



## **Modular Messaging**

Release 5.2

Restricted Microsoft Outlook Client User Guide

December 2011

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## Providing Telecommunications Security

Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of) your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that can be accessed by this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who might be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

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

Customers might experience differences in product performance, reliability and security depending upon network configurations/design and topologies, even when the product performs as warranted.

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**Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.**

**Canadian Department of Communications (DOC) Interference Information**

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

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# Preface

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## Overview

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

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**Note:** In the current release, only Modular Messaging—MSS version supports Modular Messaging Restricted Outlook Client.

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## Audience

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

## Summary of chapters

This guide includes the following chapters:

Chapter	Summary
<a href="#">Chapter 1, Introduction to Avaya Modular Messaging Restricted Outlook Client.</a>	Introduces you to the various components of the Avaya Modular Messaging Restricted Outlook Client.
<a href="#">Chapter 2, Installing Avaya Modular Messaging Restricted Outlook Client.</a>	Provides instructions on installing the client software.
<a href="#">Chapter 3, Configuring Avaya Modular Messaging Restricted Outlook Client.</a>	Provides instructions on configuring the Modular Messaging Restricted Outlook Client in your Outlook profile.
<a href="#">Chapter 4, Modular Messaging Voice Form.</a>	Describes how to compose, send, and manage voice messages using the Voice Form.
<a href="#">Chapter 5, Modular Messaging Voice Recorder.</a>	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 5.2 Documentation CD-ROM*:

- *Avaya Modular Messaging Release 5.2 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 5.2 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 5.2 Subscriber Options User Guide</i>
<b>bold</b>	Field names, button names, and menu items appear in bold. For example, Click <b>Next</b> to continue with the installation.
<b>KEY+KEY</b>	Key combinations in which you press and hold down one key and then press another. For example, Press the <b>Control+Down</b> arrow.
< <b>Standard Outlook name</b> >/< <b>VoiceMail name</b> >	Menu names, menu item names, field names, and button names that differ in the Standard Outlook terminology and VoiceMail terminology. For example, Click <b>File/Create</b> >Close



# Introduction to Avaya Modular Messaging Restricted Outlook Client

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## Overview

The Modular Messaging Restricted Outlook Client consists of the following components:

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

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

For more information on configuring the Modular Messaging Restricted Outlook Client, see [Chapter 3, Configuring Avaya Modular Messaging Restricted 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 5.2 Subscriber Options User Guide*.

For more information on using the Avaya Modular Messaging Telephone User Interface (TUI), see the *Avaya Modular Messaging Release 5.2 Telephone User Interface Guide*.

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

## Handling messages in 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. The different icons that indicate the type of message (voice, e-mail, or fax), the subject of the message, and the sender name, allows you to quickly and easily select a message and act on it.

The Modular Messaging—Message Storage Server (MSS) version voice mailbox has a 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. In Avaya Modular Messaging—Microsoft Exchange and Avaya Modular Messaging—IBM Lotus Dominos versions, e-mail, voice, and fax messages are stored in your e-mail mailbox.

In Modular Messaging—Message Storage Server (MSS) version, voice and fax messages are stored 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.

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**Note:** In the current release, only Modular Messaging—MSS version supports Modular Messaging Restricted Outlook Client.

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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 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. In Modular Messaging—MSS version, 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.

## Modular Messaging Restricted Outlook Client

Modular Messaging Restricted Outlook Client integrates with your Microsoft Outlook e-mail program and allows you to manage voice messages from within Microsoft Outlook or using the telephone.

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**Note:** Modular Messaging—Exchange and Modular Messaging—Domino versions does not support Modular Messaging Restricted Outlook Client.

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

- Send, forward, reply to Modular Messaging users in your voice mail domain, and listen to voice messages.
- View the subjects of fax messages and open the fax message.
- 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 Modular Messaging Restricted Outlook Client

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



New Voice Message: Use this icon for creating a new voice message.



Reply with Voice: Use this icon for replying to a message with a voice message.



Reply to All with Voice: Use this icon for replying to all recipients with a voice message.

You will also notice a new folder, Outgoing Queue, in your e-mail application. Modular Messaging Restricted Outlook Client stores all voice messages that you want to send in the Outgoing Queue folder. Once a voice message is successfully sent the voice message is removed from the Outgoing Queue folder. However, if there are messages in the Outgoing Queue folder and you close the e-mail application, Modular Messaging Restricted Outlook Client permanently deletes the messages.

Modular Messaging Restricted Outlook Client supports two types of terminologies for the menu, option, and button names. They are the Standard Outlook terminology and the VoiceMail terminology.

When you use the Standard Outlook terminology, the default menu, option, and button names like Inbox, Reply, Forward are retained. However, when you use the VoiceMail terminology, the default menu, option, and button names are replaced by Voice Mail specific names like VoiceMail, Answer, Give. You can view the replacement of names while accessing a voice message either from Microsoft Outlook or Modular Messaging Restricted Outlook Client.

In this guide both the Standard Outlook and VoiceMail terminologies are provided. For menus, options, and buttons that have different names in the Standard Outlook and VoiceMail terminology the names are presented in the <Standard Outlook name>/<VoiceMail name> format.

