



Modular Messaging

Release 3

Microsoft Outlook Client User Guide

April 2006

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Avaya Fraud Intervention

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Such intrusions might be either to/through synchronous (time-multiplexed and/or circuit-based), or asynchronous (character-, message-, or packet-based) equipment, or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there might be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it might result in a variety of losses to your company (including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you — Avaya's customer system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure:

- Your Avaya-provided telecommunications systems and their interfaces
- Your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

TCP/IP Facilities

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Preface

Overview

This guide describes how to set up the Avaya Modular Messaging Microsoft Outlook Client from your desktop. It explains how you can use the Avaya Modular Messaging Microsoft Outlook Client and customize it to suit your environment.

Audience

This guide is intended for users and administrators of the client software for Avaya Modular Messaging Microsoft Outlook Client.

Summary of chapters

This guide includes the following chapters:

Chapter	Summary
Chapter 1, Introduction to Modular Messaging Outlook Client.	Introduces you to the various components of the Avaya Modular Messaging Microsoft Outlook Client.
Chapter 2, Installing Avaya Modular Messaging Microsoft Outlook Client.	Provides instructions on installing the client software.
Chapter 3, Configuring Avaya Modular Messaging Microsoft Outlook Client.	Provides instructions on configuring the Modular Messaging Outlook Client in your Outlook profile.
Chapter 4, Modular Messaging Voice Form.	Describes how to compose, send, and manage voice messages using the Voice Form.
Chapter 5, Modular Messaging Voice Recorder.	Describes how to compose and play voice messages using the Voice Recorder.

Modular Messaging Documentation

For more information about Modular Messaging, see the following documentation available on the *Avaya Modular Messaging Release 3 Documentation CD-ROM*:

- *Avaya Modular Messaging Release 3 Subscriber Options User Guide*

Provides information on using the Avaya Modular Messaging Subscriber Options to record greetings and customizing the call and message handling features.

- *Avaya Modular Messaging Release 3 Telephone User Interface Guide*

Provides information on how to use Avaya Modular Messaging's telephone user interface (TUI).

Conventions

The following conventions are used in this guide:

Convention	Description
Initial Capitals	Names of applications, programs, menu items, and dialog boxes appear in Initial Capitals. For example, the Change Setup Language dialog box.
<i>italic</i>	Document titles appear in italics. For example, <i>Avaya Modular Messaging Release 3 Subscriber Options User Guide</i>
bold	Field names, button names, and menu items appear in bold. For example, Click Next to continue with the installation.
KEY+KEY	Key combinations in which you press and hold down one key and then press another. For example, Press the Ctrl + Down arrow.

Contents

Preface

Chapter 1 Introduction to Modular Messaging Outlook Client

Overview	1-1
What is Avaya Modular Messaging?	1-2
What does Avaya Modular Messaging Microsoft Outlook Client do?	1-3
Using Avaya Modular Messaging Microsoft Outlook Client	1-3
Voice Form	1-3
Opening the Voice Form	1-4
Using the Voice Form	1-4
Voice Recorder	1-5
Opening the Voice Recorder	1-5
Using the Voice Recorder	1-5
Subscriber Options	1-6
What's new in this release?	1-7
Features of MM 2.0	1-7

Chapter 2 Installing Avaya Modular Messaging Microsoft Outlook Client

Introduction	2-1
Before you begin	2-2
Setting permissions	2-2
Hardware and software requirements	2-4
Installing the Modular Messaging Outlook Client	2-5
Installation wizard	2-5
Command line installation	2-7
Silent installation	2-8
Remote Deployment	2-8
SMS Software Distribution	2-9
Group Policy-Based Software Deployment	2-9
Uninstalling the Modular Messaging Outlook Client	2-10

Chapter 3	Configuring Avaya Modular Messaging Microsoft Outlook Client	
	Introduction	3-1
	Configuring Modular Messaging Outlook Client for Microsoft Exchange	3-2
	Configuring Microsoft Exchange for Outlook 2002/ Outlook 2003	3-2
	Configuring Modular Messaging Outlook Client for Outlook 2000	3-3
	Configuring Modular Messaging Outlook Client for MSS message store	3-4
	Configuring Service Providers for Outlook 2002/ Outlook 2003	3-4
	Configuring Service Providers for Outlook 2000	3-5
	Avaya Modular Messaging MSP Configuration dialog box	3-7
	Connection tab	3-7
	Directory Settings tab	3-8
	General tab	3-8
	Advanced tab	3-10
Chapter 4	Modular Messaging Voice Form	
	Getting started	4-1
	Opening and closing the Voice Form	4-3
	Customizing the Voice Form	4-4
	Setting automatic playback	4-5
	Setting message navigation	4-6
	Setting notification when voice messages are delivered	4-7
	Setting notification when voice messages are opened	4-8
	Composing and sending voice messages	4-9
	Recording voice messages	4-10
	Attaching comments to a voice message before sending	4-12
	Sending voice messages	4-13
	Addressing voice messages	4-13
	Assigning delivery options	4-14
	Requesting receipts	4-15
	Marking a voice message as Personal, Private, or Confidential	4-15
	Assigning priority levels	4-16
	Sending voice messages	4-17
	Saving voice messages	4-18
	Working with incoming voice messages	4-19
	Listening to voice messages	4-20
	Opening a voice message	4-20
	Closing a voice message	4-20
	Listening to a voice message	4-21
	Navigating between messages in your mailbox	4-22
	Modifying message subject in your mailbox	4-23
	Navigating through voice messages	4-24
	Navigating through a recording	4-24
	Navigating between message parts in multipart messages	4-24

Replying to messages	4-26
Replying to voice messages with voice messages.	4-26
Replying to voice messages with e-mail messages	4-27
Replying to e-mail messages with voice messages	4-27
Including original voice message when replying	4-28
Forwarding voice messages	4-29
Forwarding voice messages with voice comments	4-29
Forwarding voice messages with e-mail comments	4-30
Managing voice messages	4-31
Attaching comments to a voice message.	4-32
Displaying properties in multipart messages	4-33
Deleting voice messages	4-34

Chapter 5 Modular Messaging Voice Recorder

Getting Started.	5-1
Opening and closing Voice Recorder.	5-2
Reviewing voice recordings.	5-3
Reviewing voice recordings from within a document	5-4
Reviewing voice recordings by opening the Voice Recorder	5-5
Reviewing voice recordings received as separate files	5-6
Composing voice recordings	5-7
Composing a voice recording	5-8
Sending a voice recording	5-9
Saving a voice recording	5-10
Inserting voice recordings into documents.	5-11
Inserting voice recordings into a document by dragging the recordings	5-11
Inserting a voice recording into a document.	5-12
Inserting an empty voice recording into a document	5-12
Setting notification when voice messages are opened	5-13

Frequently asked questions (FAQs)

Reference Information

Modular Messaging and Fax	RI-1
Sending a Fax	RI-2
Viewing a fax message	RI-3
Managing fax messages for TUI access	RI-3

Glossary

Index

Introduction to Modular Messaging Outlook Client

Overview

This guide describes how you can use the Avaya Modular Messaging Microsoft Outlook Client.

The Avaya Modular Messaging Microsoft Outlook Client consists of the following components:

- Modular Messaging Service Providers¹
- Modular Messaging Voice Form
- Modular Messaging Voice Recorder
- Modular Messaging Subscriber Options

For more information on installing and setting up the Modular Messaging Outlook Client, see [Chapter 2, Installing Avaya Modular Messaging Microsoft Outlook Client](#).

For more information on configuring the Modular Messaging Outlook Client, see [Chapter 3, Configuring Avaya Modular Messaging Microsoft Outlook Client](#).

For more information on using the Modular Messaging Voice Form, see [Chapter 4, Modular Messaging Voice Form](#).

For more information on using the Modular Messaging Voice Recorder, see [Chapter 5, Modular Messaging Voice Recorder](#).

For more information on the Modular Messaging Subscriber Options, see the *Avaya Modular Messaging Release 3 Subscriber Options User Guide*.

1. Applicable only for the Avaya Modular Messaging—Message Storage Server (MSS) version.

For more information on using the Avaya Modular Messaging Telephone User Interface (TUI), see the *Avaya Modular Messaging Release 3 Telephone User Interface Guide*.

These documents are available on the software installation CD. Your system administrator will provide this information.

What is Avaya Modular Messaging?

Avaya Modular Messaging treats voice and fax messages just like e-mail messages. You can send, retrieve, reply to, and forward any message, and even store messages in personal folders. Different icons indicate the type of message (voice, e-mail, or fax, binary attachments), the sender name, and message subject, allowing you to quickly and easily select a message and act on it.

The Avaya Modular Messaging voice mailbox has its own separate e-mail address. Depending on the configuration, your voice and fax messages are stored directly in your e-mail mailbox or in a separate mailbox. If you have separate mailboxes for your e-mail and voice mails, you can receive e-mail messages into your regular mailbox or in your Modular Messaging mailbox.

Avaya Modular Messaging provides telephone access to messages. You can use Modular Messaging over the telephone to:

- Send, forward, reply, and listen to voice and text messages.
- Use text-to-speech to play text messages and fax subjects.
- Reply to or add comments to a text message using a voice message.
- Send text messages and faxes to a printer.

When you are away from the office, you can dial into your mailbox through the telephone user interface (TUI) to check your messages. The Modular Messaging text-to-speech feature converts text messages and fax subjects, so you can listen to them as conveniently as you can to voice messages. Modular Messaging also notifies you of fax messages.

Note: The text-to-speech feature does not read e-mail messages from other mailboxes such as your separate corporate mailbox (for example, Microsoft Exchange mailbox). This is applicable only to the Modular Messaging—Message Storage Server (MSS) version.

What does Avaya Modular Messaging Microsoft Outlook Client do?

Avaya Modular Messaging Microsoft Outlook Client integrates with your Microsoft Outlook e-mail program and allows you to send, forward, reply, and listen to voice and text messages from within Microsoft Outlook or using the telephone.

You can use the Modular Messaging Outlook Client from your computer to:

- Send, forward, reply, and listen to voice and text messages.
- Add comments to voice mails.
- View the subjects of fax messages and launch a fax viewer.
- Use text-to-speech to play text messages and subjects of fax messages received in your Modular Messaging mailbox.
- Record and play back greetings.
- Create fax using Windows Fax Print Driver and send it using Modular Messaging.

Using Avaya Modular Messaging Microsoft Outlook Client

After you install the Avaya Modular Messaging Microsoft Outlook Client, three new icons will appear on the Standard toolbar in your e-mail application. They are:



New Voice Message (for creating a new voice message)



Reply with Voice (for replying to a message with a voice message)



Reply to All with Voice (for replying to all recipients with a voice message)

Voice Form

Avaya Modular Messaging uses a specially designed Voice Form to make recording, sending, and playing back voice messages within your e-mail application easy. The upper part of the Voice Form is similar to an e-mail message form. The lower part of the form is similar to the controls on a CD player or tape recorder. You can record and play back a message using these playback controls.

Opening the Voice Form

You can open the Avaya Modular Messaging Voice Form from your e-mail application in any of the following ways:

- Click one of the new voice message icons on the Standard toolbar.

OR

- From Microsoft Outlook, click **Actions > New Voice Message**.

Using the Voice Form

Use the Voice Form to listen to voice mails and to record and send your voice messages.

See [“Customizing the Voice Form” on page 4-4](#) for information on setting the Voice Form to:

- Determine whether a voice message is played automatically when you open it.
- Choose whether the next and previous message commands move between voice messages only or between all messages.
- Receive notification when your voice messages are delivered.
- Receive notification when your voice messages are opened.

See [“Composing and sending voice messages” on page 4-9](#) for information about using the Voice Form to:

- Record your voice message using the telephone or multimedia.
- Attach comments to a voice message before or after you record it.
- Send your voice message and select the delivery options.
- Save a voice message in your Inbox or to a desired location.

See [“Working with incoming voice messages” on page 4-19](#) for information about using the Voice Form to:

- Listen to voice messages.
- Navigate through a voice message and parts of voice messages.
- Reply to voice messages with voice or e-mail.
- Forward voice messages and add voice or e-mail comments.

See [“Managing voice messages” on page 4-31](#) for information about using the Voice Form to:

- Attach comments to a voice message.

- Display details such as sender name and time in a multi-part message.
- Delete voice messages.

Voice Recorder

You can use the Modular Messaging Voice Recorder to record voice comments and embed them into another OLE2 or ActiveX application such as Microsoft Word, Microsoft Excel, or Lotus 1-2-3. You can also use the Voice Recorder to create messages quickly without having to open your e-mail application.

Once a recording is embedded, you can listen to and change it by displaying the Voice Recorder toolbar within the application in which you are currently working or by opening the Voice Recorder window.

The Voice Recorder works independently from your e-mail application and Modular Messaging Voice Form. You can also use it to send voice messages.

Opening the Voice Recorder

You can open the Modular Messaging Voice Recorder from the Windows Start menu. Click:

1. **Start**
2. **Programs**
3. **Avaya Modular Messaging**
4.  **Voice Recorder**

Using the Voice Recorder

See [“Reviewing voice recordings” on page 5-3](#) for information about using the Voice Recorder to:

- Listen to a voice recording embedded in a document.
- Edit a voice recording.
- Move backwards and forwards in a voice message.

