a copy of the *DefaultSMSMessage.xml* file to provide an example of phrase template file customization for SMS.

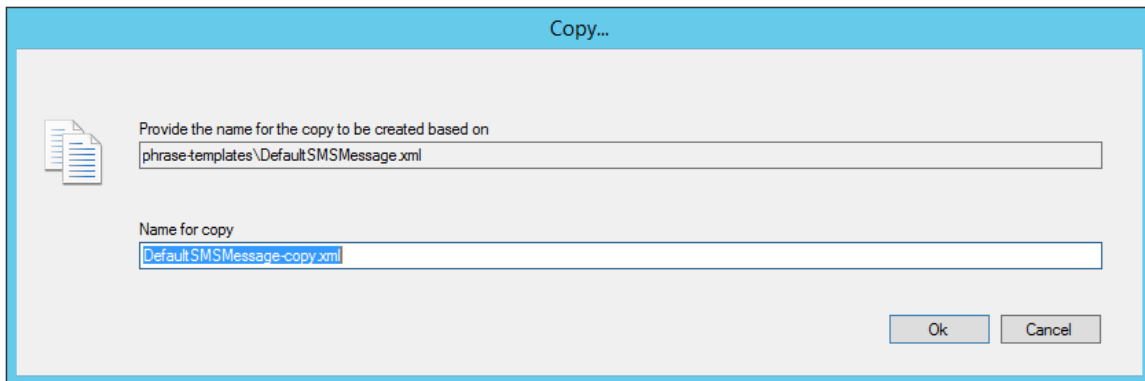
- 1 Open **MiCollab AM Admin**.
- 2 From the menu bar, select **Configuration**, and then **Phrase Templates Manager**.



- 3 On the **Phrase templates manager** window, select the **DefaultSMSMessage.xml** file.



- 4 From the menu bar, select **Copy**. The **Copy** dialog box appears.



- 5 Rename the new file in the **Name for copy** field and then click **OK**.

For example:

If you are customizing the **DefaultSMSMessage.xml** file for SMS with the service provider **ABCDE Company**, rename the new file **SMS_SMPP_ABCDECo.xml** and then click **OK**.

- 6 In the **Phrase templates manager** window, select the **SMS_SMPP_ABCDECo.xml** file and edit it.

NOTE You can also export the file and edit it with an XML editor, such as Notepad++, and then import it back into the Phrase Templates Manager. Refer to the section, [Customizing a](#)

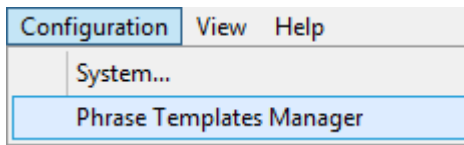
[Security Code Reset](#) **Message Phrase Template XML File**

To customize a Security Code Reset Message:

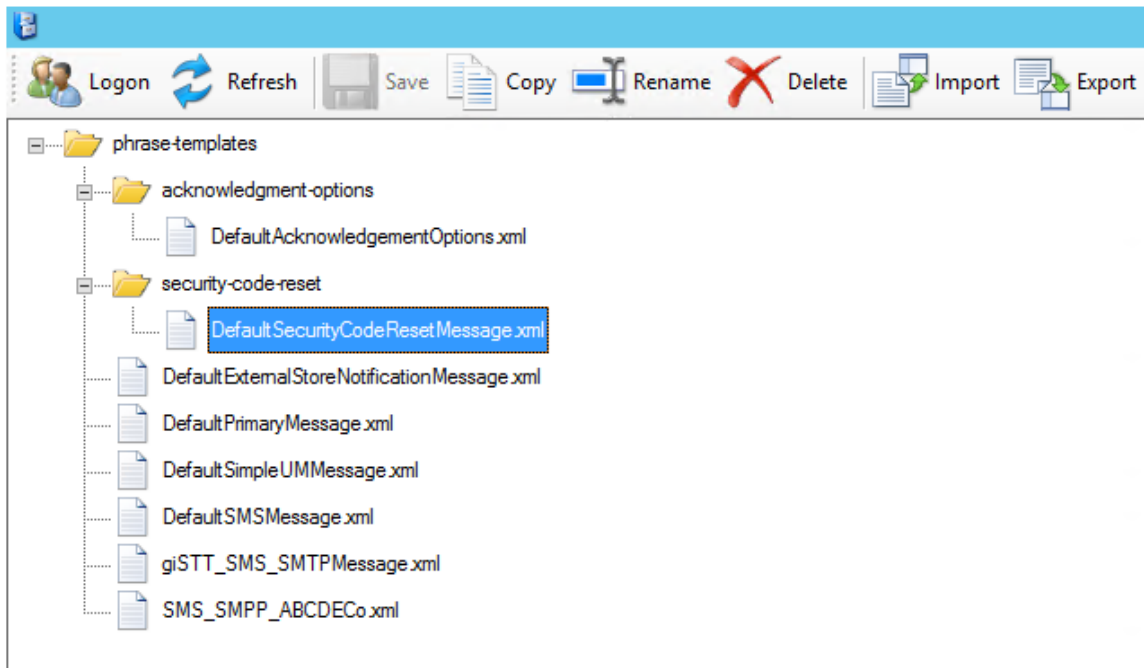
The following procedure uses a copy of the *DefaultSecurityCodeResetMessage.xml* file to provide an example of phrase template file customization for SMS.