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**Note:** By default, Modular Messaging Restricted Outlook Client supports the Standard Outlook terminology. If you want to use the VoiceMail terminology, select VoiceMail Only Terminology in the Custom Setup dialog box of the Modular Messaging Restricted Outlook Client installation wizard. For more information on the Modular Messaging Restricted Outlook Client installation wizard, see [Installation wizard, on page 2-5](#).

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## **Restrictions imposed by Modular Messaging Restricted Outlook Client**

To maintain the integrity of voice content in the voice messages, Modular Messaging Restricted Outlook Client imposes certain restrictions on the operations that you can perform on a voice message. Some of the restrictions include:

- You can address voice messages only to Modular Messaging subscribers, both local and remote subscribers

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**Note:** You can address voice messages only to Modular Messaging remote subscribers whose voice mails are networked to your Messaging System.

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- You can address voice messages only to Personal Distribution Lists created in Modular Messaging Restricted Outlook Client

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**Notes:**

- If you have Modular Messaging Outlook Client on your system and you install Modular Messaging Restricted Outlook Client to replace it, the PDLs created in Modular Messaging Outlook Client are not deleted. You can address voice messages to these PDLs from Modular Messaging Restricted Outlook Client.
- When you create a PDL for Modular Messaging Restricted Outlook Client using Subscriber Options, you cannot add a Modular Messaging Subscriber to the PDL by entering the e-mail address. You can add the subscriber either by entering the numeric address, mailbox number, extension number, or user name.

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- You cannot drag and drop voice messages to the desktop or a folder in your e-mail application
  - You cannot save voice messages on to your system
  - You cannot reply or forward voice messages through your e-mail application

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**Note:** You can reply or forward voice messages from the Modular Messaging Voice Form or by selecting the Reply, Reply All, and Forward options that are available on the context menu, which is displayed when you right click on a voice message.

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- You cannot perform the following tasks on the voice messages stored in the Outgoing Queue folder:
  - Moving of voice messages to another folder
  - Deletion of voice messages
  - Drag and Drop of voice messages to a new location

Due to the restrictions imposed by Modular Messaging Restricted Outlook Client, the options available on the context menu of a voice message are different from the options available on the context menu of a text message. Modular Messaging Restricted Outlook Client displays the following options on the context menu for a voice message:

- **Open:** Opens the selected voice message in Voice Form.

- **Reply/Answer:** Opens the selected voice message in Voice Form and appends the subject of the message with “RE:/A:”. In the Voice Form, you can send a reply to the sender for the voice message.

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**Notes:**

- In Modular Messaging Restricted Outlook Client, you can reply to a voice message only if the message is received from a Modular Messaging subscriber.
  - When you reply to or reply to all senders of a voice message, you cannot include the original voice message in your reply voice message.
- 
- **Reply to All/Answer All:** Opens the selected voice message in Voice Form and appends the subject of the message with “RE:/A:”. In the Voice Form, you can send a reply to all the senders of the voice message.
  - **Forward/Give:** Opens the selected voice message in Voice Form and appends the subject of the message with “FW:/G:”. In the Voice Form, you can forward the voice message to another Modular Messaging subscriber.
  - **Mark as Unread/Mark as Not Heard:** Changes the status of the voice message from Read to Unread. If the current status of the voice message is Unread, the status is retained.
  - **Delete:** Displays a message box that prompts whether the voice message must be deleted or not. When you confirm the deletion the message is deleted permanently.

## Modular Messaging Voice Form

The Modular Messaging Voice Form facilitates easy recording, sending, and playing back of voice messages from within your e-mail application. 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 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

## Using the Voice Form

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

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

See [“Customizing the Voice Form” on page 4-3](#) for information on setting the Voice Form to:

- Determine whether a voice message is played automatically when you open it.
- Choose whether to play or record voice messages using telephone or multimedia.

See [“Composing and sending voice messages” on page 4-6](#) for information about using the Voice Form to:

- Record your voice message using the telephone or multimedia.
- Send your voice message and select the delivery options.

See [“Working with incoming voice messages” on page 4-14](#) 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.
- Forward voice messages and also record and attach your voice message with the original message.

See [“Deleting voice messages” on page 4-25](#) for information about using the Voice Form to delete voice messages.


## Modular Messaging 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. To open the Modular Messaging Voice Recorder, click **Start > Programs > Avaya Modular Messaging >  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 [“Managing 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 TUI

- Setting up rules
- Managing Personal Distribution Lists

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

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

For information on Subscriber Options and these features, see *Avaya Modular Messaging Release 5.2 Subscriber Options User Guide*.



# 2

## Installing Avaya Modular Messaging Restricted Outlook Client

---

### Introduction

To install the Avaya Modular Messaging Restricted Outlook Client software, you only have to run the Setup program.

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 Providers

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

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

You might want to configure Modular Messaging Restricted 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 5.2 Subscriber Options User Guide*.

### Before you begin installing Modular Messaging Restricted Outlook Client

You must close your Microsoft Outlook application before starting the installation.

