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# User Manual

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**TeleMail™**

**Version 3.00**

**D-SM-TEMLWIND-UMN**

***\*\*Confidential\*\****



**Speech and Software Technologies (I) Pvt. Ltd.**

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## TeleMail User Manual

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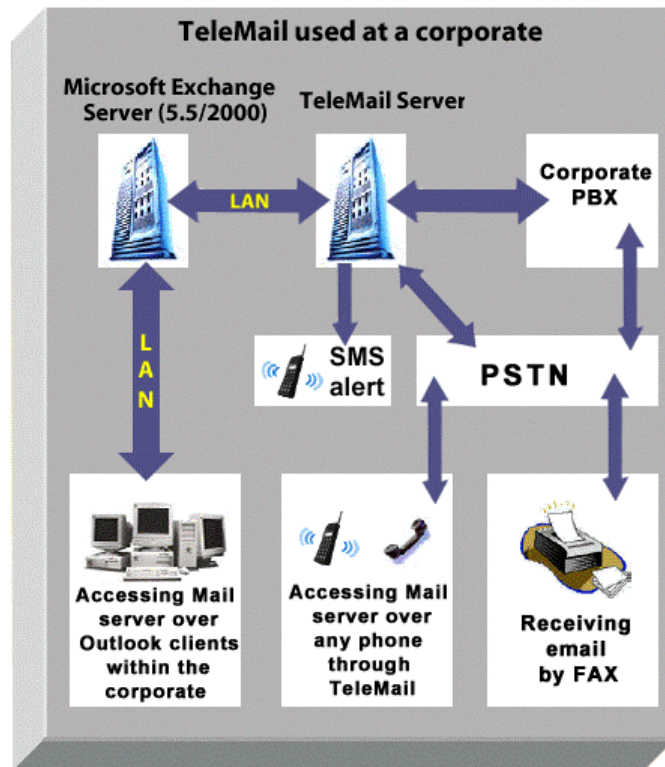
# 1 Welcome to TeleMail

TeleMail provides you anytime, anywhere access to your corporate email system through any telephone without using a computer. This is especially useful when you are not at your desk, but have to read mails or send new mails.

System administrator will first have to add you as a user through GUI tool. When you are added as a user, TeleMail will generate and allocate a Personal Identification Number (PIN) for you which will also be your first Passcode. As soon as you log-in, change your Passcode through user GUI tool provided with TeleMail. When you access TeleMail through a phone, you will be first asked to provide your Personal Identification Number (PIN) and the Passcode. This is to prevent unauthorized access to your mailbox.

Through the GUI User Interface, you also can set your other mail system access parameters so as to customize TeleMail access to suit your preferences.

Within TeleMail you will select your options or navigate through your voice commands. The built-in speaker independent Speech recognition System will recognize your voice commands and initiate corresponding action. A built-in Text-to-Speech system reads out your mail and attachments in a natural sounding synthesized.

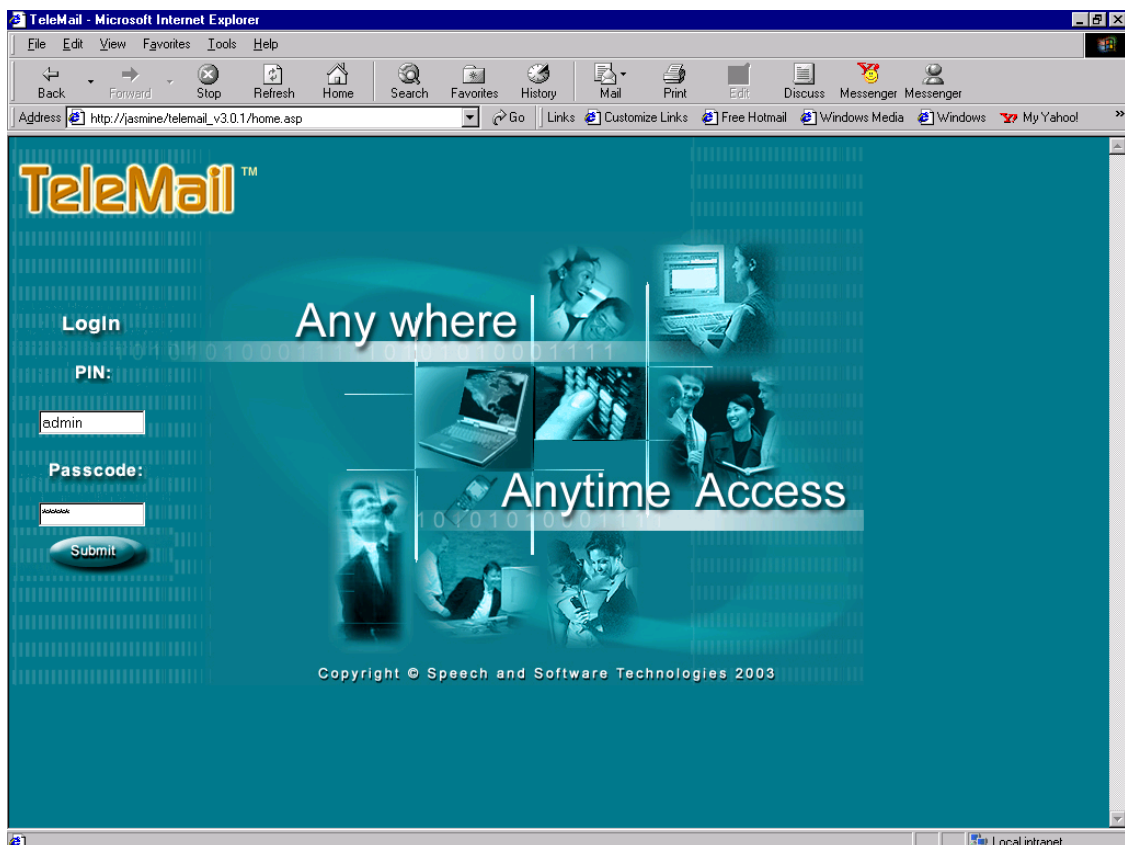


## 2 Guidelines for System Administrator Web Interface

### 2.1 Logging-in for the first time

By default the administrator's User Id is "admin" and Passcode is "admin". To log-in for the first time the administrator should use these and enter the Admin Screen, where he can change his passcode.

Enter the administrator's Personal Identification Number (PIN) i.e. "admin" and passcode i.e. "admin" and click Submit.



After logging in there is a brief introduction to TeleMail. Following are the options listed on this screen for the administrator can select:

- Admin Specific Tasks
- User Specific Tasks
- Details and Status
- Logout



## 2.2 Admin Specific Tasks

Under the Admin Specific tasks the administrator can do the following tasks

- Set Default Exchange Account
- Generate TeleMail Accounts
- Update Global Address List
- Change Admin Password
- Backup and Restore database
- Purge Fax Sent Data
- Send TeleMail access telephone number
- Set Maximum limit on the number of canned messages

### 2.2.1 Set Default Exchange Account

When the Administrator selects the **Admin Specific Tasks/Default Exchange Account** option, he can choose the exchange mailbox through which TeleMail can update the Global Address List. You can change the exchange server name and the mailbox name and click Submit.





## 2.2.2 Update Global Address List

TeleMail maintains a copy of the Global Address List of the Microsoft Exchange cluster of your corporate. This list is required to enable the administrator to choose the Exchange mailboxes for which accounts have to be created in TeleMail. So it is mandatory to update this list every time new accounts have to be created in TeleMail. Moreover the Global address List is used to select the recipient's email address while sending / forwarding emails over telephone.

To view or update the Global Address list of Microsoft Exchange, the Administrator has to select **Admin Specific Tasks/Update Global List**.



### 2.2.3 Generate TeleMail Accounts

To generate new accounts on TeleMail administrator has to **select Admin Specific Tasks \ Generate TeleMail Accounts.**

To enable a Microsoft exchange user access his emails over telephone through TeleMail, an account has to be created for him on TeleMail.

Select the Microsoft Exchange Site to see the mailboxes in that site. You can select one or more users and Click on GeneratePIN to create an account for these users on TeleMail. On clicking GeneratePIN, a unique 4 digit Personal Identification Number (PIN) is assigned to each user. This PIN is required to identify a user over telephone. The PIN is displayed against that user under column PIN.

A welcome email is also sent to these users. Details like the user's PIN, default passcode, TeleMail access telephone number and the URL to access TeleMail browser based UI are intimated to the user through this Welcome email.

