



OVERVIEW

UMS

**SYSTEM TEAM,
MS, KERALA**



UMS - Unified Messaging Service South Zone.



BSNL Phase V UMS – SZ

Functionalities of UMS :

- Voice Message Deposit and Retrieval
- Fax Message Deposit and Retrieval
- Email Message deposit and Retrieval

UMS Access code and Web Portal Details:

- UMS access code is 17000.
- UMS web portal www.bsnlums.com



Activation and De-Activation Procedure

Activation Procedure:

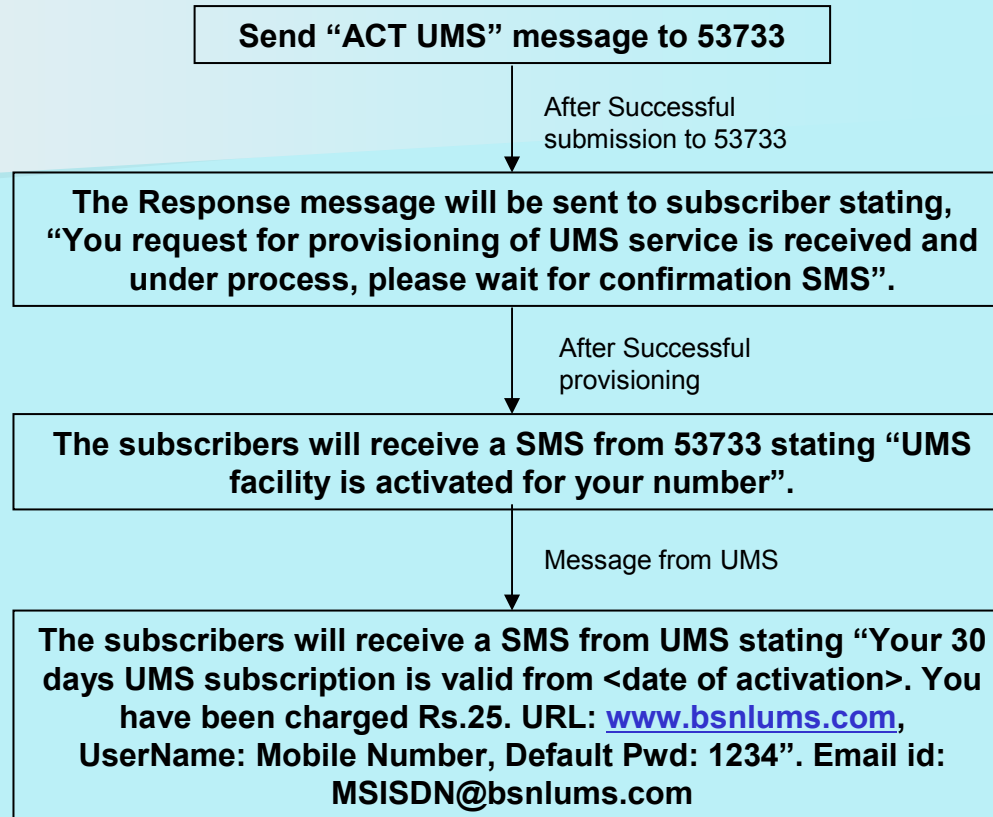
- For Voice Mail Service – Send SMS **"ACT VMS" to 53733.**
- For Voice, Fax and Email Service – Send SMS **"ACT UMS" to 53733.**

De-Activation Procedure:

- For Voice Mail Service – Send SMS **"DACT VMS" to 53733.**
- For Voice, Fax and Email Service – Send SMS **"DACT UMS" to 53733.**