---

**Note:** If you have Modular Messaging Outlook Client on your system and you install Modular Messaging Restricted Outlook Client to replace it, you must also close the Modular Messaging Voice Form 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 Modular Messaging Restricted 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.



## 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 Vista (SP2)
- Microsoft Windows XP (SP3)
- Microsoft Windows 7

#### E-mail Clients

- Microsoft Outlook 2003 (SP3)
- Microsoft Outlook 2007 (SP2)
- Microsoft Outlook 2010

#### Avaya Modular Messaging

- Message Storage Server (MSS) name or IP address

## Installing the Modular Messaging Restricted Outlook Client

You can find the Modular Messaging Restricted 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 Restricted Outlook Client, Modular Messaging Outlook Client, and Modular Messaging Lotus Notes Client cannot exist on the same personal computer. If Modular Messaging Outlook Client is installed on the subscriber's personal computer, Modular Messaging uninstalls Modular Messaging Outlook Client during the installation of Modular Messaging Restricted Outlook Client. If Modular Messaging Lotus Notes Client is installed on the subscriber's personal computer, Modular Messaging does not allow the installation of Modular Messaging Restricted Outlook Client.

---

You can install Modular Messaging Restricted Outlook Client using any one of the following methods:

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

---

**Note:** The Modular Messaging Restricted 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 Restricted Outlook Client Setup program \(Setup\\_ROC.exe\)?](#), on page 6-1.

---

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**Note:** Both SO and RWSO can be used with ROC, RWSO provides an added feature for adding trusted domain which is not available in SO. For more information on adding trusted domain, see Web Subscriber Options - Email Domain Restrictions Tab page in the *Voice Mail System Configuration Help*.

---

## Installation wizard

You can install Avaya Modular Messaging Restricted Outlook Client by double-clicking the Setup program. To install Modular Messaging Restricted 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\_ROC.exe**.  
The system displays the Welcome dialog box.
4. Read the information on the Welcome dialog box and click **Next**.  
The system displays the Customer Information dialog box.
5. Type your name and the name of your organization.
6. Click **Next**.  
The system displays the Setup Type dialog box.
7. Do any one of the following:
  - Select **Typical** to install the Modular Messaging Restricted Outlook Client and the Subscriber Options for the message store.
  - Select **Custom** to choose features that you want to install.
8. Click **Next**.

Depending on the setup type you selected in the Setup Type dialog box, do any one of the following:

■ If you select **Typical**:

The system displays the Destination Folder dialog box.

- (1) Click **Change**, to change the destination folder.

The system displays the Change Current Destination Folder dialog box.

- (2) Click **OK**, to approve the destination folder change or click **Cancel**.

- (3) Click **Next**.

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

■ If you select **Custom**:

The system displays the Custom Setup dialog box.

- (1) Select the feature or features you want to install.

- (2) Click **Change**, to change the destination folder.

The system displays the Change Current Destination Folder dialog box.

- (3) Click **OK**, to approve the destination folder change or click **Cancel**.

- (4) Click **Next**.

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

9. Click **Install**.

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

**Note:** If Modular Messaging Outlook Client is installed on your computer, the Modular Messaging Restricted Outlook Client installation wizard automatically uninstalls Modular Messaging Outlook Client.

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

11. Restart your computer, if prompted.

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

---

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

---

## Command line installation

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

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

### **Setup\_ROC.exe**

where,

**Setup\_ROC.exe** - is the name of the Modular Messaging Restricted Outlook Client Setup program.

---

**Important:** If the Modular Messaging Restricted 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 Restricted Outlook Client software. Silent installation requires 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 Restricted Outlook Client software in the background and does not display the installation wizard screens.

The command format for the silent installation is as follows:

**Setup\_ROC.exe /S /v"/qn STORE\_TYPE=mss MAS=masname  
LANGUAGE\_ID=language ADDLOCAL=component  
ALLUSERS=allusers TERMINOLOGY=termvalue"**

where,

**Setup\_ROC.exe** - is the name of the Modular Messaging Restricted Outlook Client Setup program.

**mss** - is the type of message store. Indicates that the voice mail store is MSS.

---

**Note:** Modular Messaging Restricted Outlook Client only supports the MSS message store.

---

**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** - is the hexadecimal ID of the language file. You can specify only the language ID of the English language pack, 409, as Modular Messaging Restricted Outlook Client is available only in the English language.

**component** - is the component you want to install using the package. The options could be Subscriber Options and OutlookAddIn.  
**ADDLOCAL=ALL** installs all the features.

**termvalue** - must be set to 2 when the user wants to install the Client with the VoiceMailTerminology. If the term value is not specified, the default Microsoft Terminology is installed.

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

## Remote deployment of Modular Messaging Restricted Outlook Client

Modular Messaging supports remote deployment of the Modular Messaging Restricted 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 Modular Messaging Restricted 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 Restricted 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 Restricted Outlook Client on the computers.

---

**Note:** During the installation of Modular Messaging Restricted 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 Restricted 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 Restricted Outlook Client Setup program by using a third party tool such as, Wise InstallTailor<sup>1</sup>.