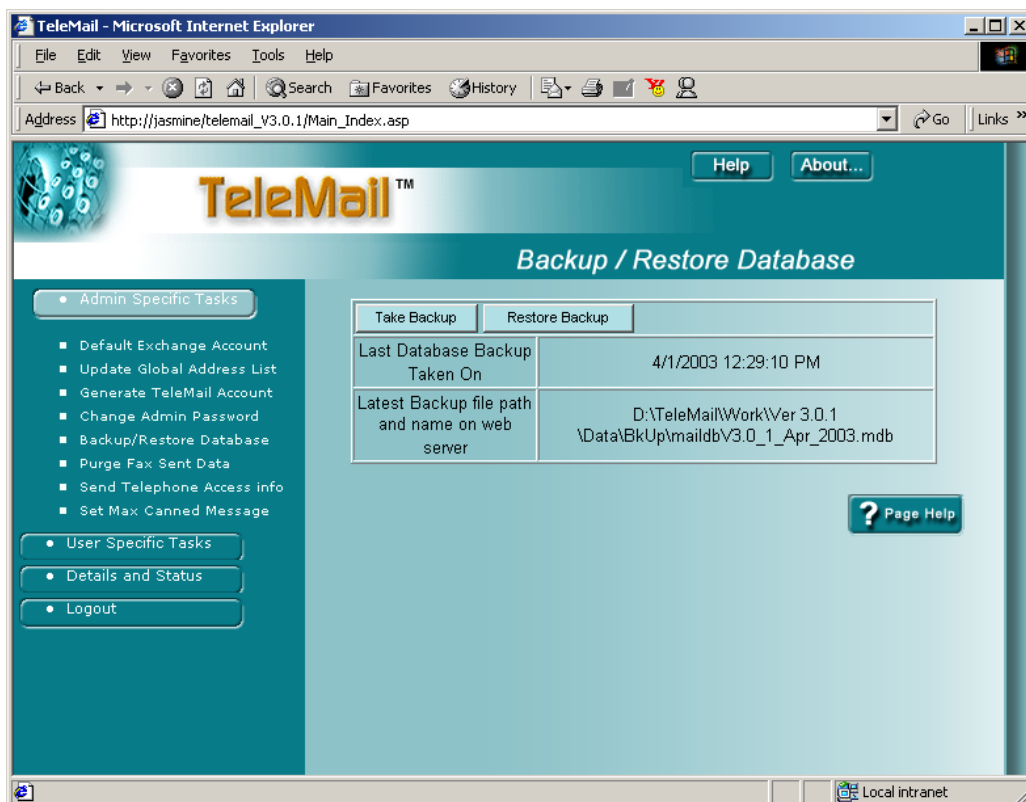


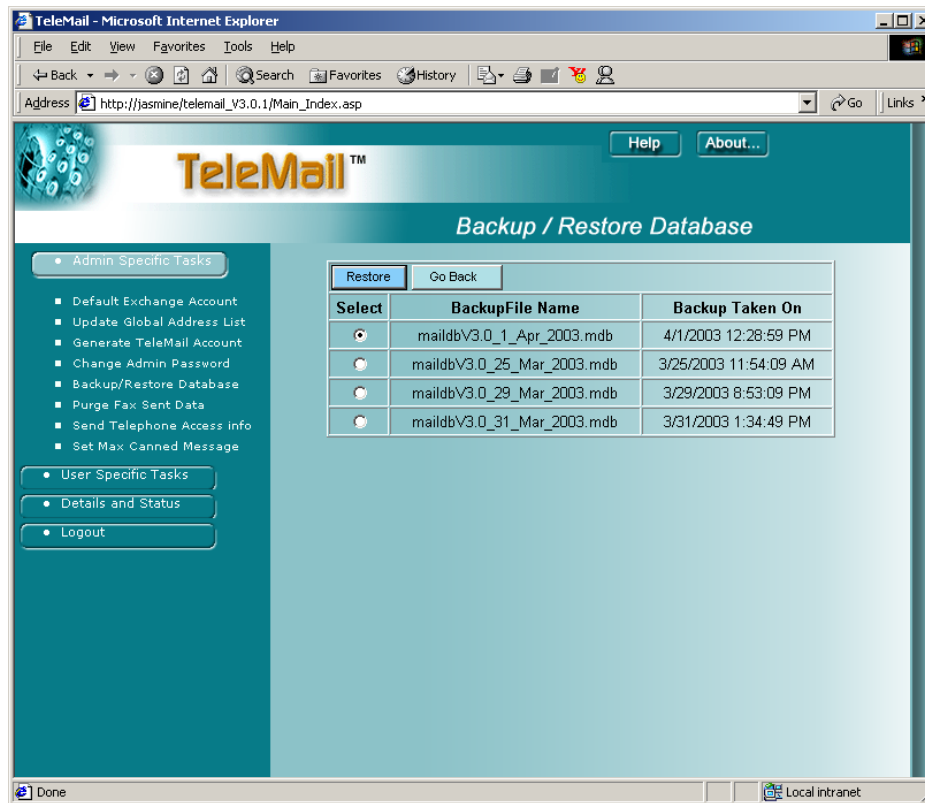
## 2.2.4 Change Admin Password

On choosing **Admin Specific Tasks \ Change Password**, the Administrator has the option of changing the password required to login to the browser based user interface. By default, the password is set to “admin”. For changing password for access, enter the old password and enter the new password (minimum 8 characters long), re-enter for confirmation and then click on “Save”.

## 2.2.5 Backup and Restore database

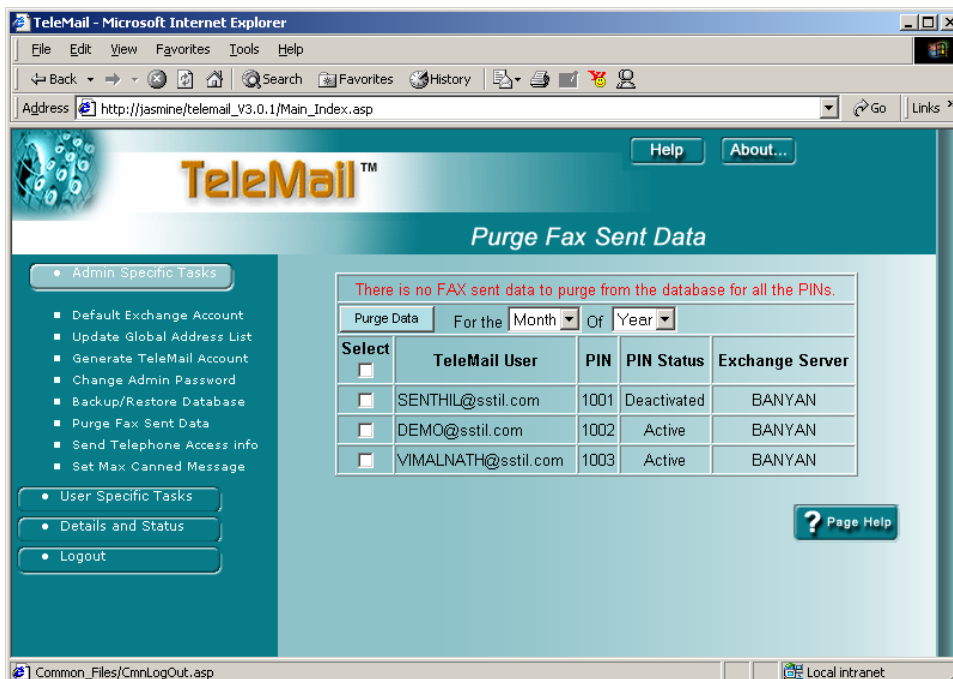
On choosing the **Admin Specific Tasks \ Backup/Restore Database**, the TeleMail administrator can take backup of the TeleMail database regularly. On clicking Take Backup button, TeleMail saves its current database in another file under the BkUp folder of the TeleMail database folder i.e <TELEMAIL TARGET DIR>\data\Bkup. If TeleMail database has to be restored at any point of time, the administrator has to use the Restore Backup feature. On Clicking Restore Backup button, a list of all backups taken is displayed. Administrator can select a backup and click Restore.





## 2.2.6 Purge Fax Sent Data

To delete the information saved by TeleMail on the usage of Email to Fax feature, administrator can select the **Admin Specific Tasks / Purge fax Sent data** option.



### 2.2.7 Send TeleMail access telephone number

The TeleMail access telephone number is obtained from the TeleMail administrator at the time of creating users in TeleMail.

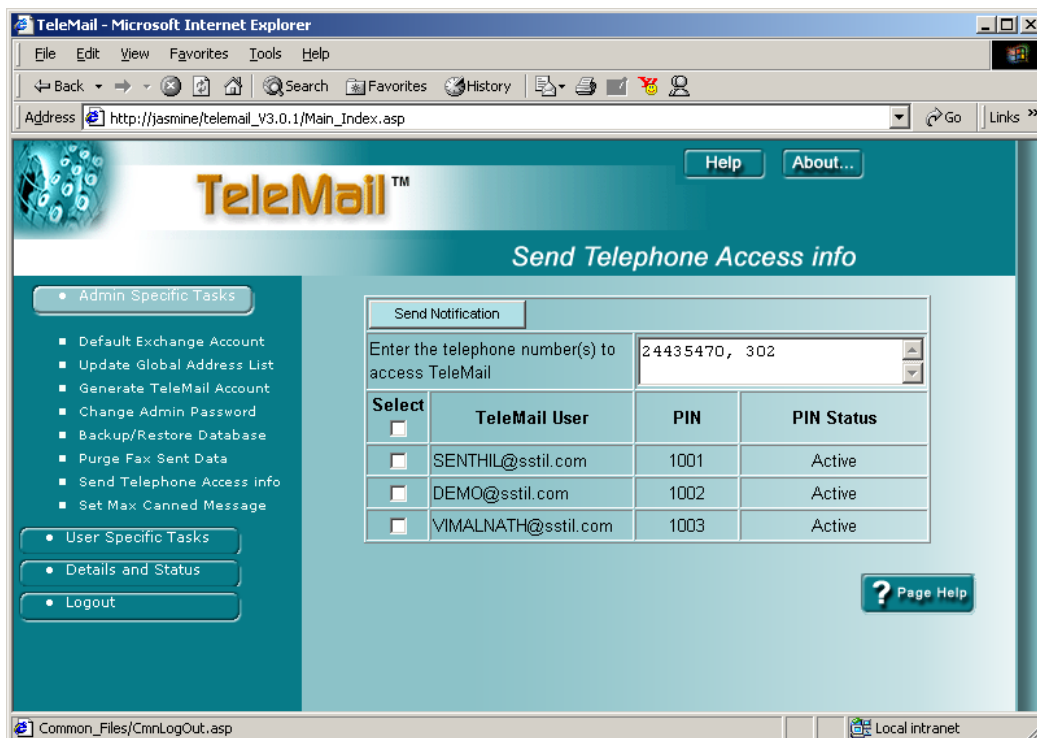
This telephone number is intimated to the users through the Welcome mail.

In case the telephone number is changed later, to intimate by email all or any TeleMail user(s) about this change the administrator has to select the **Admin Specific Tasks \ Send Telephone Access Info**.

When TeleMail access Telephone number is changed or added, the administrator can send a email notification to any TeleMail user(s).

The telephone number has to be added/edited in the space provided and the administrator has to select the TeleMail user(s). On clicking Send Notification the email message is shown as a preview.

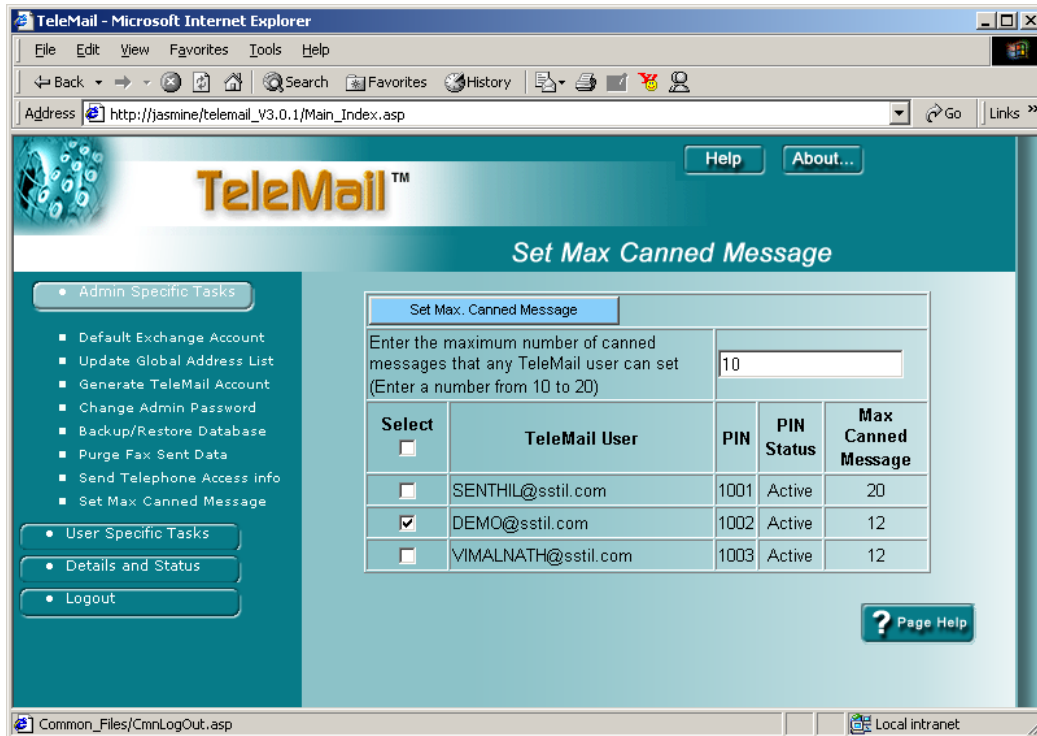
The administrator has to click ok button or cancel button. The TeleMail user will receive an email with the new TeleMail access details.