- 7 Open **MiCollab AM Admin**.

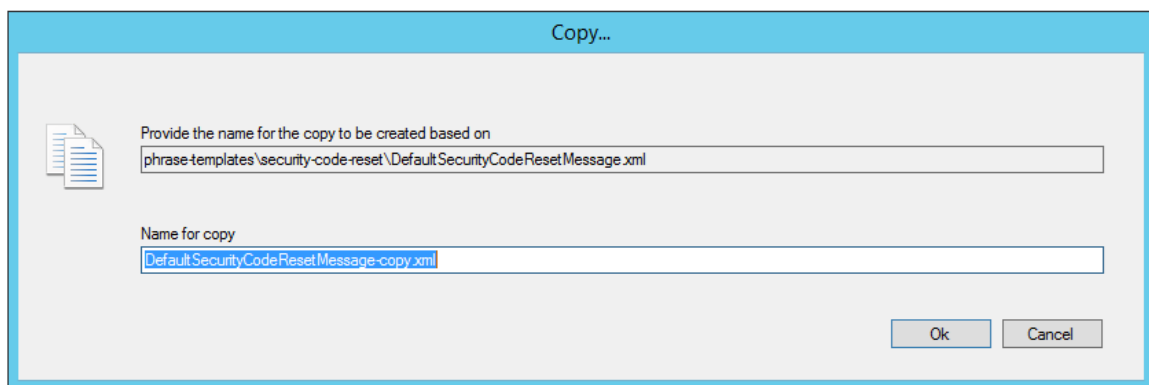
- 8 From the menu bar, select **Configuration**, and then **Phrase Templates Manager**.



- 9 On the **Phrase templates manager** window, select the **DefaultSecurityCodeResetMessage.xml** file.



- 10 From the menu bar, select **Copy**. The **Copy** dialog box appears.



- 11 Rename the new file in the **Name for copy** field and then click **OK**.

For example:

If you are customizing the **DefaultSecurityCodeResetMessage.XML** file for the service provider **ABCDE Company**, rename the new file **SecurityCodeResetMessage_ABCDECo.xml**, and then click **OK**

- 12 In the **Phrase templates manager** window, select the *SecurityCodeResetMessage_ABCDECo.xml* file and edit it.

NOTE You can also export the file and edit it with an XML editor, such as Notepad++, and then import it back into the Phrase Templates Manager. Refer to the section, [Exporting Phrase Template XML Files](#)**Error! Not a valid bookmark self-reference..**

- 13 If your site uses Web PhoneManager, then, on line 8, change the default value **`http://www.webservername.com/wpm/SecurityReset.php?`** to the domain name or IP address of your Web PhoneManager.

For example:

If your company's domain name is **`www.abcde.com`**, change the address to:

```
<Phrase Type="Literal"
Value="http://www.abcde.com/wpm/SecurityReset.php?"/>
```

```
1 <?xml version="1.0" encoding="utf-8"?>
2 <PhraseCollection>
3   <PhraseLanguage LocaleID="1033" Description="English - United States">
4     <Phrase Name="MessageBody" Context="PasswordResetMessage" Type="Sequence">
5       <Phrase Type="Literal" Value="Hello "/>
6       <Phrase Type="Literal" Param="DisplayName"/>
7       <Phrase Type="Literal" Value=",&#10;&#10;To reset your security code, please click on the following link:&#10;&#10;"/>
8       <Phrase Type="Literal" Value="https://www.abcde.com/wpm/SecurityReset.php?"/>
```

- 14 If your site uses the MiCollab AM web client, then, comment line 10, or copy and paste it on line 8. It becomes line 8. Change the default value **`https://www.webservername.com/user/#!/securityReset?`** to the domain name or IP address of the MiCollab AM web client.

For example:

If your company's domain name is **`www.abcde.com`**, change the address to:

```
<Phrase Type="Literal"
Value="http://www.abcde.com/user/#!/securityReset?"/>
```

```
1 <?xml version="1.0" encoding="utf-8"?>
2 <PhraseCollection>
3   <PhraseLanguage LocaleID="1033" Description="English - United States">
4     <Phrase Name="MessageBody" Context="PasswordResetMessage" Type="Sequence">
5       <Phrase Type="Literal" Value="Hello "/>
6       <Phrase Type="Literal" Param="DisplayName"/>
7       <Phrase Type="Literal" Value=",&#10;&#10;To reset your security code, please click on the following link:&#10;&#10;"/>
8       <Phrase Type="Literal" Value="https://www.abcde.com/user/#!/securityReset?"/>
9     <!-- Uncomment the following line and edit it to provide the correct web client URL
10    <Phrase Type="Literal" Value="https://www.webservername.com/user/#!/securityReset?"/>
11  -->
```

NOTE The URL is case sensitive.