Activation of BSNL UMS Service

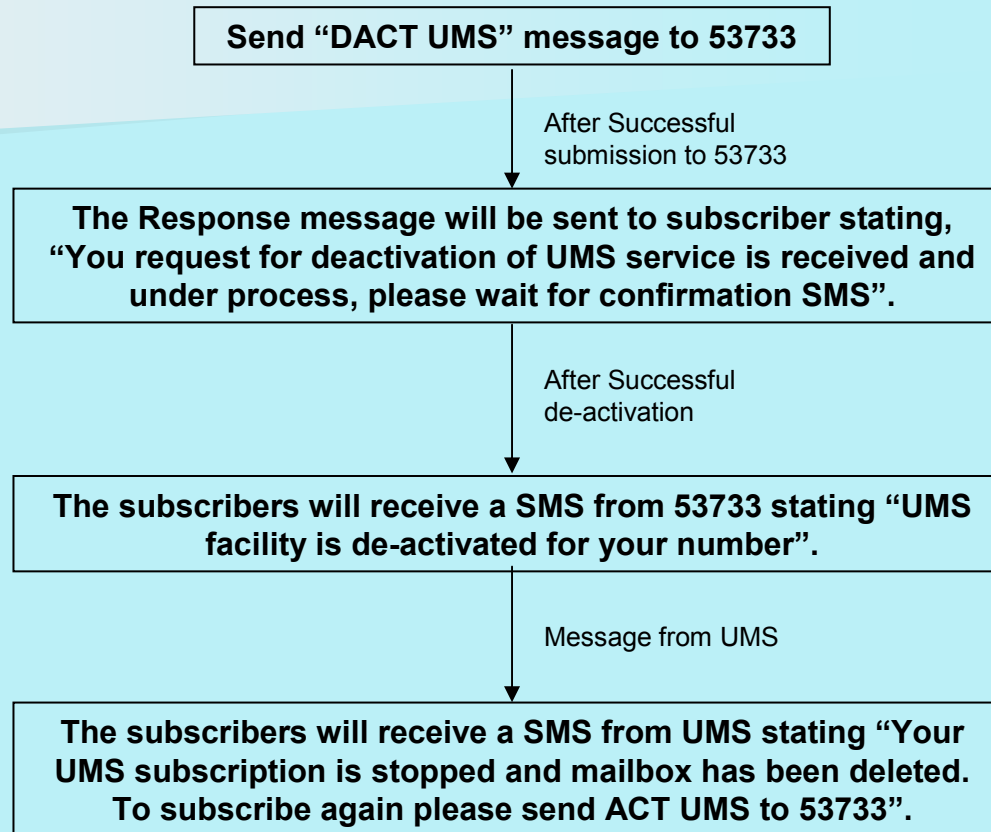


Note:

- After Activation, Subscriber will be provided with one Email ID as MSISDN@bsnlums.com (Ex:94431xxxx@bsnlums.com) and Username : MSISDN (Without 91), Password :1234 (Default) for accessing UMS Portal www.bsnlums.com
- The subscriber can login to UMS portal only after first call to 17000. The first call will initiate to select the preferred language, changing the password and setting of the greeting message.



De-Activation of BSNL UMS Service



•Note:

For Prepaid Number, the Activation and De Activation can be done through SMS only.
For Postpaid Number activation and De activation can be done through SMS and also through CSR.
For activating Voice Mail Service alone send SMS to 53733 as "ACT VMS/ DACT VMS".



Features of Huawei UMS

1. **Customize personal greeting announcement:**

- Subscriber can set his own UMS personnel greeting announcement through IVR (by dialling 17000) or UMS Portal (www.bsnlums.com).

2. **Different greeting announcement according different caller.**

- User can set different greeting for various calling party through UMS portal.

3. **Listen, replay, forward, delete, save voice mail.**

- User can choose to replay, to forward, to delete, or to save the current mail while listening.

4. **Notification policy setting for new mail arriving.**

- User can configure notification methods for his UMS Mailbox for New Mail deposit and Full Mail box through IVR or UMS portal.

