

# Voice Mail System

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## ABSTRACT

*Voicemail is a means of saving voice messages on a computer so that they can be retrieved later by the intended recipients. Short messages are left on digital media by callers (or, in some older systems, on analogue recording tape). Originally, voicemail was developed for telephony as a means to prevent missed calls, and also to facilitate call screening. In recent years, voicemail has become integrated with the Internet, allowing users to receive incoming messages on traditional computers as well as on tablets and mobile phones. Microsoft Exchange is a popular platform for voicemail with desktop and notebook computers. Users can listen to or read their voicemail messages as audio (Mp3) or text. In order to play a voicemail or read it as text, the user simply clicks on an inbox item, just as would be done with ordinary e-mail message.*

*One particularly interesting development is the integration of voicemail with e-mail. Google Voice, for example, can translate voice messages into text for viewing on mobile and tablet devices. Google Voice also allows free or low-cost worldwide texting. Users can set up custom greetings for various callers. Address books can be shared across multiple platforms such as e-mail, a landline phone, and a mobile phone. Google Voice and similar applications work in effect like voice-enabled e-mail in reverse. Proponents of voicemail-to-text, voice-enabled e-mail, and unified messaging assert that these applications have largely dissolved the barriers between data networks and traditional voice networks.*

## INTRODUCTION

A voicemail system (also called a voice message system or a voice bank) is a computer-based system that allows users and subscribers to exchange personal voice messages, select and deliver voice information, and process transactions involving individuals, organisations,

products, and services using a regular phone. The phrase can also refer to any method of transmitting stored telecommunications audio messages, such as utilising an answering machine. Most cell phone companies include voicemail as a standard feature; several corporate private branch exchanges offer customizable internal voice-messaging services; Most individual and small business landline users have access to the \*98 vertical service code.

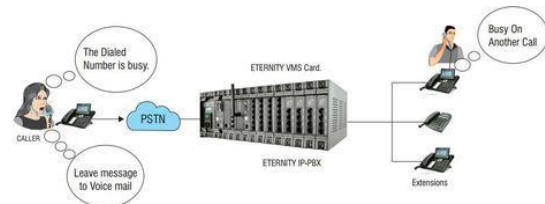
## OBJECTIVES

The goal of voicemail systems is to get a caller's recorded audio message to the right person. They accomplish this by providing a user interface for selecting, playing, and managing messages, as well as a delivery method for playing or otherwise delivering the message and a notification feature for informing the user of a pending message. All of these services are frequently provided via phone networks, which can be either cellular or landline-based. Some systems allow callers and recipients to retrieve or leave messages using a variety of telecommunications devices, including PCs, PDAs, mobile phones, and smartphones.

## RELATED WORK

Tulsa, Oklahoma is where "Matthews" was born. Matthews joined the US Marine Corps as an aviator after graduating from the University of Tulsa in 1959 with a bachelor's degree in engineering physics.

Matthews' involvement in attempting to integrate human voices with technology spanned several years. A colleague pilot and buddy died in a mid-air accident, which Matthews believes was caused by his taking his eyes off the controls of his plane to modify his radio frequency. After being discharged from the military, Matthews went to work for IBM, where he assisted in the development of voice-activated cockpit controls, which would help prevent future catastrophic failures. In 1966, Matthews left IBM to work for Texas Instruments. In India, no one uses voicemail, and the concept of missed calls is non-existent.



Cell phones are being accepted at an astounding rate in India, as you may have noticed. My own observation: everyone has a cell phone and is always using it. One thing I realized very soon after getting to India was that no one has voice mail for their cell phone. And people don't even get the concept of voicemail and its advantages. After vigorously evangelizing voicemail for a few days, I started getting used to not having voicemail, and even appreciating the advantages of not having voicemail. Gleaned from my various discussions about voicemail, the Indian point of view seems to be: What this means. When you get a call, you know that someone chose to call instead of SMS. So people take calls in the middle of conversations or at times when it would be considered rude to do so in the US. What this also means: you are not having to go through a voice message backlog multiple times a day – no

navigating long phone menus. And then there is the whole concept of “missed calls “. Missed calls are when you call someone you know, you let it ring only once or twice, and then cut the call. This is generally between people who talk regularly and a missed call conveys a pre-set message. For example, a wife might give her husband a missed call at the end of the work-day to convey that she is heading home and that its time to meet up. Or someone might give a missed call to a friend they commute with indicating that its time to pick him up. Or a student might give a missed call to her parents – so that the parents can call back (that way the parents incur the cell phone charges). People evolve elaborate signals through missed calls: one ring might mean they are heading home, two rings might mean they are running late. Sitting at the Uzanto Delhi offices, I would often hear a ring or two on someone’s phone, they would look at the phone and then continue what they were doing. In many ways it’s a brilliant system: its communication without explicit communication. What the missed call means seems to depend on who it is from, time of day, and number of rings. I wonder if cell phone providers can build some type of an offering that facilitates this?

### CONCLUSION

**Sending oral message quickly:** Through voice mail a person can send oral message to any distant people very quickly.

**Preservation of message:** The message sent through voice mail is automatically recorded in the receiver’s computer.

Therefore, the receiver can hear the message at his convenient time.

**Communication with several receivers:** Through this type of mail same message can be seat to say receivers only by changing the receiver’s phone number or e-mail address.

**Sending message to someone who is not instantly available:** It is an effective means of communication with those people who are not readily available physically or over telephone. In this system of communication message is automatically recorded in the receiver’s computer or telephone. Therefore, the receiver can hear the recorded message from his computer later on.

**Confirming the receiving of calls:** When voice mail is sent to the receiver’s cell phone, the message is automatically recorder in the receiver’s phone set. Therefore, the sender is confirmed that the receiver has got the message.

**Suitable for illiterate:** Voice mail carries oral messages. So the receiver can hear the sender’s message over the phone or computer. Therefore, this system of communication is suitable for illiterate people.

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