- 15 To provide subscribers with contact information to the administrator or company help desk, uncomment line 30, or copy and paste it on line 25. It becomes line 25.
- 16 In the **Value** field, change the default text, the phone number, e-mail address, and website information to match the contact information for your site.

For example:

If your company's phone number is **`415-555-1234`** and the e-mail address for IT helpdesk is **`helpdesk@abcde.com`**, then change it to:

```
<Phrase Type="Literal" Value="ABCDE Help Desk&#10;Phone: 415-555-1234&#10;E-mail: helpdesk@abcde.com&#10;www: http://www.abcde.com"/>
```

```
25 <Phrase Type="Literal" Value="ABCDE Help Desk&#10;Phone: 415-555-1234&#10;E-mail: helpdesk@abcde.com&#10;www: http://www.abcde.com"/>
26 </Phrase>
27 </Phrase>
28 <Phrase Type="Literal" Value="&#10;&#10;If the link above wraps across two or more lines, you may need to copy and paste the entire link into the address
29 <!-- Uncomment the following line and edit it to provide the proper contact information for the System administrator
30 <Phrase Type="Literal" Value="IT Help Desk&#10;Phone: x1234&#10;E-mail: helpdesk@example.com&#10;www: http://helpdesk.example.com"/>
31 -->
```

17 Update the values for each localization as necessary.

18 After you are finished customizing the file, click **Save**, and then exit the Phrase Templates Manager.

19 Test the new message file by performing a security code reset request from Web PhoneManager or the MiCollab AM web client.

If you want to change or add to the relevant information displayed in the message body of the e-mail message, open the file again, and then edit the file to suit your requirements.

Exporting Phrase Template XML Files.

20 If you want to update the literal phrase for the ten-digit telephone number that subscribers dial to retrieve messages (typically the main MiCollab AM number), then, on line 49, change the default value **XXX-XXX-XXXX** to a ten-digit telephone number.

For example: If the main MiCollab AM number is 425-555-1234, change the phone number to

```
<Phrase Type="Literal" Value="415-555-1234"/>
```

21 If your site uses Web PhoneManager then, on line 51, change the default value **http://www.webservername.com/wpm** to the domain name or IP address of your Web PhoneManager.

For example: If your company's domain name is www.abcde.com, change the address to:

```
<Phrase Type="Literal" Value="http://www.abcde.com/wpm"/>
```

```
47 <Phrase Name="MessageBody" Context="MessageBody" Type="Sequence">
48 <Phrase Type="Literal" Value="Please call "/>
49 <Phrase Type="Literal" Value="425-555-1234"/>
50 <Phrase Type="Literal" Value=" to listen to your messages over the telephone. To retrieve your messages through the web, browse to "/>
51 <Phrase Type="Literal" Value="http://www.abcde.com/wpm"/>
```

22 If your site uses the MiCollab AM web client, then un-comment line 53, or copy and paste it on line 51. It becomes line 51. Change the default value **https://www.webservername.com/user** to the domain name or IP address of the MiCollab AM web client.

For example:

If your company's domain name is www.abcde.com, change the address to:

```
<Phrase Type="Literal" Value="http://www.abcde.com/user"/>
```

```
47 <Phrase Name="MessageBody" Context="MessageBody" Type="Sequence">
48 <Phrase Type="Literal" Value="Please call "/>
49 <Phrase Type="Literal" Value="425-555-1234"/>
50 <Phrase Type="Literal" Value=" to listen to your messages over the telephone. To retrieve your messages through the web, browse to "/>
51 <Phrase Type="Literal" Value="https://www.abcde.com/user"/>
52 <!-- Uncomment the following line and edit it to provide the correct web client URL
53 <Phrase Type="Literal" Value="https://www.webservername.com/user"/>
54 -->
```

NOTE The URL is case sensitive.

23 After you are finished customizing the file, click **Save**, and then exit the Phrase Templates Manager.

NOTE If the new file is updated, then **MiCollab AM Configuration** must be updated by the server administrator as necessary to use the new file.

- 24** Test the new message file by sending a message to a Subscriber mailbox configured to send SMS notification messages. If you want to change or add to the relevant information displayed in the message body of the message, open the file again, and then edit the file to suit your requirements.