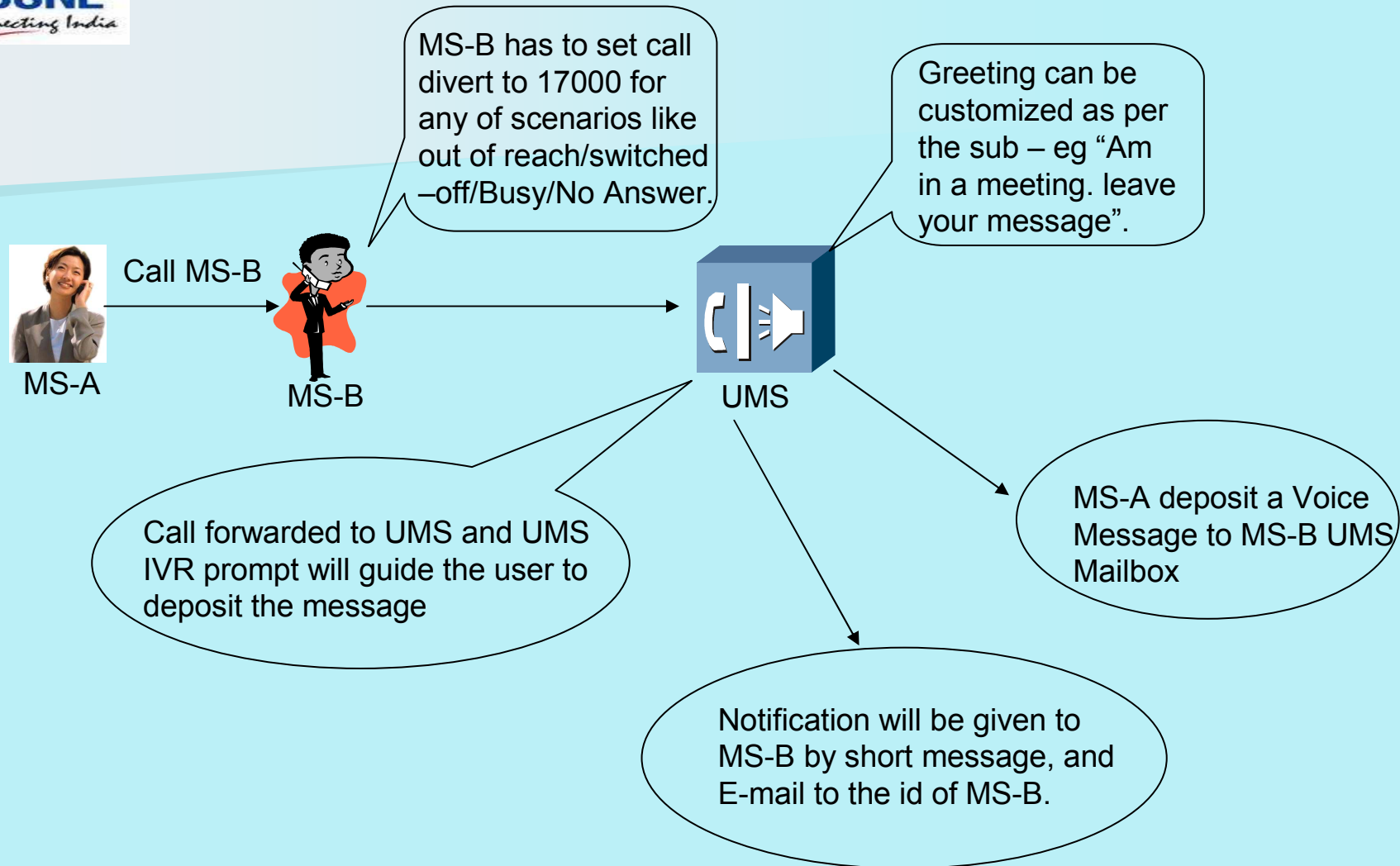


Features of Huawei UMS (Contd..)

5. Voice Message Deposit can be categorized as Normal, Secret, Urgent and Urgent & Secret.
6. While depositing Voice Mail as Secret Message, Subscriber will be asked to set Password for that Voice mail. The same password should be informed to retrieving subscriber to retrieve the voice mail from his Mailbox.



Voice Message Deposit Flow





Voice Message Retrieval Flow



Dial 17000 to retrieve a new message



UMS IVR will guide the Subscriber to retrieve the New Message deposit. Sub can retrieve the Voice Message, Fax Message and E-Mail message accordingly by selecting appropriate option.

- Voice/Fax/Email Retrieval can be done through IVR/WEB or WAP Portal.

Voice Message Retrieval Flow

- To retrieve the messages from Voice mailbox using **BSNL mobile** from respective **Home PLMN** use the **Access code** as **17000(Toll Free service)**
- To retrieve the messages from Voice mailbox using **BSNL PSTN NW** of respective **Home circles** use the **Access code** as **follows:**

Name of the LSA	Access code
AP	9440017000
CNI	9444017000
KRL	9447017000
KTK	9448117000
TN	9489017000

Note : For other than Home PSTN NW "0" may be prefixed to retrieve the same.