### 2.2.8 Set Maximum limit on the number of canned messages

TeleMail users can login to the browser based User Interface and set some predefined messages with attachments. These messages will be available to the users when they call TeleMail over telephone. They can choose any message from the list and send as an email to any email account.

By default a user can set 10 such messages. To change this, the administrator has to select **Admin Specific Tasks / Set Max Canned Message option** and select a TeleMail user to set the maximum number of canned messages. The administrator has to enter the new value and click on Set Max Canned Message button.



## 2.3 User Specific Tasks

The administrator can view / set options for TeleMail users through this Option.

The various features available under User Specific Tasks are

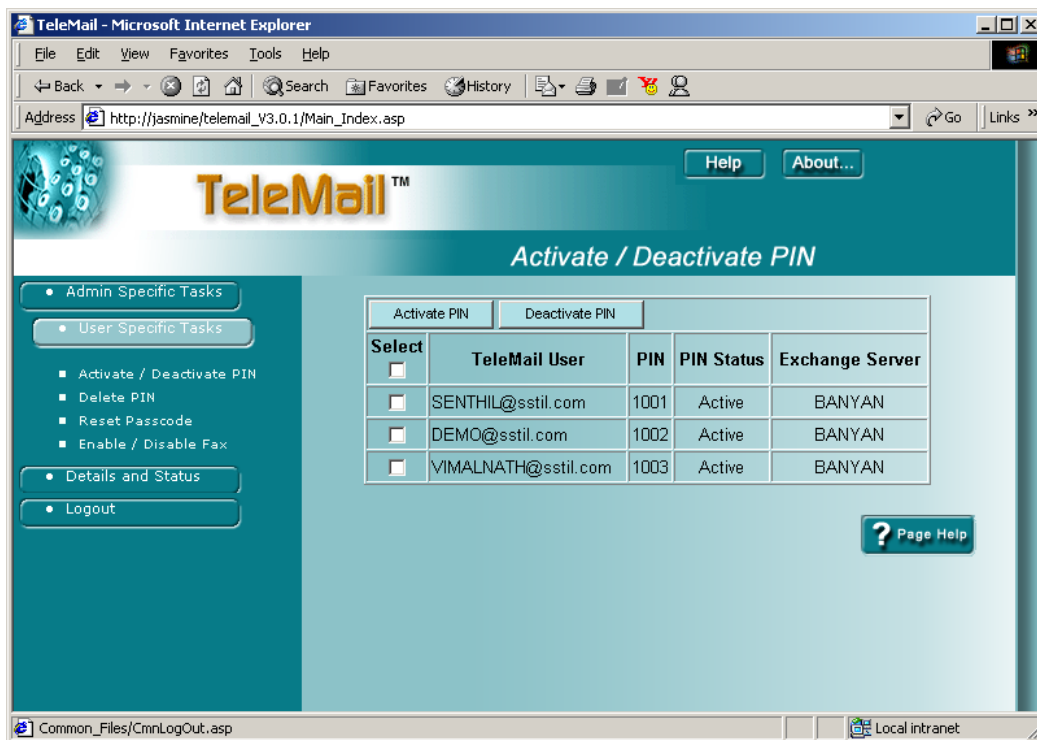
- Activate / Deactivate PIN
- Delete PIN
- Reset Passcode
- Enable / Disable fax

### 2.3.1 Activate / Deactivate PIN

Through the **User Specific Tasks / Activate /Deactivate PIN** option, accounts on TeleMail identified by their Personal Identification Number (PIN) can be Deactivated.

To deny TeleMail access for a user, the administrator has to use the Deactivate PIN option.

To restore TeleMail access for that user, the administrator has to use the Activate PIN option.



### 2.3.2 Delete PIN

To delete a TeleMail account, the administrator has to select the **User Specific Tasks / Delete PIN** option.

The administrator can use this option to permanently remove any TeleMail account.

Please note that this user's details are removed from TeleMail database only. His account on the email server remains unchanged. The administrator can select any user(s) and click on Delete PIN to permanently remove the selected user(s) from TeleMail.

### 2.3.3 Reset Passcode

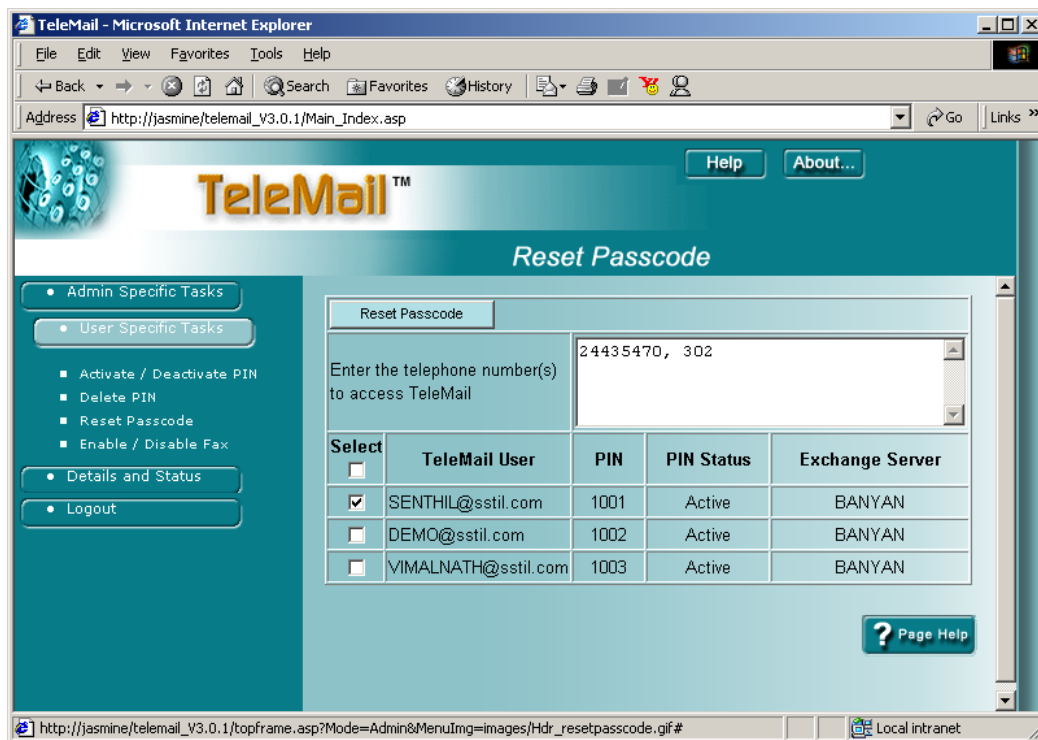
The administrator can use the User Specific Tasks\Reset Passcode option to reset the passcode for any TeleMail account.

The administrator can select the user whose passcode has to be reset.

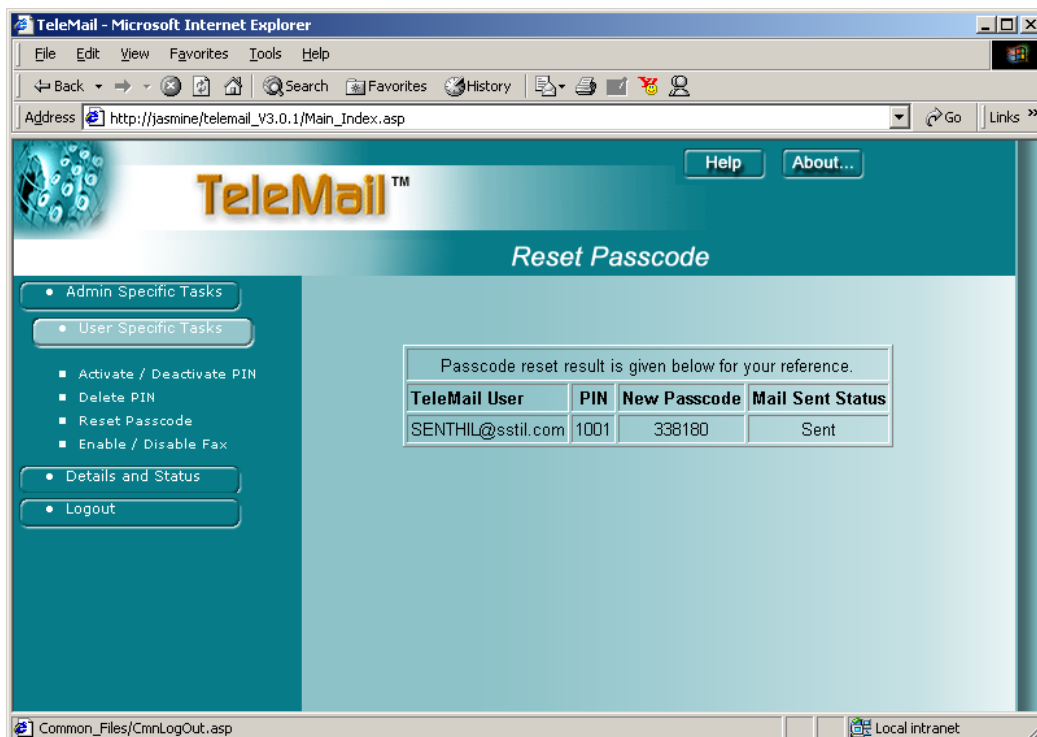
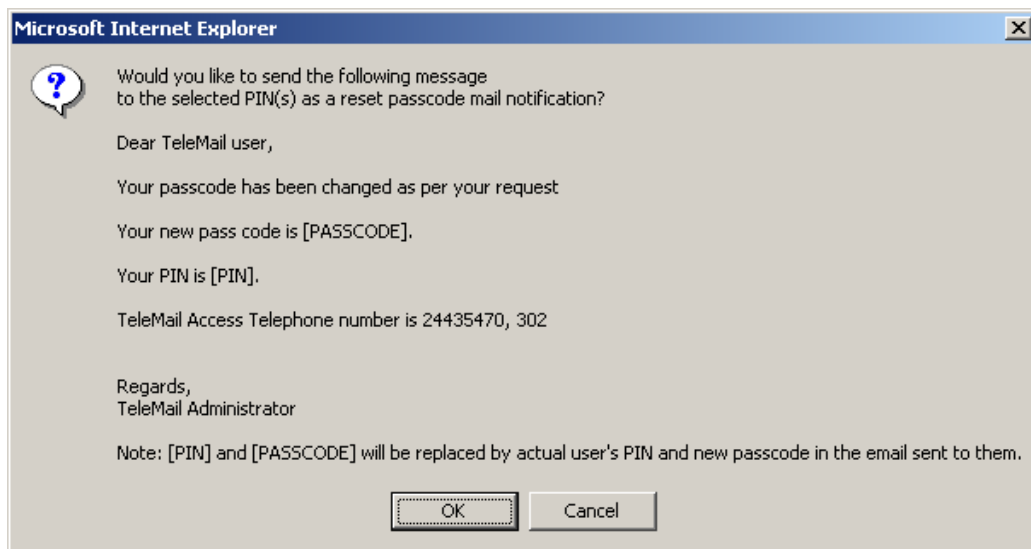
When the ResetPasscode button is clicked, TeleMail will automatically generate the new passcode and an email will be sent to his mailbox. The format of the email is displayed in the space shown.