See [“Composing voice recordings” on page 5-7](#) for information about using the Voice Recorder to:

- Record voice.
- Send a voice recording.
- Save a voice recording.
- Insert voice recordings into documents created by an OLE2 or ActiveX application.

Subscriber Options

You can use Subscriber Options to change your mailbox settings for incoming call and message handling, and to create and manage your Personal Distribution Lists (PDLs). Use the Voice Mail tab to access Subscriber Options from within Microsoft Outlook. The Voice Mail tab appears as an additional property page in your e-mail options pages.

To display the Voice Mail tab from Microsoft Outlook:

1. Click **Tools > Options**.
2. Click the **Voice Mail** tab.

The following options are displayed on the Voice Mail tab:

Call Answering (Call Answering Options... button) for:

- Setting personalized call handling features
- Recording greetings from your desktop

Telephone User Interface (Telephone User Interface Options... button) for:

- Working with Modular Messaging through the Telephone User Interface (TUI)
- Setting up rules
- Managing Personal Distribution Lists

Desktop User Interface (Desktop User Interface Options... button) for:

- Working with the Modular Messaging Outlook Client from the desktop
- Selecting the display language
- Sorting the messages in your Inbox based on priority settings
- Specifying the default number for printing faxes

For information on Subscriber Options and these features, see *Avaya Modular Messaging Release 3 Subscriber Options User Guide*.

What's new in this release?

This release of Avaya Modular Messaging Microsoft Outlook Client supports the following features:

New Setup program

The new Setup program can install Modular Messaging Outlook Client and Subscriber Options Release 3 software.

Note: The Avaya Modular Messaging IBM Lotus Notes Client has a separate Setup program.

Modify subject of a message

When you review a message using the Modular Messaging Voice Form, you can modify the subject of the message in your mailbox.

For more details on modifying subject of a message, see [Modifying message subject in your mailbox, on page 4-23](#).

Features of MM 2.0

Personal Distribution Lists

A Personal Distribution List (PDL) is a collection of addresses that you can create and save as one e-mail alias. Using a PDL you can easily send messages to a group of people rather than addressing messages to each person individually. PDLs are private which mean only you can see and use them. Other subscribers do not have access to your PDLs.

You can identify a PDL using any of the following identifiers:

- **Name:** Also known as the Display Name, the name is assigned while creating a PDL. A PDL name cannot be longer than 255 alphanumeric characters.
- **Identifier:** Also known as the Filtered List Name, the Identifier is automatically generated while creating a PDL. The PDL Identifier is unique and can contain only ASCII character 0 to 9, a to z, A to Z, _ and -, hence it is also referred as the ASCII name. You can also edit the PDL Identifier.
- **List number:** This is a 32 digit numeric list identifier assigned while creating a PDL. The List number must be unique amongst all the PDLs created by a subscriber.

- **Recorded Name:** Also known as the Spoken Name, is an optional identifier that subscribers can record while creating a PDL.

You can use the Modular Messaging Outlook Client to send messages to PDLs. You can address a PDL using any of the following formats:

- **Name**, where name is the Display Name of the PDL.
- **List number**, where List number is the unique numeric identifier of the PDL.
- **mailboxnumber#nnnn@host**, where mailbox number is your Modular Messaging mailbox number, and nnnn is the List number of the PDL.
- **mailboxnumber#Identifier@host**, where mailbox number is your Modular Messaging mailbox number, and Identifier is the Identifier of the PDL.
- **handle#nnnn@host**, where handle is your e-mail handle (part of your e-mail address that comes before the @ character), and nnnn is the List number of the PDL.
- **handle#Identifier@host**, where handle is your e-mail handle (part of your e-mail address that comes before the @ character), and Identifier is the Identifier of the PDL.
- **#nnnn**, nnnn is the List number of the PDL.
- **#asciichars**, where asciichars is the Identifier of the PDL.

See [Composing and sending voice messages, on page 4-9](#) for more information on using the Modular Messaging Voice Form to address messages to a PDL.

See [Composing voice recordings, on page 5-7](#) for more information on using the Modular Messaging Voice Recorder to address messages to a PDL.

You can create and manage PDLs using Modular Messaging Subscriber Options and the Modular Messaging telephone user interface (TUI). For more information, refer to the *Avaya Modular Messaging Release 3 Subscriber Options User Guide* and the *Avaya Modular Messaging Release 3 Telephone User Interface Guide*.

Message Privacy

When you create a message you can mark the sensitivity of the message as Private. The Modular Messaging Outlook Client provides a visual indicator for messages marked as Private. See [Marking a voice message as Personal, Private, or Confidential, on page 4-15](#) for more information.

Note: Access to private messages depends on the privacy settings on the Modular Messaging servers. If privacy setting is not set to full and client access is enabled, the Modular Messaging Outlook Client will not restrict users from doing a forward, reply with original or a Save as to private messages.

Message Broadcast

Avaya Modular Messaging Microsoft Outlook Client visually indicates Broadcast messages received in your mailbox. Different icons separately indicate Text, Voice, and Fax broadcast messages as shown below:



This icon indicates that the message is a Text broadcast message.



This icon indicates that the message is a Voice broadcast message.



This icon indicates that the message is a Fax broadcast message.

Installing Avaya Modular Messaging Microsoft Outlook Client

Introduction

To install the Avaya Modular Messaging Microsoft Outlook Client software, you only have to run the Setup program and specify Message Application Server (MAS) name or IP Address. The rest is done automatically.

The Setup program installs the following components:

- Avaya Modular Messaging Voice Form
- Avaya Modular Messaging Voice Recorder
- Avaya Modular Messaging Subscriber Options
- Avaya Modular Messaging Service Providers¹

After installation, you must configure the Modular Messaging Outlook Client to your Microsoft Outlook profile.

See [Configuring Avaya Modular Messaging Microsoft Outlook Client, on page 3-1](#) for more information.

You might want to configure Avaya Modular Messaging Microsoft Outlook Client further, for example, to customize the call handling facilities. To do this, use the Avaya Modular Messaging Subscriber Options.

For more information, see *Avaya Modular Messaging Release 3 Subscriber Options User Guide*.

1. Applicable only for the Avaya Modular Messaging—Message Storage Server (MSS) version.

Before you begin

You must quit from your Microsoft Outlook application before starting the installation.

Ensure that Microsoft Outlook is the default e-mail application:

1. Click **Start > Settings > Control Panel**.
2. Double-click on **Internet Options**.
3. Click the **Programs** tab.
4. In the **E-mail** field, ensure that Microsoft Outlook is selected.

For the voice player component of Avaya Modular Messaging Microsoft Outlook Client to work, you must do the following:

1. Click **Start > Settings > Control Panel**.
2. Double-click on **Sounds and Multimedia**.
3. Click the **Audio** tab.
4. Under **Recording**, check whether **Use only preferred devices** option is selected.

If it is selected, clear it.

Setting permissions

Permissions requirements for Windows 2000 clients

Your Windows 2000 client must log on to the domain to which the Avaya Modular Messaging voice server belongs, or to a domain that has a trust relationship with the domain to which the voice server belongs.

You must have Local Administrator rights or elevated privileges for the computer on which you are installing Avaya Modular Messaging Microsoft Outlook Client.

If your Windows client currently does not log on to the correct domain, do the following:

1. On the Desktop, right-click on **My Computer** and click **Properties**.
2. Click the **Network Identification** tab.
3. Click **Network ID**.
4. Use the Network Identification Wizard to enter the name of the correct Windows domain. You must also type a valid user name and password.

Permissions requirements for XP/ Millennium Edition clients

Log on to the Windows domain to which the Avaya Modular Messaging Messaging Application Server belongs.

You must have Local Administrator rights or elevated privileges for the computer on which you are installing Avaya Modular Messaging Microsoft Outlook Client.

Hardware and software requirements

The minimum hardware and software requirements are:

Hardware

- Processor speed: As per standard Microsoft recommendations
- 512 MB of RAM
- 200 MB of free disk space (minimum)

Software

Operating System

- Microsoft Windows 2000 (Service Pack 4)
- Microsoft Windows XP (Service Pack 2)

E-mail Clients (With Microsoft Windows 2000)

- Microsoft Outlook 2000, SP3
- Microsoft Outlook 2002, SP2
- Microsoft Outlook 2003

E-mail Clients (With Microsoft XP SP2)

- Microsoft Outlook 2000, SR3
- Microsoft Outlook 2002, SP3
- Microsoft Outlook 2003

Avaya Modular Messaging

- Messaging Application Server (MAS) name or IP address
- Microsoft Exchange Server/Message Storage Server (MSS) name or IP address

Installing the Modular Messaging Outlook Client

You can find the Avaya Modular Messaging Microsoft Outlook Client Setup program in the Client Distrib subdirectory of the Modular Messaging directory on your network or on the CD-ROM where the Setup program is stored. Contact your system administrator for more information.

Note: Modular Messaging Outlook Client and Modular Messaging Lotus Notes Client cannot exist on the same personal computer. If Modular Messaging Lotus Notes Client is installed on the subscriber's personal computer, Modular Messaging does not allow the installation of Modular Messaging Outlook Client.

You can install Avaya Modular Messaging Microsoft Outlook Client using any one of following methods:

- Installation wizard (recommended)
- Command line installation
- Silent installation
- Remote Deployment

Note: The Modular Messaging Outlook Client can be deployed using commercially available deployment software. For more information on creating a .msi from the Setup program (Setup.exe), see [How do I create a .msi file from the Modular Messaging Outlook Client Setup program \(Setup.exe\)?](#), on page 6-2.

Installation wizard

You can install Avaya Modular Messaging Microsoft Outlook Client by double-clicking the Setup program. To install Modular Messaging Outlook Client, perform the following actions:

1. Open Windows Explorer.
2. Select the drive and the Client Distrib subdirectory of the Modular Messaging directory on your network or the CD-ROM where the Setup program is stored.

3. Double-click the **Setup.exe**.

The system displays the Choose Setup Language dialog box.

4. Select the display language for the Setup program and click **OK**.

The system displays the Welcome dialog box.

5. Read the information on the Welcome dialog box and click **Next**.

The system displays the Language Pack Selection dialog box.

6. Select the display language for the Modular Messaging Outlook Client. The language choices are available only if the corresponding language files are stored in the same directory as the Setup program.

Note:

- If you select a language that is not the same as the language installed on your system, some buttons and dialog boxes may be displayed in the system language instead of in the language that you select.
- If you want additional language options available, copy the desired language files into the same directory as that of the Setup program. Run the Modular Messaging Outlook Client installation again. You can then select the desired language on the Language Pack Selection dialog box. Contact your system administrator if you need more information.

7. Click **Next**.

The system displays the Customer Information dialog box.

8. Type your name and the name of your organization.

9. Click **Next**.

The system displays the Message Application Server Name Entry dialog box.

10. Type the MAS name or IP address provided by your system administrator.

11. Click **Next**.

The system displays the Setup Type dialog box.

Note: The Setup Type dialog box displays the message store associated with the MAS.

12. Do any one of the following:

- Select **Typical** to install the Modular Messaging Outlook Client and the Subscriber Options for the message store.
- Select **Custom** to choose features that you want to install.

Note: You must select Custom if you want to install only the Subscriber Options or want to change the default path of the installation files.

13. Click **Next**.

The system displays the Ready to Install the Program dialog box.

14. Click **Install**.

The system displays the Completed dialog box when installation is complete.

15. Click **Finish** to complete the installation program.

16. Restart your computer, if prompted.

This completes the installation of the Modular Messaging Outlook Client on your computer.

Important: Before you start using the Modular Messaging Outlook Client software, you have to configure your Outlook profile. For Modular Messaging—MSS, configure the Outlook profile with Microsoft Exchange Server and Modular Messaging Message Service. For Modular Messaging—Exchange configure the profile with Microsoft Exchange Server. See [Configuring Avaya Modular Messaging Microsoft Outlook Client, on page 3-1](#).

Command line installation

System administrators can also install Avaya Modular Messaging Microsoft Outlook Client from the command prompt.

The command format for the Modular Messaging Outlook Client installation is as follows:

```
install /v"MAS=masname"
```

where,

install - is the name of the Modular Messaging Outlook Client executable (Setup.exe).

masname - is the name or the IP address of the messaging application server (MAS). You can specify multiple MAS names or IP addresses and delimit them by commas.

Important: If the Modular Messaging Outlook Client Setup program is located at a different location, system administrators must instruct users to run the installation command on the folder where the Setup program is located.

Silent installation

System administrators can also create a batch file for a 'silent' installation of the Modular Messaging Outlook Client software. This will require little or no intervention from the user. Administrators can inform and instruct users to run a command at the system command prompt. This command installs the Modular Messaging Outlook Client software in the background and does not display the installation wizard screens.

The command format for the silent installation is as follows:

```
install /s /v"/qn MAS=masname LANGUAGE_ID=language"
```

where,

install - is the name of the Modular Messaging Outlook Client executable (Setup.exe).

masname - is the name or IP address of the messaging application server (MAS). You can specify multiple MAS names or IP addresses and delimit them by commas.

LANGUAGE_ID - is the hexadecimal ID of the language file. For example, the language ID of English language pack is 409. You can specify multiple language files and delimit them by commas.