### **Group Policy-Based Software Deployment**

System administrators or domain controllers can install the Modular Messaging Restricted 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 Restricted 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 Restricted 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 Restricted Outlook Client

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

To remove Modular Messaging Restricted Outlook Client software:

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

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

5. Restart your computer, if prompted.

### Command line Slient uninstallation

System administrators can also uninstall Avaya Modular Messaging Restricted Outlook Client from the command prompt.

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

**Setup.exe /x /S /v"/qn"**

where,

**Setup.exe** - is the name of the Modular Messaging Restricted Outlook Client setup program.



# 3

## Configuring Avaya Modular Messaging Restricted Outlook Client

---

### Introduction

Avaya Modular Messaging Restricted Outlook Client supports only the Avaya Modular Messaging—Message Storage Server (MSS) message store. Before using the Modular Messaging Restricted Outlook Client software, you need to configure the client software for your message store.

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

- Access your messages stored on the message store server (MSS), 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.

## Configuring Modular Messaging Restricted Outlook Client for MSS message store

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

With MSS message store, you need to configure the Modular Messaging Service Providers before you start using Modular Messaging Restricted 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 2010

Use the following instructions to configure the Service Providers for Microsoft Outlook 2010.

### To configure the Service Providers in Outlook 2010:

1. Start Microsoft Outlook 2010.
2. Click **File**.
3. In the Info category, click **Account Settings**.
4. Click **Account Settings**.
5. On the E-mail tab, click **New**.
6. Select **Other** and choose **MM Message Service**.
7. Click **Next**.

The system displays the Avaya Modular Messaging MSP Configuration dialog box. See [“Avaya Modular Messaging MSP Configuration dialog box” on page 3-6](#) 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**.

---

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

This completes the Service Providers configuration on Outlook 2010.

## Configuring Service Providers for Outlook 2007

Use the following instructions to configure the Service Providers for Microsoft Outlook 2007.

### To configure the Service Providers in Outlook 2007:

1. Start Microsoft Outlook 2007.
2. From the **Tools** menu, select **Account Settings**.  
The system displays the E-mail Accounts dialog box.
3. Select the **Add a new e-mail account** option.
4. Click **Next**.  
The system displays the Auto Account Setup dialog box.
5. Enter your **Name**, **E-mail Address**, and **Password**.
6. Select **Manually configure server settings or additional server types**.
7. Click **Next**.  
The system displays the Choose E-mail service dialog box.
8. Select **Other** and choose **MM Message Service**.
9. Click **Next**.

The system displays the Avaya Modular Messaging MSP Configuration dialog box. See [“Avaya Modular Messaging MSP Configuration dialog box”](#) on page 3-6 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. Depending on your configuration, the system may prompt you to restart Microsoft Outlook. Click **OK**. The changes will take effect when you restart Microsoft Outlook.

This completes the Service Providers configuration on Outlook 2007.

## Configuring Service Providers for Outlook 2003

To configure the Service Providers in Outlook 2003:

1. Start Microsoft Outlook 2003.
2. From the **Tools** menu, select **E-mail Accounts**.  
The system displays the E-mail Accounts dialog box.
3. Select the **Add a new e-mail account** option.
4. Click **Next**.
5. Select the **Additional Server Types** option.
6. Click **Next**.
7. Select **MM Message Service** as the Additional Server Type.
8. Click **OK**.

The system displays the Avaya Modular Messaging MSP Configuration dialog box. See [“Avaya Modular Messaging MSP Configuration dialog box” on page 3-6](#) 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**.

---

9. Complete the Service Providers settings. Depending on your configuration, the system may prompt you to restart Microsoft Outlook. Click **OK**. The changes take effect only when you restart Microsoft Outlook.

This completes the Service Providers configuration on Outlook 2003.

---

**Important:** You can schedule an automatic send/receive in Microsoft Outlook 2003/Outlook 2007. In Microsoft Outlook 2003, click **Tools > Send/Receive Settings > Define Send/Receive Groups**. (For Outlook 2007, click **Tools > Send/Receive > Send/Receive Settings > Define Send/Receive Groups**). Under when **Outlook is Online**, 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.

---

## Avaya Modular Messaging MSP Configuration dialog box

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 full mailbox 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. By default, the name of the voice mail account is set to Avaya 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.

## 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.
- **Local store file:** Type the path and filename of your local store for messages. All the Modular Messaging messages are stored in this file. Alternatively, click  to locate the cache file on your computer (.mst file).
- **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 allows the server enough time to respond. The timeout value can range between 20 to 600 seconds.
- **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 Restricted 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 Modular Messaging Restricted Outlook Client Voice Form is similar to an e-mail message form (with the usual To/Calling address field). However, the CC, BCC, and Subject fields are not available in the Modular Messaging Restricted Outlook Client Voice Form. 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 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:

- 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/Create > Close**.

## Customizing the Voice Form

You can change the default Voice Form settings to best suit your needs and usage habits. You can customize the Modular Messaging Voice Form to perform the following tasks:

- Determine whether a voice message is played back automatically when you open it.
- Choose whether to play or record voice messages using telephone or multimedia.

## 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 4-2.](#)
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 one of the following:
  - **Apply**, if you want to 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 voice message recording and playing option

When recording or playing voice messages, you can choose to either use the telephone or multimedia. By default, Modular Messaging Restricted Outlook Client is configured to record and play back voice messages using multimedia.