The administrator can edit the Email notification message to be sent to the user.

{[PASSCODE]} will be replaced with the new passcode and {[PIN]} will be replaced by the PIN of the user)







### 2.3.4 Enable / Disable Fax

Depending on the hardware and software resources available and the policy of your corporate, the email to Fax feature can be enabled to all or selective users. The administrator can use the **User Specific Tasks / Enable/Disable Fax** feature.

By default, this feature is enabled when a TeleMail account is created.

The TeleMail administrator can select the user(s) and click on Enable Fax or Disable Fax buttons to enable or disable the email to fax feature respectively.

## 2.4 Details and Status

The administrator can view the status of the TeleMail system and collect statistics on the usage of the system by using the **Details and Status** feature of the browser based administrator User interface.

The following features are available under this option

- Call Details
- PIN Details
- Fax usage Details
- Telephone channel Status

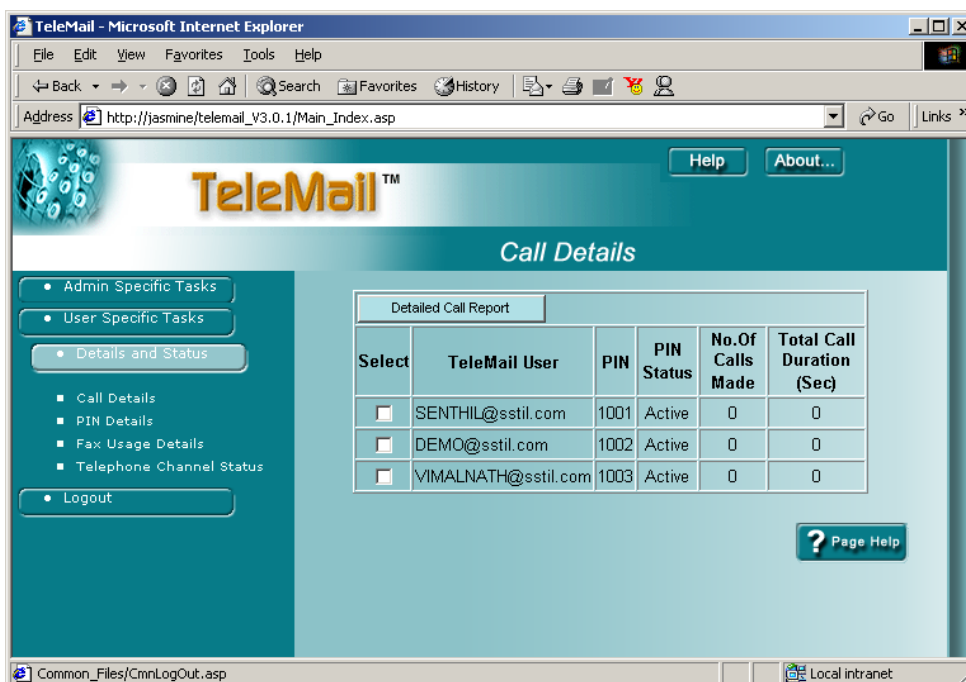
### 2.4.1 Call details

The **Details and Status \ Call Details** feature helps the administrator in knowing details like Number of calls made, the Total call duration in seconds for any user for a selected date range. Moreover the details of every call made by the user is listed when the administrator chooses the Detailed Call Report option.

The administrator can select the user to view the detailed call report and click on Detailed Call Report button.

The administrator can select the date range between which the call detail has to be listed and click on Show Detailed Call Report button.

The administrator can see the start date and time and the end date and time of all calls made by the TeleMail user to access email over telephone. The duration of each call is also displayed.



Select	TeleMail User	PIN	PIN Status	No.Of Calls Made	Total Call Duration (Sec)
<input type="checkbox"/>	SENTHIL@sstil.com	1001	Active	0	0
<input type="checkbox"/>	DEMO@sstil.com	1002	Active	0	0
<input type="checkbox"/>	VIMALNATH@sstil.com	1003	Active	0	0

### 2.4.2 PIN Details

The **Details and Status \ PIN Details** feature enables the administrator to view the TeleMail users' details like their PIN, status (active or deactivated), Mailbox alias Name, the exchange server name on which this mail box exists, email address, maximum no of canned messages each user can set, if Email to Fax feature is enabled or not, the Speed and Pitch at which the emails will be read out by the Text to Speech synthesis and if SMS alert on new mail feature is enabled or not.

### 2.4.3 Fax Usage Details

The **Details and Status \ Fax Usage Details** feature enables the TeleMail administrator to view statistics on the usage of email to fax feature by the TeleMail users.

This feature enables the TeleMail administrator to know the email to fax usage in detail for a selected user for a selected date range.

The administrator can select a user and click on Detailed Fax Report to know the details on every email forwarded to fax over phone.

### 2.4.4 Telephone Channel Status

This **Details and Status \ Telephone Channel Status** feature helps the administrator to know the status of the telephony ports of the TeleMail server.

If a user is accessing TeleMail, the corresponding telephone port shows OFFHOOK status.

If the port is free for any user to call, the corresponding telephone port shows ONHOOK status.

To deny any port from access by users the administrator has to Disable the port. The administrator can enable the port to allow calls to land on that port again.

## 3 Guidelines for User Web Interface

### 3.1 Logging-in for the first time

All TeleMail users should login into TeleMail through the Web User Interface, by giving their Personal Identification Number (PIN) and Passcode. When TeleMail is installed and user accounts are created, a Welcome mail is sent by TeleMail which contains details like TeleMail access Telephone number, Personal Identification Number (PIN) and pass code. The Pass code has to be changed using the Change Passcode option when the user logs in to TeleMail through the web based user interface.

Enter the Personal Identification Number and passcode and click “Submit”.



The welcome page is displayed after a user logs in successfully as shown below. The voice commands to be spoken by the user to use TeleMail over telephone can be printed in a compact format that can be carried by the user always. Use the Print Voice Command Reference Card and Hidden Features of TeleMail option. The following are the various options available for the user to configure TeleMail.

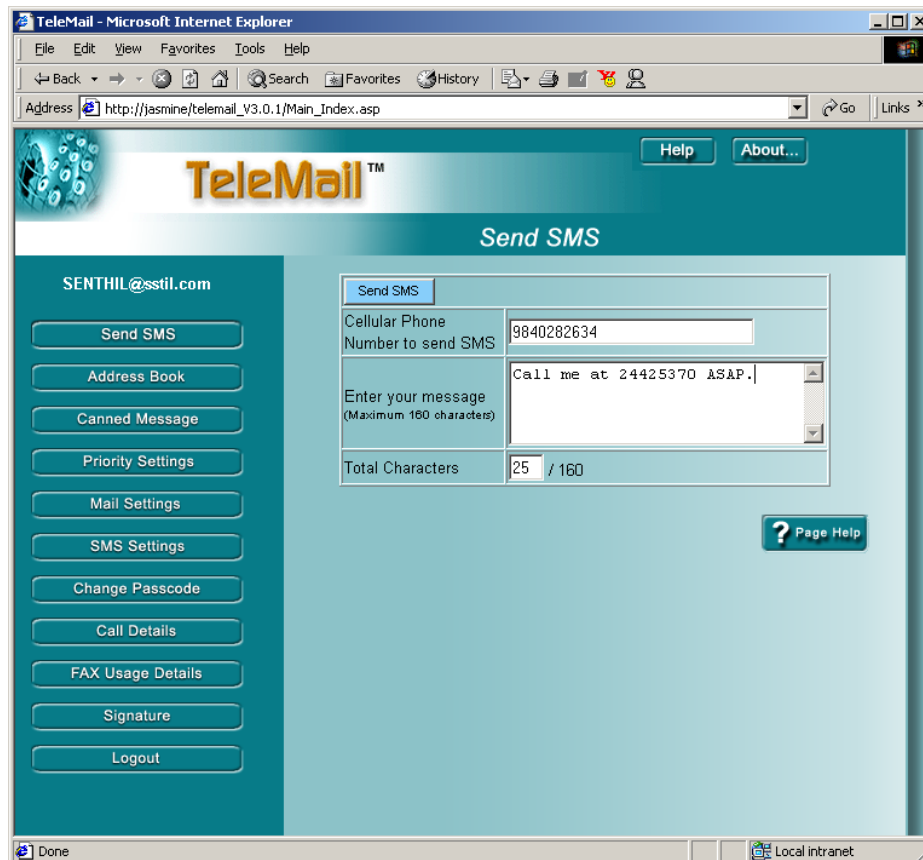
1. Send SMS
2. Address Book
3. Canned Message
4. Priority Settings
5. Mail Settings
6. SMS Settings
7. Change Passcode
8. Call Details
9. Fax Usage Details
10. Signature
11. Logout

As soon as you log-in for the first time, please ensure that your assscode is changed. Do not reveal your Passcode to others to prevent unauthorized access

### 3.2 Send SMS

As a TeleMail user you can send SMS to any mobile number by using this feature.

Enter the mobile number and SMS message. Click Send SMS.



