

Overview

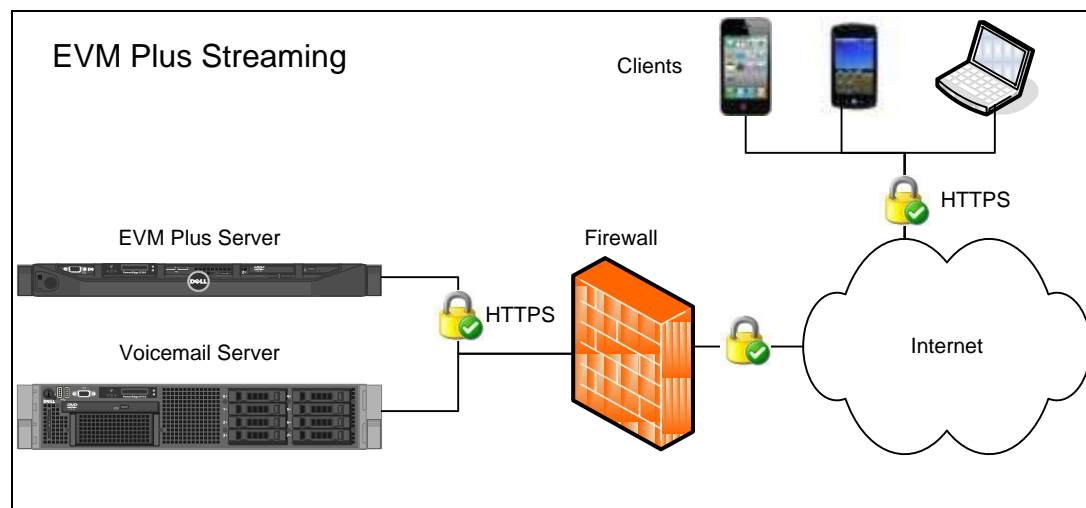
This document outlines the options for streaming EVM Plus voice messages. The ability to stream voice messages is an alternative to accessing voicemail messages via an email attachment. Instead, subscribers have no attachment and click a link in the email body to stream the voicemail message.

Architecture

Most components of the architecture already exist. The only special configuration required for streaming voice messages to clients may be firewall configuration.

In order for the web links to work for end users outside your network (e.g. smart phone users or users accessing from home), the EVM server must be opened externally to the Internet. This will allow an end user to stream the voice message from his/her email client. It is the customer's responsibility to configure the routing/firewall/DNS settings to allow external users access to the EVM website.

The diagram below shows a simple diagram of voicemail messages being accessed from clients outside the organization firewall:



Operation

EVM Plus operates on subscribers' mailboxes. Once a new voicemail arrives for a subscriber, a copy is downloaded from the voicemail system to the EVM Plus Server and is stored for streaming. Text, IM or email notifications can be sent to the subscribers' device(s). Voice messages can be purged from the EVM Plus Server at a specified interval (e.g. 30 days) and the link will no longer function.

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Options

There are three streaming options for the EVM Plus application:

- (1) **Open Streaming** – The EVM Plus application emails to subscribers have link directly to an MP3 file stored on the EVM Plus server. If an email with a link to a voicemail message is forwarded to another person, that person may access the voicemail message.
- (2) **Password Protected** – The EVM Plus application emails to subscribers have link directly to an MP3 file stored on the EVM Plus server. The subscriber must enter the voicemail password before listening to the message. If an email with a link to a voicemail message is forwarded to another person, that person must know the voicemail password before accessing the voicemail message.
- (3) **Media Server** – A third-party media server service may be installed on the EVM Plus server. This allows for true “streaming” of the voice messages, rather than a direct link to the voicemail message file, as in the first two options. This option requires that the customer purchase an extra media server package. Contact your Mutare Regional Manager for pricing.

In all cases, the following features are included with all streaming options:

- (1) **Encrypted filename** – EVM Plus automatically encrypts and hex-encodes each voice message.
- (2) **HTTPS link to file** – Mutare highly recommends configuring your EVM Plus website to utilize an SSL certificate so that all web links are using the SSL encryption.

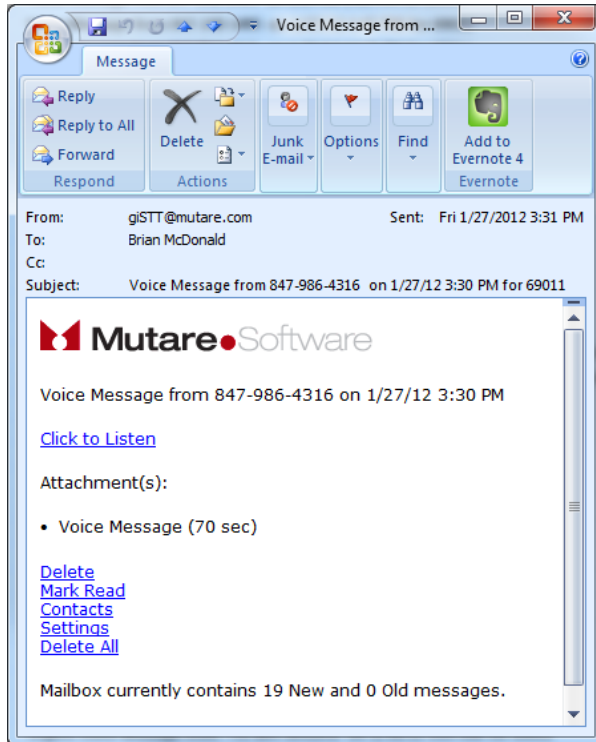
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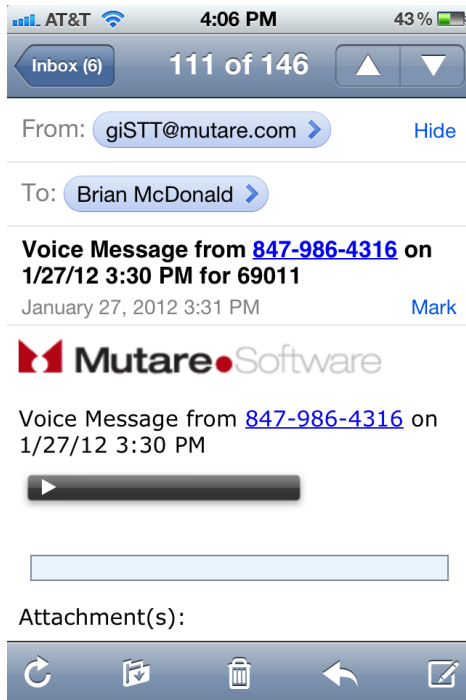
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Examples



Microsoft Outlook

Subscriber has link in email to stream voice message.



iPhone Email

Subscriber has HTML5-compatible stream right from email client.