If you require to record or play back voice messages using telephone, you need to configure the telephone to work with Modular Messaging Restricted Outlook Client. To reconfigure the Voice Form to use multimedia, Similarly, if you require to use multimedia

### To configure a telephone for recording or playing voice messages:

1. Open the Voice Form.  
See [“Opening and closing the Voice Form” on page 4-2.](#)
2. Click **View > Options**.
3. Click the **Media Setup** tab.
4. In the **When composing voice messages** field, select **Telephone**, to use Telephone for recording voice messages.
5. Click **Configure** and set the properties of the telephone. For more information, see *Avaya Modular Messaging Release 5.2 Subscriber Options User Guide*.
6. In the **When reviewing voice messages** field, select **Telephone**, to use Telephone for playing back voice messages.
7. Click **Configure** and set the properties of the telephone. For more information, see *Avaya Modular Messaging Release 5.2 Subscriber Options User Guide*.
8. Click one of the following:
  - **Apply**, if you want to set the other options on the Media Setup 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 want to reconfigure Voice Form to use multimedia, select **Multimedia** in the **When composing voice messages** field and the **When reviewing voice messages** field.

---

## **Composing and sending voice messages**

The Modular Messaging Voice Form facilitates recording of voice messages using the telephone or multimedia. You can send these voice messages to the desired recipients using Voice Form.

## Recording voice messages


You can record a voice message by using the telephone or multimedia. If you want Modular Messaging Voice Form to either use telephone or multimedia to record all voice messages, you need to first configure your option of choice in Modular Messaging Voice Form. See [“Setting voice message recording and playing option” on page 4-5](#).

---


**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 4-2](#).
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 4-2](#).
2. Click **Player > Record**, or click **Record** .
3. Record your message.


---

**Note:** Before recording your message, ensure that you have the microphone and the ear phones, required to record the message, connected to your system.

---


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** .



## Sending voice messages

When you send a voice message you need to first address the message to the desired recipients. After addressing the voice message assign the required delivery options to your voice message. Once you are through with addressing the voice message and assigning the delivery options you can send the voice message.

### Addressing voice messages

You can address a voice message before or after you record it. allows you to address voice messages only to Modular Messaging subscribers, both local and remote subscribers and Personal Distribution Lists created in Modular Messaging Restricted Outlook Client.

---

#### Notes:

- You can address voice messages only to Modular Messaging remote subscribers whose voice mails are networked to your Messaging System. All other types of messages (including e-mail and fax) are blocked. If you are sending a new e-mail message to Modular Messaging subscribers, system displays a warning message for non-supported message type followed by a non delivery report (NDR) for the failed delivery to your inbox.
- If you have Modular Messaging Outlook Client on your system and you install Modular Messaging Restricted Outlook Client to replace it, the PDLs created in Modular Messaging Outlook Client are not deleted. You can address voice messages to these PDLs from Modular Messaging Restricted Outlook Client.

---

#### To address a voice message

- On the Voice Form, type the e-mail ID of the intended recipient in the **To/Calling** 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/Calling** field and press **Control+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/Calling** to display the address book.

---

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

---

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

---

**Note:** If you do not find the intended e-mail ID, the e-mail ID may belong to a different address book. Modular Messaging Restricted Outlook Client displays only the MM Address Book when you select Address Book in voice form. Through Modular Messaging Restricted Outlook Client, you can address voice messages only to a Modular Messaging subscriber or a Personal Distribution List created in Modular Messaging Restricted Outlook Client.

---

3. Click **To/Calling** to add the name to the **To/Calling** 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. Click **OK**.
6. In the **Subject** field, type the title of your voice message.

### Assigning delivery options

When you send a voice message you can set the following delivery options to your voice message:

- Mark a message as Private or Confidential
- Assign a priority level

### 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/Create > 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:** Managing private messages depends on the Privacy Enforcement Level (PEL) parameter and the Restrict client access feature. Therefore, before marking a message as private contact your system administrator to understand the PEL and the Restrict client access feature settings on the Modular Messaging server. If PEL on the Modular Messaging servers is set to Partial or Notification Only and Restrict client access to mailbox is enabled, the Modular Messaging Restricted Outlook Client allows you to forward, reply with original, or do a Save As to private messages. In a Modular Messaging—Message Storage Server (MSS) version, if PEL is set to Full, subscribers cannot access the mailbox.

---

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**.

---

**Note:** 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/VoiceMail 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\VoiceMail, 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/Create > Properties**.
2. Under **Options for this item**, click:
  - **Low**, or click **Importance: Low**  on the toolbar.
  - **Normal**, the default.
  - **High**, or click **Importance: High**  on the toolbar.
3. Click **OK**.