### 3.3 Address Book

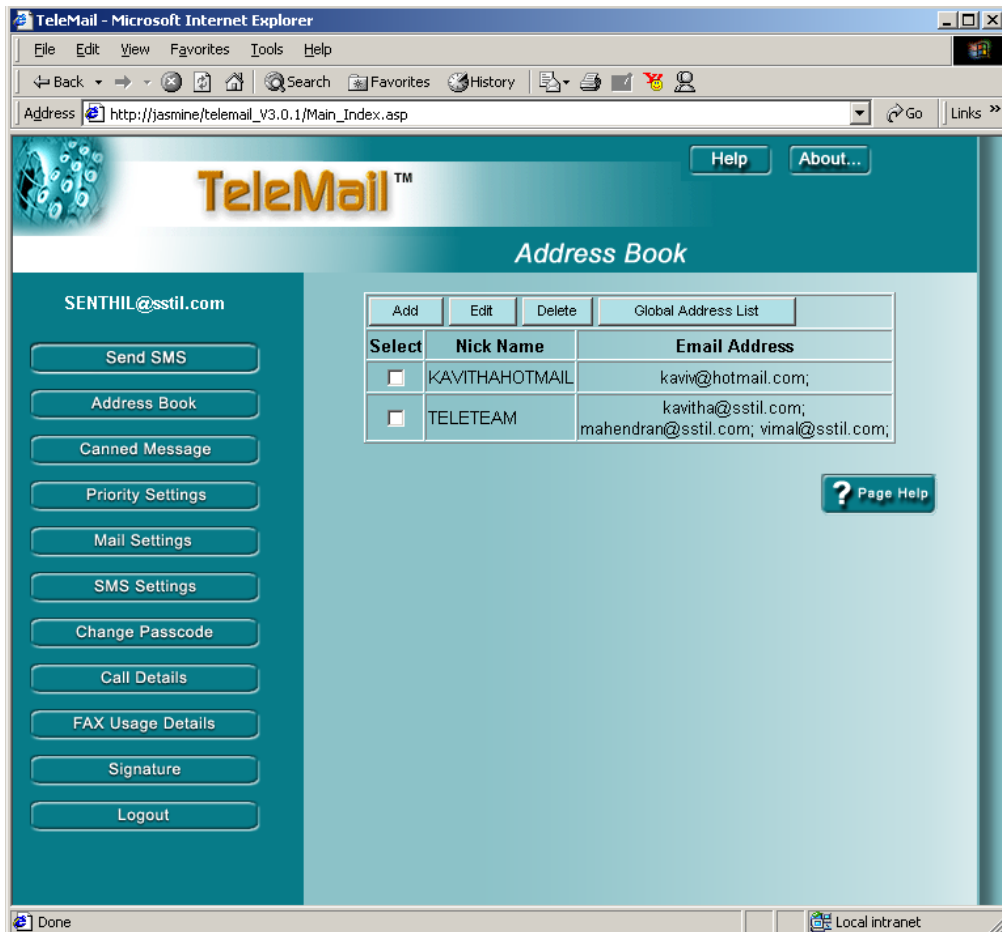
TeleMail maintains a Address book to store email addresses. Each Email address or a group of email addresses should have a nickname. You can also see the email addresses in the Global Address List of MS Exchange Server by clicking the Global Address list button.

To send or forward a mail over telephone, to an email address in TeleMail address Book or Global Address list, dial the nickname corresponding to that email address.

Click on Add button to add a new email address or a group. Multiple email addresses should be separated by semicolon.

Click on Edit button to change an email address or its nickname.

Nicknames should be unique.

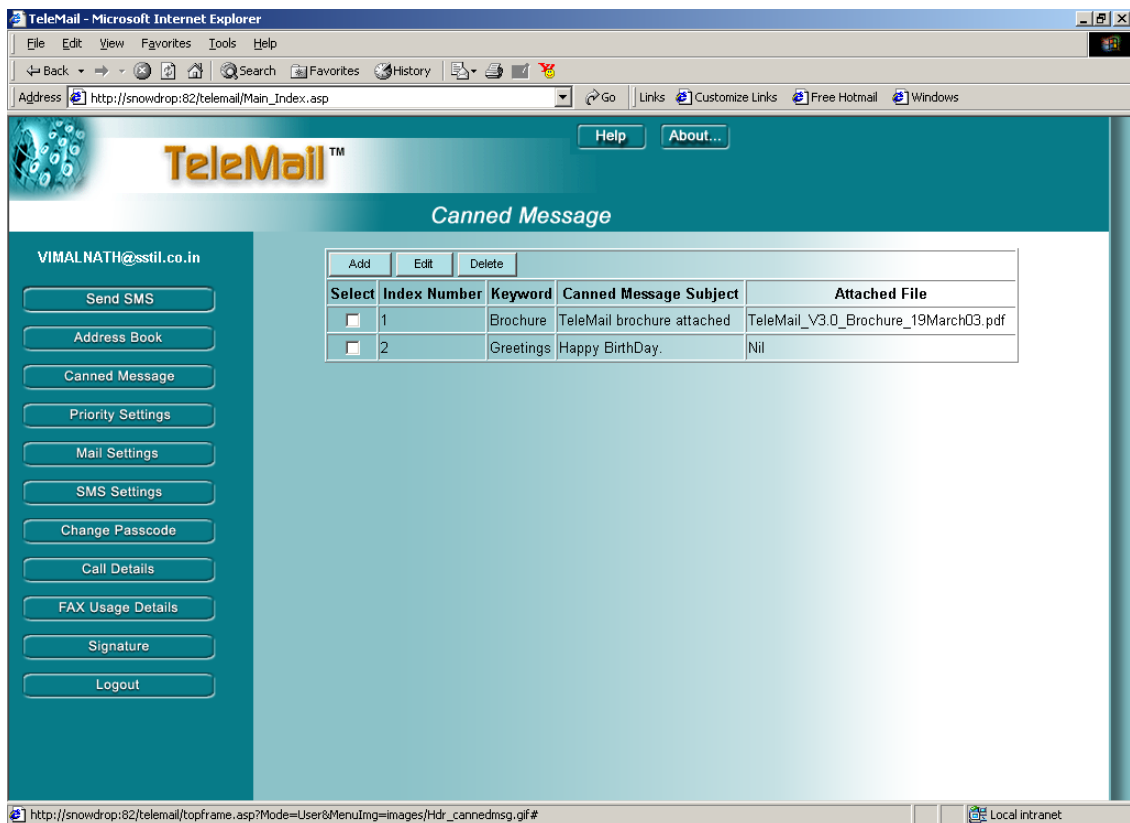


### 3.4 Canned Message

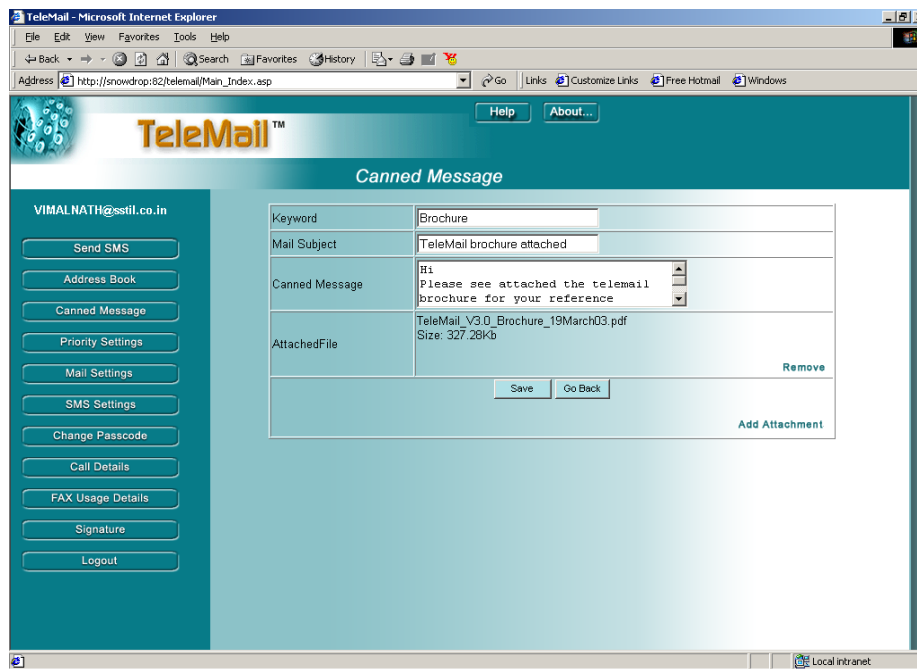
Canned Message option allows the user to send a predefined text message (with an attachment if any) over the telephone, either as a reply to an email received, or to any other email address. A user can define up to 10 such canned messages.

The user can configure each message to carry only one attachment and the size of the attachment should not exceed 1MB. The size of the predefined (canned) text message should not exceed 1024 characters, or approximately about 200 words. The user has to define a unique "keyword" associated with each canned message.

Over the phone the user can dial the keyword to send the corresponding canned message, with the attachment if any, to the recipient.



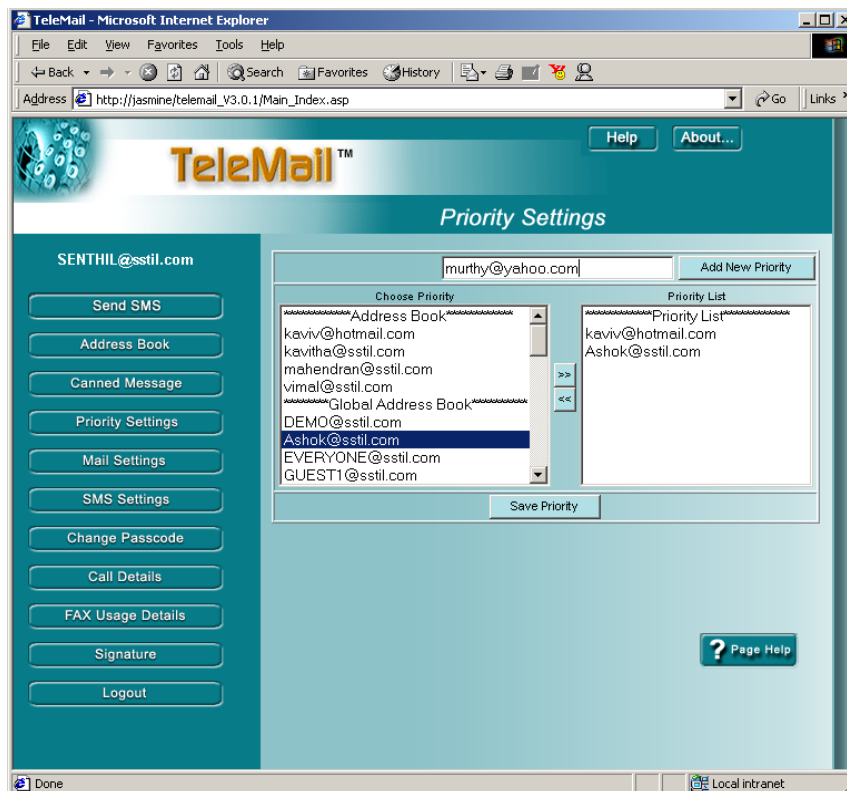
Select	Index Number	Keyword	Canned Message Subject	Attached File
<input type="checkbox"/>	1	Brochure	TeleMail brochure attached	TeleMail_V3.0_Brochure_19March03.pdf
<input type="checkbox"/>	2	Greetings	Happy BirthDay.	Nil



### 3.5 Priority Settings

When you listen to your emails over telephone, if the priority list contains any e-mail addresses, the mails from those addresses will be read out first according to the selected order. If there is no entry in the Priority list the mails will be read out in the chronological order.