You may have to restart your computer for the changes to take effect.

Remote Deployment

Modular Messaging supports remote deployment of the Modular Messaging Outlook Client software. This feature allows system administrators to distribute and install the software on subscribers' computers, over a network.

A system administrator can deploy Avaya Modular Messaging Microsoft Outlook Client by using any of the following software distribution technologies:

- Microsoft Systems Management Server (SMS) Software Distribution
- Group Policy-Based Software Deployment.

SMS Software Distribution

Using SMS, a system administrator can deploy the Modular Messaging Outlook Client Setup program on all the computers in a network. After deploying the Setup program, the administrator can perform a silent installation of Modular Messaging Outlook Client on the computers.

Note: During the installation of Modular Messaging Outlook Client on a computer, the administrator must make sure that Microsoft Outlook and Voice Form is not running on the computer.

If you want to generate different installation configurations, create a transform (.mst file) of the Modular Messaging Outlook Client Setup program. You can use SMS to push the transform to all the computers in the network.

You can create a transform of the Modular Messaging Outlook Client Setup program by using a third party tool such as, Wise InstallTailor¹.

Group Policy-Based Software Deployment

System administrators or domain controllers can install the Modular Messaging Outlook Client software using Group Policy object with Active Directory for Windows 2000 or Windows XP. You must create a package for the Modular Messaging Outlook Client Setup program in the Active Directory administrative tool and then assign the software to be installed on users' computers at startup.

This method helps the system administrators or the domain controllers to install the Modular Messaging Outlook Client software on all the systems in a network domain.

1. Transforms created using Wise InstallTailor, are supported only by MSI version 2.00.2600.1106.

Uninstalling the Modular Messaging Outlook Client

You can permanently remove Avaya Modular Messaging Microsoft Outlook Client software from your computer.

To remove Modular Messaging Outlook Client software

1. Quit Microsoft Outlook.
2. Open the Control Panel and double-click **Add/Remove Programs**.
3. Select **MM Client** and click **Remove**.
4. Click **Yes** when asked if you want to remove the MM Client.

The system removes Modular Messaging Outlook Client software from your computer.

5. Restart your computer, if prompted.

3

Configuring Avaya Modular Messaging Microsoft Outlook Client

Introduction

Avaya Modular Messaging Microsoft Outlook Client Release 3 supports two message storage servers, the Microsoft Exchange and the Avaya Modular Messaging Message Storage Server (MSS). You need to configure the Modular Messaging Outlook Client for your message store server before using the Modular Messaging Outlook Client software.

Once you configure the Modular Messaging Outlook Client, you can perform the following tasks from within Microsoft Outlook:

- Access your messages stored on the message storage server (MSS or Microsoft Exchange), using the industry-standard IMAP4 protocol.
- Send messages to the Modular Messaging server using the SMTP protocol.
- Access Modular Messaging LDAP server for retrieving subscriber addresses.

For information about configuring the Modular Messaging Outlook Client, see:

- [“Configuring Modular Messaging Outlook Client for Microsoft Exchange” on page 3-2.](#)
- [“Configuring Modular Messaging Outlook Client for MSS message store” on page 3-4.](#)

Configuring Modular Messaging Outlook Client for Microsoft Exchange

The prerequisite for configuring the Modular Messaging Outlook Client for Microsoft Exchange message store is that you must have installed the Modular Messaging Outlook Client for Microsoft Exchange.

Important: If you have separate message stores for voice mails and e-mails, you must create separate profiles in Outlook.

Configuring Microsoft Exchange for Outlook 2002/ Outlook 2003

Use the following instructions to configure the Microsoft Exchange message store for Microsoft Outlook 2002/ Microsoft Outlook 2003.

To configure Microsoft Exchange message store type in Outlook 2002/ Outlook 2003

1. Close Microsoft Outlook.
2. Open the **Control Panel** and select the **Mail** option.
The system displays the **Mail Setup - Outlook** dialog box.
3. Click **E-mail Accounts...**
The system displays the E-mail Accounts dialog box.
4. Under E-mail, select the **Add a new e-mail account** option.
5. Click **Next**.
6. Under Server Type, select the **Microsoft Exchange Server** option.
7. Click **Next**.
8. Enter the name or IP address of Microsoft Exchange Server and the mailbox number.
9. Click **Next**.
The system prompts you to enter the password.
10. Enter password and click **OK**.

11. Click **Finish**.

This completes the Modular Messaging Outlook Client configuration on Outlook 2002/ Outlook 2003 for Microsoft Exchange message store.

Configuring Modular Messaging Outlook Client for Outlook 2000

Use the following instructions to configure the Microsoft Exchange message store for Microsoft Outlook 2000.

To configure Microsoft Exchange message store type in Outlook 2000

1. Start Microsoft Outlook 2000.

2. Click **Tools > Services...**

The system displays the Services dialog box.

3. Click **Add**.

The system displays the Add Service to Profile dialog box.

4. Under Server Type, select the **Microsoft Exchange Server** option.

5. Click **Next**.

6. Enter the name or IP address of Microsoft Exchange Server and the mailbox number.

7. Click **Next**.

8. Enter password and click **OK**.

The system prompts you to enter the password.

9. Click **Finish**.

This completes the Modular Messaging Outlook Client configuration on Outlook 2000 for Microsoft Exchange message store.

Configuring Modular Messaging Outlook Client for MSS message store

The prerequisite for configuring the Modular Messaging Outlook Client for MSS message store is that you must have installed Modular Messaging Outlook Client for MSS.

With MSS message store, you need to configure the Modular Messaging Service Providers before you start using Modular Messaging Outlook Client. The Modular Messaging Service Providers act as an interface between your e-mail application (Microsoft Outlook) and the Modular Messaging servers.

Note: You can also create a new Outlook profile and then configure the Service Providers to that profile.

Configuring Service Providers for Outlook 2002/ Outlook 2003

Use the following instructions to configure the Service Providers for Microsoft Outlook 2002/ Microsoft Outlook 2003.

To configure the Service Providers in Outlook 2002/ Outlook 2003

1. Start Microsoft Outlook 2002/ Outlook 2003.
2. Click **Tools > Options....**
3. On the **Mail Setup** tab, click **E-mail Accounts....**
The system displays the E-mail Accounts dialog box.
4. Under E-mail, select the **Add a new e-mail account** option.
5. Click **Next**.
6. Under Server Type, select the **Additional Server Types** option.
7. Click **Next**.
8. Under Additional Server Types, select **MM Message Service**.
9. Click **OK**.

The system displays the Avaya Modular Messaging MSP Configuration dialog box. See [“Avaya Modular Messaging MSP Configuration dialog box” on page 3-7](#) for more information on the service provider settings.

Note: You can also view the MSP Configuration screens from the Control Panel. Click **Start > Settings > Control Panel**, double-click on **Mail** and click **E-mail Accounts...**

10. Complete the Service Providers settings. The system prompts you to restart Microsoft Outlook. Click **OK**.
11. Restart Microsoft Outlook. The changes will take effect only when you restart Microsoft Outlook.

This completes the Service Providers configuration on Outlook 2002/ Outlook 2003.

Configuring Service Providers for Outlook 2000

Use the following instructions to configure the Service Providers for Microsoft Outlook 2000.

To configure the Service Providers in Microsoft Outlook 2000

1. Start Microsoft Outlook 2000.
2. Click **Tools > Services...**
The system displays the Services dialog box.
3. Click **Add**.
The system displays the Add Service to Profile dialog box.
4. Select **MM Message Service** from the list of services, and click **OK**.
5. Select **MM Message Service** (on the Services dialog box) that you just added, and click **Properties**.
6. The system displays the Avaya Modular Messaging MSP Configuration dialog box. See [“Avaya Modular Messaging MSP Configuration dialog box”](#) on page 3-7 for more information on Service Providers settings.

Note: You can also view the MSP Configuration screens from the Control Panel. Click **Start > Settings > Control Panel**, double-click on **Mail** and click **E-mail Accounts...**

7. Complete the Service Providers settings. The system prompts you to restart Microsoft Outlook. Click **OK**.

8. Restart Microsoft Outlook 2000. The changes will take effect only when you restart Microsoft Outlook.

This completes the Service Providers configuration on Outlook 2000.

Avaya Modular Messaging MSP Configuration dialog box

Important: This section is applicable *only* if your message store is the Avaya Modular Messaging Message Storage Server (MSS).

Complete the following details on the Avaya Modular Messaging MSP Configuration dialog box.

Connection tab

On the **Connection** tab, ensure that you complete the following:

- **Message storage server:** Type the full name (Fully Qualified Domain Name, FQDN) or the IP address of the Message Storage Server (MSS). Your system administrator will provide this information.
- **Mailbox number:** Type your Modular Messaging mailbox number. Typically this is your phone number.

Important: Do not include any spaces, or dashes, or the Area code in the phone number.

- **Password:** Type your numeric mailbox password.
- **Remember password:** Select this check box if you do not want Modular Messaging to prompt you for a password each time you log in to your Modular Messaging mailbox.
- **Connect at logon:** Select this check box to connect to the message storage server when you log in to your mailbox.

Directory Settings tab

On the **Directory settings** tab, ensure that the following information displays:

- **Directory service name:** The Modular Messaging Directory service name. The default name is MM Address Book.
- **Search timeout in seconds:** The waiting time (in seconds) for displaying the LDAP search results.
- **Search limit:** The number of entries displayed from the LDAP search results at a time. The search limit ranges from a minimum of 20 to a maximum of 2000 entries. The default value is 500.
- **Search base:** The base of the search tree from which to start the search. For example, ou=people, dc=avaya. Your system administrator will provide this information.

Accept the default values or contact your system administrator.

General tab

On the **General** tab, complete the following:

- **Voice mail account name:** Type a name by which you want to refer to this account.

When you complete the Service Providers configuration, a new folder bearing this Voice mail account name is created in Outlook. The Modular Messaging messages are displayed in this folder. If you cannot see this folder, then on the Outlook menu bar click **View > Folder List** to display all the folders on the left of the screen.

- **Schedule an automatic send/receive every:** Select this check box if you want Outlook to perform an automatic send/receive. Specify the time interval (in the field provided) to repeat the send/receive. Set the time interval to 2 or 3 minutes. The default is set to 2 minutes.

Note: This option is applicable to Microsoft Outlook 2000 only.

Important: You can schedule an automatic send/receive in Microsoft Outlook 2002/Outlook XP/Outlook 2003. In Microsoft Outlook 2002/Outlook 2003, click **Tools > Send/Receive Settings > Define Send/Receive Groups**. (For Outlook XP click **Tools > Send/Receive > Send/Receive Settings > Define Send/Receive Groups...**). Under when **Outlook is Online** (For Outlook XP: under **Setting for group “All Accounts”**), select the **Schedule an automatic send/receive every** check box, and in the adjacent box, specify the time interval in which to repeat the send/receive. Set this time interval to 2 or 3 minutes.

Advanced tab

On the **Advanced** tab, ensure that the following information displays:

- **IMAP4 port:** The IMAP4 port number for incoming messages.
- **SMTP port:** The SMTP port number for outgoing messages.
- **LDAP port:** The port number for LDAP queries.
- **Server timeout in seconds:** Type in seconds, the amount of time to wait for a response from the server before stopping an attempt to send or receive messages. You can specify a lesser value if you have a fast connection to your server. If you have a slow connection or a busy server then specify a higher timeout value. This will allow enough time for the server to respond. The timeout value can range between 20 to 600 seconds.
- **Empty the Deleted Items folder upon exiting:** Select this check box to set Modular Messaging to delete all the Modular Messaging messages from the Deleted Items folder each time you quit Microsoft Outlook. Note that this is not the same as the Empty Deleted Items folder on exit option in Microsoft Outlook.
- **Compact Cache:** Use this button to compact the local cache memory.

When you delete messages, some of these messages may remain in the cache memory even if they are deleted from the server. You can use the **Compact Cache** button to remove all traces of deleted messages.

- **Use defaults:** Click this button to set the IMAP4, SMTP, and LDAP port numbers to their default values.

Note: After the installation and configuration is complete, you will see an addition of an Avaya Account folder. This is where you will find your Modular Messaging mails.

4

Modular Messaging Voice Form

Getting started

Avaya Modular Messaging Microsoft Outlook Client uses a specially designed Voice Form to record, send, and play back voice messages within Microsoft Outlook. The Voice Form integrates with Outlook so that you can use it from within the e-mail application.

The upper part of the Voice Form is similar to an e-mail message form (with the usual To, Cc and Bcc address fields). The lower part of the form is similar to the controls on a CD player or a tape recorder (with Play, Stop, Forward, Rewind options). You can record and play back a message using these playback controls.

Opening Modular Messaging Voice Form

To open Modular Messaging Voice Form, see [“Opening and closing the Voice Form” on page 4-3](#).

Closing Modular Messaging Voice Form

You can close the Voice Form, after you have finished recording and playing back voice messages. See [“Opening and closing the Voice Form” on page 4-3](#).

Using Modular Messaging Outlook Client from the desktop

With the Modular Messaging Outlook Client, you can record and play back voice messages by using the telephone or multimedia. For more information, see *Avaya Modular Messaging Release 3 Subscriber Options User Guide*.