**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**

1. Click **File/Create > Send** on the Voice Form, or click **Send**  on the toolbar.

---

**Notes:**

- You can address voice messages only to Modular Messaging remote subscribers whose voice mails are networked to your Messaging System. All other types of messages (including e-mail and fax) are blocked. If you are sending a new e-mail message to Modular Messaging subscribers, system displays a warning message for non-supported message type followed by a non delivery report (NDR) for the failed delivery to your inbox.
  - If a recipient of a voice message uses an e-mail system different from your e-mail application or does not have Modular Messaging Restricted Outlook Client on his system, 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. For example, if you send an voice message from Microsoft Office Outlook 2003 and the recipient Modular Messaging subscriber uses Microsoft Outlook Express, the voice message will be sent as an attachment to the recipient. The recipient, can listen to the attachment by using any standard voice player.
  - When sending a voice message, Modular Messaging Restricted Outlook Client automatically checks whether the recipient is a Modular Messaging subscriber. If not, Modular Messaging Restricted Outlook Client does not allow you to send the voice message.
-

## Working with incoming voice messages


Using Modular Messaging Voice Form, you can perform the following tasks on the voice messages that you receive:

- Listen to any voice messages
- Navigate through a voice message
- Reply to voice messages with voice message with voice
- Forward voice messages and also record and attach your voice message with the original message

## Listening to voice messages

When you receive a voice message, you must first open the voice message to listen to the message. After listening to the voice message you can close the voice message and navigate to other voice messages in your mailbox.

### Opening a voice message


New voice messages are stored in your Inbox\VoiceMail. 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**.

### Listening to a voice message


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

#### To listen to a voice message:

1. Double-click the voice message.
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 being downloaded 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 a multipart voice message”](#) on page 4-18

- 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.
- 

**Closing a voice message**

**To close a voice message:**

- Click **File/Create > Close**.

**Navigating between voice 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 voice messages:**

- On the standard toolbar, click  to go to the previous message and  to go to the next message.

OR

- On the Voice Form, click **View** menu and click:
  - **Previous Voice Mail** to go to the previous message.
  - **Next Voice Mail** to go to the next message.

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



If you are on the first message in your mailbox and you click **View > Previous Voice Mail**, the system closes Voice Form. Similarly, if you are on the last message in your mailbox and you click **View > Next Voice Mail**, the system closes Voice Form.

## Navigating through a voice message


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.
- Navigating between different message parts in a voice message.


### Skip back and forward in a voice message

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

**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 being downloaded 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 a multipart voice message


When playing back a multipart voice message, Modular Messaging Restricted 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:**

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 the voice message added while forwarding, the previous message part is the voice message added while forwarding.
  - **Next Part**, or click **Go to Next Part**  on the Voice Player.

If you listen to a voice message containing the original and the voice message added while forwarding, 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 Restricted Outlook Client then starts downloading this part and all subsequent parts before downloading the parts you have skipped.

---

## Replying to messages

Using Modular Messaging Voice Form, you can reply to all e-mail messages you receive, with voice messages. However, you can reply to only voice messages that you receive from a Modular Messaging subscriber.




When replying, you can decide whether to send the message to the sender only or to all recipients of the message. Modular Messaging Restricted Outlook Client supports the following ways of replying to messages:

- Reply to a voice message with a voice message.
- Reply to an e-mail message with a voice message.

### Replying to voice messages with voice messages

When replying to a voice message with a voice message, you can reply to the sender only, or to all recipients.


#### 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/Answer** , or click **Reply/Answer**  on the toolbar.
  - To reply to everyone who received the original message, click **Actions > Reply to All/Answer All** .

---

**Note:** When you click Answer or Answer All to reply to a voice message, the system appends the string, A:, to the subject of the message. Similarly, when you click Reply or Reply to All to reply to a voice message, the system appends the string, RE:, to the subject of the message.

---

3. Record your reply. See [“Recording voice messages” on page 4-7](#).
4. Click **File/Create > Send**, or click **Send**  on the toolbar.

---




**Note:** When you reply to or reply to all senders of a voice message, you cannot include the original voice message in your reply voice message.

---

### Replying to e-mail messages with voice messages

When you 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/Answer with Voice** or click **Reply with Voice/Answer with Voice**  on the toolbar.
  - To reply to everyone who received the original message, click **Actions > Reply to All with Voice/Answer All with Voice** or click **Reply to All with Voice/Answer All with Voice**  on the toolbar.
3. Record your reply. See [“Recording voice messages” on page 4-7](#).
4. Click **File/Create > Send**, or click **Send**  on the toolbar.

---


**Notes:**

- You cannot include the original e-mail message in the voice message you are sending.
  - Since not all recipients of e-mail messages are equipped to listen to voice messages through a telephone, Avaya allows these users to listen to voice messages through any standard WAV file player. The recipient must have a computer with multimedia capabilities and any standard WAV file player installed on the computer.
-

## Forwarding voice messages

When you forward a voice message to other recipients, you can record your messages and attach them to the original message. You can forward voice messages you receive from Modular Messaging subscribers and non-Modular Messaging subscribers. However, you can forward voice messages only to Modular Messaging subscribers.


### To forward voice messages with voice messages:

1. Open the message from your e-mail application folder, if it is not already opened.
2. Click **Actions > Forward/Give**, or click **Give**  on the toolbar.

---

**Note:** When you click Give to forward a voice message, the system appends the string, G:, to the subject of the message. Similarly, when you click Forward to forward a voice message, the system appends the string, FW:, to the subject of the message.