To add an email address to your Priority list, either click the mail-id from the Address book or Global address list displayed, or Use Add New Priority button and enter the e-mail address and update.





### 3.6 Mail Settings

You can configure your TeleMail access by setting preferences. The options are,

<i>Preferences</i>	<i>Action if option is enabled (Checked)</i>
1. Sender's Name	While reading out new mail header details, TeleMail will readout the name of the sender
2. Sender's Email ID	While reading out new mail header details, TeleMail will readout the Email address of the sender
3. Subject of Email	While reading out new mail header details, TeleMail will readout the subject line
4. Date Received	While reading out new mail header details, TeleMail will readout the date and time of receipt of mail
5. Wave Attachments (if any)	While reading out new mail header details, TeleMail will play back the wave attachment, if any
6. Text Attachments (if any)	While reading a mail, using TTS TeleMail will read back the text attachments, if any.
7. HTML Attachments (if any)	While reading a mail, using TTS TeleMail will convert the HTML attachment to text and read back the HTML attachments, if any.
8. Word Attachments (if Any)	While reading a mail, using TTS TeleMail will convert the Microsoft Word attachment to text and read back the attachments, if any.
9. Recording Time for Voice Mail	Set the recording time of reply. (Max 120 secs)
10. Mail Deletion over telephone	If this feature is set, then you can delete emails over telephone. Otherwise this option will not be offered.
11. Read Email Priority wise	If this option is set, then when you listen to email over telephone, the emails from the priority emails address list will be read out first. Otherwise emails are readout based on received time.
12. Attach Signature in Mails	If this option is set, TeleMail automatically attaches your signature to all emails sent, replied or forwarded over telephone.
13. Select TTS Speed	You can select the speed at which the emails have to be read out over telephone by the TTS (in words per min).
14. Select TTS Pitch	You can select the Pitch at which the emails have to be read out over telephone by the TTS.

### 3.7 SMS Settings

Through this feature you can set or rest options related to SMS.

You can Enable / Disable SMS notification feature.

To receive the SMS alerts only for the mails you receive from the Priority email addresses you have already set, Enable SMS Notification For Priority Emails.

To receive the mail message as SMS Enable Send Email by SMS

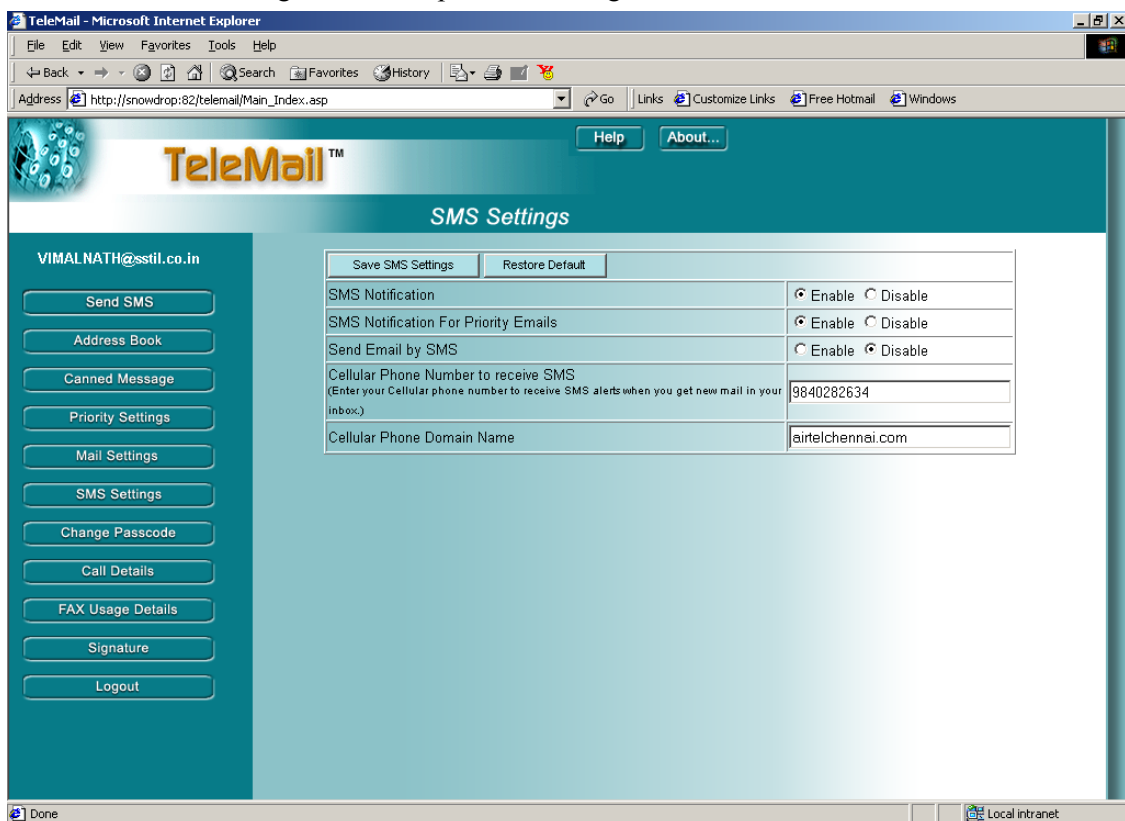
You can get SMS Notification from TeleMail in two ways.

A mobile phone can be connected to the TeleMail PC and TeleMail sends new mail Notification as an SMS to your mobile phone, using this mobile phone. In this case you need to fill up your mobile phone number only to get SMS from TeleMail.

In case a mobile phone is not connected to the TeleMail PC (Please contact your TeleMail administrator), then SMS is sent as an email to your mobile service provider.

In this case you have to fill up the domain name of the cellular service provider of your mobile phone. You need to contact your Mobile service provider to know your SMS domain.

Click on save SMS Settings button to update the changes made.



### 3.8 Change Passcode

With this option you can change your passcode, which you had entered while logging in.

First the old Pass-code has to be entered, followed by the new Passcode.

You would have to re-enter the new passcode for confirmation and then click on “Save”.

Passcode should be only numeric, to be used as a secret code for your TeleMail account.

You will be asked to dial the passcode on the telephone keypad for secure access of your Emails over Telephone.

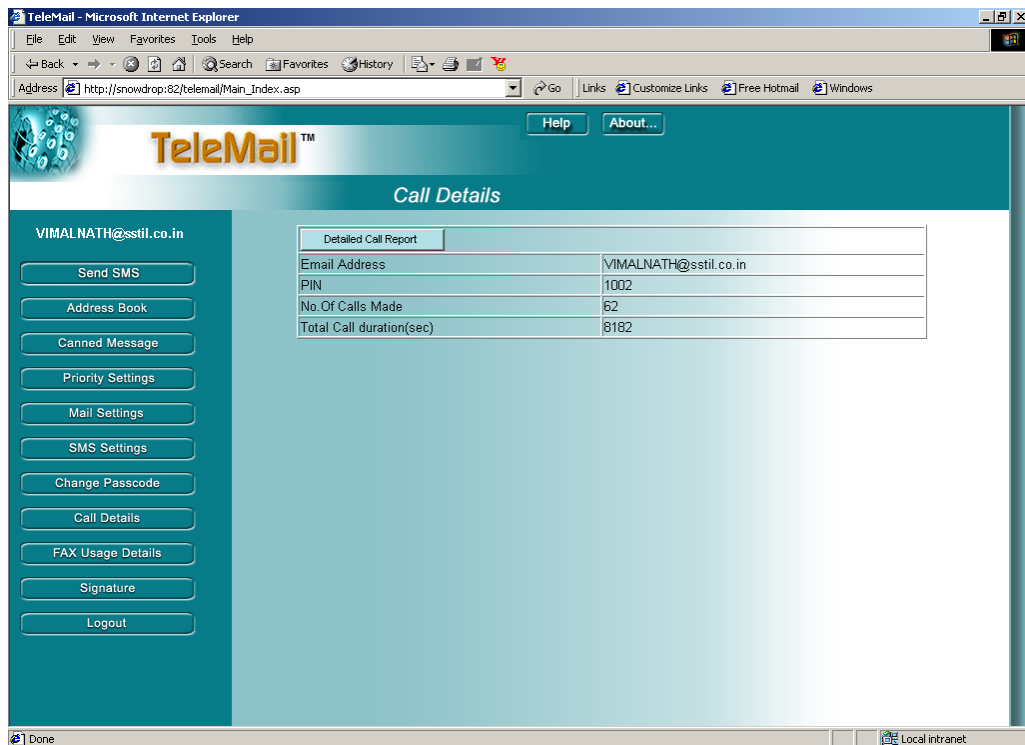
Passcode should be 6 digits long.

### 3.9 Call Details

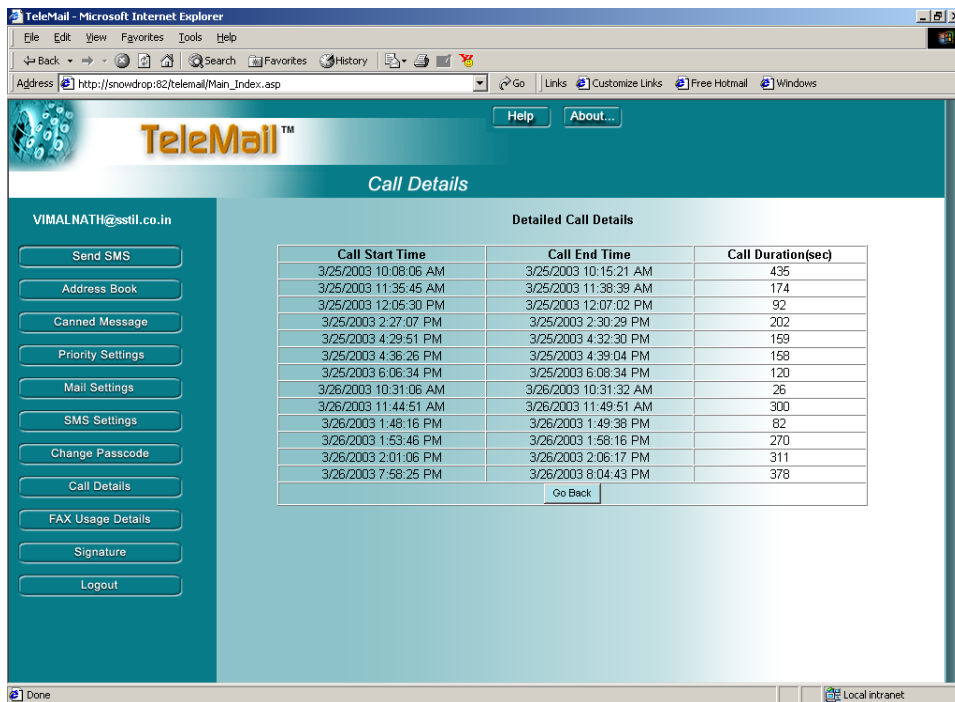
The **Call Details** feature helps you in knowing details like Number of calls made, the Total call duration in seconds for a selected date range. Moreover the details of every call made is listed when you choose the Detailed Call Report option.