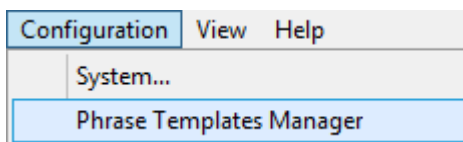
Customizing a Security Code Reset Message Phrase Template XML File

To customize a Security Code Reset Message:

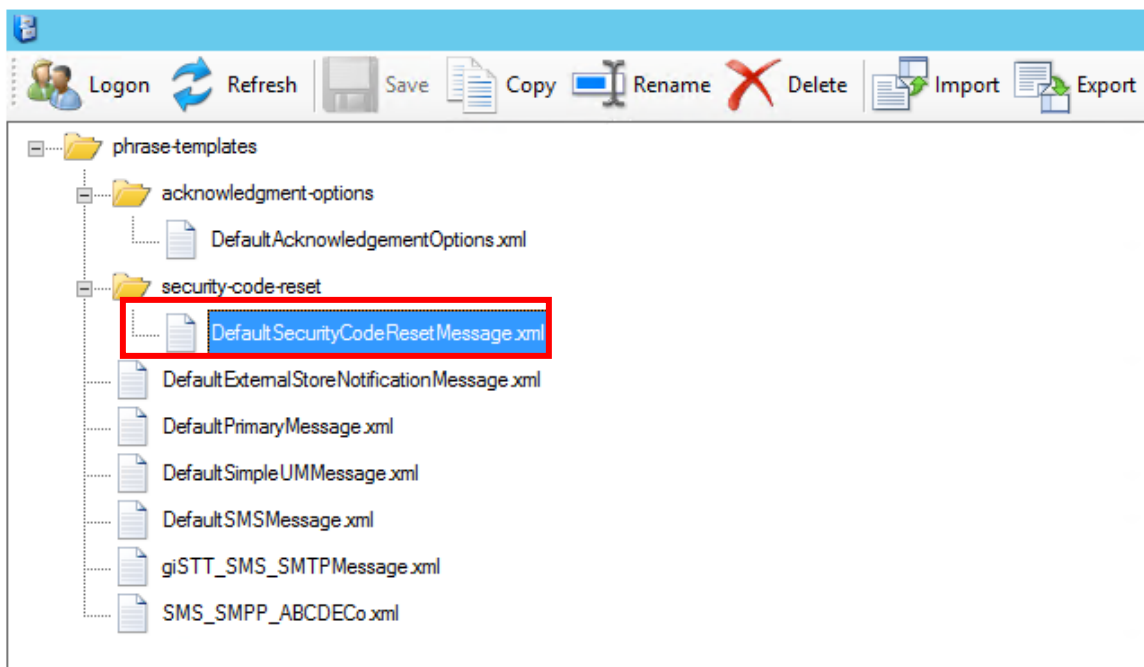
The following procedure uses a copy of the *DefaultSecurityCodeResetMessage.xml* file to provide an example of phrase template file customization for SMS.

- 25** Open **MiCollab AM Admin**.

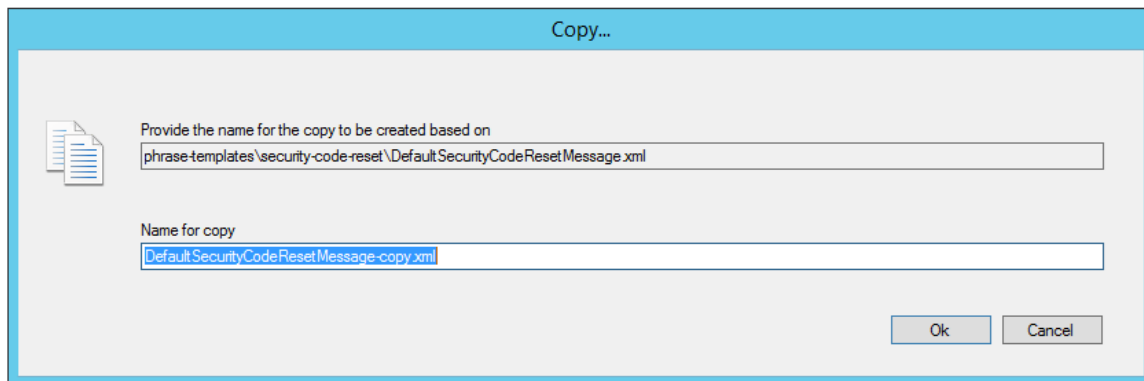
- 26** From the menu bar, select **Configuration**, and then **Phrase Templates Manager**.



- 27** On the **Phrase templates manager** window, select the **DefaultSecurityCodeResetMessage.xml** file.



- 28** From the menu bar, select **Copy**. The **Copy** dialog box appears.



- 29 Rename the new file in the **Name for copy** field and then click **OK**.

For example:

If you are customizing the **DefaultSecurityCodeResetMessage.XML** file for the service provider ABCDE Company, rename the new file **SecurityCodeResetMessage_ABCDECo.xml**, and then click **OK**

- 30 In the **Phrase templates manager** window, select the *SecurityCodeResetMessage_ABCDECo.xml* file and edit it.

