

MOTION
APPS

mVisualVoiceMail v1.1.1
for Windows Mobile
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mVisualVoiceMail v1.1.1

for Windows Mobile

User's Guide

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Introduction

Welcome

mVisualVoiceMail enables you to play and manage voicemail messages that you receive attached to regular e-mails on your Windows Mobile device.

If you are using Pocket Outlook (also known as Messaging) application to read e-mail on your mobile phone, mVisualVoiceMail will integrate with it looking for e-mails that contain voicemail messages and display them separately from other messages in your inbox.

If you are not using Pocket Outlook but some other e-mail client on your phone, you will benefit from the advanced audio player that is part of mVisualVoiceMail package.

mVisualVoiceMail can decode and play WAV and GSM files in various formats. Most of the commonly used PBXes are configured to send voicemail attachments in formats that cannot be played with Pocket Media Player or other audio applications. mVisualVoiceMail addresses this problem by providing required codecs for reproduction of such files.

mVisualVoiceMail supports the following codecs:

- GSM 6.10
- G729
- G.711A (CCITT ALaw)
- G.711u (CCITT μ Law)
- PCM
- IMA ADPCM
- OKI ADPCM
- Microsoft ADPCM

Thank you for choosing mVisualVoiceMail!

System Requirements

mVisualVoiceMail works with Windows Mobile 5 or Windows Mobile 6 devices. This includes both PocketPC (devices with touch-screen) and Smartphone (devices without touch-screen) flavors of Windows Mobile.

List of devices that mVisualVoiceMail works with, includes Treo 700w/wx, Treo 750v, Treo 500v, Moto Q, Moto Q9, Samsung BlackJack, HTC S620 (Dash) and many other phones running Windows Mobile 5 or 6.

However, please have in mind that certain features of mVisualVoiceMail may not be available or may behave slightly different on various hardware.

mVisualVoiceMail has no requirements for desktop systems and you can use it without any desktop computer.

How to Reach Us

Customer satisfaction is our top priority, so if you have any questions, comments, suggestions, or requests, we would be happy to hear from you. Here's how to reach us:

Web: <http://www.MotionApps.com/support>

Mail: MotionApps
77 Dow Place, Suite 103
San Francisco, CA 94107, USA

Phone: +1 (415) 495.9700

Installation

The mVisualVoiceMail Package

After you download mVisualVoiceMail, you will receive two installation files:

1. mVisualVoiceMail_SP.CAB for installation on Smartphone devices (Moto Q and BlackJack), and
2. mVisualVoiceMail_PPC.CAB for installation on Pocket PC devices (Treo)

Installing Your Software

You can install mVisualVoiceMail by deploying the appropriate .CAB file (for SP or PPC) on your device and launching it there. This will start the installation process. To complete the installation process, please follow the onscreen instructions.

About the Evaluation Version

The evaluation version of mVisualVoiceMail is fully functional for the period of 7 days after the first installation. When this trial period expires, the audio playback features of mVisualVoiceMail will be disabled until you enter an activation code. The evaluation version includes the full set of features as they are available in the full version.

Activating

When you purchase mVisualVoiceMail, the activation code will be sent to you via e-mail. **Please make sure that you have used the correct e-mail address during the purchase process.**

To enter your activation code, run mVisualVoiceMail and choose the "Tools->Activate" option from the menu and an activation form will appear. Enter your activation code into the appropriate input field and follow the on-screen instructions.

If you do not have an internet connection on your smartphone, you can activate mVisualVoiceMail through the connection on your desktop computer. In order to do that, you need to have ActiveSync installed on your desktop computer. Connect your smartphone to the desktop computer by USB sync cable and activate the application as previously described.

Using mVisualVoiceMail with Pocket Outlook

This section describes how to use mVisualVoiceMail if you are using Pocket Outlook (Messaging) application to read your e-mail.

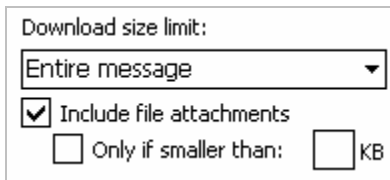
Prerequisites

mVisualVoiceMail works by inspecting the e-mail Inbox folder on your device looking for e-mail messages that contain voicemail attachments. Voicemail attachments are files with .WAV or .GSM extension that are attached to regular e-mail messages.