You can select the date range between which the call detail has to be listed and click on Show Detailed Call Report button.

You can see the start date and time and the end date and time of all calls you made over telephone to access email over telephone. The duration of each call is also displayed.



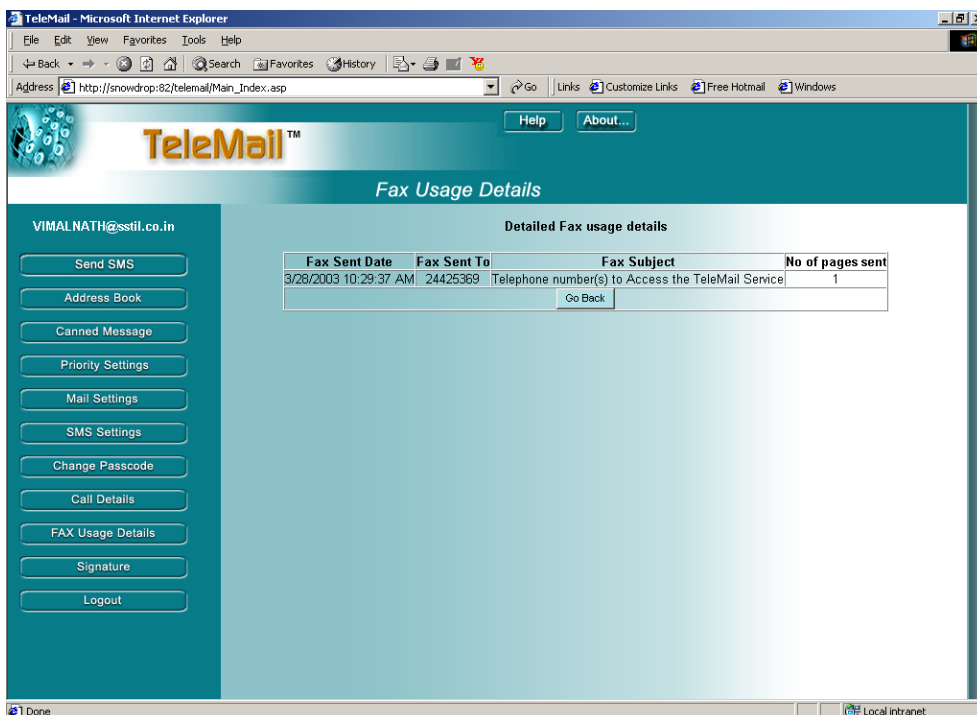
Detailed Call Report	
Email Address	VIMALNATH@sstil.co.in
PIN	1002
No. Of Calls Made	62
Total Call duration(sec)	8182



### 3.10 Fax Usage Details

The **Fax Usage Details** feature enables you to view statistics on the usage of email to fax feature over telephone for a selected date range.

You can click on Detailed Fax Report to know the details like Fax sent date and time, the number to which the fax was sent, Subject of the Fax and the no. of pages for every email forwarded to fax over phone.



### 3.11 Signature

You can get your ‘Signature’ attached to all mails sent through TeleMail. You need to fill up the signature in the space provided. The signature will be attached in the same format as you composed. Click on the on the Save button to update the Signature with TeleMail.

### 3.12 Log out

This is the final link that would enable you to log out of the system and take you back to the welcome screen.

## 4 Guidelines for User Telephony Access

You can access TeleMail by calling the TeleMail access telephone number. Once the connection is established, the TeleMail will ask you to Dial-in your Personal Identification Number (PIN) (equivalent to name) and then dial Passcode (equivalent to password). Once these are authenticated, you have access to your corporate mail system and your mailbox.

Once you are authenticated, over the phone, you can

- Send SMS to any mobile phone
- Send mails (to an email address in the address book or to any email address)
- Read mails (New or Read mails)
- Reply mails
- Forward emails to any email address
- Forward the mail and attachments to any FAX machine
- Navigating through mailbox using voice commands or touch tone
- Delete mails
- Logout

Refer to Annexure I for TeleMail Voice Command reference Card.

After the “Welcome” message, You can say **Send a mail** to compose a new mail or you can say **Open my inbox** to check your mails or say **Send a Short Message** to send SMS to any mobile phone. You can **Press 7** corresponding to the alphabet R in your telephone keypad, to listen to read (old) mails.

## 4.1 Send SMS over telephone

You can say *Send a Short Message* in the Main Menu, to send SMS to any mobile phone. You need not have a mobile phone to send SMS anymore. You can call TeleMail and choose this option. You need to dial the recipient's mobile phone number followed by pound key ('#'). The system then asks you to compose the SMS message through your telephone keypad. Refer to Annexure 3 on composing email addresses and messages using a telephone or cellular phone keypad to know about composing SMS using your telephone keypad.

## 4.2 Send mail

On selecting *Send a mail* option the system prompts to speak/dial the NickName corresponding to an email address in the address book or Global Address List of MS Exchange Server or to compose email address using the telephony keypad. The user can also mark a carbon copy (CC) and Blind Carbon Copy (BCC) of the mail. The user has to choose the email addresses for CC and BCC by dialing the Nick Name or email address. A copy of the email sent over telephone is saved in the Sent Items folder. The icon of the emails sent over telephone appears different from the other emails for identification.

### 4.2.1 Sending mail to an email address in the address book

The system prompts you to speak/dial the NickName of the email address to which you like to send a mail. The TeleMail will then fetch the corresponding email address and read it back for confirmation. If the address is correct you can say *yes, go ahead* and if it is wrong you can say *cancel this* and select a new address. You can also send email to an email address in the Global Address list of MS Exchange Server in the same way by dialing the NickName to choose the email address.

Refer to Annexure 4 on Composing a Nickname or Keyword on the Telephone keypad

### 4.2.2 Recording Message

After confirming that the email address is correct, the system will ask you if it has to send a voice message or a canned message. In case you choose to send a *canned message*, you will have to speak/dial the keyword corresponding to the canned message that you want to send. The message that you composed through the web based User Interface along with the attachment if any, are sent to the selected email address. In case you chose to send a *voice mail*, the system asks you to speak your message after the beep. After the message has been spoken, press 'Pound' (#) key on the telephone pad to indicate end of message. Your message will be recorded as Voice mail. This voice mail will be played back by the system for confirmation. To send the mail with this message as wave attachment, say *Send mail*. If you want to change the message you can say *Record again*. System will initiate the message recording process again. System will announce so, after the mail has been sent.

- TeleMail, while sending a voice attachment as reply/forward/new mail, will add a one-line message to the mail body requesting the recipient to play the voice mail attachment.

### 4.3 Inbox

If you have selected to go to your mails using *Open my Inbox* command, the system will first check for the new mails that have arrived and announce the number of new mails in Inbox. TeleMail plays a distinct short alarm before announcing the number of new emails present in your inbox. It will then read the header details (name and Email address of sender, subject, date of arrival) of the first (top most) unread mail. Then your options are *Read, Next Mail, Previous Mail or Good Bye Logout*. You can *Press 3 to delete* the mail.

- If you are on first mail in the mailbox and say "*Previous mail*" system will say that you are on top of the mailbox and repeat the options. The same applies if you are at the bottom of the mailbox and say "*Next Mail*"

If there are no unread mails, TeleMail will ask you if you want to see your saved mails. The options are *Yes go ahead or main menu*. If you select to fetch saved mails the system will announce the number of saved mails in Inbox and read the header details of the first saved mail. Thereafter the options are same as that for unread mails. If you select to go to main menu, You can compose and send a new mail if you wish.

#### 4.3.1 Listening to New Mails

The command to have your mail read out, after the system has read out the header details of the mail is *Read*. The system will open the mailbox and the Text-to-Speech Synthesis system reads your mail over phone. Microsoft Word, HTML and Text Attachments will also be read out and audio file attachments in .wav format are played back. Once the reading is complete the options available to you will be *Reply, Forward the Mail, Send a fax, Previous Mail, Next Mail, go back three, repeat, main menu or Good Bye-Logout*. You can *Press 3 to delete* the mail.

#### 4.3.2 Listening to Read Mails

To listen to Read (old) Mails, press 7, in the main menu. TeleMail now understands that you want to listen to your Read / saved mails. Then TeleMail asks you to speak / dial the Nick Name of the Sender, to fetch read mails from that sender.

TeleMail will then read the header details (name and Email address of sender, subject, date of arrival) of the first (top most) read mail from this sender. Then your options are *Read, Next Mail, Previous Mail or Good Bye Logout*. You can *Press 3 to delete* the mail.



- Start of the first mail will be announced. End of every mail will be announced
- Reading can be aborted pressing "Pound" (#) key
- If the mail body is empty, TeleMail will announce so.

### 4.3.3 Replying

On selecting **Reply** option you are asked to record your reply message as a **voice mail** or send **Canned message**. Since the reply will go to the same address from which the mail was received, there is no need to input address. The procedure to reply by voice mail is similar to the section on "Recording message". To send a canned Message, user has to login to TeleMail through the browser based User inter and store predefined text messages, each identified by a Keyword. User can attach one file per canned message. To send a canned message as reply, user has to speak/dial the keyword corresponding to the canned message to be sent. A copy of the reply you sent over phone is saved in the Sent Items folder.

Once replied the options will be **Reply, Forward the Mail, Send a fax, Previous Mail, Next Mail, go back three, repeat, main menu** or **Good Bye-Logout**. You can **Press 3 to delete** the mail.

Refer to Annexure 4 on Composing a Nickname or Keyword on the telephone keypad

### 4.3.4 Forward the Mail

This option is very similar to sending new mails, except that the message needs to be recorded. On selecting **Forward the mail** option you have to input the address to which the mail should be forwarded. This can be done by speaking/dialing the Nickname from the address book or Global Address List or by composing from key pad. The address will be read back for confirmation. If confirmed the mail will be forwarded to the selected address. TeleMail can send voice mail attachments also along with this forwarded message. The user can mark a CC or BCC of the reply, by dialing the Nick name or Email address of the recipients. A copy of the forwarded mail you sent over phone is saved in the Sent Items folder.