---

3. In the **To/Calling** field, specify the recipients.
4. Record your comments, if required. See [“Recording voice messages” on page 4-7](#).
5. Click **File/Create > Send**, or click **Send**  on the toolbar.

## Managing voice messages

### **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 4-24](#).

### **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 4-25](#).

## 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

Since voice messages take up a considerable amount of storage space, make sure that you delete voice messages regularly. When you delete a voice message, the system permanently removes the message from the mail storage server.


### To delete a voice message:

1. Select the voice message.
2. Click **Edit > Delete**, or click **Delete** , or press **Shift** and then press **Delete**, or press **Control** and then press **Delete**.

The system prompts you to confirm whether to delete the message permanently, or not.

3. Click **Yes**, to permanently delete the message, or click **No**.

---

**Note:** You can also open the voice message in Voice Form and then delete the message. To delete a voice message in Voice Form, click **File/Create > Delete**, or click **Delete**  on the toolbar.

---

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 select the last item you want to delete.
- If the items are not listed sequentially, press **Control** while you click each of the individual items. Release the keys once you select the last item you want to delete.



# 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 the Modular Messaging 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 following 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.

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

## Opening and closing the Modular Messaging 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 the Modular Messaging Voice Recorder

- Click **File > Exit**.

## Reviewing voice recordings

Using Modular Messaging Voice Recorder you can review voice recordings in the following ways:


- Reviewing voice recordings from within documents
- Reviewing voice recordings by opening the Modular Messaging Voice Recorder
- Reviewing voice recordings received as separate files
- Navigating through a recording

By skipping back and forward in a voice message to find the information you need. See [“Skip back and forward in a voice message” on page 4-18](#)

## 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 Restricted 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 Modular Messaging Voice Recorder

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

### To play back a voice recording by opening the Modular Messaging 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 Restricted 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 Restricted Outlook Client Voice Recorder or in the Player menu to move within the recording or to start and stop playback.

---



## Managing voice recordings


Using the Modular Messaging Voice Recorder you can:

- Compose a voice recording
- Send a voice recording
- Save a voice recording
- Insert voice recordings into documents


## 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 Modular Messaging 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

You can insert voice recordings into documents created by an OLE2 or ActiveX application, such as Microsoft Word or Lotus 1-2-3. Modular Messaging Voice Recorder supports the following ways of inserting voice recording into documents:


- Inserting voice recordings into documents by dragging
- Inserting voice recordings into documents using Copy All
- Inserting empty voice recordings into a document

### Inserting voice recordings into a document by dragging the recordings

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

#### To drag and drop 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 to the Clipboard 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 copying the content to the Clipboard:**

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**

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

**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.

# 6

## Frequently asked questions (FAQs)

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

The Modular Messaging Restricted Outlook Client Setup program creates the log file (MM\_Install\_log.txt) in the Windows temp folder. You can find the other log files of the Modular Messaging Restricted Outlook Client in the Logs folder. The Logs folder generally exists in the following path:

**\\Documents and Settings\\All Users\\Application Data\\Avaya Modular Messaging\\Logs**

### **If the Modular Messaging Outlook Client Release 1.1, or Release 2.0, or Release 3.0 or Release 3.1 is installed on my system. Do I need to uninstall it to upgrade to the Modular Messaging Restricted Outlook Client Release 5.2?**

No, you do not need to uninstall previous versions of the Modular Messaging Outlook Client.

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

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

1. Type the following at the system command prompt:

**Setup\_ROC.exe /a**

---

**Important:** If the Modular Messaging Restricted 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 Restricted Outlook Client Setup program.

#### **How do I install Modular Messaging Restricted 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 Restricted 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.

---



**My voice message did not reach the recipient and I received a Delivery Status Notification (DSN) message. However, the original voice message that I had sent to the recipient was not attached to the DSN message. What happened to the original voice message?**

The system sends DSN messages if your voice message did not reach the recipient for reasons like the mailbox of the recipient is full. To maintain the integrity of the voice message, the system does not attach the original voice message to the DSN message. The original voice message is discarded.

**I have a PDL created in Modular Messaging Outlook Client and it contains e-mail addresses of non-Modular Messaging subscribers. Can I address a voice message to the PDL? Will the voice message be sent to the non-Modular Messaging subscribers?**

When you install Modular Messaging Restricted Outlook Client on a system where a previous version of Modular Messaging Outlook Client exist, the Setup program automatically uninstalls Modular Messaging Outlook Client. However, the PDLs created in Modular Messaging Outlook Client are not deleted. You can address voice messages to these PDLs from Modular Messaging Restricted Outlook Client.

If the old PDLs contain e-mail addresses of non-Modular Messaging subscribers, the voice message is sent to the non-Modular Messaging addresses too.

---

**Note:** When you create a PDL in Modular Messaging Restricted Outlook Client, you can add email addresses of only Modular Messaging subscribers.