Customizing the Modular Messaging Voice Form

You can customize the Modular Messaging Voice Form to automatically play back a voice message as soon as you open it. You can also decide to listen to urgent messages first, when dialing into your mailbox. Finally, you can set the Voice Form to receive notification of when a voice message has been delivered or opened.

See [“Customizing the Voice Form”](#) on page 4-4.

Opening and closing the Voice Form

Opening the Modular Messaging Voice Form

To compose a new voice message using the Voice Form, do one of the following in Microsoft Outlook:

- On the toolbar, click **New Voice Message**  .
- Click **Actions > New Voice Message**.

To open the Modular Messaging Voice Form to listen to a voice message:

- Select the voice message and press **Enter**, or double-click on a voice message.

Closing the Voice Form

To close the Modular Messaging Voice Form:

- Click **File > Close**.

Customizing the Voice Form

You can change the default Voice Form settings to best suit your needs and usage habits. You can do the following:

- Determine whether a voice message is played back automatically when you open it.

See [“Setting automatic playback” on page 4-5](#).

- Choose whether the next and previous message commands move between voice messages only or between all messages.

See [“Setting message navigation” on page 4-6](#).

- Receive notification when your voice messages are delivered.

See [“Setting notification when voice messages are delivered” on page 4-7](#).

- Receive notification when your voice messages are opened.

See [“Setting notification when voice messages are opened” on page 4-8](#).

Setting automatic playback

When opening a voice message, you can choose whether the voice message is played back automatically or whether you have to select **Play** from the Player menu or click **Play** on the Voice Player after the message is opened. The default is not to play back the voice message automatically.

Note: If you forward your calls to another extension and automatic playback is enabled, it could happen that when you open a voice message and a call is coming through at the same time, the voice message is forwarded to the extension to which your calls are forwarded. As soon as you answer this extension, the system automatically plays back your voice message.

To set automatic playback

1. Open the Voice Form.
See [“Opening and closing the Voice Form” on page 4-3](#).
2. Click **View > Options**.
3. Click the **Client Access** tab.
4. Select the **Play voice messages automatically when opened** check box. A voice message will be played back automatically when you open it. The default is not to play back messages automatically.
5. Click on one of the following:
 - **Apply**, if you set the other options on the Client Access tab.
 - **OK**, to accept the setting and return to the Voice Form.
 - **Cancel**, to return to the Voice Form without saving the settings.

Note: If you no longer want to play voice messages automatically, clear the **Play voice messages automatically when opened** check box. You will have to choose **Play** from the Player menu or click the **Play** button on the Voice Player after opening a voice message.

Setting message navigation

When you open an incoming voice message, you can open the next message or the previous message in your Inbox without closing the Modular Messaging Outlook Client first. Before you can do that, however, you have to decide whether you want the Modular Messaging Outlook Client to move between voice messages only or between voice and e-mail messages.

To set message navigation

1. Open the Voice Form.
See [“Opening and closing the Voice Form” on page 4-3](#).
2. Click **View > Options**.
3. Click the **Client Access** tab.
4. Under **Next and previous message navigation**, select:
 - **Move to next or previous voice message** to move through voice messages only.
 - **Move to next or previous message, regardless of type**, to move through all messages.
5. Click on one of the following:
 - **Apply**, if you want to set other options on the Client Access tab.
 - **OK**, to accept the setting and return to the Voice Form.
 - **Cancel**, to return to the Voice Form without saving the settings.

Setting notification when voice messages are delivered

You can specify that you always want the system to notify you when voice messages you sent are delivered.

To set notification when messages are delivered

1. Open the Voice Form.
See [“Opening Modular Messaging Voice Form” on page 4-1](#).
2. Click **View > Options**.
3. Click the **Client Access** tab.
4. Select the **Request a delivery receipt for all messages I send** check box.
5. Click on one of the following:
 - **Apply**, if you want to set other options on the Client Access tab.
 - **OK**, to accept the setting and return to the Voice Form.
 - **Cancel**, to return to the Voice Form without saving the settings.

Note: To override this default for a single message, click **Properties** on the File menu when you are in this message.

This feature is currently supported only on the Avaya Modular Messaging—MSS version.

Setting notification when voice messages are opened

You can specify that you always want the system to notify you when voice messages you sent are opened.

To set notification when messages are opened

1. Open the Voice Form.

See [“Opening and closing the Voice Form” on page 4-3](#).
2. Click **View > Options**.
3. Click the **Client Access** tab.
4. Select the **Request a read receipt for all messages I send** check box.
5. Click on one of the following:
 - **Apply**, if you want to set other options on the Client Access tab.
 - **OK**, to accept the setting and return to the Voice Form.
 - **Cancel**, to return to the Voice Form without saving the settings.

Note: To override this default for a single message, click **Properties** on the File menu when you are in this message.

This feature is currently supported only on the Avaya Modular Messaging—Microsoft Exchange version.

Composing and sending voice messages

Recording voice messages

Record your voice message using the telephone or multimedia.

See [“Recording voice messages” on page 4-10.](#)

Attaching comments to a voice message before sending

You can attach comments to a voice message before or after you record it.

See [“Attaching comments to a voice message before sending” on page 4-12.](#)

Sending voice messages

Send your voice message and select the delivery options.

See [“Sending voice messages” on page 4-13.](#)

Saving voice messages

You can save a voice message in your Inbox or to a desired location.

See [“Saving voice messages” on page 4-18.](#)

Recording voice messages

You can record a voice message by using the telephone or multimedia.

Note: You can retrieve messages by using the telephone user interface (TUI) at any time.

To record a voice message using a telephone

1. Open the Voice Form.
See [“Opening and closing the Voice Form” on page 4-3](#).
2. Click **Player > Record**, or click **Record** .
3. When your telephone rings, pick up the receiver and record your message after the tone.

Note: When using Modular Messaging from the desktop with the telephone, the system automatically disconnects you if you exceed the time limit set by your system administrator. To reconnect, hang up the telephone and press **Record**  again.

4. After you have finished recording, click **Player > Stop** or click **Stop** .

To record a voice message using multimedia

1. Open the Voice Form.
See [“Opening and closing the Voice Form” on page 4-3](#).
2. Click **Player > Record**, or click **Record** .
3. Record your message.
4. After you have finished recording, click **Player > Stop** or click **Stop** .

To review your recording

1. After you have finished recording, click **Player > Stop** or **Stop**  on the Voice Form.

The system returns you to the beginning of the message.

Note: If you only want to interrupt your recording, click **Player > Pause** or **Pause** .

2. Click **Player > Play** or **Play** . Use the playback controls ( ) to navigate through the message.
3. If you want to continue recording, go to the end of the message and click **Record** .

Note: If you close your recording or exit Modular Messaging Outlook Client without sending the message you recorded, the system prompts you to save the message.

Attaching comments to a voice message before sending

You can attach comments to a voice message before or after you record it. For example, you might want to make a note of the content of a voice message that you save as a draft. Comments form part of the message text and are visible to voice message recipients.

Note: Outlook allows you to search through all message text, including any comments that you have attached. This means that you can easily locate voice messages with comments in your mailbox.

See [“Including original voice message when replying” on page 4-28](#) for details.

To attach comments to a voice message

1. Click **View > Message Comment** or click **Message Annotation**  to display the Message Annotation box.

Notes:

- If the **Message Annotation** button is not displayed, click **View > Toolbars > Customize**, and then click **Reset**.
 - The system does not forward message annotation if the voice message is sent using Octel Analog Networking.
-

2. Type your comments in the Message Annotation box.

Note: This feature is currently supported only on the Avaya Modular Messaging—Microsoft Exchange version.

Sending voice messages

Addressing voice messages

Address a voice message you have recorded to other Modular Messaging subscribers, Personal Distribution Lists, or other e-mail users, or recipients who use Octel Analog Networking.

See [“Addressing voice messages” on page 4-13](#).

Assigning delivery options

You can assign delivery settings to your voice message, such as requesting a receipt, marking a message as Private or Confidential and assigning a priority level.

See [“Assigning delivery options” on page 4-14](#).

Sending a voice message

Send a voice message you have recorded.

See [“Sending voice messages” on page 4-17](#).

Addressing voice messages

You can address a voice message before or after you record it.

To address a voice message

- On the Voice Form, type the e-mail ID of the intended recipient in the **To...** field.

OR

- On the Voice Form, type the first few letters of the desired e-mail ID (or name or mailbox number or numeric address) in the **To...** field and press **Ctrl + K**.

The system will resolve this entry and display the e-mail IDs that begin with the characters that you typed. Select the desired e-mail ID from the list. If you type in a numeric value the search will be on the mailbox number and the numeric address. Note that the resolved numeric address can also be the List number of a Personal Distribution List.

OR

1. On the Voice Form, click **To...** to display the address book.

Note: You can also address a message by typing the names of recipients directly in the **To** and **Cc** boxes. Separate multiple names with a semicolon (;).

Note: To send a voice message to someone who is an Octel Analog Networking user but is not listed in any of the address books, type the address in this format: [OCTELAN: *nnnnn*], where *nnnnn* is the recipient's Octel Analog Networking address. When you type the Octel Analog Networking address in the **To** field, do not add any empty spaces before opening the square bracket.

2. Select the recipient's name from the address list.

Note: If you do not find the intended e-mail ID, you may have to select a different address book (in case of multiple address books) and search for the intended recipient.

3. Click **To...** to add the name to the **To** field in the address header of the voice message.
4. Repeat Steps 2 and 3 until you have added all the names to whom you want to send this voice message.
5. If you want to send copies of a voice message, select the names to whom you want to send a copy and add the names to the **Cc** field in the same way as described for the **To** field.
6. Click **OK**.
7. In the **Subject** field, type the title of your voice message.

Note: If required, you can also use the **Bcc** field.

Assigning delivery options

Marking a voice message as Private, Confidential, or Personal

When you send a voice message, you can display in the Sensitivity column of the message header that the message is Private, Personal, or Confidential.

See [“Marking a voice message as Personal, Private, or Confidential”](#) on page 4-15.

Assigning a priority level

When you send a voice message, you can change the default setting of Normal and assign High or Low importance to this message.

See [“Assigning priority levels”](#) on page 4-16.

Requesting receipts

To make sure that a message you send is received or opened, you can request a receipt.

To request a receipt

1. On the Voice Form, click **File > Properties**.
2. Under **Options for this item**, select:
 - **Read receipt requested** check box to receive a receipt when the recipient opens a voice message.
 - **Delivery receipt requested** check box to receive a receipt when the system delivers the voice message.
3. Click **OK**.

Marking a voice message as Personal, Private, or Confidential

When you send a voice message, you can display in the Sensitivity column of the message header that the message is Private, Personal, or Confidential. Once you send a message marked in this way, the setting cannot be changed.

To mark a voice message as Personal, Private or Confidential

1. On the Voice Form, click **File > Properties**.
2. In the **Sensitivity** field, select:
 - **Normal** - The message carries no sensitivity. This is the default.
 - **Personal** - The message is marked as Personal.
 - **Private** - The message is marked as Private.

Note: If the privacy settings on the Modular Messaging servers is not set to Full and client access is enabled, the Modular Messaging Outlook Client allows you to forward, reply with original, or do a Save As to private messages.

You can also click the  button on the Voice Form toolbar to mark a message as Private.

- **Confidential** - The message is marked as Confidential.

3. Click **OK**.

Notes:

- See the documentation supplied with your e-mail application for information on how to display the Sensitivity for your e-mail messages in your Inbox view.
-

Assigning priority levels

When sending a voice message, you can change the default setting of Normal and assign High or Low importance to this message. Depending on how your mail server is set up, messages with High importance can be delivered sooner than messages assigned Normal or Low importance.

In your Inbox, messages with a priority level other than Normal are displayed in the Importance column:

- With an exclamation mark for messages of high importance.
- With a down arrow for messages of low importance.

To assign a priority level

1. On the Voice Form, click **File > Properties**.
2. Under **Options for this item**, click:
 - **High**, or click **Importance: High**  on the toolbar.
 - **Normal**, the default.
 - **Low**, or click **Importance: Low**  on the toolbar.
3. Click **OK**.

Note: If you want to assign a priority level to all the messages you send, click **Tools > Options** in your e-mail application.

Sending voice messages

When you have recorded your voice message, entered the recipients' names and, where necessary, set delivery options, you can send the message.

To send a voice message

- Click **File > Send** on the Voice Form, or click **Send**  on the toolbar.

Note: If voice messages are retained in the Sent items folder, be sure to check the folder regularly and delete voice messages that are no longer needed. Voice messages can take up storage space needlessly.

Notes:

- If a recipient of a voice message uses an e-mail system different from your e-mail application, the message might not appear as a Modular Messaging voice message in the recipient's mailbox. It might be attached to an e-mail message. Recipients can listen to the attachment by using Modular Messaging Voice Recorder.
 - Since not all recipients of e-mail messages are equipped to listen to voice messages, Avaya has provided a way for these users to listen to voice messages. A recipient must have a computer with multimedia capabilities and Microsoft Sound Recorder.
 - If you send text messages that are larger than 30 KB through Octel Analog Networking, they can exceed Octel Analog Networking's upper limit on handling text messages, and you then receive an error message. In this case, split your text messages into several smaller messages and resend the smaller messages (This is applicable when the mail storage server is Microsoft Exchange).
 - When sending a voice message, Modular Messaging Outlook Client automatically checks whether the recipient is a Modular Messaging subscriber. If not, the system attaches the voice message to an e-mail message that informs recipients how to download the software required to listen to these messages, from the Internet.
-

Saving voice messages

You can save a voice message in your mailbox or to a location you specify.

