

**MOTION  
APPS**

**mVoiceMail v5.5.1**

**For the Treo™ 650, Treo™ 700p, Treo™ 680, Treo™ 755p and Palm Centro**

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# **mVoiceMail v5.5.1 User Manual**

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# Introduction

## Welcome

mVoiceMail enables you to play the voice mail messages that you receive attached to regular e-mails on your Treo device. It is optimized for companies and organizations that have set up the forwarding of voice mail messages to their employees e-mail accounts.

mVoiceMail is essentially a player for WAV and GSM files attached to e-mail messages. Many mobile service providers allow you to configure voice mail service on your land line at the office or home to be forwarded to your regular e-mail account as WAV or GSM files. When this setup is in place and someone leaves a voice mail you will receive an e-mail with voice mail attached as an encoded WAV/GSM file - and you can use mVoiceMail to play it.

mVoiceMail can decode and play WAV files in various formats, as well as GSM files. Currently mVoiceMail supports the following codecs:

- G.711A (CCITT ALaw)
- G.711u (CCITT  $\mu$ Law)
- PCM
- IMA ADPCM
- GSM 06.10
- OKI ADPCM
- Microsoft ADPCM

In addition to this, mVoiceMail G729 also includes the G.729A codec.

Needs for codecs and features differ from person to person and company to company. Because of this we offer different mVoiceMail solutions to better suit individual needs. This table describes which features are available in the different mVoiceMail versions:

<b>For Treo 700p, Treo 680 and Treo 650</b>	<b>mVM v5.x</b>	<b>mVM v5.x G729 Codec</b>
Integration with e-mail clients	•	•
PCM, CCITT $\mu$ LAW, CCITT ALAW, IMA ADPCM, Microsoft ADPCM audio codecs	•	•
GSM 6.10 and OKI ADPCM audio codec	•	•
Redirect sound output to main speaker, radio speaker or headphones	•	•
Save/Open voicemails to SD card	•	•
G729.1 audio codec		•

mVoiceMail is designed only for Treo Palm OS devices. Separate version of mVoiceMail is available for Windows Mobile devices, such as Treo 700w, Motorola Q and other.

Thank you for choosing mVoiceMail!

## 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

## Palm OS Basics

This manual assumes the user has knowledge of fundamental Palm OS concepts. If you are unsure how to run an application or other related concept, please consult the user's guide that came with your communicator.

# Installation

## The mVoiceMail Package

The package should contain the following in the zip file:

- mVoiceMail Palm OS “.prc” file
- This Guide in PDF format

Requirements:

- A Treo 650, Treo 700p, Treo 680, Treo 755p or Palm Centro smartphone from Palm, Inc.

## Installing Your Software

To install an application transfer the .prc file to your device through a regular HotSync or by sending it to Palm device over Bluetooth or IR connection.

If you are unsure how to install an application on your communicator, please consult the manual that came with it.

**Before installing mVoiceMail on your device, make sure that you have deleted any previous versions of mVoiceMail you may have.**

**Please ensure that the application resides in the main memory of the device and not on the SD card.**

## About the Demo Version

The demo version of mVoiceMail is fully functional during the 7 day trial period. After the trial period expires, mVoiceMail will disable its features and remain in that state until you activate it.

The evaluation version includes the full set of features as they are available in mVoiceMail G729.

Upon activation, the available set of features will be given according to the activation code purchased (with or without G729 codec).

For more information regarding which features will be available see the Feature Matrix chart in the Introduction-section of this document.

## License activation

When you purchase mVoiceMail, 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.**

In order to activate mVoiceMail; start the application, select "Activate" option from the main menu and follow on-screen instructions.

# Using mVoiceMail

## Overview

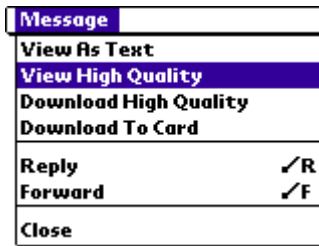


You can launch mVoiceMail by selecting its icon in the Application Launcher:



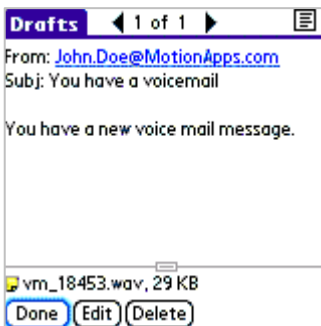
On the main mVoiceMail screen you can select a file for playback from the external card by tapping on the “Select File” button. However, in most circumstances you will not launch mVoiceMail directly like described above; instead mVoiceMail will automatically launch and start the voicemail playback when you open the voicemail attachment from your e-mail client.

