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- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
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- Security documents
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Glossary
Overview

This guide describes how to set up and use Avaya Modular Messaging Subscriber Options from your computer. This guide also explains how you can customize Subscriber Options to suit your environment.

Audience

This guide is intended for users of the client software for Avaya Modular Messaging Subscriber Options.

Summary of chapters

This guide includes the following chapters:

<table>
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<tr>
<th>Chapter</th>
<th>Summary</th>
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<tbody>
<tr>
<td>Chapter 1, Introduction to Subscriber Options</td>
<td>Introduces you to the Avaya Modular Messaging Subscriber Options.</td>
</tr>
<tr>
<td>Chapter 2, Installing Subscriber Options</td>
<td>Describes how to install Subscriber Options on your computer.</td>
</tr>
<tr>
<td>Chapter 3, Using Subscriber Options</td>
<td>Describes how to set up Subscriber Options, record greetings, and define your own Subscriber Options environment.</td>
</tr>
</tbody>
</table>
Modular Messaging Documentation

For more information on Modular Messaging, see the following documentation available on the Modular Messaging Documentation CD-ROM:

- *Avaya Modular Messaging Release 5.1 Telephone User Interface Guide.*

  This document provides information on how to use Modular Messaging’s telephone user interface (TUI).


  This document provides information on how to install, set up, and use the Avaya Modular Messaging Microsoft Outlook Client.

Conventions

This guide uses the following conventions:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Capitals</td>
<td>Names of applications, programs, menu items and dialog boxes appear in initial capitals. For example, the Change Setup Language dialog box.</td>
</tr>
<tr>
<td><strong>bold</strong></td>
<td>Field names, button names, and menu items appear in bold. For example, Click <strong>Next</strong> to continue with the installation.</td>
</tr>
<tr>
<td><strong>KEY+KEY</strong></td>
<td>Key combinations in which you press and hold down one key and then press another. For example, Press the <strong>Control+Down</strong> arrow.</td>
</tr>
</tbody>
</table>
Introduction to Subscriber Options

Overview

This guide describes how you can use Modular Messaging Subscriber Options from your computer.

For information on installing Subscriber Options on your computer, see Chapter 2, Installing Subscriber Options.

For information on using and setting up Subscriber Options, see Chapter 3, Using Subscriber Options.
What is Avaya Modular Messaging?

Avaya Modular Messaging is a unified messaging solution that provides you with a single-point of access to voice, fax, and text messages. Avaya Modular Messaging integrates with your e-mail program and allows you to create, send, forward, reply, retrieve, and listen to voice, fax, and text messages from your desktop computer or using the telephone. All your voice and fax messages are treated just like e-mail messages. You can even store messages in personal folders. Message headers indicate the type of message (voice, fax, or text), the sender name, and the message subject, allowing you to easily select a message and quickly act on it.

Avaya Modular Messaging also provides telephone access to messages. When you are away from the office, you can check your messages by dialing into your mailbox using the Avaya Modular Messaging telephone user interface (TUI). 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. You can listen to your voice and text messages and print your fax and text messages.

You can use Modular Messaging over the telephone to:

- Send, forward, reply, and listen to voice mail.
- Use text-to-speech to play text messages and fax subjects.
- Print text and fax messages.
What is Subscriber Options?

Subscriber Options is a part of the Avaya Modular Messaging Microsoft Outlook Client software. When Modular Messaging is installed, your system administrator establishes default settings for incoming call handling and message handling, such as which greeting is played to outside callers when your line is busy or unanswered. These settings are stored with your mailbox. You can use Subscriber Options to change all or some of these default mailbox settings.

With Subscriber Options, you can set up Modular Messaging to:

- Screen incoming messages.
- Notify you when a message arrives in your mailbox.
- Alert you when a new voice message, text message, or fax arrives that meets certain criteria that you have specified using Modular Messaging rules.
- Redirect unanswered calls to a different location, and vary that location according to the time of day.
- Play different greetings if your telephone is unanswered or busy.
- Manage your Personal Distribution Lists.
- Sort messages by media type.
- Set your time zone.
- Enable Multilingual Call Answer at the mailbox level.
- Forward your calls to a Personal Operator.

Opening Subscriber Options

You can launch Subscriber Options from the Windows Start menu. Click:

1. Start
2. Programs
3. Avaya Modular Messaging
4. Subscriber Options.

You will see the Modular Messaging Software User Properties dialog box.

Note: If you are using Microsoft Outlook, you can also access Subscriber Options from within Microsoft Outlook. In Microsoft Outlook, click Tools > Options and then click on the Voice Mail tab.
Using Subscriber Options

See Opening and closing Subscriber Options, on page 3-3 for more information.

Using Subscriber Options

See Managing Personalized Call Handling and Greetings, on page 3-11 for information on using Subscriber Options to:

- Turn an Extended Absence Greeting on/off.
- Override call handling.
- Screen calls.
- Choose a greeting when an extension is busy.
- Choose a greeting when an extension is not answered.
- Enable Multilingual Call Answer.
- Use intercom paging when an extension is not answered.

See Recording greetings from the desktop, on page 3-27 for information on using Subscriber Options to:

- Record a spoken name (first and last name).
- Record a personal greeting.
- Record a Please Hold greeting (informs callers of the extension they selected while they are transferred to that extension).
- Record Optional Greetings.
- Record an Extended Absence Greeting to advise callers that you are away from the office.

See Working with Modular Messaging through the TUI, on page 3-39 for information on using Subscriber Options to:

- Sort messages by urgency and time received.
- Sort messages by media type.
- Specify a default fax number for printing faxes.
- Delete messages when exiting.
- Save messages sent when exiting the TUI.
- Change the prompt language for your mailbox.
- Set up rules for your mailbox to alert you of new messages.

See Setting up rules, on page 3-57 for information on using Subscriber Options to set up rules for using:
Find Me to redirect unanswered calls to a list of telephone numbers.

Call Me to call you at a designated telephone number when you receive messages that meet certain criteria.

Notify Me to notify you of messages in your mailbox.

Message Waiting Indicator to alert you when messages meeting specified criteria arrive in your mailbox.

See Managing Personal Distribution Lists, on page 3-48 for information on using Subscriber Options to:

- Create, edit or delete a Personal Distribution List.
- Add, or delete a list entry for a Personal Distribution List.

See Setting your time zone, on page 3-86 for information on using Subscriber Options to:

- Change your time zone setting.

See Setting up Personal Operator, on page 3-87 for information on using Subscriber Options to:

- Transfer callers to a designated mailbox or extension for assistance when you cannot answer your calls.
Installing Subscriber Options

Introduction

To install the Subscriber Options software, you only have to run the Setup program and specify where the files should be stored. The rest is done automatically.

The Setup program installs the following components on your computer:

- Avaya Modular Messaging Subscriber Options
- Avaya Modular Messaging Voice Recorder

Before you begin

You must close and exit from your e-mail application before starting the installation.

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

1. Click **Start > Settings > Control Panel.**
2. Double-click on **Sounds and Audio Devices.**
3. Click the **Audio** tab.
4. Clear the **Use only default devices** checkbox.

Setting permissions

You must have Local Administrator rights or elevated privileges for the computer on which you are installing Subscriber Options software.
Hardware and software requirements

The minimum hardware and software requirements are:

Hardware

- Processor speed: Standard Microsoft recommendations
- 512 MB of RAM (minimum)
- 100 MB of free disk space (minimum)

Software

Operating System

- Microsoft Windows Vista (32-bit Version)
- Microsoft Windows 2000 Professional (Service Pack 4)
- Microsoft Windows XP Professional (Service Pack 2)
- Microsoft Windows XP Professional (Networking)

E-mail Clients (With Microsoft Windows 2000)

- Microsoft Outlook 2000, SP3
- Microsoft Outlook 2002, SP3
- Microsoft Outlook 2003, SP 1

E-mail Clients (With Microsoft XP SP2 or Microsoft XP Networking)

- Microsoft Outlook 2000, SP 3
- Microsoft Outlook 2002, SP3
- Microsoft Outlook 2003, SP 1
- Microsoft Outlook 2007

Avaya Modular Messaging

- Messaging Application Server (MAS) name or IP address
- Message Storage Server (MSS) name or IP address
Installing Subscriber Options

You can find the Subscriber Options setup program in the Client Distrib subdirectory of the Modular Messaging CD-ROM. Contact your system administrator for more information.

You can install Subscriber Options using any one of the following methods:

- Installation wizard (recommended)
- Command line installation
- Silent installation
- Group Policy object with Active Directory

Installation wizard

You can install Avaya Modular Messaging Microsoft Subscriber Options software by double-clicking the Setup program. To install Subscriber Options, 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 `Setup.exe`.
   The system displays the Choose Setup Language dialog box.
4. Select the display language for the Setup program and click OK.
   The system displays the Welcome dialog box.
5. Read the information on the Welcome dialog box and click Next.
   The system displays the Language Pack Selection dialog box.
6. Select the display language for the Subscriber Options. The language choices are available only if the corresponding language files are stored in the same directory as the Setup program.

Note:

- If you select a language that is different from the language installed on your system, some buttons and dialog boxes may be displayed in the system language instead of in the language you select.
If you want additional language options available, copy the desired language files into the same directory as that of the Setup program. Run the Setup program again. You can then select the desired language on the Language Pack Selection dialog box. Contact your system administrator if you need more information.

7. Click Next.

The system displays the Customer Information dialog box.