To be able to use mVisualVoiceMail properly you need to configure Pocket Outlook/Messaging application on your mobile phone to download complete e-mail messages, including their entire attachments. If you have configured Pocket Outlook to download only message headers or just first few kilobytes of entire messages, mVisualVoiceMail may not be able to extract voicemails from such partial messages.

This configuration is usually done during the account setup but can be reconfigured at any time under "Options -> Account Settings" for that e-mail account inside the Pocket Outlook.

An example of how this configuration needs to be set is given in the picture below. Please note that the exact details of this screen may vary depending on a device type and Windows Mobile operating system version that device is using.



Download size limit:
Entire message
 Include file attachments
 Only if smaller than: KB

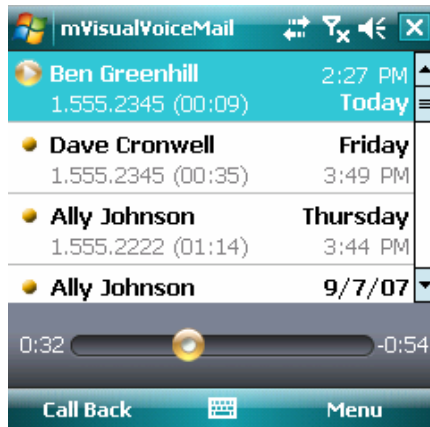
Setting up mVisualVoiceMail

First time you start mVisualVoiceMail the settings dialog will popup and you will need to choose e-mail account that you use to receive voicemails. If you have multiple e-mail accounts configured on your device choose the one that is receiving WAV or GSM voicemail attachments.

You can always change this setting by selecting Tools->Settings option from the mVisualVoiceMail menu.

Using mVisualVoiceMail

Once you have configured and selected your e-mail account you can start using mVisualVoiceMail. On the main application screen you will see the list of your voice mails.



mVisualVoiceMail creates this list by inspecting e-mail messages that you have in the Inbox folder of the e-mail account you have selected during mVisualVoiceMail configuration.

New messages, the ones that you haven't listened to, will be marked with an orange dot in front of the caller's name and displayed in **bold** font.

Listen to a voicemail message

Use the up and down keys of your phone to move a selection bar to the voicemail message that you want to listen to and press the center button. If you are using a phone with touch screen you can simply tap the message on screen with a stylus or your finger.

To	On Pocket PC, do this	On Smartphone, do this
Pause or stop the playback	Tap anywhere near the playback slider, or press the central button on the keyboard	Press the central button on the keyboard
Skip to any point in a message	Use the left and right arrow keys on a phone keyboard to jump forward or backward, or drag the playhead on a slider with your finger or stylus	Use the left and right arrow keys on a phone keyboard to jump forward or backward
Toggle the playback speed between normal and fast mode	Use the space bar key on phone keyboard	Use the space bar key on phone keyboard
Listen to another message	Move the selection bar on another message with cursor keys and press the center button, or tap any message with a finger or stylus	Move the selection bar on another message with cursor keys and press the center button
Adjust the playback volume	Use the same controls that you are using to adjust phone call volume on your phone. This is depends on the type of the phone that you have, but most often the volume is controlled by the two keys or scroller wheel at the side of the phone.	

Call back or reply to message sender

You can call back the person who left you a voicemail by pressing the “Call Back” button or left action key on your phone keyboard. mVisualVoiceMail will ask you to confirm or alter the phone number giving you the chance to add a prefix or country code, for example.

If you have checked the “Use North American dialing rules” in mVisualVoiceMail settings, the application will automatically format the number to meet the requirements for dialing numbers from US and Canada.

Call back persons from your address book

If you receive a voicemail message from a phone number that you have stored in your address book, you can mark that message and select “Reply With” option from the main menu. mVisualVoiceMail will list all the other phone numbers and e-mail addresses that you have associated with the particular contact giving you a chance to reply to the sender by e-mail or to call him on a different phone number.

For example, if you receive a voicemail from a person that you have in your address book, you can use this option to send him an e-mail, or to dial some of her other phone numbers without having to leave mVisualVoiceMail.

Mark message as read/unread

As soon as you play a message mVisualVoiceMail will mark it as read. To toggle the read state of a message select it in the list with a selection bar and choose “Mark as Read” or “Mark as Unread” item from main menu.