NOTE You can also export the file and edit it with an XML editor, such as Notepad++, and then import it back into the Phrase Templates Manager. Refer to the section, [Exporting Phrase Template XML Files](#)**Error! Not a valid bookmark self-reference..**

- 31 If your site uses Web PhoneManager, then, on line 8, change the default value **http://www.webservername.com/wpm/SecurityReset.php?** to the domain name or IP address of your Web PhoneManager.

For example:

If your company's domain name is **www.abcde.com**, change the address to:

```
<Phrase Type="Literal"
Value="http://www.abcde.com/wpm/SecurityReset.php?"/>
```

```
1 <?xml version="1.0" encoding="utf-8"?>
2 <PhraseCollection>
3 <PhraseLanguage LocaleID="1033" Description="English - United States">
4 <Phrase Name="MessageBody" Context="PasswordResetMessage" Type="Sequence">
5 <Phrase Type="Literal" Value="Hello "/>
6 <Phrase Type="Literal" Param="DisplayName"/>
7 <Phrase Type="Literal" Value=",&#10;&#10;To reset your security code, please click on the following link:&#10;&#10;"/>
8 <Phrase Type="Literal" Value="https://www.abcde.com/wpm/SecurityReset.php?"/>
```

- 32 If your site uses the MiCollab AM web client, then, comment line 10, or copy and paste it on line 8. It becomes line 8. Change the default value **https://www.webservername.com/user/#!/securityReset?** to the domain name or IP address of the MiCollab AM web client.

For example:

If your company's domain name is **www.abcde.com**, change the address to:

```
< Phrase Type="Literal"
Value="http://www.abcde.com/user/#!/securityReset?"/>
```

```

1  <?xml version="1.0" encoding="utf-8"?>
2  <PhraseCollection>
3    <PhraseLanguage LocaleID="1033" Description="English - United States">
4      <Phrase Name="MessageBody" Context="PasswordResetMessage" Type="Sequence">
5        <Phrase Type="Literal" Value="Hello" />
6        <Phrase Type="Literal" Param="DisplayName"/>
7        <Phrase Type="Literal" Value=",&#10;&#10;To reset your security code, please click on the following link:&#10;&#10;"/>
8        <Phrase Type="Literal" Value="https://www.abcde.com/user/#!/securityReset?"/>
9      <!-- Uncomment the following line and edit it to provide the correct web client URL
10     <Phrase Type="Literal" Value="https://www.webservername.com/user/#!/securityReset?"/>
11   -->

```

NOTE The URL is case sensitive.

- 33** To provide subscribers with contact information to the administrator or company help desk, uncomment line 30, or copy and paste it on line 25. It becomes line 25.

- 34** In the **Value** field, change the default text, the phone number, e-mail address, and website information to match the contact information for your site.

For example:

If your company's phone number is **415-555-1234** and the e-mail address for IT helpdesk is **helpdesk@abcde.com**, then change it to:

```

<Phrase Type="Literal" Value="ABCDE Help Desk&#10;Phone: 415-555-1234&#10;E-mail: helpdesk@abcde.com&#10;www: http://www.abcde.com"/>

```

```

25  <Phrase Type="Literal" Value="ABCDE Help Desk&#10;Phone: 415-555-1234&#10;E-mail: helpdesk@abcde.com&#10;www: http://www.abcde.com"/>
26  </Phrase>
27  </Phrase>
28  <Phrase Type="Literal" Value="&#10;&#10;If the link above wraps across two or more lines, you may need to copy and paste the entire link into the address bar." />
29  <!-- Uncomment the following line and edit it to provide the proper contact information for the System administrator
30  <Phrase Type="Literal" Value="IT Help Desk&#10;Phone: x1234&#10;E-mail: helpdesk@example.com&#10;www: http://helpdesk.example.com"/>
31  -->

```

- 35** Update the values for each localization as necessary.
- 36** After you are finished customizing the file, click **Save**, and then exit the Phrase Templates Manager.
- 37** Test the new message file by performing a security code reset request from Web PhoneManager or the MiCollab AM web client.

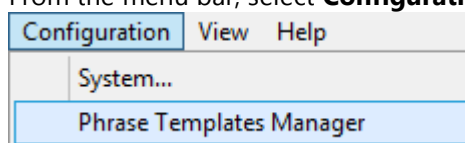
If you want to change or add to the relevant information displayed in the message body of the e-mail message, open the file again, and then edit the file to suit your requirements.