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

9. Click Next.

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

10. Type the full name (FQDN) of the MAS or the IP address provided by your system administrator.

11. Click Next.

The system displays the Setup Type dialog box.

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

12. Do any one of the following:

   - Select Typical to install both the Subscriber Options and the Modular Messaging Outlook Client for the message store.

   - Select Custom to choose features that you want to install.

   Note: You must select Custom to install only the Subscriber Options.

13. Click Next.

The system displays the Custom Setup dialog box.

14. Select the option(s) you want to install.

15. Click Next.

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

16. Click Next.

The system displays the Completed dialog box when installation is complete.
17. Click **Finish**.

18. Restart your computer, if prompted.

This completes the installation of the Subscriber Options on your computer.

**Note:** If you install Subscriber Options on an MAS, you must restart the Message Waiting Indicator (MWI), Mailbox Monitor, and Call Me services. You must also reboot the MAS.

---

**Command line installation**

System administrators can also install Subscriber Options from the command prompt.

The command format for the Subscriber Options installation is as follows:

```
Setup.exe /v"MAS=masname ADDLOCAL=SubscriberOptions"
```

where,

**Setup.exe** - is the name of the Setup program.

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

**Important:** If the 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.

**Note:** If you install Subscriber Options on an MAS, you must restart the Message Waiting Indicator (MWI), Mailbox Monitor, and Call Me services. You must also reboot the MAS.
Silent installation

Silent installation

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

The command format for the silent installation is as follows:

```
Setup.exe /s /v"/qn MAS=masname LANGUAGE_ID=language
ADDLOCAL=SubscriberOptions"
```

where,

- **Setup.exe** - is the name of the Setup program.
- **masname** - is the FQDN or the 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. For example, the language ID of English language pack is 409. You can specify multiple language files and delimit them by commas.
- **ADDLOCAL** - is the name of the options you want to install.

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

Group Policy object with Active Directory

Group Policy object with Active Directory

System administrators or domain controllers can install the Subscriber Options software using Group Policy object with Active Directory for Windows 2000 or Windows XP. You must create a package for the 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 Subscriber Options software on all the systems in a network domain.
Uninstalling Subscriber Options

Use the following instructions to uninstall Subscriber Options software from your computer.

**To remove Subscriber Options software**

1. Close and Exit from your e-mail client software.

2. Click **Start > Settings > Control Panel** and double-click **Add or Remove Programs**.

3. Select **MM Client** and click **Remove**.

4. Click **Yes** when asked if you want to remove the MM Client.

   The system removes Subscriber Options software from your computer.

5. Restart your computer, if prompted.
Using Subscriber Options

This chapter provides information on setting up and using the Avaya Modular Messaging Subscriber Options. The topics included are:

- Getting Started
- Using Modular Messaging from the desktop
- Managing Personalized Call Handling and Greetings
- Recording greetings from the desktop
- Working with Modular Messaging through the TUI
- Setting up rules
- Managing Personal Distribution Lists
- Setting your time zone
- Setting up Personal Operator
Getting Started

When Avaya Modular Messaging is installed, your system administrator establishes the default settings for incoming call handling and message handling, such as which greeting is played to outside callers when your line is busy or unanswered. These settings are stored with your mailbox. You can use Subscriber Options to change all or some of these default mailbox settings.

Opening and closing Subscriber Options

See Opening and closing Subscriber Options, on page 3-3.

Changing passwords

Setting up a password is a security measure to restrict access to your mailbox by unauthorized callers via the telephone user interface (TUI). It is very important that you set up your password as per the instructions provided.

See Changing your password, on page 3-6.

Using Modular Messaging from your desktop

With Modular Messaging, you can record and play back voice messages using the telephone or multimedia.

See Using Modular Messaging from the desktop, on page 3-7.
Opening and closing Subscriber Options

To open Subscriber Options

1. Do one of the following:
   - From Microsoft Outlook, click **Tools > Options**, and select the **Voice Mail** tab.
   - Click **Start > Settings > Control Panel**, and double-click on Modular Messaging Software.

   **Note:** For Windows XP, click **Start > Settings > Control Panel**, and double-click on **Modular Messaging**.

   - Click **Start > Programs > Avaya Modular Messaging**, and select Subscriber Options.

2. On the **User Logon** dialog box, complete the following:
   - **Mailbox:** Type your full or partial mailbox number.
   - **Password:** Type your mailbox password. See **Password rules on page 3-5** for more information on passwords.
   - **Message Application Server:** Type the name or the IP address of the messaging application server. Your system administrator will provide this information. Alternatively, click **Browse** to locate your messaging application server.

   **Note:** If you are logging into Subscriber Options for the first time, type the default password set by your system administrator. You will be prompted to change your password on first login.
   Step 1: In the **Old Password** field, type the default password.
   Step 2: In the **New Password** field, type the new password.
   Step 3: In the **Confirmation** field, type the new password again.

3. Click **OK**.

   The system displays the Modular Messaging Software User Properties window.

To close Subscriber Options

You can close Subscriber Options by clicking:
- **OK**, to accept the changes you have made.
- **Cancel**, to ignore the changes you have made.
About passwords

Password rules

See Passwords, on page 3-5.

Changing your password

You should change your mailbox password at regular intervals, although you can change your password at any time.

See Changing your password, on page 3-6.

Passwords

Setting up a password is a security measure to restrict access to your mailbox by unauthorized callers through the TUI. Without a password an unauthorized caller cannot gain access to your voice, text, and fax messages.

Depending on how your system administrator has set up Modular Messaging, you may be prompted to change your password at regular intervals. If not, it is strongly recommended that you change your password at first login and at regular intervals thereafter.

You can change your password at any time by using the TUI, Subscriber Options, or Web Subscriber Options.

Note: Ensure that you get the default password from your system administrator when you access your mailbox for the first time.

Password rules

The following password rules might vary, depending on your Modular Messaging system configuration:

- You can enter your password using numeric characters only.
- The first digit of the password cannot be a zero.
- The password cannot be the same as the mailbox number.
- The password cannot be the reverse of the mailbox number.
- The password cannot contain consecutive digits in ascending or descending order. For example, the system will reject the following passwords: 123456, 9876, 89012, 2109.
- The password must have dissimilar characters. Passwords such as 111111 or 9999 will be rejected.
- Your system administrator specifies the minimum length of the password. If you enter a password that is shorter than the
minimum number of digits required, you receive an error message, and you are prompted to start again. The maximum password length is 15 characters.

- If you enter the wrong password for a set number of times (specified by your system administrator), you are logged out of the system, because your mailbox is locked. In this case, contact your system administrator, who must unlock your mailbox.

- When changing your password, you cannot use a certain number of previous passwords again. This number can be configured by the system administrator.

- If your password expires, you are prompted to change it before you can send or retrieve messages by using the TUI.

- You cannot change your password at less than two minute intervals. This setting is determined by your Modular Messaging system configuration.

### Changing your password

#### To change a password

1. Start Subscriber Options.
   
   See [Opening and closing Subscriber Options, on page 3-3](#).

2. Click the **Security** tab.

3. In the **Old password** field, type your current password.

   **Note:** For security reasons, all digits entered appear as *.

4. In the **New password** field, type a new password.

5. In the **Confirm new password** field, type the new password again. If you do not do this, the system does not accept the change.

6. Click one of the following:

   - **Apply**, to accept the new password.

   - **OK**, to accept the new password and close Subscriber Options.

   - **Cancel**, to close Subscriber Options without saving the new password.
Using Modular Messaging from the desktop

When using Subscriber Options, you can use the telephone or multimedia to compose greetings.

See Composing greetings, on page 3-8.

You cannot use Subscriber Options to record or play back messages. For recording and playing back messages you can use the Modular Messaging Voice Form. Note that once you install the Modular Messaging client, all the voice messages will open in the Voice Form by default.

See the Avaya Modular Messaging Release 5.1 Microsoft Outlook Client User Guide for more information on Voice Form and Voice Recorder.

**Note:** You can also use the Windows Media Player and the Windows Sound Recorder for playing and recording messages respectively. To use the Sound Recorder ensure that a sound card is properly installed and an audio input device such as a microphone is connected to the computer.
Composing greetings

When using Subscriber Options, you can compose greetings using either the telephone or multimedia.

See:

- Recording voice from the desktop with a telephone, on page 3-8.
- Recording voice from the desktop with multimedia, on page 3-9.

Recording voice from the desktop with a telephone

To record voice from the desktop with a telephone

1. Start Subscriber Options.

   See Opening and closing Subscriber Options on page 3-3.

   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Desktop User Interface Options...).

2. Click the Media Setup tab.

3. In the When composing voice messages field, select Telephone.

4. Click Configure....

5. On the Telephone Properties dialog box, complete the following:

   - **Extension number**: Type your extension number or canonical telephone number.
   - **Mailbox number**: This is a read-only field.

   **Important**: When SO is launched from MSS messaging administration, Visual Voice Editor, Voice Recorder, and Caller Application Editor the Mailbox number will be enabled.

   - **Message Application Server name**: Select the messaging application server name to which you want to connect. Alternatively, click Browse to locate the messaging application server. Your system administrator will provide this information.

6. Click one of the following:

   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.
Recording voice from the desktop with multimedia

When using Subscriber Options, you can listen to and record greetings by using multimedia.