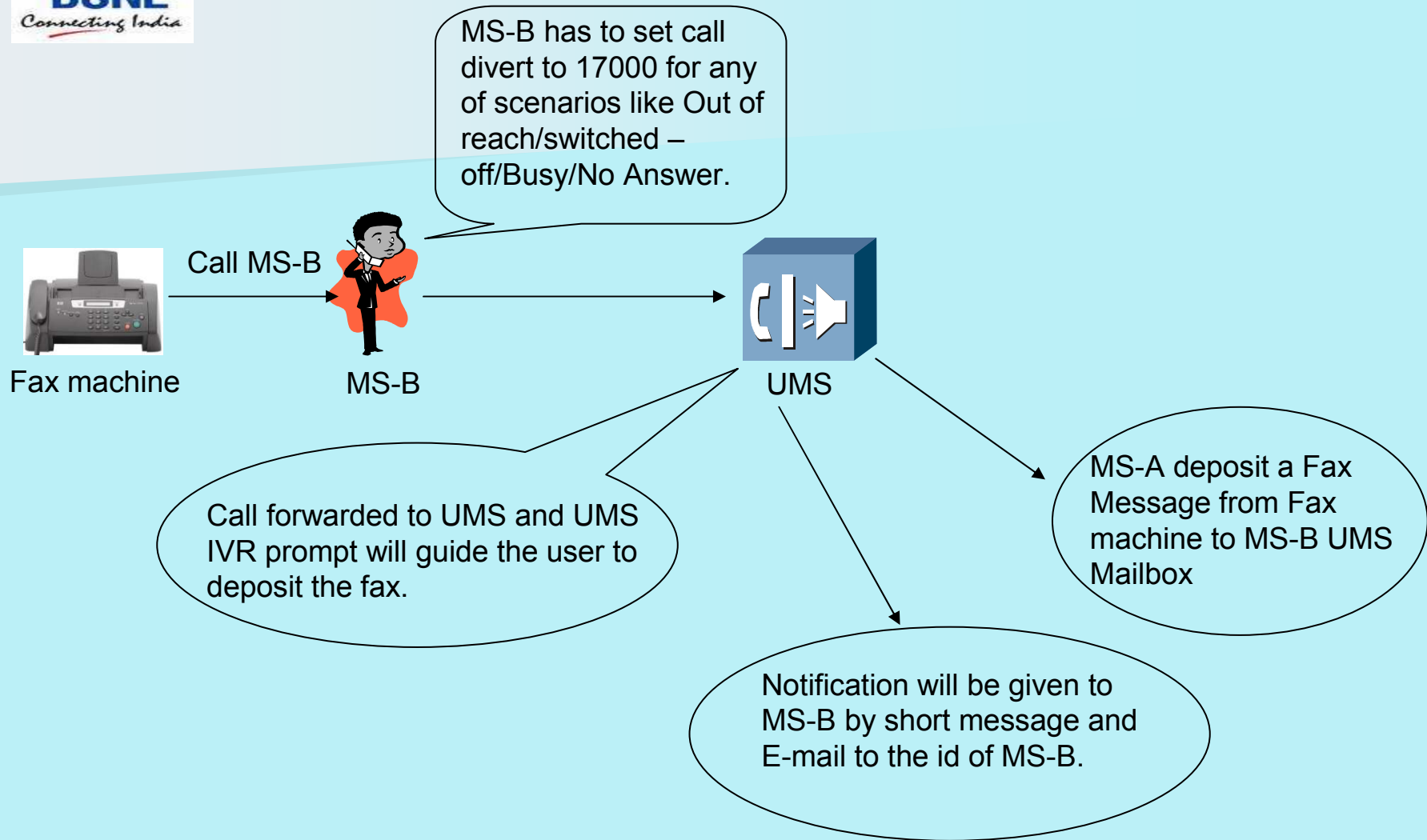
Voice Message Retrieval Flow

- To retrieve the messages from Voice mailbox using **BSNL Mobile** from other than **Home PLMN NW** use the **Access code** as follows:

Name of the LSA	Access code
AP	09440017000 +919440017000
CNI	09444017000 +919444017000
KRL	09447017000 +919447017000
KTK	09448117000 +919448117000
TN	09489017000 +919489017000



Fax Message Deposit Flow





Fax Message Retrieval Flow



Dial 17000 to retrieve a fax message



UMS IVR will guide the Subscriber to retrieve the New Fax deposited. He will be given options to Retrieve via same number and different number.