Exporting Phrase Template XML Files

To export a phrase template file:

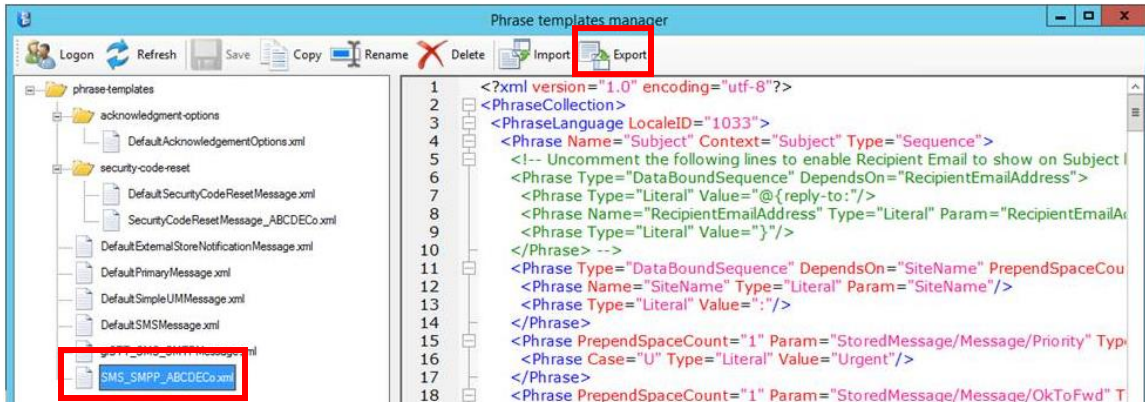
The following procedure uses a copy of the *SMS_SMPP_ABCDECo.xml* file created in [Customizing an SMS Phrase Template XML File](#) to provide an example of exporting a phrase template file.

- 1 Open **MiCollab AM Admin**.
- 2 From the menu bar, select **Configuration**, and then **Phrase Templates Manager**.

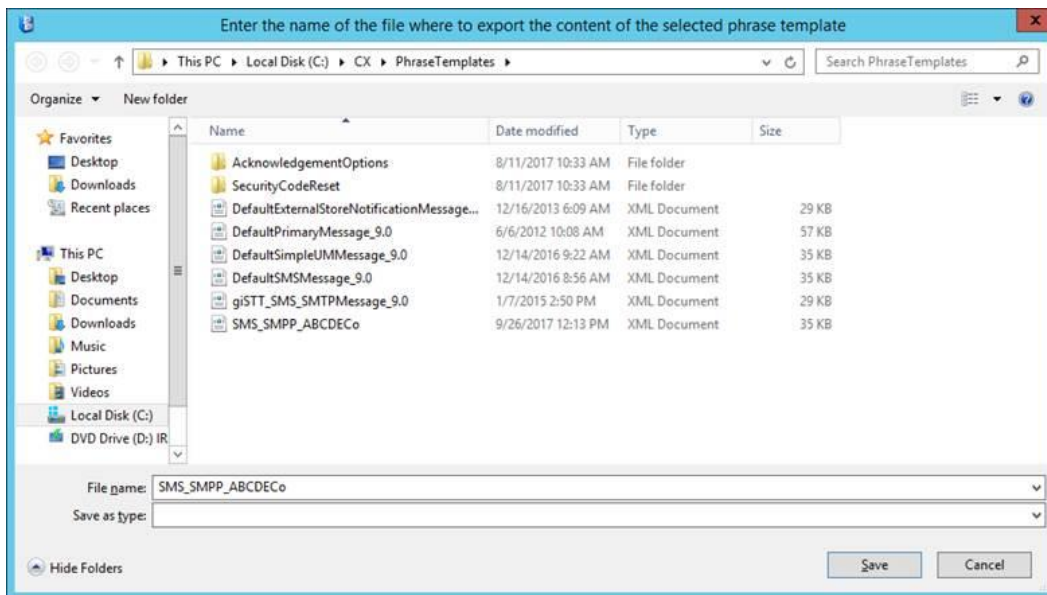


- 3 Select the file to be exported, and then click **Export**.

In this example, select *SMS_SMPP_ABCDECo.xml*, and then click **Export**.



- 4 On the **Export** window, enter the name of the file where to export the content of the selected phrase template, and then click **Save**.



- 5 The phrase template has been exported to the **PhraseTemplates** folder and can be opened in an XML editor for editing.

Editing Phrase Template XML Files

Mitel recommends using the Phrase Template Manager to edit the phrase template XML files. However, you can also use an XML editor to edit phrase template XML files. An XML editor provides tag completion features and common menu choices for editing XML files. You can find several free XML editors available on the Internet.

For example:

Both the *Source Forge Notepad+* and *Microsoft XML Notepad* applications are good XML editors.

In addition, Notepad can also be used to open and edit XML files.

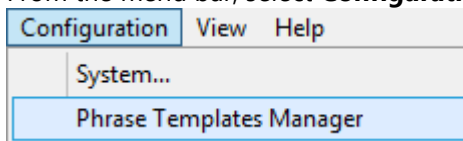
IMPORTANT Use the default XML files as a reference. Before you modify an XML file for use in the system, make a copy of the default file, give the file a new name that you can refer to later, export the new file, and then make your modifications in the new file. If you encounter a problem with the modified file, use the default file as a reference to begin again.