Notes:

- When recording greetings by using multimedia, make sure that the volume of the recording is adjusted correctly. To test this, play back a greeting before setting it. If the recording volume needs to be adjusted, use any program on your computer that allows you to adjust the volume level. You normally find these programs under Accessories on the Start menu. You can also change the medium (telephone or multimedia) for the current message only.

To record voice from the desktop with multimedia

1. Start Subscriber Options.

   See Opening and closing Subscriber Options on page 3-3

   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Desktop User Interface Options...).

2. Click the Media Setup tab.

3. In the When composing voice messages field, select Multimedia.

4. Click one of the following:

   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.
Selecting the display language

You can select the language in which Modular Messaging displays.

Notes:

■ If you select a language that is not the same as the language installed on your system, some buttons and dialog boxes may display in the system language instead of the selected language.

■ Selecting the display language does not change the language in which your prompts play.

For more information on changing the prompt language, see Changing the prompt language for your mailbox, on page 3-47.

To select the display language

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-3.

   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Desktop User Interface Options...).

2. Click the Language tab.

3. In the Preferred language field, select the language in which you want to display Modular Messaging software.

Note: If you want additional language options available, copy the desired language files into the same directory as that of the installation files. Contact your system administrator for more information.
Managing Personalized Call Handling and Greetings

With Subscriber Options, you can set up personalized call handling for the convenience of the caller to your mailbox. Your system administrator establishes default call handling settings for your extension. You can record and play back greetings using either a telephone or media player/recorder, depending on your Modular Messaging system configuration. For more information, see Recording greetings from the desktop, on page 3-27.

Note: If you are not able to use or modify the call handling and greeting rule options in the Greetings tab, contact your system administrator to enable the appropriate Class of Service (COS) settings in your Modular Messaging mailbox.

Note: The vertical priority bar to the left of the Greetings tab indicates the decreasing (from top to bottom) execution priority of the greeting rules.

Setting Up Overrides

Depending on your PBX integration, you can override call handling defaults and select the greeting that callers will hear. All callers are directly transferred to your mailbox where they can leave a message.

See Turning an Extended Absence Greeting on/off, on page 3-13.

See Blocking Call Greetings, on page 3-14.

See Screening calls, on page 3-15.

See Using intercom paging when an extension is not answered, on page 3-17.
Setting Up Optional Greeting Rules

You can record up to nine Optional Greetings to be played when your telephone is either busy or unanswered. You can set up rules that determine which Optional Greeting a caller hears. When you set up greeting rules, you must specify the criteria that must be satisfied for the caller to hear the greeting associated with a greeting rule.

See Setting Up Optional Greeting Rules, on page 3-19.

Setting Up Default Call Handling

You can activate greetings that you have recorded by setting up call handling features. Depending on your COS settings, you can view the Personal Greeting, Standard Greeting using Spoken Name, and Please Hold Greeting options in the Default call handling section. On selecting the rule, the subscriber can record, edit, play, or delete the greeting from voice control.

See Setting Up Default Call Handling, on page 3-23.

Setting up Multilingual Call Answer

Depending on your PBX integration, you can override Multilingual Call Answer defaults and select the primary, secondary, and tertiary language(s) in which the callers will hear audible prompts.

See Setting Up Multiple Languages for Call Answer, on page 3-24.
Turning an Extended Absence Greeting on/off

When you are away from the office for any length of time, you can inform callers of your absence and request them to leave a message.

Notes:

- You must have recorded an Extended Absence Greeting. This option takes priority over other call handling options. See Recording an Extended Absence Greeting, on page 3-37.

- Each time you access your mailbox and the Extended Absence Greeting is on, you are prompted to turn the greeting off.

- Callers to your extension have the choice of entering another number, leaving a message, or being returned to the Automated Attendant.

To turn an Extended Absence Greeting on/off

1. Start Subscriber Options.
   See Opening and closing Subscriber Options, on page 3-3.

   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab and click Call Answering Options...).

2. Click the Greetings tab.

3. To turn the greeting on, select the Play my extended absence greeting check box.
   OR
   To turn the greeting off, clear the Play my extended absence greeting check box.

4. Click one of the following:
   - Apply, to accept the new setting.
   - OK, to accept the new setting and close Subscriber Options.
   - Cancel, to close Subscriber Options without saving the new setting.
Blocking Call Greetings

Depending on your PBX integration, you can override call handling defaults and select the greeting that callers hear. All callers are directly transferred to your mailbox where they can leave a message.

Notes:

- You can only select this option if:
  - Your system administrator has allowed you to change the call handling options in the Greetings tab.
  - The call comes through the Automated Attendant. Calls placed directly to your extension are not affected.
- If you activate the Extended Absence Greeting, this option is ignored.

To override call handling

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-3.

   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab and click Call Answering Options...).

2. Click the Greetings tab.

3. Select the Block calls from the automated attendant and play check box.

4. From the Optional Greeting drop down list, select the relevant Optional Greeting. The default is None.

5. Click one of the following:
   - Apply, to accept the new setting.
   - OK, to accept the new setting and close Subscriber Options.
   - Cancel, to close Subscriber Options without saving the new setting.

Note: If you no longer want to override call handling, clear the Block calls from the automated attendant and play check box. All calls are put through to your extension as normal.
Screening calls

You can set Modular Messaging so that callers can announce themselves before you answer their calls. You can then decide whether to take the call or not. When you enable call screening, the flow of events is as follows:

1. The system requests the callers to speak their name.
2. The system transfers the call to your extension.
3. When you answer the call, you will first hear the caller’s name.
4. You can then decide to accept or reject the call. To accept press [#], to reject press [1].
   — If you accept the call, the system transfers the call to you.
   — If you reject the call or are not at your desk to pick up the call, callers have the choice of leaving a message, being diverted to a different extension, or transferring to the operator.

Notes:

You can use this option only if:

- Your system administrator has enabled call screening.
- The call is coming through the Automated Attendant. Calls placed directly to your extension are not affected.

To screen calls

1. Start Subscriber Options.
   See Opening and closing Subscriber Options, on page 3-3.
   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Call Answering Options...).
2. Click the Greetings tab.
3. Select the Screen calls from the automated attendant check box.
4. Click one of the following:

- **Apply**, to accept the new setting.
- **OK**, to accept the new setting and close Subscriber Options.
- **Cancel**, to close Subscriber Options without saving the new setting.

**Note:** If you no longer want to screen calls, clear the **Screen calls from the automated attendant** check box. All calls are put through to your extension as usual.
Using intercom paging when an extension is not answered

You can set Modular Messaging to contact you through intercom paging when you are not at your desk. Once you are paged, you must return to your extension to pick up the call. If you do not respond to the page, the system transfers the callers to your mailbox.

Notes:

- You can use this option only if your system administrator has allowed you to use it.
- Modular Messaging does not support Trunk Level Paging without the addition of a third party hardware between Modular Messaging, the PBX and the paging system.
- This option is ignored if you activate the Extended Absence Greeting.

To set intercom paging

1. Start Subscriber Options.
   See Opening and closing Subscriber Options, on page 3-3.

   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Call Answering Options...).

2. Click the Greetings tab.

3. Select If I don’t answer a call from the automated attendant then page me over the intercom checkbox.

4. Select one of the following Intercom Paging options from the drop-down list box:

   - **Allow users to** - If you choose this option and have not specified other call handling options, callers are asked whether they want the person to be paged. If you specify other call handling options, the call handling options take priority over intercom paging.

   - **Automatically** - If there is no answer at your extension, the system automatically sends you an intercom page. If you do not respond to the page, the system offers call handling options.
5. Click one of the following:
   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.
Setting Up Optional Greeting Rules

You can use your mailbox as a personalized answering system by recording up to nine Optional Greetings based on the greeting rules. By default and if recorded, callers hear the personal greeting when your extension is busy or not answered. Depending on your Modular Messaging system configuration, you can change this default to the system greeting or an Optional Greeting.

**Note:** You can use Optional Greetings only if your system administrator has given you access to the various options in the **Greetings** tab and this feature is supported by your PBX.

You can set up rules that determine which Optional Greeting a caller hears when your extension is busy or unanswered. You must specify the criteria to be associated with a greeting rule. For example, you can set up rules that play different greetings for internal and external callers or different greetings for calls during and outside business hours.

**Note:** If you try to modify an Optional Greeting rule by clicking the Optional Greeting link and a rule already exists for all nine Optional Greetings, then the system displays the message **There are no available optional greetings. If you want a specific greeting then select the rule that is already associated with that optional greeting.**
The greeting rules have an associated speaker icon that indicates the greeting status:

<table>
<thead>
<tr>
<th>Speaker Icon</th>
<th>Recording Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The greetings are not recorded.</td>
</tr>
<tr>
<td></td>
<td>The greetings are recorded for all the languages.</td>
</tr>
<tr>
<td></td>
<td>The greetings are recorded for some of the languages.</td>
</tr>
</tbody>
</table>

**Note:** When more than one greeting rule is active, the system evaluates the rules in the order in which they appear in the Greeting rules section on the Greetings tab. The system plays the greeting associated with the first greeting rule that matches the current call conditions. If no rule matches the current call conditions, the system plays your personal greeting or the system default greeting. The speaker icon for the greeting rule shows the status of the recording.