Note: If you have received a multipart message in which the most recent message is an e-mail message, you must save the voice message parts and the e-mail part separately. The voice message parts within an e-mail message are regarded as attachments, which must be saved separately.

To save a voice message

You can save a voice message only if you have made a change to it.

- Click **File > Save** on the Voice Form, or click **Save**  on the toolbar.

Note: You can also save a voice message by highlighting it and dragging it to a different folder.

The voice message is saved in your Drafts folder. By default, the voice message is saved in IVM format. You can listen to it by using Modular Messaging Voice Recorder.

You can save a voice message when you are composing it. The voice message is stored in the Drafts folder by default. However you will not be able to access it using the telephone user interface.

To save a voice message to a different location

1. On the Voice Form, click **File > Save As**.
2. Select the location where you want to store the message.
3. In the **File name:** field, type the name for the file.
4. Click **Save**.

Notes:

- If the voice message has several message parts, they are saved as one part.
 - By default, the voice message is saved in IVM format. You can listen to it by using Modular Messaging Voice Recorder. Alternatively, you can save it in .WAV format and listen to it by using Microsoft Sound Recorder.
-

Working with incoming voice messages

Listening to voice messages

You can listen to any voice messages that you receive.

See [“Listening to voice messages” on page 4-20](#).

Navigating through a voice message

You can navigate through a voice message, and through different parts of voice messages.

See [“Navigating through voice messages” on page 4-24](#).

Replying to voice messages

You can reply to voice messages with voice or e-mail.

See [“Replying to messages” on page 4-26](#).

Forwarding voice messages

You can forward voice messages and also forward voice messages with voice or e-mail comments.

See [“Forwarding voice messages” on page 4-29](#).

Listening to voice messages

When you receive a voice message, you can do the following:

- You can open the voice message to listen to it.
See [“Opening a voice message” on page 4-20](#).
- You can listen to a voice message.
See [“Listening to a voice message” on page 4-21](#).
- When you have listened to a voice message, you can close it.
See [“Closing a voice message” on page 4-20](#).
- Navigate between voice messages in your mailbox.
See [“Navigating between messages in your mailbox” on page 4-22](#).
- You can modify the subject of messages in your mailbox.
See [“Modifying message subject in your mailbox” on page 4-23](#).

Opening a voice message

New voice messages are stored in your Inbox. These messages are indicated by the  icon.

To open a voice message

Do one of the following:

- Double-click the voice message.
- Select a voice message, and press **Enter**.
- Select the voice message, and click **File > Open**.

Closing a voice message

To close a voice message

- Click **File > Close**.

Listening to a voice message

You receive new voice messages in your e-mail application Inbox. Voice messages are indicated by the  icon.

To listen to a voice message

1. Double-click the voice message, or select the voice message and click **File > Open**.
2. Do one of the following:
 - If you are using a telephone, wait for the ring, pick up the receiver, and listen to the message.
 - If you are using multimedia, listen to the message.

You can use the Voice Player to navigate through the message or to start and stop.

Note: If you are playing back a message while it is downloading and you click on the slider or drag the slider to the right of the progress bar, the message playback is paused automatically. Choose **Player > Play**, or click **Play**  to continue playback.

Notes:

- If your voice message consists of several parts, use the previous part command and next part command to skip to different parts of the message.

See [“Navigating between message parts in multipart messages”](#) on page 4-24

- If you look at messages in your e-mail application at the same time as you dial into your mailbox using the telephone user interface (TUI), any changes you make to the message status in your e-mail application do not take effect until the next time you dial into your mailbox. For example, if you dial into your mailbox to listen to new messages and you open one of the messages in your e-mail application, the message is still treated as new until the next time you dial into your mailbox.
- If you receive a message with an e-mail attachment that has been forwarded through the telephone user interface (TUI), you see a message with the subject “Trouble playing this message?” also attached to it. Read this message if Avaya Modular Messaging Microsoft Outlook Client is not installed on your desktop. Otherwise, ignore this attachment.

Navigating between messages in your mailbox

If you receive several messages, you can navigate from one message to the next without having to close a message and open the next one. Navigating among messages works in exactly the same way as in your e-mail application.

Note: These commands are available only when you listen to voice messages.

To navigate between messages in your mailbox

- On the Voice Form, click **View** menu and click:
 - **Previous Message** to go to the previous message, or click **Display the previous item**  on the toolbar.
 - **Next Message** to go to the next message, or click **Display the next item**  on the toolbar.

Depending on your selection, the Voice Form plays the previous or the next voice message.

Note: You can determine whether Modular Messaging Outlook Client navigates only between voice messages or all message types. See [“Setting message navigation” on page 4-6](#).

Modifying message subject in your mailbox

If you receive several messages, you can modify the subject of the message in your mailbox. Modifying the subject of a message makes it easier to find.

To modify the subject of a message in your mailbox

1. Double-click the voice message, or select the voice message and click **File > Open**.
2. Double-click the subject of the message.
3. Modify the subject of the message.
4. Click **File > Save** on the Voice Form, or click **Save**  on the toolbar.

Navigating through voice messages

When playing back a voice message, you can find information:

- By skipping back and forward in a voice message to find the information you need.

See [“Navigating through a recording” on page 4-24](#).

- By navigating between different message parts in voice messages.

See [“Navigating between message parts in multipart messages” on page 4-24](#).

Navigating through a recording

You can navigate through a voice message by using the recording and playback controls on the Voice Player.

To navigate through a recording

To skip forward, do one of the following:

- Click **Player > Skip Forward**.
- Click **Skip Forward**  on the Voice Player.
- Click to the right of the slider or drag it to the position in the voice message where you want the playback to start.

Note: If you are playing back a message while it is downloading and you click on the slider or drag the slider to the right of the progress bar, the message playback is paused automatically. Click **Player > Play**, or click **Play**  to continue playback.

To skip back, do one of the following:

- Click **Player > Skip Back**.
- Click **Skip Back**  on the Voice Player.
- Click to the left of the slider.

Navigating between message parts in multipart messages

When playing back a multipart message, Modular Messaging Outlook Client plays back all message parts starting with the most current part. If

you do not want to listen to all the parts of the message, you can navigate between them.

Note: These commands are not available if a voice message consists of one part only.

To navigate between message parts in multipart messages

1. From the **Player** menu, click one of the following:
 - **Previous Part**, or click **Go to Previous Part**  on the Voice Player.

If you listen to a voice message containing the original and a reply, the previous message part is the reply.
 - **Next Part**, or click **Go to Next Part**  on the Voice Player.

If you listen to a voice message containing the original and a reply, the next message part is the original.
2. Use the slider to move between message parts. Message parts are marked by part dividers.

Note: When downloading a voice message, you might use the slider to skip forward to a message part that has not been downloaded yet, in other words, to the right of the progress bar. Modular Messaging Outlook Client then starts downloading this part and all subsequent parts before downloading the parts you have skipped.

Replying to messages

You can reply to messages you receive. When replying, you can decide whether to send the message to the sender only or to all recipients of the message. You can reply in several different ways.

- You can reply to a voice message with a voice message.
See [“Replying to voice messages with voice messages” on page 4-26.](#)
- You can reply to a voice message with an e-mail message.
See [“Replying to voice messages with e-mail messages” on page 4-27.](#)
- You can reply to an e-mail message with a voice message.
See [“Replying to e-mail messages with voice messages” on page 4-27.](#)
- You can also include the original in your reply.
See [“Including original voice message when replying” on page 4-28.](#)

Replying to voice messages with voice messages

You can reply to a voice message with a voice message. You can reply to the sender only, or to all recipients.

You can also include the original in your reply.

To reply to a voice message with a voice message

1. Select or open the voice message to which you want to reply.
2. Do one of the following:
 - To reply to the sender only, click **Actions > Reply**, or click **Reply with Voice**  on the toolbar.
 - To reply to everyone who received the original message, click **Actions > Reply to All**, or click **Reply to All with Voice**  on the toolbar.
3. Record your reply. See [“Recording voice messages” on page 4-10.](#)
4. Click **File > Send**, or click **Send**  on the toolbar.

Replying to voice messages with e-mail messages

You can reply to a voice message with an e-mail message. You can reply to the sender only or to all recipients, if required.

You can also include the original in your reply. See [“Including original voice message when replying” on page 4-28](#).

To reply with an e-mail message

1. Select or open the voice message to which you want to reply.
2. Do one of the following:
 - To reply to the sender only, click **Actions > Reply with Mail**, or click **Reply with Mail**  on the toolbar.
 - To reply to everyone who received the original message, click **Actions > Reply to All with Mail**, or click **Reply to All with Mail**  on the toolbar.
3. Type text in the message body.
4. Click **File > Send**, or click **Send**  on the toolbar.

Replying to e-mail messages with voice messages

You can reply to an e-mail message with a voice message. You can reply to the sender only or to all recipients.

To reply to an e-mail message with a voice message

1. Select or open the e-mail message to which you want to reply.
2. Do one of the following:
 - To reply to the sender only, click **Actions > Reply with Voice**, or click **Reply with Voice**  on the toolbar.
 - To reply to everyone who received the original message, click **Actions > Reply to All with Voice**, or click **Reply to All with Voice**  on the toolbar.
3. Record your reply. See [“Recording voice messages” on page 4-10](#).
4. Click **File > Send**, or click **Send**  on the toolbar.

Note: You cannot include the original e-mail message in the voice message you are sending.

Including original voice message when replying

When you reply to a voice message, you can include the original voice message.

To reply including the original voice message

1. Open the Voice Form.
See [“Opening and closing the Voice Form”](#) on page 4-3.
2. Click **View > Options**.
3. On the **Client Access** tab, select the **Include original voice message when replying** check box.
4. Click on one of the following:
 - **Apply**, if you want to set other options on the Client Access tab.
 - **OK**, to accept the setting and return to the Voice Form.
 - **Cancel**, to return to the Voice Form without saving the settings.

The original will always be included with the voice message.

Note: To override this default for a single message, click **Actions > Include Original in Reply**, or click **Include original when replying**  on the toolbar.

Forwarding voice messages

You can forward copies of voice messages in the following ways:

- If you want to attach voice comments, you can record your comments.

See [“Forwarding voice messages with voice comments” on page 4-29](#).

- If you want to attach e-mail comments, you can type your comments in an e-mail message.

See [“Forwarding voice messages with e-mail comments” on page 4-30](#).

Forwarding voice messages with voice comments

When you forward a voice message to other recipients, you can record your comments and attach them to the original message.

To forward voice messages with voice comments

1. Open the message from your e-mail application folder, if it is not already opened.
2. Click **Actions > Forward**, or click **Forward with Voice**  on the toolbar.
3. In the **To** field, specify the recipients, and, if required, use the **Cc** and **Bcc** fields.
4. Record your comments, if required. See [“Recording voice messages” on page 4-10](#).
5. Click **File > Send**, or click **Send**  on the toolbar.

Forwarding voice messages with e-mail comments

When you forward a voice message to other recipients, you can enter comments and attach them to the original message.

Note: Modular Messaging Outlook Client allows you to forward private messages through the telephone user interface (TUI).

To forward voice messages with e-mail comments

1. Open the message from your e-mail application folder, if it is not already opened.
2. Click **Actions > Forward with Mail** or click **Forward with Mail**  on the toolbar.
3. In the **To** field, specify the recipients, and, if required, use the **Cc** and **Bcc** fields.
4. Type your comments in the message body, if required.
5. Click **File > Send**, or click **Send**  on the toolbar.

Managing voice messages

Attaching comments to a voice message

You can attach comments to a voice message that you receive.

See [“Attaching comments to a voice message” on page 4-32.](#)

Displaying properties in multipart messages

If you have received a multipart message, you can display details such as the sender name and the time sent.

See [“Displaying properties in multipart messages” on page 4-33.](#)

Deleting voice messages

Since voice messages take up a considerable amount of storage space, make sure that you delete voice messages regularly.

See [“Deleting voice messages” on page 4-34.](#)

Attaching comments to a voice message

You can attach comments to a voice message that you receive. For example, you might want to make a note of the caller's name and telephone number.

Tip: Outlook allows you to search through all message text, including any comments that you have attached. This means that you can easily locate voice messages with comments in your mailbox.

See [“Including original voice message when replying”](#) on page 4-28 for details.

To attach comments to a voice message

1. Click **View > Message Comment** or **Message Annotation**  to display the Message Annotation box.
2. Type your comments in the Message Annotation box.

Note: This feature is currently supported only on the Avaya Modular Messaging—Microsoft Exchange version.

Displaying properties in multipart messages

When you receive a multipart message, you can display the properties of the voice message part you are currently in.

To display properties of a message part

On the Voice Form, click **Tools > Part Information** or click **Display current part information** .

You will see the following:

- Sender name
- Date and time when the message was sent
- Recipients' names and to whom the message was copied
- Subject
- Length of the voice message part in minutes and seconds

Note: While composing a new message part, you cannot display the properties for this voice part.