Importing Phrase Template XML Files

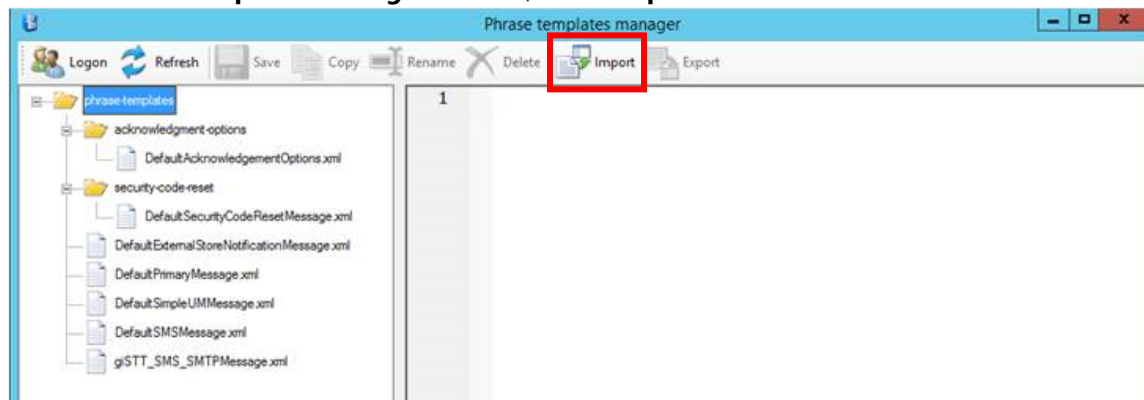
To import a phrase template file:

The following procedure uses a copy of the *SMS_SMPP_ABCDECo.xml* file created in [Customizing an SMS Phrase Template XML File](#) to provide an example of importing a phrase template file.

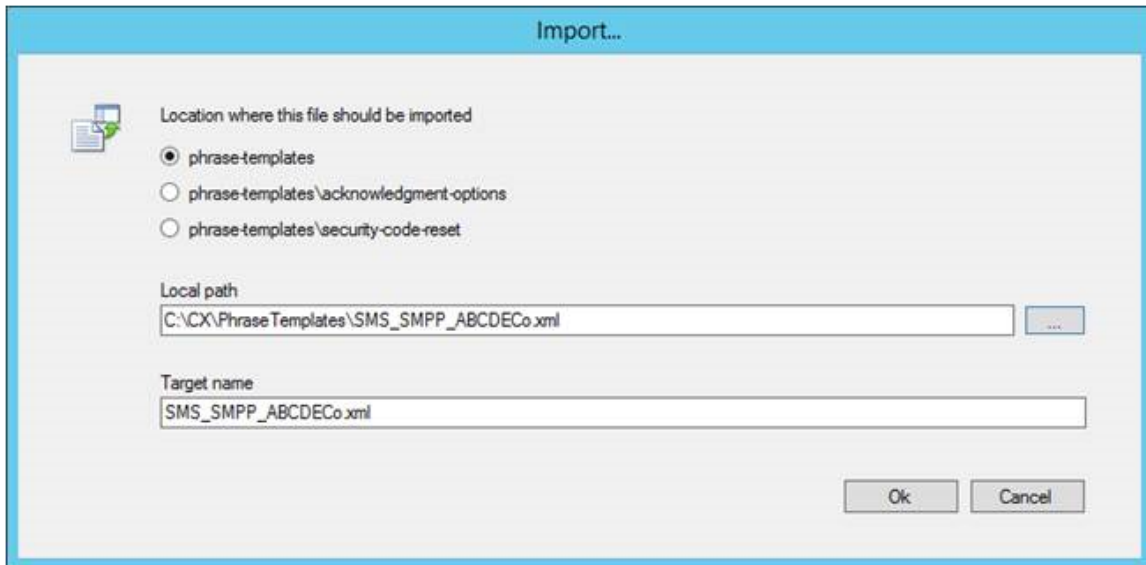
- 1 Open **MiCollab AM Admin**.
- 2 From the menu bar, select **Configuration**, and then **Phrase Templates Manager**.