The option after forwarding the mail will be **Reply, Forward the Mail, Send a fax, Previous Mail, Next Mail, go back three, repeat, main menu** or **Good Bye-Logout**

Refer to Annexure 4 on Composing a Nickname or Keyword on the telephone keypad

### 4.3.5 Forwarding Email to Fax

By choosing the **Send a Fax** option you can get a mail forwarded to a Fax machine that you supply over the telephone. Any Microsoft Office attachments are also faxed. You have to dial the fax number followed by '#' pound key.



### 4.3.6 Navigating through mailbox

You can either speak commands like *Next mail*, *Previous mail* to navigate through the Inbox.

### 4.3.7 Delete Mail

You can opt to delete a mail immediately after reading the header information like sender's name/ email address, subject, etc. or you can opt to delete the mail after listening to the mail. To delete the mail press 3 when the option is played out. You will be asked to confirm deletion. Just before logging out, the system would once again ask for confirmation. The mail deleted over phone would be deleted from your Inbox. After deletion of a mail the options available will be *Read*, *Next Mail*, *Previous Mail* or *Good Bye Logout* if you delete the mail immediately after reading the header of the mail. The options are *Reply*, *Forward the Mail*, *Send a fax*, *Previous Mail*, *Next Mail*, *go back three*, *repeat*, *main menu* or *Good Bye-Logout* if you delete a mail after reading the mail.

### 4.3.8 Read a Mail again

If you want to read the current mail again, use the *repeat* option. The header information and mail message is read again. After listening to the mail again the options available will be *Reply*, *Forward the Mail*, *Send a fax*, *Previous Mail*, *Next Mail*, *go back three*, *repeat*, *main menu* or *Good Bye Logout*.

### 4.3.9 Read the 3<sup>rd</sup> mail ahead of the current mail

To browse the inbox quickly you can skip some mails. Say *go back three* to read the 3<sup>rd</sup> mail ahead of the current mail. Header information of that mail is read out. The options available after reading the header information are *Read*, *Next Mail*, *Previous Mail* or *Good Bye Logout*.

### 4.3.10 To send mail after reading mails

If you want to compose a new mail after reading mails in your inbox, you can say *main menu*. If any mails were marked for deletion, confirmation to delete them will be asked. Say *yes*, *go ahead* to delete the mails. Say *cancel this* to go to send mail option.

## 4.4 Logout

After listening to a mail, you have an option to say *Good Bye Logout* to end the call. After choosing to logout, the system gets confirmation from you. If you really want to logout you can say *Yes*, *go ahead*. If you say *cancel this*, the system continues to get the next option from you.



## Annexure 2 – Hidden Features of TeleMail

6. Similarly, if user wants **to come out of send a short message** option, **User can press # key** when the system asks for mobile number.
10. **To end the call**, the user can say **Good Bye Logout** after listening to the header of the mail or after listening to the mail message or when you do not have any new mails



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### Hidden Features of TeleMail

1. By default voice commands are used to navigate through the TeleMail system. To switch to touch tone mode where the user can press the digits on the Telephone keypad to navigate through the system, **Press # key while the system asks the user to speak a voice command, before recording starts.**
2. In options where the TeleMail user has to dial a key, the user can barge in and start dialing even before the prompt completes. E.g., while dialing PIN or passcode or fax number.

1

3. When TeleMail plays a prompt asking the user to speak a voice command, the user can **press any key (except the keys mentioned in the menu option & # key) to stop the prompt playback** and start speaking the voice command.
4. When emails are readout by TeleMail in a **Text to Speech (TTS) synthesized voice, user can press # key to abort the reading** and proceed with the next option.
5. User should remember to **press # key after speaking out a voice mail** to stop the recording. Otherwise voice mail recording will continue till the maximum duration specified in the user interface.

2

6. User can **Press any key (except # key) to stop playback of a voice mail** when emails are readout.
7. In the touch tone mode user can **press 0 to logout** of TeleMail.
8. If a user wants **to come out of Send Mail option to Main Menu, User can press # key** when the system asks for nick name or email address.
9. Similarly, if user wants **to come out of forward the mail** option, **User can press # key** when the system asks for nick name or email address.
10. Similarly, if user wants **to come out of send a Fax** option, **User can press # key** when the system asks for Fax number.

3

## Annexure 3 - Composing email addresses and messages using a telephone or cellular phone keypad

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This is an innovative technique devised by us.

On standard telephone keypads, alphabets corresponding to numeral keys are,

1	ABC 2	DEF 3
GHI 4	JKL 5	MNO 6
PQRS 7	TUV 8	WXYZ 9
*	0	□

Typing any alphabets (say 'K') or character through TeleMail can be done as under.

1. Pressing the key where the alphabet appears (for 'K' press '5')
2. A string of 3 or 4 alphabets are printed for each key, as shown in the figure above. Press the key that corresponds to the position of the alphabet in the string. ('K' corresponds to 2<sup>nd</sup> alphabet in the string on the key 5. So press '2')
3. So when you press the sequence 5 2, TeleMail will understand the alphabet as K.

**This technique is used to dial email addresses over telephone using the keypad, while sending a mail or forwarding a mail to an email address not listed in the address book.**

**The same technique can be used to compose short messages using the telephone keypad.**

Table below maps the keys (to be pressed) for every number, alphabets and characters that normally appear in Email addresses.

Alpha-numeric character	Pair of keys Pressed	
0	0	0
1	0	1
2	0	2
3	0	3
4	0	4
5	0	5
6	0	6
7	0	7
8	0	8
9	0	9
A	2	1
B	2	2
C	2	3
D	3	1
E	3	2
F	3	3
G	4	1
H	4	2
I	4	3
J	5	1
K	5	2

Alpha-numeric character	Pair of keys Pressed	
L	5	3
M	6	1
N	6	2
O	6	3
P	7	1
Q	7	2
R	7	3
S	7	4
T	8	1
U	8	2
V	8	3
W	9	1
X	9	2
Y	9	3
Z	9	4
@ (Ampersand)	4	4
(_) (Underscore)	5	5
(.) (Dot)	6	6
(-) (Hyphen)	7	7
Space	8	8
New line	9	9

Using the above key combinations you can compose the email address with your telephone keypad. Composing Email addresses using the keypad has the following features.

- It will work only on DTMF enabled telephone lines or switches
- The user has to press only two keys per character (be it numeral, alphabetical or special symbols).
- A reasonable pause has been built-in between key-clicks so that the user can take time to think

The composing of [john\\_s@hotmail.com](mailto:john_s@hotmail.com) will be done as under

j	o	h	n	_	s	@	h	o
51	63	42	62	55	74	44	42	63
t	m	a	i	L	.	c	o	m
81	61	21	43	53	66	23	63	61

And finally press #.

## Annexure 4 – Composing a Nickname or Keyword on the Telephone Keypad

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Composing a Nickname or keyword is different from composing an email address or short text messages, because the Nicknames list and keywords list is known before hand. So that when the system asks the user to dial a Nickname or Keyword, it knows that he or she can choose one among the list only.

So a method to compose a Nickname or keyword for a canned message is devised so that the user needs to dial minimal number of keys to select a Nickname or keyword from a list.

While the user is still dialing the digit sequence to choose a keyword or Nickname, TeleMail converts the digit sequence dialed by the user into a keyword or Nickname. TeleMail then compares it with the words in the list and when they match, announces the user and gets confirmation. In some cases the system may not be able to find a single match for the digits dialed. In this case the user might have to then confirm to TeleMail which keyword or Nickname he or she wants to choose.

**This technique can be used not only for Nicknames or Keywords, but also for dialing any words or phrases, provided the list of words or phrases to choose form is known before hand**

On standard telephone keypads, alphabets corresponding to numeral keys are as shown below.

1	ABC	DEF
4	JKL	MNO
7	TUV	WXYZ
*	0	□

The rules in composing the Nickname or keyword using this technique on a telephone keypad are as follows

1. The user can dial only **alphabets, digits, hyphen, underscore** or **dot**. So the Nicknames and Keywords should contain only these characters.
2. To choose an alphabet the user has to press the corresponding number in the telephone keypad shown above. For e.g. to choose alphabet '**J**' the user has to press a single key '**5**'. To choose an alphabet '**O**' user has to press a single key '**6**', to choose '**H**', the user has to press **4**, to choose '**N**', the user has to press '**6**'. So to choose the name "**JOHN**", the user has to press the key sequence **5 6 4 6**
3. To choose a digit the user has to press '0' followed by the digit on the keypad. For e.g. to choose the digit 3, the user has to press the keys '0' and '3'. To choose the digit 0, the user has to press the keys '0' and '0' and so on.
4. To choose **hyphen** the user has to press the digit 4. (Hint: digit 4 corresponds to the 'h' in **hyphen**).
5. To choose **underscore** the user has to press the digit 8. (Hint: digit 8 corresponds to the 'u' in **underscore**).
6. To choose **dot** user has to press the digit 3. (Hint: digit 3 corresponds to the 'd' in **dot**).
7. There is no need to dial the space, if multiple words have to be dialed.

Following is the procedure to dial a keyword or Nickname using the telephone keypad.

If the keywords list contains words

**My Profile**

**Brochure**

**Greetings**

**Out of Station**

**My Photo**

Example 1

To choose **Greetings**, the user has to **Press 4**, corresponding to alphabet '**G**'. In the list shown above, there is only one word beginning with 'G'. There are no other words beginning with 'G' or 'H' or 'I'.

So if the user pressed 4 corresponding to letter 'G' on the telephone keypad then TeleMail immediately selects the word Greetings.

## Example 2

To choose **My Photo**, the user has to **Press 6**, corresponding to the alphabet **'M'**. Now TeleMail shortlists the list of keywords to words beginning with 'M', 'N' and 'O'. The new list will be

**My Profile**

**Out of Station**

**My Photo**

Next the user has to **Press 9**, corresponding to the alphabet **'Y'**. Now TeleMail shortlists the list of keywords to words with 'M', 'N' and 'O' as the first alphabet and 'W', 'X', 'Y' or 'Z' as the second alphabet. The new list will be

**My Profile**

**My Photo**

- Next the user has to **Press 7**, corresponding to the alphabet **'P'**. But this time the list does not change, as in both the words the third character is **'P'**.
- Finally, when the user **Presses 4**, corresponding to the alphabet **'h'**, TeleMail finds a match with the word **My Photo**.
- To **summarize** the user **Presses keys 6 9 7 4**, to choose the keyword **My Photo** from the list of 5 words shown above.

## Example 3

- Consider the list of words shown below

**Sam**

**Ram**

- To choose either of the words, user has to **press keys 7 2 6**. In this case TeleMail cannot resolve which word the user wants to choose. In such a case TeleMail spells each word and asks the user for a confirmation to select the word.





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