Deleting voice messages

When you delete a voice message, the system moves the message to the Deleted Items folder. If you manually empty the Deleted Items folder or set up your e-mail application to delete messages (from the Deleted Items folder) when you close your e-mail application, your voice messages are permanently deleted from the mail storage server. Otherwise, the deleted messages remain in the Deleted Items folder.

Note: If voice messages are retained in the Sent Items folder, check the folder regularly to delete voice messages that you no longer need. Voice messages can take up a considerable amount of space on your disk.

To delete a voice message

1. Select the voice message.
2. Click **File > Delete**, or click **Delete** .

Note: You can also press **Shift** and then click **Delete** to delete a message. However, in this case the message will not be stored in the Deleted Items folder but will be permanently deleted from the server.

When deleting several items at the same time, do one of the following:

- If the items are listed sequentially, press **Shift** while pressing the **Down Arrow** key, to select the entire group of items. Release the keys once you reach the last item you want to delete.
- If the items are not listed sequentially, press **Ctrl** while you click each of the individual items. Release the keys once you reach the last item you want to delete.

Note: The Empty the Deleted Items upon exiting can be set on the MSP Configuration screen. This option applies only to Modular Messaging messages and is not the same as that available in Microsoft Outlook.

5

Modular Messaging Voice Recorder

Getting Started

You can use the Modular Messaging Voice Recorder to record voice comments and embed them in another OLE2 or ActiveX application such as Microsoft Word, Microsoft Excel, or Lotus 1-2-3. You can also use Voice Recorder to create messages quickly without having to open your e-mail application.

Once you embed a recording, you can listen to it and change it in one of the two ways:

- By displaying the Modular Messaging Voice Recorder toolbar within the application in which you are currently working
- By opening the Modular Messaging Voice Recorder window

Voice Recorder works independently from your e-mail application and Modular Messaging Voice Forms. You can also use Modular Messaging Voice Recorder to send voice messages.

For information about the Modular Messaging Voice Recorder, see:

- [“Opening and closing Voice Recorder” on page 5-2.](#)
- [“Reviewing voice recordings” on page 5-3.](#)
- [“Composing voice recordings” on page 5-7](#)

Opening and closing Voice Recorder

To open Modular Messaging Voice Recorder

Do one of the following:

- Click **Start > Programs > Avaya Modular Messaging >  Voice Recorder**.
- Double-click on a voice recording you received as a part of an e-mail message.
- In an OLE2 or ActiveX application, such as Microsoft Word or Lotus 1-2-3, click **Insert > Object**, and select **Modular Messaging Voice Document** from the list.

To close Modular Messaging Voice Recorder

- Click **File > Exit**.

Reviewing voice recordings

Reviewing voice recordings from within documents

You can listen to a voice recording that is embedded in a document by displaying the Voice Recorder menu and toolbar in the application that is currently active.

See [“Reviewing voice recordings from within a document” on page 5-4.](#)

Reviewing voice recordings by opening the Voice Recorder

You can listen to a voice recording that is embedded in a document by opening the Voice Recorder from within the document and listening to the recording.

See [“Reviewing voice recordings by opening the Voice Recorder” on page 5-5.](#)

Reviewing voice recordings received as separate files

If you receive a voice recording as a separate file, you can listen to and edit it using the Voice Recorder.

See [“Reviewing voice recordings received as separate files” on page 5-6.](#)

Navigating through a recording

By skipping back and forward in a voice message to find the information you need.

See [“Navigating through a recording” on page 4-24.](#)

Reviewing voice recordings from within a document

You can listen to a voice recording that is embedded in a document by displaying the Voice Recorder menu and toolbar in the application that is currently active.

To play back an embedded voice recording from within a document

1. Double-click in the Modular Messaging Voice Recorder.
2. Click **Player > Play**, or click **Play**  at the top of your window.

- If you are using the telephone:

When the telephone rings, pick up the receiver and listen to the recording.

- If you are using multimedia:

Listen to the recording.

Note: You can use the Voice Player on the Avaya Modular Messaging Microsoft Outlook Client Voice Recorder or in the **Player** menu to move within the recording or to start and then stop playback.

Reviewing voice recordings by opening the Voice Recorder

You can listen to a voice recording that is embedded in a document by opening Modular Messaging Voice Recorder from within the document and then by listening to the recording.

To play back a voice recording by opening the Voice Recorder

1. From the application into which the recording is embedded, click **Edit > Modular Messaging Messenger Voice Object**.
2. Click **Modular Messaging Voice Object > Open**.
3. Click **Player > Play**, or click **Play**  on the Voice Player.
 - When using the telephone:
When the telephone rings, pick up the receiver and listen to the recording.
 - When using multimedia:
Listen to the recording.

Note: You can use the Voice Player on the Avaya Modular Messaging Microsoft Outlook Client Voice Recorder or in the **Player** menu to move around in the recording or to start and then stop playback.

Reviewing voice recordings received as separate files

If you receive a voice recording as a separate file, you can listen to and edit it by using the Modular Messaging Voice Recorder.

Note: You can listen to and edit files that are in .IVM format only.

To play back a voice recording

1. On the Voice Recorder, click **File > Open**.
2. From the Open window, select the recording you want to listen to and click **Open**.

Note: The file must be in .IVM format.

3. Click **Player > Play**, or click **Play**  on the Voice Player.
 - When using the telephone:
When your telephone rings, pick up the receiver and listen to the recording.
 - When using multimedia:
Listen to the recording.

Note: You can use the Voice Player on the Avaya Modular Messaging Microsoft Outlook Client Voice Recorder or in the Player menu to move within the recording or to start and stop playback.

Composing voice recordings

Composing a voice recording

You can create a voice recording using the telephone or multimedia.

See [“Composing a voice recording” on page 5-8.](#)

Sending a voice recording

When you have composed a voice recording, you can send it.

See [“Sending a voice recording” on page 5-9.](#)

Saving a voice recording

You can save a voice recording that you have composed.

See [“Saving a voice recording” on page 5-10.](#)

Inserting voice recordings into documents

You can insert voice recordings into documents created by an OLE2 or ActiveX application, such as Microsoft Word or Lotus 1-2-3

See [“Inserting a voice recording into a document” on page 5-12.](#)

Composing a voice recording

You can create a voice recording using the telephone or multimedia.

To compose a voice recording

1. Click **Player > Record** or click **Record**  on the Voice Recorder toolbar.
2. If you are using multimedia, record the voice recording. If you are using the telephone, when your telephone rings, pick up the receiver and record after the tone.

Note: To preserve system resources, the system automatically disconnects you if you exceed the time limit set by your system administrator. To reconnect, hang up the telephone and press **Record**  again.

3. Click **Player > Stop**, or click **Stop**  on the Voice Recorder when you have finished recording.

To review your recording

1. Click **Player > Stop**, or click **Stop**  on the Voice Recorder. You are returned to the beginning of the recording.
2. Click **Player > Play**, or click **Play**  on the Voice Recorder. Use the playback controls to navigate through the recording.
3. If you want to continue recording, go to the end of the recording, and click **Record**  on the Voice Player.

Note: When you close the Voice Recorder after creating a recording, you are prompted to save the recording.

Sending a voice recording

After you have created a voice recording you can send it to other Modular Messaging subscribers, other e-mail users, or Personal Distribution Lists.

To send a voice recording

1. Open the Modular Messaging Voice Recorder.
2. Compose the voice recording. See [“Composing a voice recording” on page 5-8](#).
3. Click **File > Send**, or click **Send**  on the toolbar.
4. Address the voice recording. You address a voice recording in exactly the same way as an e-mail message. For more information, see the information supplied with your e-mail application.
5. In the **Address Book** dialog box, click **OK** to send the message.

Saving a voice recording

You can save a voice recording you have created.

To save a voice recording

1. From the **File** menu, click:
 - **Save**, if you want to save the recording.
 - **Save As**, if you want to rename and save the recording.

Note: The file is saved in .IVM format.

2. In the **File name** field, type a name.
3. Select the location where you want to store the recording.
4. Click **Save**.

Inserting voice recordings into documents

Inserting voice recordings into documents by dragging

You can compose the voice recording first with Voice Recorder, and then drag and drop the recording into the document.

See [“Inserting voice recordings into a document by dragging the recordings” on page 5-11.](#)

Inserting voice recordings into documents using Copy All

You can use Copy All to copy the recording to the Clipboard. Then paste the recording into the document.

See [“Inserting a voice recording into a document” on page 5-12.](#)

Inserting empty voice recordings into a document

You can insert the empty voice recording into your document first and then compose your recording.

See [“Inserting an empty voice recording into a document” on page 5-12.](#)

Inserting voice recordings into a document by dragging the recordings

You can insert a voice message into a document.

To insert a voice recording into a document

1. Record the voice message.
2. Open the document into which you want to insert the voice message.
3. If the voice message is still open, make this window your current window.

If the voice message is not open, open it by clicking **File > Open** or by clicking **Open**  on the toolbar.

4. Make sure that both the document and the Modular Messaging window are visible.
5. Click the Voice in Motion area, and hold the left mouse button.
6. Release the left mouse button at the point where the voice message needs to be inserted into the document.

Inserting a voice recording into a document

You can copy the contents of a voice recording and insert the recording into a document created by an OLE2 or ActiveX application, such as Microsoft Word or Lotus 1-2-3.

Note: Annotating a document with a voice recording can increase the size of a document considerably.

To insert a voice recording into a document by using Copy All

1. Open the voice recording you want to copy.
2. Click **Edit > Copy All**, or click **Copy All**  on the toolbar.

The text is copied to the Clipboard.

3. Position the cursor where you want to insert the voice recording into the document.
4. Click **Edit > Paste**.

The voice recording is inserted into the document.

Note: Annotating a document with a voice recording can increase the size of a document considerably.

Inserting an empty voice recording into a document

To insert an empty voice recording into a document

1. Open the document into which you want to insert the voice recording.
2. Place the insertion point where you want to insert the voice object.
3. Click **Insert > Object**.

Note: In some applications, you have to click the **Create New** tab.

4. Under **Object Type**, select **Modular Messaging Voice Document**.
5. Click **OK**.

The Modular Messaging Voice Recorder displays.

You can now create the recording by using the Voice Player in the Modular Messaging Voice Recorder.

Setting notification when voice messages are opened

You can specify that you always want to be notified when voice messages you sent are opened.

To set notification when messages are opened

1. On the Voice Recorder, click **View > Options**.
2. Click the **Client Access** tab.
3. Select the **Tell me when all voice messages have been read** check box.
4. Click:
 - **Apply**, if you want to set other options.
 - **OK**, to accept the setting and return to Avaya Modular Messaging Microsoft Outlook Client Voice Form.
 - **Cancel**, to return to Avaya Modular Messaging Microsoft Outlook Client Voice Form without saving the settings.

Note: To override the default for a single message, use **Properties** on the **File** menu when you are in the message.

6

Frequently asked questions (FAQs)

Where is the log file for the Modular Messaging Outlook Client created?

The Modular Messaging Outlook Client Setup program creates the log file (MM_Install_log.txt) in the Windows temp folder.

The Modular Messaging Outlook Client release 1.1 or release 2.0 is installed on my system. Do I need to uninstall it to upgrade to the Modular Messaging Outlook Client release 3.0?

No, you do not need to uninstall previous versions of the Modular Messaging Outlook Client. To upgrade the Modular Messaging Outlook Client, run the Setup program of release 3.0. The Setup program first uninstalls the previous version of the Modular Messaging Outlook Client and then installs the Modular Messaging Outlook Client release 3.0.

My computer is not connected to the MAS or the MAS is not running. Can I still install the Modular Messaging Outlook Client?

Yes, you can install the Modular Messaging Outlook Client if your computer is not connected to the MAS or the MAS is not running. In the absence of MAS you need to install the Modular Messaging Outlook Client from the command prompt.

The command format for the Modular Messaging Outlook Client installation is as follows:

install /v "STORE_TYPE=mss or exchange"

where,

install - is the name of the Modular Messaging Outlook Client executable (Setup.exe).

mssname or exchange - is the name or the IP address of the message storage server.

How do I create a .msi file from the Modular Messaging Outlook Client Setup program (Setup.exe)?

Perform the following actions to create a .msi file from Setup.exe:

1. Type the following at the system command prompt:

Setup.exe /a

Important: If the Modular Messaging Outlook Client Setup program is located at a different location, you must run the installation command on the folder where the Setup program is located.

2. Press Enter.

The system displays the Choose Setup Language dialog box.

3. Select the display language for the Setup program and click **OK**.

The system displays the Welcome dialog box.

4. Read the information on the Welcome dialog box and click **Next**.

The system displays the Network Location dialog box.

5. Specify the location where you want to store the .msi file and click **Install**.

The system displays the Completed dialog box when installation is complete.

6. Click **Finish**.

This completes the creation of the .msi file from the Modular Messaging Outlook Client Setup program.

How do I install Modular Messaging Outlook Client for a restricted user account?

You must have Local Administrator rights or elevated privileges for the computer on which you are installing Modular Messaging Outlook Client.

The domain controller or the local administrator can enable elevated privileges for restricted user accounts.

Note: You must enable the elevated privileges for Computer Configuration and User Configuration.

Modular Messaging Outlook Client is already installed on my system. How do I add additional language packs to it?