Depending on your device configuration, you may hear a sound notification that the new e-mail message has arrived when you change the message state from read to unread.

Whenever you change a read state of a voicemail message in mVisualVoiceMail, the state of the original e-mail message in your inbox will also be changed.

Delete a message

To delete a voicemail, mark it with the selection bar and select “Delete” from the main menu. Upon confirmation, mVisualVoiceMail will delete the message from your inbox.

Listen to audio files stored on your phone

You can use mVisualVoiceMail to listen to WAV and GSM files stored anywhere on your phone, including its internal memory and external storage card.

To open a file from mVisualVoiceMail, select “Open file” option from main menu. mVisualVoiceMail will open the file browse dialog allowing you to select a WAV or GSM file from any folder.

You can also select a WAV or GSM file in File Explorer application on your phone. Since mVisualVoiceMail is registered with the OS as a handler for these types of files, it will automatically launch and start playing the selected file.

Listen to voicemail attachments from Pocket Outlook

If you select a voicemail attachment while reading an e-mail message in Pocket Outlook/Messaging mVisualVoiceMail will launch, play the file and go back to e-mail application when the playback is done.

Alternatively, mVisualVoiceMail integrates into context menus of Pocket Outlook: if you are reading an e-mail with WAV or GSM file attached to it, you can select the "Play voicemail" menu item from main menu to listen to attached message with mVisualVoiceMail.

Using the Today Screen plugin

If you are using mVisualVoiceMail on a Pocket PC phone you can use the Today Screen plugin to see the number of new voicemail messages waiting in your inbox.

Today screen plugin will be enabled by default after the installation. To disable it, select Start->Settings->Today Screen->Items and un-check mVisualVoiceMail item.

If you are using a Smartphone Windows Mobile phone, this feature will not be available.

Using mVisualVoiceMail with other e-mail applications

This section describes how to use mVisualVoiceMail if you are using an e-mail client application other than Pocket Outlook (Messaging) to read your e-mail. For example, if you are reading your e-mail through GoodLink Email application or even by using web browser to access your web-mail client, you can use mVisualVoiceMail as described in this chapter.

Prerequisites

mVisualVoiceMail registers itself with the Windows OS as a handler for WAV and GSM file types. This means, that whenever you open a WAV or GSM file, from any application, the OS will launch mVisualVoiceMail instructing it to play the selected file.

The only requirement that mVisualVoiceMail has for playing the voicemail is that e-mail client you are using is capable of invoking external applications for handling voicemail attachments. All of the major e-mail clients for Windows Mobile phones support this feature.

Setting up mVisualVoiceMail

First time you start mVisualVoiceMail the settings dialog will popup and you will need to choose e-mail account that you use to receive voicemails. However, since it integrates only with Pocket Outlook application, mVisualVoiceMail will display only the list of e-mail accounts configured in Pocket Outlook. If you are using a different e-mail client, chances are that you will not see your e-mail account listed here.

To continue, simply select the "Other" option from the list of configured e-mail accounts.

Using mVisualVoiceMail

If you are not using Pocket Outlook you will rarely need to start mVisualVoiceMail directly. Instead, go to your e-mail application and open an e-mail message containing the attached voicemail file. Then, simply open the attachment by invoking a command specific to your e-mail client and mVisualVoiceMail will appear on screen, play the message and exit back to e-mail application.

Controlling voicemail playback

During the voicemail playback you can use left and right arrow key on your smartphone keyboard to jump forward and backward through the message.

To	On Pocket PC, do this	On Smartphone, do this
Pause or stop the playback	Tap anywhere near the playback slider, or press the central button on the keyboard	Press the central button on the keyboard
Skip to any point in a message	Use the left and right arrow keys on a phone keyboard to jump forward or backward, or drag the playhead on a slider with your finger or stylus	Use the left and right arrow keys on a phone keyboard to jump forward or backward
Toggle the playback speed between normal and fast mode	Use the space bar key on phone keyboard	Use the space bar key on phone keyboard
Adjust the playback volume	Use the same controls that you are using to adjust phone call volume on your phone. This is depends on the type of the phone that you have, but most often the volume is controlled by the two keys or scroller wheel at the side of the phone.	

Listen to audio files stored on your phone

You can use mVisualVoiceMail to listen to WAV and GSM files stored anywhere on your phone, including its internal memory and external storage card.