You can specify the following criteria for each greeting rule:

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Call Response</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal</td>
<td>Busy</td>
<td>During business hours</td>
</tr>
<tr>
<td>External</td>
<td>No answer</td>
<td>Outside business hours</td>
</tr>
<tr>
<td>All (default)</td>
<td>Busy or no answer (default)</td>
<td>At any time (default)</td>
</tr>
</tbody>
</table>

**Note:** The call type options displayed depend on the Switch Integration (SWIN) of your system. If the switch integration of your system supports internal and external call differentiation, all call type options are displayed, else only “Internal or External” call type option is displayed on Greeting tab while setting up OG rules.

**Multilingual Call Answer and Optional Greetings**

If you set up multiple languages for callers in the Languages for callers section, the system evaluates the rules to determine if a greeting rule that
matches the current call conditions also has an associated Optional Greeting recorded in the caller's preferred language.

- If a matching rule has an Optional Greeting recorded in the preferred language, the system plays that Optional Greeting.
- If no matching rule has an Optional Greeting recorded in the preferred language, the system plays your personal greeting or the system default greeting. The system default greeting plays in the language that the caller selects.

**To add a greeting rule**

1. Start Subscriber Options.
   
   See [Opening and closing Subscriber Options, on page 3-3](#).

2. Click the **Greetings** tab.

3. Click ‌ or press Shift+Control+N to add a new Optional Greeting rule. The system adds a new entry to the Optional Greetings list.

   OR

   Click an existing Optional Greeting and select the greeting you want to use from the drop-down list box.

**To configure a greeting rule**

You can only set up rules for OptionalGreetings if:

- Your system administrator has given you access to the various options in the **Greetings** tab by enabling the appropriate COS settings in your Modular Messaging mailbox.

- You have recorded at least one Optional Greeting. If you have enabled Multilingual Call Answer, the application displays your call answer languages in the **Languages for callers** section. See [Setting Up Multiple Languages for Call Answer, on page 3-24](#).

**Note:** An Optional Greeting rule can be saved only if the associated Optional Greeting is recorded. For multilingual greetings, you must have a recording in at least one of the caller preference languages. See [Recording Optional Greetings, on page 3-35](#).
To modify a greeting rule

1. Start Subscriber Options.
   See *Opening and closing Subscriber Options, on page 3-3*.

2. Click the *Greetings* tab.

3. To change a greeting rule, select the rule you want to change.

4. In the **Optional Greeting** area, select the criteria (Call Type, Call Response, and Time) for the rule. See *You can specify the following criteria for each greeting rule:, on page 3-20*.

5. Click **Apply** to accept the new setting.

To change the order of greeting rules

1. Start Subscriber Options.
   See *Opening and closing Subscriber Options, on page 3-3*.

2. Click the *Greetings* tab, from the *Greeting Rules* section, select the rule you want to move.

3. Click **↑** to move up and click **↓** to move down until the rule is in the required position.

4. Click **Apply** to accept the new setting.

To delete a greeting rule

1. Start Subscriber Options.
   See *Opening and closing Subscriber Options, on page 3-3*.

2. Click the *Greetings* tab, from the *Greeting Rules* section, select the rule you want to delete.

3. Click **×** from the Optional Greeting tool bar.
Setting Up Default Call Handling

Depending on the COS settings allowed by your administrator, you can view the Personal Greeting, Standard Greeting using Spoken Name, and Please Hold Greeting in the Default call handling section. On selecting the rule, the subscriber can record, edit, play, or delete the greeting from voice control. See Recording greetings from the desktop, on page 3-27.

You can view the following options in the Default call handling section:

- **Play my personal greeting** - This option allows the subscriber to record, edit, play, or delete the personal greeting from the voice control. The speaker icon for the rule displays the status of the recording.

- **Play a standard greeting using my spoken name if no personal greeting is recorded** - This option allows the subscriber to record, edit, play, or delete the first and last name from the voice control. The system uses this prompt for call answering, if you have not set other call handling features. The speaker icon for the rule displays the status of the recording.

- **Play my please hold prompt if a caller is put on hold** - This option allows the subscriber to record, edit, play, or delete the please hold prompt from the voice control. This option informs callers of the extension they selected while they are transferred to that extension. The speaker icon for the rule displays the status of the recording.

**Note:** If you are not able to use or modify the call handling options, contact your system administrator to enable the appropriate COS settings in your Modular Messaging mailbox.

The default call handling options have an associated speaker icon that indicates the greeting status:

<table>
<thead>
<tr>
<th>Speaker Icon</th>
<th>Recording Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Speaker" /></td>
<td>The selected rule has no recording for the associated greeting.</td>
</tr>
<tr>
<td><img src="image" alt="Speaker" /></td>
<td>The selected rule has a recording for the associated greeting.</td>
</tr>
</tbody>
</table>
Setting Up Multiple Languages for Call Answer

Modular Messaging has a feature called Multilingual Call Answer. With Modular Messaging Subscriber Options, you can set up to three different languages (primary, secondary, and tertiary) for callers to your extension. The language options available for use depend on the languages installed on your Modular Messaging system. For example, you can select English as your primary language, Korean as your secondary language, and Japanese as your tertiary language.

**Note:** US English TTY is automatically installed along with US English, so you can select TTY as one of your languages if your administrator has enabled TTY. For more information about messaging accessibility for hearing impaired users with TTY devices, see the Modular Messaging Documentation CD-ROM.

If you set up Multilingual Call Answer, the system prompts callers to your extension to select a language. After the caller selects a language, the system plays all subsequent greetings in the selected language.

The **Languages for callers** option has an associated speaker icon that indicates the greeting status:

<table>
<thead>
<tr>
<th>Speaker Icon</th>
<th>Recording Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The greetings are not recorded.</td>
</tr>
<tr>
<td></td>
<td>The greetings are recorded for all the languages.</td>
</tr>
<tr>
<td></td>
<td>The greetings are recorded for some of the languages.</td>
</tr>
</tbody>
</table>

**To set up primary call answer language**

1. Start Subscriber Options.
   
   See Opening and closing Subscriber Options, on page 3-3.
   
   (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab and click **Call Answering Options**...).

2. Click the **Greetings** tab.
3. From the **Languages for callers** section, select the primary language from the first drop-down list box.

**Note:** If you do not select a language, the primary call answer language will be the system language set up by your administrator.

4. Click one of the following:
   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.

**To set up multilingual call answer languages**

1. Start Subscriber Options.
   
   See **Opening and closing Subscriber Options, on page 3-3**.
   
   (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab and click **Call Answering Options**...).

2. Click the **Greetings** tab.

3. From the **Languages for callers** section, select one of the following options from the second drop-down list box.
   - **Always** - If you choose this option, the greeting can be recorded in the primary language only.
   - **Allow one other language** - If you choose this option, the greeting can be recorded in the primary and secondary language. Select the required language from the second drop-down list box. Your choices include all the languages installed on the Modular Messaging system except the primary language.
   - **Allow two other languages** - If you choose this option, the greeting can be recorded in the primary, secondary, and tertiary language. Select the required language from the third drop-down list box. Your choices include all the languages installed on the Modular Messaging system except the primary and secondary language.
4. Click one of the following:

- **Apply**, to accept the new setting.
- **OK**, to accept the new setting and close Subscriber Options.
- **Cancel**, to close Subscriber Options without saving the new setting.
Recording greetings from the desktop

Recording greetings: Tips

Some information on what details you should record and how you can navigate through a recording.

See Recording greetings: Tips, on page 3-28.

Recording a Personal Greeting

The Personal Greeting can be used to add a personal touch when callers request to be transferred to your mailbox and your extension is busy or there is no answer.

See Recording a Personal Greeting, on page 3-29.

Recording a Spoken Name

The Name prompt consists of your first and last name only. The system uses this prompt for telephone answering, if you have not used other call handling features.

See Recording a Spoken Name, on page 3-31.

Recording a Please Hold Greeting

The Please Hold prompt informs callers of the extension they selected while they are transferred to that extension.

See Recording a Please Hold Greeting, on page 3-33.

Recording Optional Greetings

You can use your mailbox as a personalized answering system by recording up to nine Optional Greetings. You can choose to play these greetings if your extension is busy or unanswered or incoming calls are blocked.

See Recording Optional Greetings, on page 3-35.

Recording an Extended Absence Greeting

You can record an Extended Absence Greeting to advise callers that you are away from the office and may be checking your mailbox infrequently.

See Recording an Extended Absence Greeting, on page 3-37.
Recording greetings: Tips

You can set up Modular Messaging to play personalized greetings when callers are transferred to your extension. Greetings assure callers that although you are unable to take their call, you are checking your mailbox regularly and will return their calls.

Types of greetings

The types of greetings you can record and play back include:

Spoken Name consists of your first and last name only. The system uses this prompt for call answering, if you have not set other call handling features.

Personal Greeting provides callers with a personalized message when your extension is busy or unanswered.

Note: You can record a personal greeting only if your system administrator has enabled you to use this feature.

Please Hold Greeting informs callers of the extension they selected while they are transferred to that extension.

Optional Greetings (1 through 9) provides callers with a personalized message when the current call conditions meet the criteria of a greeting rule, or incoming calls are blocked. You can record each Optional Greeting in up to three languages for use with a greeting rule, if you enable Multilingual Call Answer.

Extended Absence Greeting advises callers that you are away from the office and might be checking your mailbox infrequently.

Note: The system administrator determines the maximum length of greetings you record.

You can activate greetings that you have recorded by setting up call handling features. For more information, see Managing Personalized Call Handling and Greetings, on page 3-11.

