



Telephony Web Services

TWS Mail v 3.1

User Guide



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Online documentation

You can access online documentation by clicking on the  icon on the **TWS Caller** sidebar, then by choosing the *Documentation option*.

Document control

Current version 1.3
Previous versions 1.2

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1. Overview

TWS Mail is a integrated voice messaging application (integrated into the TWS Caller sidebar) which allows you to receive and listen to your voice messages. **TWS Mail** requires TWS Caller to be up and running. Please refer to TWS Caller documentation prior to reading this document.


2. Ways of working

You are away and want to let people calling you to leave you a voice message. You can for instance activate the forwarding of your calls to your voice messaging box upon change of your presence status in your TWS Caller (See TWS Caller user guide to learn how to set the forwarding).

Depending on your forwarding conditions, the calling party can be forwarded to your voice messaging box and leave you a message. The voice message is automatically sent in attachment via e-mail to your internal mailbox.



Thanks to the TWS mail management interface, you can also access all your voice messages (read or not), sorted by date. You are signaled when you have received a new voice message on the sidebar, as shown above.

When all of your voicemail messages are marked as “read”, this icon  is hidden and the Voice Mail indicator on your phone stops blinking.

Listening to your messages via phone is also feasible, and can be very useful, for example, for an external number. In this case, you need to enter your messaging password.

3. TWS Mail services

TWS Mail offers the following services:

- Voice messaging and voice messaging box IVR,
- Creation of media files (WAVE, MP3, SPEEX) for voice messages,
- Reception in your mail box (Outlook, Lotus, ...) of voice message left by the caller,
- Synchronization between the messaging server and the voice messaging,
- Identification of the caller number through the management of telephony directories,
- Mail management Interface integrated into the sidebar,
- Listen to messages via phone or by streaming via **TWS Mail** management interface,
- Creation and management of personal voice greetings.

4. Managing voice messages

4.1. Receiving messages by e-mail

All voice messages left on your voice mailbox are sent out to your email address. You can identify through the content of the e-mail who has been trying to reach you (calling number and name when available), the time and duration of the call.

Thanks to the synchronization between the messaging server and TWS server, when reading and deleting your voice messages in your e-mailbox, the changes will be updated in your **TWS Mail** interface and on your phone (it will for instance no longer indicate that you have a new voice message once you read the email).

E-mail message: Messages are received in the following format:



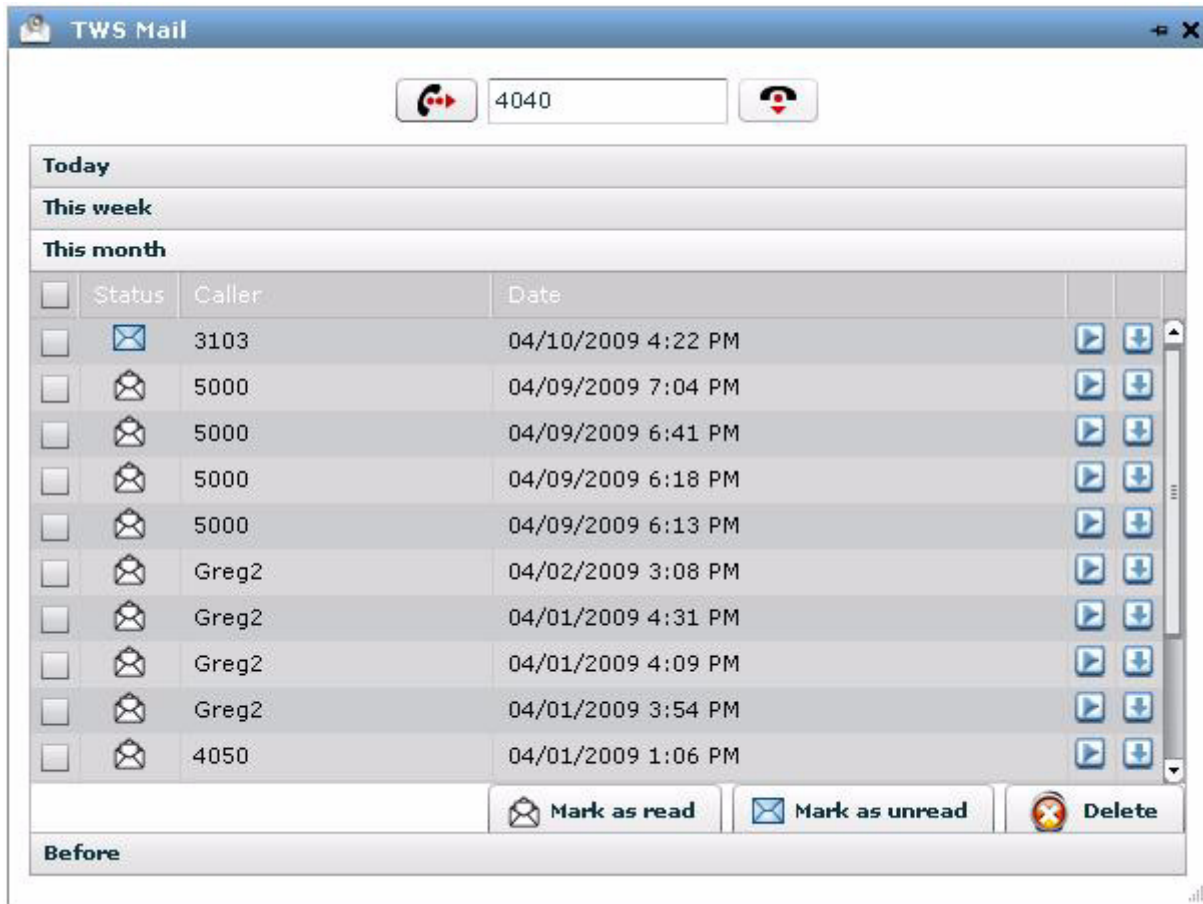
The media file is attached and the details of the voice message are described in the mail. The subject contains the name and number of the caller.