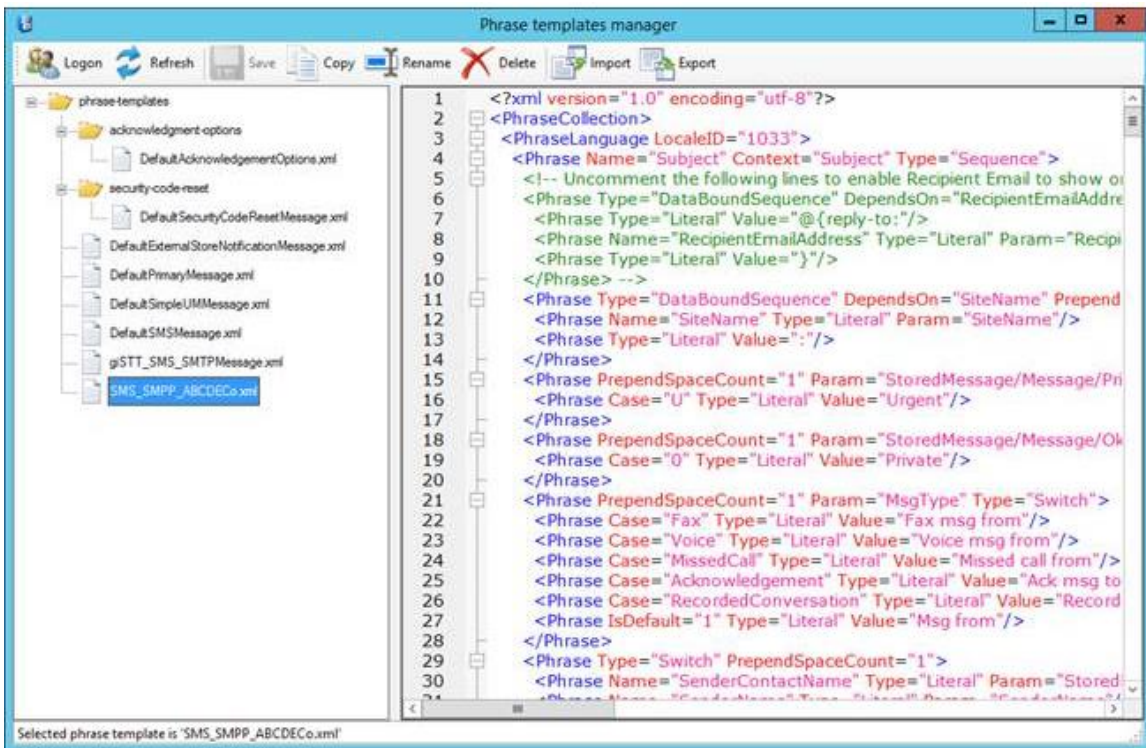
- 3 On the **Phrase templates manager** window, select **Import**.



- 4 On the **Import** window, select the **Location where this file should be imported**.



- 5 Select the **Local path**, and then click **OK**.
The target name appears automatically in the **Target name** field.
- 6 The phrase template has been imported into the **Phrase templates manager** window.



Troubleshooting SMS

If MiCollab AM is deployed as a hosted solution on the cloud, the server administrator can troubleshoot SMS problems with the help of log files, low-level logging, and the Windows Event Viewer. Use the MiCollab AM log files to troubleshoot problems with text messaging and SMS. Log files can be opened with any text editor. There are two MiCollab AM log files in the **CX\Log** folder you can use for troubleshooting SMS problems. They are:

- The TextMessaging.log file
- The SMS.log file

If MiCollab AM is deployed as a hosted solution on the cloud, the tenant administrator can troubleshoot SMS problems with the help of SMS profile settings.

Using the Windows Event Viewer

Review the Application and System logs in the Event Viewer to find errors reported by SMS services. The following table shows some common Event Viewer error messages and suggests actions you can take to correct them.

SMS and Simple UM are dependent on the Text Messaging service running on the System Server. This service starts and stops automatically with MiCollab AM. If a problem exists with a provider service, verify that the Text Messaging service is running without errors in the System Log of the Event Viewer.

Table 4. Windows Event Viewer

Message	Correction
No COM port Configured	Verify that the serial (COM) port supporting SMS is installed and configured properly, and that the SMS Provider definitions in MiCollab AM refer to that port correctly.
Max Transactions Is series is zero	Verify that the Max Transactions in Series setting has an appropriate value in all SMS Provider definitions.
No SMS center Phone number	Verify that the Phone field of the Provider dialog box contains an appropriate telephone number for all SMS Providers that use TAP or UCP protocol.
SMS notification Not sent	Diagnose each component in the SMS system, from MiCollab AM through the SMS Center, device, or SMTP e-mail server, to determine where communication fails.

Enabling Low Level Logging

On each Provider dialog box there is a checkbox to enable low level logging. Low-level logging turns on logging for each transaction that occurs for the particular provider for which logging is enabled. Logs are stored in the **\CX\Log** folder of MiCollab AM. The file name is referenced by the internal provider ID.

For example: \CX\Log\SMS_Provider_1.log

Because logs can grow to a large size quickly, depending on the number of transactions taking place, it is recommended to enable logging, generate a number of transactions by sending new messages to a Subscriber mailbox that is configured to use the provider's service, and then turn logging back off.

You can open the log files using a text editor such as Notepad to view and troubleshoot problems.