To open a file from mVisualVoiceMail, select "Open file" option from main menu. mVisualVoiceMail will open the file browse dialog allowing you to select a WAV or GSM file from any folder.

You can also select a WAV or GSM file in File Explorer application on your phone. Since mVisualVoiceMail is registered with the OS as a handler for these types of files, it will automatically launch and start playing the selected file.

Using the Today Screen plugin

Today Screen plugin is an extension for Pocket PC today screen that displays the number of new voicemails you have in your inbox.

If you are not using Pocket Outlook (Messaging) to read your e-mail, mVisualVoiceMail will not have the access to your Inbox, so you can remove the today screen plugin. To do so, select Start->Settings->Today Screen->Items and un-check mVisualVoiceMail item.

Frequently Asked Questions

1. What are the prerequisites for using mVisualVoiceMail?

The only prerequisite for mVisualVoiceMail is that you have configured your voicemail system to deliver the voicemail messages to your e-mail account as audio (WAV or GSM) file attachments. For example, most of the VoIP services providers have this option available for their clients, as well as most of the PBXes commonly used in today's corporate telephone networks.

With that setup in place, mVisualVoiceMail will enable you to manage or listen to your voicemails on your Windows Mobile phone.

2. Will mVisualVoiceMail change the way I am using my regular cell phone voicemail?

No. mVisualVoiceMail is designed to handle only voicemails that you receive as e-mail attachments. Regular voicemail service of your cellular network provider will not be affected in any way.

3. Are there any additional cellular charges for using mVisualVoiceMail?

No. mVisualVoiceMail will not generate any additional voice or network traffic from your phone. Only charges that you may be billed for are the regular data transfer fees charged by your network operator for delivering e-mails to your phone.

4. Does mVisualVoiceMail depends on Pocket Outlook on my phone? Can I use mVisualVoiceMail if I am using some other e-mail client?

mVisualVoiceMail integrates with Pocket Outlook (AKA Messaging application) on your Windows Mobile phone to access the e-mail messages that you have received in order to filter ones that contain voicemail attachments.

If you are using some other e-mail client, like Good Email, the "visual" features of mVisualVoiceMail will not be available meaning that you will not be able to see your voicemails in a separate list, independently of other regular e-mail messages. However, you can still use mVisualVoiceMail as a player for your voice messages since many of the voicemail files cannot be played with other multimedia applications, like Windows Pocket Media Player due to lack of required audio codecs.

5. Which audio formats are supported by mVisualVoiceMail?

mVisualVoiceMail can decode and play voicemail messages encoded in following formats:

- PCM
- CCITT uLAW
- CCITT ALAW
- GSM 6.10
- IMA ADPCM
- MS ADPCM
- OKI ADPCM

In addition to these, mVisualVoiceMail with G729 codec can be used for listening to messages encoded in G.729 format.

If you are not certain which codec your voicemail system uses, we encourage you to download a free trial version of mVisualVoiceMail which will be fully functional during the limited period of time and to see if it is compatible with your voicemail configuration.

6. Will mVisualVoiceMail work with my phone?

mVisualVoiceMail works with:

- Windows Mobile 5 PocketPC and Windows Mobile 6 Professional phones. These are Windows phones with touch screen, like Treo 700w/wx, Treo 750, various HTC and HP phones and others.
- Windows Mobile 5 Smartphone or Windows Mobile 6 Standard phones. These are Windows phones without touch screen, like MotoQ, T-Mobile Dash (HTC S620), Samsung BlackJack, Treo 500v and many others.

Troubleshooting

mVisualVoiceMail normally does not require troubleshooting.

However, if you are experiencing problems please check the mVisualVoiceMail FAQ list or contact MotionApps technical support.

Contacting Technical Support

If you need to report a problem or request assistance when using this version of mVisualVoiceMail, please fill in the Support Request form on our Web site:

<http://www.motionapps.com/support>

To help us help you, please, be sure to include as much information and as detailed description of your problem as possible.

Revision History

mVisualVoiceMail 1.1.1

- Improved voicemail parser
- Internal improvements

mVisualVoiceMail 1.1

- Improved voicemail decoder
- Added voicemail duration in details view
- Added option to change font size
- Added “Add to contacts” option
- Internal improvements

mVisualVoiceMail 1.0.1

- GUI improvements
- Internal improvements

mVisualVoiceMail 1.0

- Initial release