Greetings should do the following:

- State your name, department, and company.
- Give a time or day when callers can expect a response.
- Suggest an alternate contact for immediate assistance.
Recording a Personal Greeting

You can use the Personal Greeting to add a personal touch when callers request to be transferred to your mailbox and your extension is busy or there is no answer.

To record a Personal Greeting

1. Start Subscriber Options.
   See Opening and closing Subscriber Options, on page 3-3.
   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Call Answering Options...).
2. Click the Greetings tab.
3. From Default call handling, select Play my personal greeting.

Notes:

- If the Personal Greeting is marked (by a green indicator beside it), a recording exists already but you can rerecord it.
- Your system administrator determines the maximum length of your Personal Greeting.

4. Click Record.
5. Do one of the following:
   - If using the telephone: wait for the telephone to ring, pick up the receiver, and record the greeting.
   - If using multimedia: record the greeting.
6. Click Stop when you finish recording. Click Play to listen to your recording.

Note: Make sure to click Stop to end a recording when using the telephone. If you hang up the telephone without clicking Stop, the end of your recording may contain some silence or the dial tone.
7. Click one of the following:
   - **Apply**, to accept the new recording.
   - **OK**, to accept the new recording and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new recording.

**To delete a Personal Greeting**

1. Start Subscriber Options.
   
   See [*Opening and closing Subscriber Options, on page 3-3*](#).

2. Click the **Greetings** tab.

3. From **Default call handling**, select **Play my personal greeting**.

4. Click ![Delete](image) from the Voice Control at the bottom of the **Greetings** tab.
Recording a Spoken Name

The Spoken Name prompt consists of your first and last name only. The system uses this prompt for telephone answering.

To record your Spoken Name

1. Start Subscriber Options.
   
   See Opening and closing Subscriber Options, on page 3-3.

   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Call Answering Options...).

2. Click the Greetings tab.

3. From Default call handling, select Play a standard greeting using my spoken name if no personal greeting is recorded.

Notes:

- If the Spoken Name is marked (by a green indicator beside it), a recording exists already but you can rerecord it.

- The Spoken Name can be up to seven seconds long.

4. Click Record.

5. Do one of the following:

   - If using the telephone: wait for your telephone to ring, pick up the receiver, and record the greeting.
   
   - If using multimedia: record the greeting.

6. Click Stop when you finish recording. Click Play to listen to your recording.

Note: Make sure to click Stop to end a recording when using the telephone. If you hang up the telephone without clicking Stop, the end of your recording may contain some silence or the dial tone.
7. Click one of the following:
   - **Apply**, to accept the new recording.
   - **OK**, to accept the new recording and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new recording.

**To delete a Spoken Name**

1. Start Subscriber Options.
   
   See *Opening and closing Subscriber Options, on page 3-3*.

2. Click the **Greetings** tab.

3. From **Default call handling**, select **Play a standard greeting using my spoken name if no personal greeting is recorded**.

4. Click from the Voice Control at the bottom of the **Greetings** tab.
Recording a Please Hold Greeting

The Please Hold Greeting informs callers of the extension they selected while they are transferred to that extension.

To record a Please Hold Greeting

1. Start Subscriber Options.
   
   See Opening and closing Subscriber Options, on page 3-3.
   
   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Call Answering Options...).

2. Click the Greetings tab.

3. From Default call handling, select Play my please hold prompt if a caller is put on hold.

4. Select Please Hold Greeting.

Notes:

- If the Please Hold Greeting is marked (by a green indicator beside it), a recording exists already but you can rerecord it.

- Your system administrator determines the maximum length of the Please Hold Greeting.

5. Click Record.

6. Do one of the following:

   - If using the telephone: wait for the telephone to ring, pick up the receiver, and record the greeting.
   
   - If using multimedia: record the greeting.

7. Click Stop when you finish recording. Click Play to listen to your recording.

Note: Make sure to click Stop to end a recording when using the telephone. If you hang up the telephone without clicking Stop, the end of your recording may contain some silence or the dial tone.
8. Click one of the following:
   - **Apply**, to accept the new recording.
   - **OK**, to accept the new recording and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new recording.

**To delete a Please Hold Greeting**

1. Start Subscriber Options.
   
   See [Opening and closing Subscriber Options, on page 3-3](#).

2. Click the **Greetings** tab.

3. From **Default call handling**, select **Play my please hold prompt if a caller is put on hold**.

4. Click **X** from the Voice Control at the bottom of the **Greetings** tab.
Recording Optional Greetings

You can use your mailbox as a personalized answering system by recording up to nine Optional Greetings.

**Note:** You can use Optional Greetings only if your system administrator has given you access to the various options in the **Greetings** tab and this feature is supported by your PBX.

**To record an Optional Greeting**

1. Start Subscriber Options.
   
   See **Opening and closing Subscriber Options, on page 3-3**.
   
   (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Call Answering Options...**).

2. Click the **Greetings** tab.

3. Select the relevant Optional Greeting from the **Greeting rules** section.

**Notes:**

- If the Optional Greetings are marked (by a green indicator beside it), a recording exists already but you can rerecord it.

- If you have enabled Multilingual Call Answer, you can record the Optional Greetings in up to three call answer languages. The application displays your call answer languages in the **Languages for callers** section. See **Setting Up Multiple Languages for Call Answer, on page 3-24**.

- Your system administrator determines the maximum length of an Optional Greeting.

4. Click **Record**.

5. Do one of the following:
   
   - If using the telephone: wait for the telephone to ring, pick up the receiver, and record the greeting.
   
   - If using multimedia: record the greeting.

6. Click **Stop** when you finish recording. Click **Play** to listen to your recording.
Note: Make sure to click Stop to end a recording when using the telephone. If you hang up the telephone without clicking Stop, the end of your recording may contain some silence or the dial tone.

7. Click one of the following:

- **Apply**, to accept the new recording.

- **OK**, to accept the new recording and close Subscriber Options.

- **Cancel**, to close Subscriber Options without saving the new recording.

To delete an Optional Greeting

1. Start Subscriber Options.

   See [Opening and closing Subscriber Options, on page 3-3](#).

2. On the **Greetings** tab, select the relevant Optional Greeting to be deleted.

3. Click from the Voice Control at the bottom of the **Greetings** tab.

Note: If you delete a recorded language version of an optional greeting and that is the only version in which the optional greeting is recorded, then the system also deletes the corresponding optional greeting rule, if present.

If you have enabled Multilingual Call Answer and recorded the Optional Greeting in more than one language, you can save the greeting rule.
Recording an Extended Absence Greeting

You can record an Extended Absence Greeting to advise callers that you are away from the office and may be checking your messages infrequently.

To record an Extended Absence Greeting

1. Start Subscriber Options.
   See Opening and closing Subscriber Options, on page 3-3.
   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Call Answering Options...).
2. Click the Greetings tab.
3. Select Play my extended absence greeting.

Notes:

- If the Extended Absence Greeting is marked (by a green indicator beside it), a recording exists already but you can rerecord it.
- Your system administrator determines the maximum length of your Extended Absence Greeting.

4. Click Record.
5. Do one of the following
   - If using the telephone: wait for the telephone to ring, pick up the receiver, and record the greeting.
   - If using multimedia: record the greeting.
6. Click Stop when you finish recording. Click Play to listen to your recording.

Note: Make sure to click Stop to end a recording when using the telephone. If you hang up the telephone without clicking Stop, the end of your recording may contain some silence or the dial tone.
7. Click one of the following:

- **Apply**, to accept the new recording.
- **OK**, to accept the new recording and close Subscriber Options.
- **Cancel**, to close Subscriber Options without saving the new recording.

**Notes:**

When you use an Extended Absence Greeting:

- All other call handling options are disabled.
- Callers to your extension have the choice of entering another number, leaving a message, or being returned to the Automated Attendant.

**Important:** The steps described here only help you in recording an Extended Absence Greeting. To use the Extended Absence Greeting you have to activate it or turn it on. See Turning an Extended Absence Greeting on/off, on page 3-13 for more information on activating an Extended Absence Greeting.

**To delete an Extended Absence Greeting**

1. Start Subscriber Options.
   
   See Opening and closing Subscriber Options, on page 3-3.

2. On the **Greetings** tab, select **Play my extended absence greeting**.

3. Click from the Voice Control at the bottom of the **Greetings** tab.
Working with Modular Messaging through the TUI

You can use Subscriber Options to set up preferences for using the telephone user interface (TUI).

**Sorting messages by urgency and time received**

You can decide which messages are played first when you call your mailbox using the TUI. You can sort messages by urgency and time received.

See [Sorting messages by urgency and time received, on page 3-40](#).

**Sorting messages by media type**

You can decide which messages are played first when you call your mailbox using the TUI. You can sort messages by media type. Media types include voice, text, and fax.

See [Sorting messages by media type, on page 3-42](#).

**Specifying the default fax number for printing faxes**

You can enter a default fax telephone number for printing faxes.

See [Specifying the default fax number for printing faxes, on page 3-44](#).

**Deleting messages when exiting the TUI**

You can select this option to permanently delete any messages (both voice and e-mail) deleted during a TUI session.

See [Deleting messages when exiting the TUI, on page 3-46](#).

**Changing the prompt language for your mailbox**

When Modular Messaging is installed, your system administrator determines the default language for the voice prompts you hear when you dial into your mailbox. You can change this default language.

See [Changing the prompt language for your mailbox, on page 3-47](#).

**Setting up rules for your mailbox**

You can set up rules for receiving message alerts for Find Me, Call Me, Notify Me, and Message Waiting Indicator (MWI).