Do the following to install the additional language packs:

1. Open the Control Panel, and double-click **Add/Remove Programs**.

2. Select **MM Client**, and click **Change**.

The system displays the **Welcome** dialog box.

3. Click **Next**.

The system displays the Program Maintenance dialog box.

4. Select **Modify** and click **Next**.

The system displays the Custom Setup dialog box.

5. Select the additional language pack(s) you want to install.

6. Click **Next**.

The system displays the Ready to Modify the Program dialog box.

7. Click **Install**.

The system displays the Completed dialog box when installation is complete.

8. Click **Finish**.

If I uninstall the Modular Messaging Outlook Client will all the language packs be removed?

Yes, when you uninstall the Modular Messaging Outlook Client all the language packs that get installed with the Modular Messaging Outlook Client are removed.

Reference Information

Modular Messaging and Fax

Avaya Modular Messaging Microsoft Outlook Client allows you to send and receive fax messages just like your e-mail messages from within Microsoft Outlook. You can fax a binary file such as a Microsoft Word document or a graphic file such as a gif or a jpeg by converting it into a Tagged Information File format (.tif file) and sending it as an e-mail attachment.

See [“Sending a Fax” on page RI -2](#) for more information on sending a fax using the Modular Messaging Outlook Client.

You can send a fax message through Modular Messaging without the Modular Messaging Outlook Client, by creating a fax using the standard fax feature provided by Microsoft Windows.

See *Avaya Modular Messaging Release 3 Client Access to a Subscriber Mailbox*, for more instructions on creating and sending a fax without the Modular Messaging Outlook Client.

Sending a Fax

Use the following instructions to send a fax from within Microsoft Outlook using the Modular Messaging system.

1. Start Microsoft Outlook.
2. Create a new e-mail message.
3. In the **To...** field on the New Message window, type **fax=nnnn@mss.domain.com**, where *nnnn* is the fax number of the recipient, and *mss.domain.com* is the message storage server and the domain name. Your system administrator will provide this information.
4. Press **TAB** or **CTRL + K** so that the fax address is resolved and appears underlined.
5. Right-click on the fax address in the **To...** field, and select **Properties**.
6. On the E-mail Properties window, click **Custom Type** and type **MM** in the **E-mail type:** field. This will tell Outlook to send the message using Modular Messaging. If you do not specify this, the fax will not be delivered

Note: The **E-mail type** field will display SMTP as the default value if you have any other account configured in your Outlook profile.

7. In the **Subject** field, type the desired text.
8. In the message body, type the desired text.
9. Click **Send**.

Once you send a fax, Modular Messaging sends a fax delivery status notification message (fax delivery successful or failed) to your Modular Messaging mailbox.

When you send a fax using the Modular Messaging system, the system automatically attaches a default cover page. You can edit the cover page details from the Fax settings in Modular Messaging. Contact your system administrator for more information.

You can also use Modular Messaging to fax a binary file such as a Word document or a graphic. You have to convert the binary file into a .tif file and send it as an e-mail attachment. Modular Messaging sends the attached tif file as a fax. See *Avaya Modular Messaging Release 3 Client Access to a Subscriber Mailbox* for more information.

Note: You can fax a binary file only if the binary file is sent as .tif file attachment to a fax message.

Viewing a fax message

Faxes in the Modular Messaging mailbox appear as e-mail messages with .tif attachments. You can view these files in any Windows image viewer such as Imaging for Windows or other TIFF viewers.

Click on the tif attachment, and select whether to open it or save it to your computer.

Managing fax messages for TUI access

You can handle fax messages using the TUI.

1. Log in to your mailbox, press **1** to access messages, and then press **1** again to listen to your voice messages. Modular Messaging moves the fax message to the "saved" or "old" message category, if you have already accessed the message through Outlook.
2. If the fax is no longer in your Modular Messaging mailbox (for example, you have saved it to a local folder on your PC), you can forward the message from Outlook back to your Modular Messaging mailbox and then log in to the TUI.

For more information on handling fax messages using the TUI, see the *Avaya Modular Messaging Release 3 Telephone User Interface Guide*. This document should be available from your system administrator.

Glossary

.UMA File

A file that contains a Caller Application. By default, the file type in which the Caller Applications Editor will choose to save applications is .UMA. Although the user can choose any legal name type for the application, the internal format will always be the same.

.WAV

A file extension used for Windows multimedia format audio data.

access control list

A list of people in a voice mail domain who have access to Modular Messaging applications and tools.

AccuCall+

A utility for Microsoft Windows that allows you to build and edit tone tables.

Active Directory

The directory service that stores information about objects on a network and makes this information available to users and network administrators. Active Directory gives network users access to permitted resources anywhere on the network using a single logon process. It provides network administrators with an intuitive, hierarchical view of the network and a single point of administration for all network objects.

Adaptive Differential Pulse Code Modulation

A speech encoding method that produces a digital signal with a lower bit rate than standard pulse code modulation (PCM). ADPCM calculates the difference between two consecutive speech samples in standard PCM coded telecom voice signals. The ADPCM encoding rate is 32 kilobit per second.

automated attendant

An automated service that greets callers and instructs them on how to proceed. Using the automated attendant, you can also use other call handling features such as intercom paging and call screening. When enabled, the system transfers callers to the subscriber's extension. When disabled, the system transfers the callers directly to the subscriber's mailbox where they can leave a message.

automatic notification

If Notify Me is set to Automatic notification, you can determine whether you should be notified if callers have left a message in your mailbox or if callers have left urgent messages only.

average hold time (AHT)

The sum of the lengths of all telephone calls (in minutes or seconds) during the busiest hour of the day divided by the number of calls.

busy hour

A method used to calculate the number of ports required when sizing a system. It represents the busiest hour of the day, when the volume of calls generated by internal subscribers and external callers reaches its peak.

call handling

A feature of the Modular Messaging that allows you to set up the system can be set up to screen or block calls, or to play specify greetings when an extension is busy or not answered.

call information packet

A string of DTMF digits sent by the PBX to the messaging application server in inband integration. The call information packet contains information on the type of call received (known as the “call packet type”), the called party id, the calling party id and the trunk id.

call management

A component of the messaging application server that provides an interface between the voice cards and Modular Messaging telephony applications.

Call Me

A feature that allows subscribers to be called at a designated telephone number, or telephone list, each time they receive a message that meets specified criteria. The subscriber can then log on to Modular Messaging in order to review the message. Subscribers can set up Call Me rules in Subscriber Options.

call packet type

A string of DTMF digits that form a code for the type of call received during inband integration, such as a direct call, a forwarded call or a diverted call. Also known as a reason code.

call screening

A call answering option that requires callers to announce themselves before a subscriber answers the call. If a call is screened and the subscriber is not available to answer it, the caller has the choice of leaving a message, or being forwarded to a different extension or to the operator.

caller requested notification

If Notify Me is set to caller requested notification, callers are asked if they wish to have you notified that they called.

canonical addressing

A method of addressing that specifies the full location, including country code and area code, in the following order:

+CountryCode [(AreaCode)] SubscriberNumber

For example, +1 (408) 345 800

carried traffic

The total busy hour traffic that was offered to the group of ports minus the blocked calls

Centum Call Second (CCS)

A unit of measurement for call time. The formula for a CCS is the number of calls per hour multiplied by their average duration in seconds, all multiplied by 100. A CCS is 1/36th of an Erlang.

Class of Service (COS)

A category used to determine a subscriber's access to system options and features. The administrator assigns a Class Of Service to each subscriber.

deleted items folder

A folder in your e-mail application that stores items that you have deleted. You can retrieve an item from the deleted items folder. You can also set your e-mail application to delete items in this folder permanently when you quit the e-mail client.

dial by name

A method of addressing by which a caller spells the recipient's name on the telephone keypad when using the telephone user interface.

DID

See [Direct Inward Dialing \(DID\)](#).

Digital Meridian Integration Device (DMID)

A device that provides integration with Nortel switches, such as the Meridian M-1. The DMID physically sits between the PBX and the messaging application server and appears as one or two digital telephones to the PBX, depending on the number of analog ports required. Analog line circuits for the voice path appear on the digital set of the DMID. When a call is received on the DMID, it simultaneously rings at the analog port. The DMID interprets the call display information and transmits it to the messaging application server, which answers the caller with the appropriate personal greeting.

Direct Inward Dialing (DID)

Using DID, a caller can dial inside an organization to reach someone's telephone extension directly without going through a receptionist.

distribution list

A name assigned to a group of recipients. When you address a message to a distribution list, each recipient in the list receives the message.

DMID

See [Digital Meridian Integration Device \(DMID\)](#).

Dual Tone Multifrequency (DTMF)

A combination of two tones that uniquely identify each button on a telephone keypad.

envelope information

Information that shows who sent a message, the date and time sent, and message length.

Erlang

A unit of measurement for call time. One Erlang is equivalent to 60 call minutes or 36 Centum Call Seconds (CCS).

event

A significant occurrence in a voice mail system that is of interest to an administrator for diagnostic or reporting purposes.

Extended Absence Greeting

A greeting that advises callers that you are away from the office and may be checking messages infrequently.

fax routing address

An e-mail address consisting of a string of digits that uniquely identify the subscriber to the fax server.

Find Me

A feature that enables your mailbox to re-direct unanswered calls to a list of telephone numbers. Calls are directed to each telephone number in the list, unless you answer. If you do not answer at any telephone number in the list, the system asks the caller if the caller would like to leave a message.

firmware file

A file containing instructions that are permanently loaded into memory.

forest

A collection of one or more Windows 2000 domains that share a common schema, configuration, and global catalog and are linked with two-way transitive trusts.

forward

A command that is used to forward a copy of a message.

Global System for Mobile Communications (GSM)

An audio encoding format with an encoding rate of approximately 13 kilobit per second. This is a format for storing sound files. Files encoded in this format can be opened using Microsoft Sound Recorder.

grade of service (GOS)

The probability, expressed as a percentage of callers who call during the busy hour, that an incoming call is blocked (the caller hears a busy signal) because all ports are in use.

greetings

What callers hear when your extension is busy or not answered or you are away from the office.

GSM (Remove)

See [Global System for Mobile Communications \(GSM\)](#).

home messaging application server

Any machine in the voice mail domain from which you administer a Modular Messaging configuration.

hunt group

A group of telephone lines where the incoming calls are distributed according to a priority scheme.

in-band signaling

A method of connecting the messaging application server to the PBX as if it were a series of single-line telephones or a series of trunks in a hunt group. The term “in-band” is used because all

of the call identification information is passed from the PBX to the messaging application server using DTMF signals on the same line as the voice connection.

Inbox

A folder in which you normally receive your new mail.

intercom paging

A method of automatically paging subscribers if they do not answer their telephones. If a subscriber does not respond to the page, the system transfers the caller to the subscriber's mailbox.

Integrated Services Digital Network (ISDN)

A set of standards for transmission of simultaneous voice, data, and video information over fewer channels than would otherwise be needed, through the use of out-of-band signaling.

IP telephony

The use of networks running Internet Protocol (IP) to send and receive messages, such as voice data.

IVM

A format for storing sound in files used for Modular Messaging voice messages.

local mailbox number

A method of addressing voice messages through the telephone user interface to recipients in a voice mail domain.

mailbox

A delivery location for incoming voice, e-mail, and fax messages.

message confirmation

A notice confirming that a message was delivered to a recipient.

Message Waiting Indicator (MWI)

A method of alerting subscribers when messages meeting specified criteria arrive in their mailbox. Subscribers are alerted either by a lamp indicator on their telephone, or an audible tone (stutter dial-tone) when they pick up the receiver. The indicator is cleared when the message is opened in Outlook, or saved or deleted using the TUI. Subscribers can set up rules for using MWI in Subscriber Options. For example, they may choose to be notified only when they receive urgent voice messages.

Messaging Application Server

An Avaya proprietary executable program that runs as a Windows NT/2000 Service.

Microsoft Management Console (MMC)

A common console framework for Microsoft management applications. MMC does not provide any management functionality, but forms a common environment for modular management components called snap-ins.

multimedia

A PC has multimedia capabilities if it has a sound card, microphone, and speakers or headphones.

multi-part message

A message that consists of several parts. Every time you forward a voice message or reply to a voice message including the original, a new part is added to the original message.

MWI

See [Message Waiting Indicator \(MWI\)](#).

name prompt

A personalized prompt that states a subscriber's name when that subscriber's extension is busy or unanswered and he or she has not recorded a personal greeting.

Notify Me

A feature that allows subscribers to use a pager, SMS-enabled digital telephone, or other device to alert them of calls to their Modular Messaging inbox.

numeric address

A string of digits that uniquely identifies a recipient across the organization. A numeric address is used by the telephone user interface as a means of addressing a message.

Octel Analog Networking

A networking application that allows users on one Avaya system to exchange messages with users on other Avaya systems. Octel Analog Networking uses the public or private telephone network for message transport.

offered traffic

The total traffic offered to a group of ports during the busy hour, including calls that are blocked.

operation history database

A temporary storage area for events generated by Modular Messaging. The Operation History Viewer is used for viewing events in this database.