---

**I have successfully installed Modular Messaging Restricted Outlook Client on my system. Why am I not able to see Modular Messaging features when I launch Microsoft Outlook 2007?**

You are not able to see Modular Messaging features on launching Microsoft Outlook 2007 because the setup information file - **MAPISVC.INF**- is missing from your system. If this file is missing, Modular Messaging Outlook Client does not integrate with Microsoft Outlook and you cannot configure your Outlook profile.

For Outlook 2007, Avaya ships its own **MAPISVC.INF** file with the Modular Messaging Outlook Client installer. Ensure that the **MAPISVC.INF** file is present at the following location on your system:

**C:\Program Files\Common Files\System\MSMAPI\1033**

---

**Note:** If **MAPISVC.INF** already exists on your system, during installation the installer adds the setup information for Modular Messaging Restricted Outlook Client to the existing file.

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# Reference Information

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## Modular Messaging and Fax

Avaya Modular Messaging Restricted Outlook Client allows you to send fax messages from within Microsoft Outlook or through any Windows application with print capabilities using the Modular Messaging fax printer configured on your system. You can print a document to a fax device exactly as you would submit a document to a printer.

---

**Note:** Contact your network administrator for information on configuring the Modular Messaging fax printer on your system.

---

The Windows Fax Service renders the document to the correct TIF format and the rendered document is then submitted to the Avaya Fax printer spool queue. Avaya Modular Messaging Microsoft Outlook Client also allows you to view fax messages just like your e-mail messages in your Modular Messaging mailbox.

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

## Sending a Fax

Use the following instructions to send a fax using the Modular Messaging system.

1. Configure an Avaya fax printer on your system. For more information, refer to the *Modular Messaging Administrative Guide*.
2. Start Microsoft Outlook or any other Windows application that allows printing.
3. Create a new e-mail message.
4. From the **File** menu, select **Print**.
5. On the Print dialog, select the Fax printer. This displays the Send Fax Wizard dialog.
6. Click **Next**.
7. On the Recipient Information page, enter the name and phone number of the recipient, or click **Address Book** to select a recipient.
8. Click **Next**. This displays the Cover Page dialog.
9. To append a cover page to the fax message, complete the required information on the Cover Page dialog.
10. Click **Next**. This displays the Sender Information dialog.
11. Enter the Sender Information and the Fax Authorization Code (FAC) in the **Billing Code** field.

---

**Note:** You are prompted to enter the Sender Information and the Fax Authorization Code the first time you want to send a fax message. For each subsequent fax print request, this information gets automatically populated.

---

---

**Note:** Subscribers of Modular Messaging- MSS version need to include the FAC in the print request to use the Modular Messaging Fax Printer to send faxes.

---

12. Click **Next**. This displays the Fax Schedule dialog. Specify when you want your fax to be sent and set the fax priority.
13. Click **Next** to complete fax creation.

14. Click **Finish** to send your fax.

You can monitor the progress of your fax message on the Fax Console. Once you send a fax message, the Modular Messaging Fax Sender Service sends a fax delivery status notification message (fax delivery successful or failed) to your Modular Messaging mailbox.

## 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.
2. Do one of the following:
  - In Aria TUI, press **1,3,1** to access messages, then press **1,3** again to listen to your fax message.
  - In AUDIX TUI, press **2** to access messages, then press **0** again to listen to your fax message.
  - In Serenade TUI, press **1,9,1** to access messages, then press **5** again to listen to your fax message.

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**Note:** Modular Messaging moves the fax message to the "saved" or "old" message category, if you have already accessed the message through Outlook.

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3. 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 5.2 Telephone User Interface Guide*. This document should be available from your system administrator.



# Glossary

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## **.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.

**Fax Authorization Code**

A code assigned by the system administrator and entered in the Sender Information dialog when printing fax messages. The FAC is used by the Fax Sender Service installed on the Messaging Application Server (MAS) to resolve to a Modular Messaging subscriber.

**Full Mailbox Number**

Full mailbox number of a subscriber in a Multisite-enabled voice mail domain includes the site group and site identifiers and the short mailbox number. For example, if John belongs to the Boston site (site ID - 617), which is part of the United States site group (site ID - 1), and his short mailbox number is 3564088, then his full mailbox number is 16173564088. If the length of the site identifier is 4 and the length of the short mailbox number is 7, then the full mailbox length is 11.

However, when the site identifier and the short mailbox numbers overlap, the last digit of the site identifier is also the first digit of the short mailbox number. For example, the length of Mary's full mailbox number is set to 8. If the site identifier is 4 digits (8867) and the length of the short mailbox number is 5 (74092), then 7, which is the last digit of the site identifier and the first digit of the short mailbox number, is common.

**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\Voicemail**

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\VoiceMail.

### **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.

**Site**

A Modular Messaging site represents a location, or a community of subscribers. A site is identified by a number that is also used at the start of all mailbox numbers of subscribers associated with that site.

**Site Group**

A site group is a collection of sites, typically based upon their location. For example, Boston, Denver, and San Francisco can be members of the United States site group. A site group can also contain other site groups. A site group may or may not have an identifier.

**Short Mailbox Number**

A mailbox number of the subscriber in a Multisite-enable voice mail domain the site identifier is stripped. Subscribers can use the short mailbox number to send voice messages to other subscribers in the same site.

**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.



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