See [Setting up rules, on page 3-57](#).
Sorting messages by urgency and time received

You can decide which messages are played first when you call your mailbox using the TUI. You can choose any of the following sort orders:

- Urgent messages first, then remaining messages with newest first
- Urgent messages first, then remaining messages with oldest last
- Most recently received first
- Most recently received last

**Note:** The setting you select in Subscriber Options does not affect the order in which messages are displayed in your e-mail application.

The new messages are sorted based on four new message categories:

- **New** or unread messages
- **Saved** messages
- **Deleted** messages
- **Admin** or delivery notification messages

The message categories vary for each TUI type. For Aria TUI type, all the four message categories are displayed. For Serenade TUI type, **New**, **Saved** and **Deleted** messages categories are displayed. For Audix TUI type, only **New** and **Saved** message categories are displayed.

**To sort all messages by urgency and time received**

1. Start Subscriber Options.
   
   See [Opening and closing Subscriber Options, on page 3-3](#).
   
   (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Telephone User Interface Options...**).

2. Click the **Message Ordering** tab.

3. Under Sort my messages, select:
   
   - **Urgent first, then remaining messages with newest first**, to play messages marked with the priority level High first.
   
   - **Urgent first, then remaining messages with oldest first**, to play messages marked with the priority level of High first, then the remaining messages with the most recently received message last.
- **Most recently received first**, to play messages in descending order. In other words, the system plays the most recently received message first. This option is the default.

- **Most recently received last**, to play messages in ascending order. In other words, the system plays the most recently received message last.

**Note:** The messages are sorted differently for each of the message categories - **New**, **Saved**, **Deleted** and **Admin**. The message category varies for each TUI type.

4. Click one of the following:

- **Apply**, to accept the new setting.
- **OK**, to accept the new setting and close Subscriber Options.
- **Cancel**, to close Subscriber Options without saving the new setting.
Sorting messages by media type

You can decide which messages are played first when you call your mailbox using the TUI. You can sort messages by media type. Media types include voice, text, and fax.

Note:

- Depending on your system setup, you might not have the option of sorting messages by media type. For example, this option is not available for users of the Aria telephone user interface for Modular Messaging.

When you sort messages by media type, you can choose from the following sort orders:

- No preference
- Voice, text, fax
- Voice, fax, text
- Text, voice, fax
- Text, fax, voice
- Fax, voice, text
- Fax, text, voice

Note: The setting you select in Subscriber Options does not affect the order in which messages are displayed in your e-mail application.

To sort all messages by media type

1. Start Subscriber Options.
   See Opening and closing Subscriber Options, on page 3-3.
   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Telephone User Interface Options...).

2. Click the Message Ordering tab.

3. In the Present my messages in this order box, select the message type list, select a media type (voice, text, or fax), and then click Move up or Move down to change the sort order.

4. Click one of the following:
   - Apply, to accept the new setting.
 OK, to accept the new setting and close Subscriber Options.

 Cancel, to close Subscriber Options without saving the new setting.

**Note:** You can always opt not to sort messages by media type by selecting the No preference option.
Specifying the default fax number for printing faxes

You can enter the default fax telephone number to which you want to print a fax. You need to enter a number only if you want to override the default specified by your system administrator.

Notes:

- You can use this functionality only if your system administrator has allowed you to use it.
- You might need to configure your Fax Authorization Code in the Windows fax client. For more information, contact your system administrator.

To specify the fax number for printing faxes

1. Start Subscriber Options.
   
   See Opening and closing Subscriber Options, on page 3-3.

   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Telephone User Interface Options...).

2. Click the Fax Access tab.

   Note: Depending on your messaging application server settings, the country code and area code fields may be disabled.

3. Depending on your fax implementation, do one of the following:

   - Type the country code, area code, and fax telephone number in the appropriate fields. For example, 1 (408) 3243000. This applies for canonical addressing mode.

   - Type the country code, area code, and fax telephone number in the field. For example, +0014083243000. This apply for non-canonical addressing mode.

   The Fax Authorization Code provided by your Windows user profile is displayed in the next field. This might be required by the Windows fax service to authenticate your fax permissions. This field is display only. For example, C4AB19B8.
Using Subscriber Options

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**Note:** Do not use spaces, or dashes when typing the fax number.

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4. Click one of the following:

- **Apply**, to accept the new setting.
- **OK**, to accept the new setting and close Subscriber Options.
- **Cancel**, to close Subscriber Options without saving the new setting.
Deleting messages when exiting the TUI

When you select this option, Modular Messaging permanently deletes any messages deleted during a TUI session. If you do not select this option, the system stores the deleted messages in the deleted items folder of your e-mail application.

**Note:** Selecting this option does not affect any messages stored in the deleted items folder that are not deleted during a TUI session.

To delete messages when exiting the TUI

1. Start Subscriber Options.
   
   See Opening and closing Subscriber Options, on page 3-3.
   
   (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Telephone User Interface Options...**).

2. Click the **Telephone Access** tab.

3. Under Mailbox actions, select the **Delete messages on exit** check box.

4. Click one of the following:
   
   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.
Changing the prompt language for your mailbox

When Modular Messaging is installed, your system administrator determines the default language for voice prompts you hear when dialing into your mailbox. You can change this default language. Language options depend on which languages are installed and your system setup.

In addition, callers can choose the language in which they hear the prompts. Again, this depends on your system setup.

To change the prompt language for your mailbox

1. Start Subscriber Options.
   See Opening and closing Subscriber Options, on page 3-3.
   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Telephone User Interface Options...).

2. Click the Telephone Access tab.

3. In the Preferred language field, select a language.

   Note: If your system has not been set up to use languages other than the default language, this field is not available.

4. Click one of the following:
   - Apply, to accept the new setting.
   - OK, to accept the new setting and close Subscriber Options.
   - Cancel, to close Subscriber Options without saving the new setting.
Managing Personal Distribution Lists

A Personal Distribution List (PDL) is a collection of addresses that you can create and save as one e-mail alias. Any message sent to a PDL goes to all the addresses listed in that PDL. Using a PDL, you can easily send messages to a group of people rather than addressing messages to each person individually.

This section describes how you can use Subscriber Options to work with PDLs.

See the following topics for more information:

- Creating a Personal Distribution List, on page 3-49
- Adding entries to a PDL, on page 3-53
- Modifying a Personal Distribution List, on page 3-55
Creating a Personal Distribution List

Using Subscriber Options, you can assign or change the PDL list number (Numeric Identifier) and recorded name (Spoken Name) for a list you created through your e-mail application. Use the information provided in To create a Personal Distribution List from a distribution list, on page 3-51 to know more about creating a PDL from a list.

Important: Depending on the message store server your Modular Messaging system uses, you might not be able to create, change, or delete a Personal Distribution List through Web Subscriber Options.

Tip: If your system uses a Microsoft Exchange message store, you can only use Web Subscriber Options to change the list number and recorded name of a Personal Distribution List you created through your e-mail application or the TUI.

If your system uses a Lotus Domino message store server, you should synchronize the mail database on the Domino server with your local address book after you make any change to your Personal Distribution Lists.

To create a Personal Distribution List

1. Start Subscriber Options.
   See Opening and closing Subscriber Options, on page 3-3.
   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Telephone User Interface Options...).

2. Click the Personal Distribution Lists tab.

3. Do one of the following:
   ■ In the Type name or select from list field, type a name for a PDL.
     — Click (Create distribution list button). The Add Distribution List Question dialog box displays.
     — Click Create. The Personal Distribution List properties dialog box displays.

   OR

   ■ Click (Create distribution list button).

4. On the Personal Distribution List properties dialog box, complete the following:
- **Name:** Type a display name for the PDL. The display name cannot be longer than 255 alphanumeric characters, and must be unique within the distribution list. Ensure that the display name contains at least one non-digit character so as to maintain the uniqueness of the PDL e-mail address.

**Note:** If you create more than one PDL with the same name, Modular Messaging automatically adds a numeric suffix to the PDL name. For example, if *Marketing* is the unique name for a PDL, and you create another PDL with the same name, then Modular Messaging displays that PDL name as *Marketing (1)*, where (1) is the numeric suffix. So, if you create more PDLs with the same name, they would appear as *Marketing (2)*, *Marketing (3)*, *Marketing (4)* and so on.

- **Identifier:** Displays the unique Identifier for the PDL. Also known as the Filtered List Name, the Identifier is the list name portion of the PDL e-mail address
  
- #Identifier@hostdomain.com. You can use this format to address a PDL from a GUI client. When you type the display name for the PDL, the system automatically copies those characters into this field. Note that empty spaces and barred characters are excluded.

  You can also edit the Filtered List Name. The characters allowed are: A-Z, a-z, 0-9, _, -

- **List number:** Type a unique List number for the PDL. You can use the List number to identify a PDL when addressing a message to a PDL from the TUI. The List number cannot be longer than 32 numeric characters, and must be unique within all the Personal Distribution Lists that you have created.

5. Use the recorder for recording a *Spoken name* for the PDL. To record your Spoken name:

- Click **Record**. Do one of the following:
  
  — If using the telephone: wait for your telephone to ring, pick up the receiver, and record the spoken name.
  
  — If using multimedia: record the spoken name.

- Click **Stop** when you finish recording. Click **Play** to listen to your recording.
Note: Make sure to click Stop to end a recording when using the telephone. If you hang up the telephone without clicking Stop, the end of your recording may contain some silence or the dial tone.