Operation History Viewer

A diagnostic tool that displays events generated by Modular Messaging activity and logged in the operation history database. By creating a session, administrators can restrict the number of events to only those that meet their criteria. They can view live events as they are added to the operation history database, or view historical events.

operator

The person to whom callers are transferred when they request to speak with an operator, exceed the maximum number of errors permitted on the system, or call from a rotary telephone. Individual mailboxes may have an operator that is different from the designated system operator, for example, a personal assistant.

optional greeting

A personalized answering system for greeting callers if a subscriber's extension is busy or unanswered, or if incoming calls are blocked.

password

Subscribers must enter their passwords to gain access to Modular Messaging through the telephone user interface. Subscribers can change their passwords using the telephone user interface or Modular Messaging.

PBX

See [Private Branch Exchange \(PBX\)](#).

PBX integration

A method that establishes communication between the PBX and the voice mail system. The PBX supplies information such as who is calling on internal calls and the extension that the caller is trying to reach.

PC client applications

A group of applications that enable subscribers and administrators to access Modular Messaging from their desktop PCs. PC client applications include Subscriber Options.

PC user interface

An interface through which subscribers can access the Modular Messaging system from their PC.

peer e-mail server

The mail server that acts as host e-mail server for the messaging application server of the Modular Messaging.

personal greeting

A personalized prompt that greets callers when they are transferred to a subscriber's mailbox if the extension is busy or not answered.

playback controls

CD-type controls with which you can play, pause, forward, and rewind messages.

please hold greeting

A personalized prompt that informs callers of the extension they selected when they are transferred to an extension.

port group

A group of ports allocated to a specific application, such as the PC client, the telephone user interface, or Octel Analog Networking. Port groups are configured using the Voice Mail System Configuration application.

Port Monitor

A diagnostic tool that provides a graphical user interface for checking and changing the status of ports on a particular messaging application server.

Private Branch Exchange (PBX)

A telephone exchange local to a particular organization that uses, rather than provides, telephone services. Also known as a switch.

private messages

Messages marked private. You cannot send private messages through the telephone user interface. However, you can reply to and forward private messages through the telephone user interface.

prompt

A spoken greeting or instruction that directs callers whose calls have come through the automated attendant.

properties

See [envelope information](#).

QSIG

A protocol for ISDN-based inter-PBX signaling based on the European Q.931, Q.9212 and DPNSS protocols.

read receipt

Notification indicating the date and time a message that you sent was opened by the recipients.

reason code

See [call packet type](#).

reply

A command that is used to reply to a message. Normally, the original message is not included in your reply.

Reporting Tool

A tool for generating reports that monitors the usage of the voice mail system, planning capacity and tracking security. Once a report is generated, administrators can view the report on screen or print it for easy reference. Administrators can also export the report to many popular file formats or attach the report to a message sent through a MAPI-enabled e-mail system.

sent items folder

A folder in your e-mail application that normally stores a copy of each message you sent.

set emulation

A digital protocol used to connect digital telephones to switches in order to emulate digital telephone sets.

Simplified Message Desk Interface (SMDI)

A protocol for sending PBX integration data, that does not require a caller to reenter the telephone number if the extension is busy or not answered.

SMS (Short Message Service)

SMS (Short Message Service) which is similar to paging, is a service for sending messages of upto 160 alphanumeric characters to mobile phones.

spoken name

A personalized prompt that states your name when, for example, your extension is busy or unanswered and you haven't recorded a personal greeting.

subscriber

A user whose profile is enabled for voice messaging. A subscriber can use both the telephone user interface and the graphical user interface of Subscriber Options.

Subscriber Options

An application that allows subscribers to configure their mailboxes using their PCs. Subscribers can record all personal greetings and prompts, personalize their call handling options, and select whether to use multimedia or the telephone for recording and playing back voice messages.

switch

See [Private Branch Exchange \(PBX\)](#).

Telephone user interface (TUI)

An interface through which callers and subscribers can access the Modular Messaging system through the telephone. The telephone user interface is also an automated attendant and voice messaging system that controls call handling. It greets incoming callers and instructs them on how to proceed.

telephony interface

An interface that enables communication between the voice boards and Modular Messaging. Depending on the voice boards that you are using, you can configure Analog or Aculab T-1 telephony interface types.

text-to-speech (TTS)

The conversion of text into speech (speech synthesis). Using text-to-speech, Modular Messaging subscribers can listen to their e-mail messages over the telephone.

tone file

A file that enables the application to recognize the tones generated by a PBX.

tracing server

A separate server that records operational information about activity in the voice mail domain.

tracing system

A system that captures information related to the operation of messaging application servers, for both diagnostic and reporting purposes. The tracing system maintains connections with all messaging application servers in the voice mail domain and receives notification of events from each of them. These events are written to two storage areas: the Operation History and the transaction databases. An administrator can generate reports summarizing voice mail activity using the Reporting Tool.

transaction database

A storage area where voice messaging events happening in the voice mail domain are written. It is a permanent database containing summary information that is used by the Reporting Tool.

TTS

See [text-to-speech \(TTS\)](#).

TUI

See [Telephone user interface \(TUI\)](#).

tutorial

Modular Messaging's setup tutorial that guides you through personalizing your mailbox. You only hear it the first time you dial into your mailbox.

unified mailbox

A Modular Messaging subscriber mailbox, where all voice, fax, telephone answering messages, e-mail, and data messages (including documents and forms) are stored. Subscribers can view, listen to, or retrieve messages using the telephone or PC.

Modular Messaging Subscriber Administration

An administration tool that allows administrators to enable subscribers, groups, or contacts to use Modular Messaging.

Visual Voice Editor

An administration tool that allows the recording of customized prompts used by Modular Messaging. The tool allows recording using multimedia or the telephone user interface. When modifying a prompt, the user is presented with a graphical rendering of the sound, which allows precise editing of the audio data.

voice mail domain

A group of Modular Messaging messaging application servers that share a common set of properties. All subscribers who are provided with telephone answering by these messaging application servers are said to “belong” to the same voice mail domain.

Voice Mail System Configuration

An administration tool used to configure the attributes of a voice mail domain, or group of messaging application servers.

Index

Symbols

.UMA File
definition, GL-1

A

Aculab T-1, GL-9
addressing voice messages, 4-13, 4-15 to 4-17
addressing voice recordings, 5-9
assigning a priority level, 4-16
automated attendant
definition, GL-1
automatic playback, 4-5
disabling, 4-5
setting, 4-5
average hold time
definition, GL-2

B

busy hour
definition, GL-2

C

call handling
definition, GL-2
call information packet
definition, GL-2
call management
definition, GL-2
Call Me
definition, GL-2
call screening
definition, GL-2
cancelling voice messages, 4-34
canonical addressing
definition, GL-2
carried traffic
definition, GL-3
Centum Call Seconds (CCS)

definition, GL-3

Class Of Service

definition, GL-3

closing, 4-3, 4-21

Modular Messaging Voice Form, 4-3

voice messages, 4-21

composing voice messages, 4-9 to 4-10

composing voice recordings, 5-8

confidential voice messages, 4-15

copying voice recordings, 5-12

creating voice messages, 4-10

creating voice recordings, 5-8

D

deleted items folder

definition, GL-3

deleting voice messages, 4-34

dial by name

definition, GL-3

Direct Inward Dialing (DID)

definition, GL-3

displaying properties in multi-part messages, 4-33

distribution lists

definition, GL-3

documents, 5-12

documents, inserting voice recordings into, 5-12

DTMF

definition, GL-3

E

e-mail messages, 4-27, 4-30

attaching to voice message when

forwarding, 4-30

replying to voice message, 4-27

replying with voice message, 4-27

embedding, 5-4 to 5-5, 5-12

embedding, playing back embedded recordings, 5-4
embedding, voice recordings into documents, 5-12
envelope information
 definition, GL-3
envelope information, displaying, 4-33
Erlang
 definition, GL-3
events
 definition, GL-4
extended absence greeting
 definition, GL-4
F
fax routing address
 definition, GL-4
Find Me
 definition, GL-4
forest
 definition, GL-4
forwarding
 definition, GL-4
forwarding voice messages, 4-29 to 4-30
 attaching e-mail message, 4-30
 attaching voice message, 4-29
G
grade of service (GOS)
 definition, GL-4
greetings
 definition, GL-4
GSM
 definition, GL-4
H
home voice server
 definition, GL-4
hunt group
 definition, GL-4
I
in-band signaling
 definition, GL-4
Inbox
 definition, GL-5
including original voice message when replying, 4-28
inserting voice recordings into documents, 5-12
inserting voice recordings into documents, empty recordings, 5-12
Integrated Services Digital Network (ISDN), GL-5
intercom paging
 definition, GL-5
IP telephony
 definition, GL-5
IVM file
 definition, GL-5

L
listening to embedded voice recordings, 5-4 to 5-5
listening to embedded voice recordings, by opening Modular Messaging Voice Recorder, 5-5
listening to embedded voice recordings, from within documents, 5-4
listening to voice messages, 4-21
local mailbox numbers
 definition, GL-5
M
mailbox
 definition, GL-5
making voice recordings, 5-8
marking voice messages as Personal, Private or Confidential, 4-15
message annotation, 4-9, 4-12
message confirmation
 definition, GL-5
message navigation, setting, 4-6
messaging application server
 definition, GL-5
MMC
 definition, GL-5
multimedia
 definition, GL-5
multi-part messages, 4-33
 definition, GL-5
 displaying info in, 4-33
MWI
 definition, GL-5
MWI. See Message Waiting Indicator, GL-6
N
name prompt
 definition, GL-6, GL-8
notification, 4-7 to 4-8
 when voice messages are delivered, 4-7
 when voice messages are opened, 4-8
Notify Me
 caller requested
 definition, GL-2
 definition, GL-6
numeric address
 definition, GL-6
O
offered traffic, GL-6
opening, 4-3, 4-20
 Modular Messaging Voice Form, 4-3
 voice messages, 4-20
operation history database
 definition, GL-6
Operation History Viewer
 definition, GL-6
operator

- definition, GL-6
- optional greeting
 - definition, GL-6
- P**
- passwords
 - definition, GL-6
- PBX integration
 - definition, GL-7
- PBXs
 - definition, GL-7
- PC client applications
 - definition, GL-7
- PC user interface
 - definition, GL-7
- peer e-mail server
 - definition, GL-7
- Personal Distribution Lists, 1-7
- personal greeting
 - definition, GL-7
- personal voice messages, 4-15
- playback controls
 - definition, GL-7
- playing back embedded recordings, 5-5
- playing back embedded voice recordings, 5-4 to 5-5
- playing back embedded voice recordings, by opening Modular Messaging Voice Recorder, 5-5
- playing back embedded voice recordings, from within documents, 5-4
- playing back voice messages, 4-21
- playing back voice recordings received as separate files, 5-6
- port group
 - definition, GL-7
- Port Monitor
 - definition, GL-7
- private messages
 - definition, GL-7
- private voice messages, 4-15
- prompt
 - definition, GL-7
- properties, displaying, 4-33
- Q**
- QSIG
 - definition, GL-7
- R**
- Read receipt
 - definition, GL-8
- recording, 4-10, 5-8
 - voice messages, 4-10
- recording, voice recordings, 5-8
- Remote Deployment
 - Group Policy-Based Software Deployment, 2-9
- SMS Software Distribution, 2-9
- Remote deployment, 2-8
- removing voice messages, 4-34
- replying
 - definition, GL-8
- replying to, 4-26 to 4-27
 - e-mail messages with voice messages, 4-27
 - including original messages, 4-28
 - overview, 4-26
 - voice messages with e-mail messages, 4-27
 - voice messages with voice messages, 4-26 to 4-27
- Reporting Tool
 - definition, GL-8
- requesting a receipt, 4-15
- S**
- saving voice messages, 4-18
- saving voice recordings, 5-10
- sending voice messages, 4-17
- sending voice recordings, 5-9
- sent items folder
 - definition, GL-8
- set emulation
 - definition, GL-8
- Simplified Message Desk Interface (SMDI)
 - definition, GL-8
- subscribers
 - definition, GL-8
- T**
- telephone user interface
 - definition, GL-8
- telephony interface
 - definition, GL-9
- text-to-speech
 - definition, GL-9
- tracing server
 - definition, GL-9
- tracing system
 - definition, GL-9
- transaction database
 - definition, GL-9
- tutorial
 - definition, GL-9
- U**
- unified mailbox
 - definition, GL-9
- V**
- Visual Voice Editor
 - definition, GL-9
- voice mail domain
 - definition, GL-10
- Voice Mail System Configuration

- definition, GL-10
- voice messages, 4-10, 4-13, 4-15 to 4-18, 4-21, 4-26 to 4-27, 4-29 to 4-30, 4-34
 - addressing, 4-13
 - deleting, 4-34
 - forwarding, 4-29 to 4-30
 - listening to, 4-21
 - recording, 4-10
 - replying to with voice message, 4-26
 - replying with e-mail message, 4-27
 - saving, 4-18
 - sending, 4-17

- setting delivery options, 4-15 to 4-16
- voice recordings, 5-4 to 5-6, 5-8 to 5-10, 5-12
- voice recordings, creating, 5-8
- voice recordings, inserting into documents, 5-12
- voice recordings, playing back, 5-4 to 5-6
- voice recordings, recording, 5-8
- voice recordings, saving, 5-10
- voice recordings, sending, 5-9

W

- WAV file
 - definition, GL-1