By double-clicking on the attachment, you can listen to the message on your computer. Depending on the media type, you may need to download a "codec" to be able to listen to it.

4.2. Messages management interface

To access your Messages management interface via the TWS Caller application bar. Select:





The voice messages management interface is shown as above. It automatically sorts your messages by date:

- Today: messages received today,
- This week: messages received from Monday the current week (except messages received today),
- This month: messages received during the current month (except messages received in the current week),
- Before: Old messages received prior to the current month.


You can then manage your messages: select, delete, and mark as read.

To listen to your messages via phone:


- Enter the number you want to get a call back and click on the left button:



- Pick-up the phone,
- Select the message by clicking on it,

- Click on «Play»  , listen to the voicemail then hang-up.

To listen to your messages via your computer:


You can also listen to the message via your computer by selecting the message to read then click on  when you are not online with your voicemail.

In both cases (reading messages through phone or computer), a stop button appears as below:



At any time, you can click on it to stop listening. When the message is over, the button disappears.

To download your messages to your computer:


You can also download a message to your computer by selecting the message to download then by clicking on  .

Your system will open a dialog box and then you can choose the directory where you want to save the voicemail file. The sound file format is defined by the administrator.

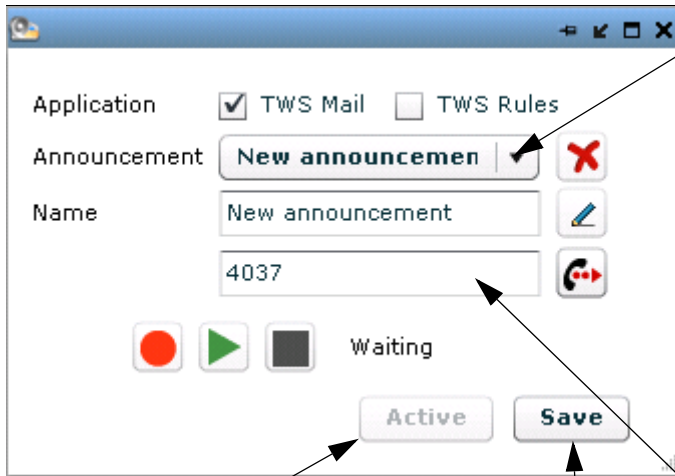
5. Managing announcement: The announcer

The interface to manage greeting messages or announcements is simple and intuitive. The buttons displayed below are those you can use.



The application allows you to simultaneously create welcome prompts for the voice messaging (**TWS Mail**) and/or for TWS Rules (Announcement played prior to a forward), if you have relevant licenses for these applications.


To create a new announcement or edit an existing announcement, click on the icon  in the application bar. The announcer window will open as below.

Click on the relevant Application (**TWS Mail** or TWS Rules).




List of announcements already recorded.
New announcement: you can create a new announcement for voicemail or rules.
Default: Is the default TWS announcement, active when you have not created any other announcement.
Act: Default: Means the default announcement is active and will be used for incoming calls.


Select an existing announcement in the list. Then click on the  button to suppress it or  to edit its name if you have saved it.


Enter the phone number to be called back. Click on  and pick-up the phone: You can listen to the selected announcement or record a new one.

Once an announcement is selected, activate it.

Save an announcement you have created or edited.

 : By clicking on this button, you can start recording your announcement through the phone. Wait for the "Beep" to start recording.

 : Play through the phone the selected or created announcement.

 : Stop reading or recording.