6. You can add entries to this PDL now or at a later time. See Steps 4 to 7 in Adding entries to a PDL, on page 3-53 for more information.

7. Click OK.

This completes the creation of a new PDL. The Personal Distribution Lists: box displays the Name and the List number of all the PDLs that you have created.

**To create a Personal Distribution List from a distribution list**

1. Create a distribution list using your email application. Use the information provided in the online Help system of your email application for information on creating a distribution list.

2. Start Subscriber Options. See Opening and closing Subscriber Options, on page 3-3.

   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Telephone User Interface Options...).

3. Click the Personal Distribution Lists tab.

   The Personal Distribution Lists: box displays all existing PDLs and the distribution list created using your email application.

4. Select the distribution list and click (change distribution list button). The Personal Distribution List properties dialog box displays.

Note: You can also double-click on a PDL to display the Personal Distribution List properties dialog box.

5. On the Personal Distribution List properties dialog box, complete the following:

   - **Identifier:** Displays the unique Identifier for the PDL. Also known as the Filtered List Name, the Identifier is the list name portion of the PDL e-mail address #Identifier@hostdomain.com. You can use this format to address a PDL from a GUI client. When you type the display name for the PDL, the system
automatically copies those characters into this field. Note that empty spaces and barred characters are excluded.

You can also edit the Filtered List Name. The characters allowed are: A-Z, a-z, 0-9, _, -

- **List number**: Type a unique List number for the PDL. You can use the List number to identify a PDL when addressing a message to a PDL from the TUI. The List number cannot be longer than 32 numeric characters, and must be unique within all the Personal Distribution Lists that you have created.

6. Use the recorder for recording a **Spoken Name** for the PDL. To record your Spoken Name:

   - Click **Record**. Do one of the following:
     - If using the telephone: wait for your telephone to ring, pick up the receiver, and record the spoken name.
     - If using multimedia: record the spoken name.

   - Click **Stop** when you finish recording. Click **Play** to listen to your recording.

   **Note**: Make sure to click **Stop** to end a recording when using the telephone. If you hang up the telephone without clicking **Stop**, the end of your recording may contain some silence or the dial tone.

7. Click **OK**.

This completes the creation of a PDL from a distribution list created using your email application. The Personal Distribution Lists: box displays the Name and the List number of all the PDLs that you have created.

**To remove a PDL from the list**

In Modular Messaging-Exchange, you can delete a PDL only from your email application, while in Modular Messaging-MSS, you can delete a PDL only from Subscriber Options.

**To remove a PDL in Modular Messaging - Exchange**:

Delete the Personal Distribution List from the Contacts of your email application. For information on deleting a distribution list, use the information provided in the online Help system of your email application.
Adding entries to a PDL

Important: Depending on the message store server your Modular Messaging system uses, you might not be able to create, change, or delete a Personal Distribution List through Web Subscriber Options. If your system uses a Microsoft Exchange message store, you can only use Web Subscriber Options to change the list number and recorded name of a Personal Distribution List you created through your e-mail application or the TUI. If your system uses a Lotus Domino message store server, you should synchronize the mail database on the Domino server with your local address book after you make any change to your Personal Distribution Lists.

You can add addresses of local or remote subscribers, a fax address, e-mail address, or another distribution list to a Personal Distribution List. Note that you can add or remove entries when you are creating a new PDL or even after you have created a PDL.

To add a new entry to a PDL

1. Start Subscriber Options.
   See Opening and closing Subscriber Options, on page 3-3.
   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Telephone User Interface Options...).

2. Click the Personal Distribution Lists tab.
   The Personal Distribution Lists: box displays the Name and the List number of all the PDLs that you have created.

3. Select a PDL and click  (Change distribution list button). The Personal Distribution List properties dialog box displays.

   Note: You can also double-click on a PDL to display the PDL properties dialog box.

4. Click  (Create entry button) on the Personal Distribution List properties dialog box. The Addresses dialog box displays.

5. To include an e-mail address, do the following:
   - Select the Add email address: option.
   - Type an e-mail address in the Email: field.
Click **Add** to add this entry to the PDL.

6. To include a local or a remote subscriber, do the following:
   - Select the **Add from list**: option.
   - Choose **Global Contacts** from the drop-down box.
   - In the **Address** field, type the numeric address, full mailbox number, or user name for the subscriber. The system displays a list if there are multiple contacts that match the specified criteria. Select the required name and click **OK**.
   - Click **Add** to add this entry to the PDL.

7. To include another distribution list, do the following:
   - Select the **Add from list**: option.
   - Choose **Distribution Lists** from the drop-down box.
   - In the **Type name or select from list**: field, type the name of the list or select an existing PDL from the PDL list.
   - Click **Add** to add this entry to the PDL.

Repeat these steps for each entry that you want to add to the PDL.

**To remove an entry from the list**

1. Select the entry and click **X** (Remove entry button). The system prompts you to confirm the action.

2. Click **Yes** to remove the entry.
Modifying a Personal Distribution List

Depending on the message store server your Modular Messaging system uses, you can use Subscriber Options to modify Personal Distribution Lists in the following ways:

- Change the display name, number, or identifier
- Re-record the list name
- Add or remove list entries
- Delete a list

Tip: If your system uses a Microsoft Exchange message store, you can only use Web Subscriber Options to change the list number and recorded name of a Personal Distribution List you created through your e-mail application or the TUI.

If your system uses a Lotus Domino message store server, you should synchronize the mail database on the Domino server with your local address book after you make any change to your Personal Distribution Lists.

To modify a PDL

1. Start Subscriber Options.
   See Opening and closing Subscriber Options, on page 3-3.
   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Telephone User Interface Options...).

2. Click the Personal Distribution Lists tab.

3. In the Type name or select from list: field, type a name of a PDL OR select a PDL from the Personal Distribution Lists: box. When you type the first few characters of the PDL name, Modular Messaging displays PDL names that match the typed characters.

4. Click (Change distribution list button). The Personal Distribution List properties dialog box displays.

5. On the Personal Distribution List properties dialog box, modify the PDL details as required. See Creating a Personal Distribution List, on page 3-49 for more information.

To delete a selected PDL in Modular Messaging - Exchange

In Modular Messaging - Exchange, you can delete a PDL only from the Contacts of your e-mail application. For information on deleting a distribution list, use the information provided in the online Help system of your e-mail application.
To delete a selected PDL in Modular Messaging - MSS

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-3.

   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Telephone User Interface Options...).

2. Click the Personal Distribution Lists tab.

3. In the Type name or select from list: field, type a name of a PDL OR select a PDL from the Personal Distribution Lists: box. When you type the first few characters of the PDL name, Modular Messaging displays PDL names that match the typed characters.

4. Click (Remove distribution list button) to delete the PDL. The system prompts you to confirm the action.

5. Click Yes to remove the entry.
Setting up rules

See:

- Find Me rules, on page 3-58.
- Setting up Find Me rules, on page 3-62.
- Call Me rules, on page 3-59.
- Setting up Call Me rules, on page 3-64.
- Notify Me rules, on page 3-60.
- Setting automatic notification rules, on page 3-68.
- Setting caller requested notification rules, on page 3-76.
- Message Waiting Indicator (MWI) Rules, on page 3-61.
- Setting up Message Waiting Indicator (MWI) Rules, on page 3-79.
- Setting up phone lists, on page 3-83.
- Creating schedules, on page 3-81.
Find Me rules

Find Me enables your mailbox to redirect unanswered calls to a list of telephone numbers. Your mailbox directs the calls in turn to each telephone number in the list, unless you answer. If you do not answer at any number in the list, the system asks the caller if the caller would like to leave a message.

**Note:** Modular Messaging software does not support the Find Me feature with analog voice cards. Depending on the way your system is set up, the Find Me feature may not be available.

You can set up rules for using Find Me in the **Assistant** tab. You can use this functionality only if your administrator has allowed you to use it.

See [Setting up Find Me rules, on page 3-62](#).
Call Me rules

Call Me enables your mailbox to call you at a designated telephone number when you receive messages that meet certain criteria. For example, you may choose to be notified on your cell phone when you receive an urgent message during your morning commute. When you receive a Call Me call, you are invited to log onto your mailbox in order to review the message.

You can set up rules for using Call Me in the Assistant tab. You can use this functionality only if your administrator has allowed you to use it.

See Setting up Call Me rules, on page 3-64.
Notify Me rules

You can use the Notify Me feature to notify you of messages in your mailbox. You can use this functionality only if your administrator has allowed you to use it.

**Setting caller requested notification**

You can set Modular Messaging to allow callers to notify you that they have left a message.

See [Setting caller requested notification rules, on page 3-76](#).

**Setting automatic notification**

You can set Modular Messaging to notify you automatically when any callers leave a message in your mailbox or when callers leave urgent messages only.

See [Setting automatic notification rules, on page 3-68](#).
Message Waiting Indicator (MWI) Rules

Message Waiting Indicator (MWI) alerts you when messages meeting specified criteria arrive in your mailbox. The system alerts you either by a lamp indicator on your telephone or by an audible tone (stutter dial-tone). The system clears the indicator when the you open the message in your e-mail application, or save or delete the message using the TUI.

You can set up rules for using MWI in the Assistant tab. You can use this functionality only if your administrator has allowed you to use it.