- **Retrieval from same number.**
 - The subscriber should login to the mail box from fax machine by calling 17000.
 - Follow the IVR flow and selects “Retrieve the fax from same number” option.
- **Retrieval from different number.**
 - The subscriber calls from UMS subscribed number.
 - Follows the IVR flow and selects “Retrieve the fax from different number” option.
 - Dial the destination fax number where you want to retrieve the fax.

Fax Message Retrieval Flow

- To deposit/retrieve the FAX Messages using FAX machines through PSTN NW of Home Circles / other than Home Circles use the Access code as follows:

Name of the LSA	Access Code
AP	9440017000/09440017000
CNI	9444071000/09444017000
KRL	9447017000/09447017000
KTK	9448117000/09448117000
TN	9489017000/09489017000

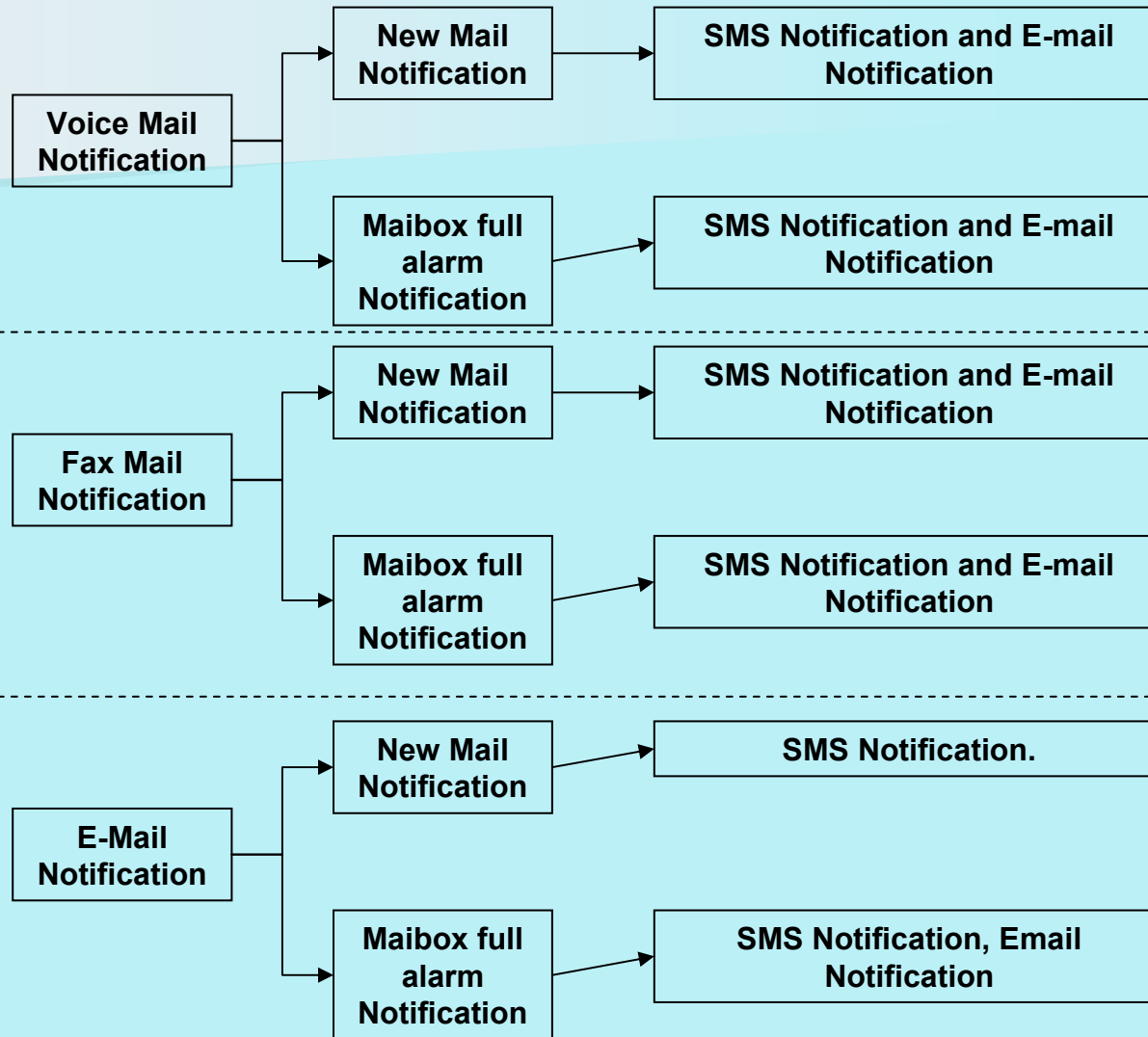


E-MAIL Message Deposit & Retrieval

- Each UMS Subscriber will be provided with one Email ID (as MSISDN@bsnlums.com) when activating for UMS. (Ex: 9443100839@bsnlums.com)
- From UMS Web Portal an E-Mail can be sent to UMS/Non UMS Subscribers having UMS Email ID and also to other E-Mail IDs like Gmail, Yahoo etc.. With or without attachment.
- Retrieval of Email can be done through IVR and also through UMS Web Portal.
- To send/receive E-mail messages from Mail box using through internet login (www.bsnlums.com)
- When retrieving Email through IVR, Only .txt, .tif and .wav type attachments files can only be played.



Types of Notification



Note: Missed call Notification will be sent to the UMS subscriber, if the calling party leaves mailbox without depositing voice mail or fax mail.

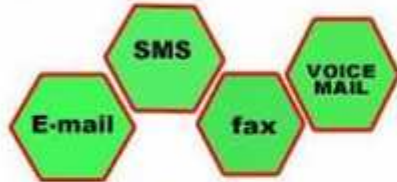


UMS Portal



Switch language:

UNIFIED MESSAGING



Take a Tour

Tell your Friend



User Login:

User Number:

Mailbox Type:

Password:

Verification Code:

If you forgot your password, dial the customer service number 17000.

For more rich experiences, access the voice mailbox personal management center!



UMS Portal

Welcome to UMS

[8903654777 Good afternoon]

Mailbox

- Inbox
- Drafts
- Outbox
- Sent
- Archived
- Deleted

Notification

Greetings

Basic Information

Inbox Capacity

Unread mails	0
Read mails	1
Archived mails	0
Idle	44

Inbox

Write a Mail | Delete | Send an SM

	Sender	Mail Type	Subject	Mail Size	Creation Time
Voice mail					
Fax mail	4522609486	Fax mail		1Page	2010-11-15 11:10:28
Email					

Page 1 Page of 1 Page

Current record: 1 - 1 Total records: 1

From: 4522609486
Sending time: 2010-11-15 11:10:28
To: 8903654777
CC:
Subject:
Details



Charging

- UMS Service is based on Monthly Subscription charges.
- **For Voice Mail Service only** – Monthly Subscription Charge is **FREE.**
- **For Voice/FAX/Email Services** – Monthly Subscription Charge is **Rs.75/-**

Tariff for Post paid and Prepaid subscribers - for Voice mail service

Particulars	Voice mail
Monthly access charges(in Rs.)	Free
Recording	Free
Retrieval	
From within the same circle	From mobile: Applicable outgoing airtime charges only From PSTN: Applicable PSTN charges up to the notional level –I/II tax
From outside the home circle	From mobile/PSTN: Applicable tariff up to the notional level –I/II tax

Tariff for Post paid and Prepaid Subscribers - for Voice/Fax/Email Services

Particulars	Voice+Fax+ e-mail
Monthly access charges	Rs.75/-
Recording	Free
Retrieval	
From within the same circle	From mobile: Applicable outgoing airtime charges only From PSTN: Applicable PSTN charges up to the notional level –I/II tax
From outside the home circle	From mobile/PSTN: Applicable tariff up to the notional level –I/II tax
Note:	Presently the facility is not permitted to service numbers

THANK YOU