## Using With GoodLink Email



To play voice mails from GoodLink Email application, open the message, select attachment to open the drop-down menu and select the “View High Quality” option.

## Using With VersaMail

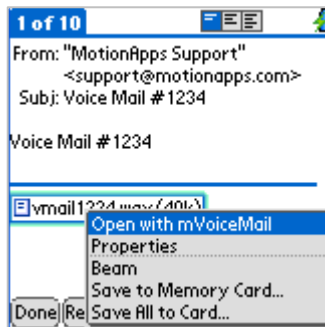


When you receive an e-mail with attached voice message, you can play it from your e-mail application. Just open the e-mail message containing the voice mail attachment and tap the name of the attached file. mVoiceMail will ask you to play or save attached file. If you chose to save file, the file will be saved in the “/AUDIO” folder on the external card.

When using mVoiceMail for the first time, VersaMail needs to be configured to automatically select mVoiceMail as the default wav player. To do so, in VersaMail open an e-mail with a voicemail attachment, and tap on the small icon in front of the attachment. Tap the “Select Viewer” option and select mVoiceMail as viewer from the drop-down list.



## Using With SnapperMail



To play voice mails from SnapperMail, open the message, select attachment to open the drop-down menu and select the “Open with mVoiceMail” option.

## Using With Other e-mail Clients

To play your voice mail messages from other e-mail client applications, please consult their user manuals looking for the section describing how e-mail attachments are handled.

If your e-mail application does not support file attachments, you can still use mVoiceMail to play your messages. If your e-mail application allows you to save the attachment on the SD card you can use mVoiceMail to open that attachment from SD card and play it.

## Voice Mail Playback



When you select a voice mail file to play, the mVoiceMail playback dialog will appear, and your message will start playing immediately. During and after the voice message playback, you can adjust the playback volume, pause, continue and stop the playback. Also you can redirect sound output to “Default”, “Device speaker” or “Phone speaker” by tapping on these buttons, or by pressing “D”, “S” or “P” keys on your device keyboard.

The buttons on the playback form are:



Jump toward the beginning of voicemail (rewind)



Stop playback



Pause/Resume playback



Toggle playback speed between 1, 2 and 3 times the original speed



Jump toward the end of voicemail (fast forward)

# Frequently Asked Questions

## **1. What does mVoiceMail Do?**

mVoiceMail is the player for WAV and GSM files. It is implemented as an OS extension enabling you to play sound files in these formats from any PalmOS application that can properly handle file attachments.

Main usage of mVoiceMail is to play the voice mail messages that your mobile service provider send to your regular e-mail account.

## **2. What Should I Do To Enable Forwarding of Voice Mails to My E-Mail Account?**

You should consult your mobile service provider for details about this feature. Some mobile service providers do not have this feature, or may require an additional fee depending on your plan.

# Troubleshooting

mVoiceMail normally does not require troubleshooting.

However, if you are experiencing problems please check the mVoiceMail 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 mVoiceMail, 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

## **mVoiceMail 5.5.1**

- Added support for Palm Centro

## **mVoiceMail 5.5**

- Fixed issue when user taps outside of play dialog
- Improved navigation in play dialog
- Added support for Treo 680

## **mVoiceMail 5.0.1**

- Maintenance release

## **mVoiceMail 5.0**

- Advanced playback controls including fast forward, rewind, speed
- VCR-like user interface
- If redirected to phone speaker sound will be generated even if the ringer switch is in “Off” position
- File that was played last time is cached, so next time it doesn’t have to be decoded
- Support for Windows Mobile smartphone (in separate distribution)

## **mVoiceMail 4.1.1**

- Added support for Treo 700p

## **mVoiceMail 4.1**

- Added Microsoft ADPCM decoder

## **mVoiceMail 4.0.1**

- Improved handling of damaged files

## **mVoiceMail 4.0**

- Added OKI ADPCM decoder
- Added support for redirecting sound output to phone speaker or main device speaker

## **mVoiceMail 3.1**

- Maintenance release

## **mVoiceMail 3.0.1**

- Maintenance release

## **mVoiceMail 3.0**

- Added support for saving and loading files from external card

- Added IMA ADPCM decoder
- Added support for LifeDrive

## **mVoiceMail 2.6**

- Upgraded registration procedure
- Internal improvements

## **mVoiceMail 2.5**

- Improved GSM decoder performance

## **mVoiceMail 2.1**

- Added support for Treo 650
- Improved integration with Good Email

## **mVoiceMail 2.0.1**

- Minor UI improvements

## **mVoiceMail 2.0**

- Added support for GSM files
- Added Pause, Continue and Stop buttons on the playback form
- Fixed some issues with large file attachments
- Minor UI improvements

## **mVoiceMail 1.0.2**

- Initial release