See Setting up Message Waiting Indicator (MWI) Rules, on page 3-79.
Setting up Find Me rules

To use the Find Me feature, you must first set up Find Me rules. You can set up Find Me rules by selecting values in the following rule description:

“When anyone phones me when schedule [schedule name] is active call phone numbers in [phone list].”

To display a list of alternative values for default values in this command, either double-click the value, or press Control+Down Arrow.

You can set up multiple Find Me rules. For example, you may want a rule for redirecting calls during lunchtime, and a rule for redirecting calls during vacations. To turn a rule on or off, select or clear the check box next to the rule. Rules are processed in order from the top to the bottom of the list.

Before you can create a rule, you must set up a phone list and a schedule.

See:

- Setting up phone lists, on page 3-83.
- Creating schedules, on page 3-81.

Note: Modular Messaging software does not support the Find Me feature with analog voice cards. Depending on the way your system is set up, the Find Me feature may not be available.

To set up a Find Me rule

1. Start Subscriber Options.
   See Opening and closing Subscriber Options, on page 3-3.
   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Telephone User Interface Options...).

2. Click the Assistant tab.

3. Select the Find Me check box. If you have no existing Find Me rules, the system automatically adds a new rule to the Find Me rule list. Ensure that the check box for the new Find Me rule is selected.

4. Click ☐ or press Control+N if you want to add a new rule to a list of existing Find Me rules. The system adds a new entry to the list of Find Me rules.

5. Type a name for the new rule. To accept the name, click anywhere in the Rules box or press Enter.
Using Subscriber Options

6. In the **Rule description** box, click the underlined phrases, and select the appropriate values from the drop down lists.

   For more information, see [Find Me rule description, on page 3-63](#).

7. Click one of the following:
   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.

---

**Important**: If you attempt to create or enable a Find Me rule with a schedule that overlaps with another enabled Find Me rule, the **Schedule Overlap Information** dialog box displays. You must adjust the schedules to remove the overlapping times before you can continue.

---

**Notes:**

- To delete a rule, select the rule in the list and click ![Delete](image).
- To rename a rule, click the rule and type over the name.

---

**Find Me rule description**

Click the following conditions or actions, and enter the appropriate values.

<table>
<thead>
<tr>
<th>Condition/Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>schedule name</td>
<td>Select a schedule. Modular Messaging software automatically creates a schedule called Always. This is the default if you have not created any schedules. If you have created schedules, the default is the first entry in your list of schedules.</td>
</tr>
<tr>
<td>phone list</td>
<td>Select a phone list to which you want calls to be redirected. Modular Messaging software creates a phone list containing your extension number automatically. This list is selected by default if you have not created any phone lists. If you have created phone lists, the default is the first entry in your list of phone lists.</td>
</tr>
</tbody>
</table>
Setting up Call Me rules

To use the Call Me feature, you must first set up Call Me rules. You can set up Call Me rules by selecting values in the following rule description:

“When schedule [Always] is active, if [any new messages] with [any importance], from [anyone] have arrived, call phone numbers in [Work] within [10 minutes], and then every [10 minutes].”

You can set up multiple Call Me rules. For example, you may want the system to call on your cell phone when an urgent message arrives during your morning commute or during lunchtime.

To turn a rule on or off, select or clear the check box next to the rule. The system processes rules in order from the top to the bottom of the list. Before you create a rule, you must set up a phone list.

See:
- Setting up phone lists, on page 3-83.
- Creating schedules, on page 3-81.

Setting up a Call Me rule

Click the following conditions or actions, and enter the appropriate values. To display a list of alternative values for default values in this command, either double-click the value, or press Control+Down Arrow.

**Always:** This is the default schedule. Click here to display a list of schedules. Select another schedule from the list to change the default.

See Creating schedules, on page 3-81.

**any new messages:** Select the message type. You can choose one of the following:

- any (the default)
- e-mail
- voice
- fax

**any importance:** Select the message priority. You can choose one of the following:

- any (the default)
- low
- normal
- high
**anyone**: Opens the **Address Book** dialog box. You may enter the full mailbox number for MultiSite or partial mailbox number for a home site or e-mail address. To enter the full mailbox number, select and delete the word **Email**: before you enter the number. You may also enter multiple addresses by separating each address with a semicolon. These addresses must be for other subscribers. The default is Anyone. For an overview of the MultiSite feature and a detailed description of the concepts underlying MultiSite, see the *Avaya MultiSite Feature Description Guide*.

**Note**: If you select distribution lists or members of your personal address book, the system ignores these addresses and displays a warning message.

**Work**: This is the default phone list to which the system makes a notification call. You must set up an alternative phone list before you can select it here.

See [Setting up phone lists, on page 3-83](#).

**10 minutes**: This is the default value for the number of minutes before the mailbox checks for new messages. Click here to increase or decrease this value.

**Note**: The system administrator sets the default minimum interval value. If the system administrator changes the default value, existing rules retain the original value, and new rules use the new value unless the new default value is higher than the values set by existing rules. If the new default value is higher than the existing values, the system displays a warning message when the user accesses Subscriber Options and changes existing rules to use the new default minimum interval value.

**every 10 minutes**: This is the default value for the number of minutes before the system will call you again if you do not log on to the TUI when you receive a Call Me call. For example, if the second interval time is twenty minutes, and you do not answer a Call Me call and log on to the TUI, the system will not call you again for twenty minutes. However, as soon as you log onto the TUI, Modular Messaging software will check for
messages using the first interval. Click here to increase or decrease this value.

Note: The administrator sets the default minimum interval value. If the administrator changes the default value, existing rules retain the original value, and new rules use the new value unless the new default value is higher than the values set by existing rules. If the new default value is higher than the existing values, the system displays a warning message when the user accesses Subscriber Options and changes existing rules to use the new default minimum interval value.

To set up a Call Me rule

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-3.

   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Telephone User Interface Options...).

2. Click the Assistant tab.

3. Select the Call Me check box. If you have no existing Call Me rules, the system automatically adds a new rule to the Call Me rule list. Ensure that the check box for the new Call Me rule is selected.

4. Click or press Control+N, to add a new rule to a list of existing Call Me rules. The system adds a new entry to the list of Call Me rules.

5. Type a name for the new rule. To accept the name, click anywhere in the Rules box or press Enter.

6. In the Rule description box, click the underlined phrases and select the appropriate values.

7. Click one of the following:

   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
Using Subscriber Options

- **Cancel**, to close Subscriber Options without saving the new setting.

**Notes:**

- To delete a rule, select the rule from the list and click **X**.
- To rename a rule, click the rule and type over the name.

See [Setting up Call Me rules, on page 3-64](#).

See [Setting up phone lists, on page 3-83](#).
Setting up Notify Me rules

To use the Notify Me feature, you must first set up Notify Me rules. You can set up automatic notification rules or a caller requested notification rule.

**Note:** You can only set up Notify Me rules if your administrator has enabled this feature and given you permission to use it.

### About automatic notification rules

When you set up automatic notification rules, the system notifies you automatically when callers or senders leave messages in your mailbox. With automatic notification rules, you can specify whether you want the system to notify you whenever you receive any message, or when you receive messages of a certain type and priority level. You can also specify if you want the system to notify you by e-mail or with a numeric page.

**Note:** By default, the system polls messages every three minutes. If you are working offline when a specified schedule is in effect, the system does not send automatic notification messages to you. Notification can only happen when messages reach your mailbox.

You can set up multiple automatic notification rules. For example, you might want to set up one rule to receive a numeric page on your cell phone when you receive an urgent e-mail message during your morning commute, and another rule to receive an e-mail notification at home when you receive any type of message in the evening.

To turn a rule on or off, select or clear the check box next to the rule. The system processes rules in order from the top to the bottom of the list.

See [Setting automatic notification rules, on page 3-68](#).

### Setting automatic notification rules

To use automatic notification, you must first set up an automatic notification rule. Set up an automatic notification rule by selecting values in the following rule description:

“When schedule [Always] is active, if [any new messages], with [any importance], from [anyone], have arrived then send [an email] to [subscriber@avaya.com] with this [message body] and [subject].”
To change a default value in the rule, click an underlined value.

**Note:** Notification messages sent to another device may be limited in length. For example, an SMS message sent to a cell phone has a maximum of 160 characters. Some devices may display only the subject or only the message body of a notification message.

For more information about setting automatic notification rules, see To set automatic Notify Me, on page 3-69, Values for automatic notification rule, on page 3-70, Values for automatic e-mail notifications, on page 3-71, and Values for automatic numeric pager notifications, on page 3-73.

To set automatic Notify Me

1. Start Subscriber Options.
   
   See Opening and closing Subscriber Options, on page 3-3.
   
   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Telephone User Interface Options...).

2. Click the Assistant tab.

3. Select the Notify Me - Automatic notification check box. If you have no existing automatic notification rules, the system automatically adds a new rule to the automatic notification rule list. Ensure that the check box for the new automatic notification rule is selected.

4. Click or press Control+N if you want to add a new rule to a list of existing automatic notification rules. The system adds a new entry to the list of automatic notification rules.

5. Click to select the rule you want to edit.

6. Type a name for the new rule. To accept the name, click anywhere in the Rules box or press Enter.

7. In the Rule description box, click the underlined phrases, and select the appropriate values from the drop down lists.

   For more information, see Values for automatic notification rule, on page 3-70.

8. Choose one of the following options:

   - If you select to send an e-mail notification, complete the fields for automatic e-mail notifications. For more information, see Values for automatic e-mail notifications, on page 3-71.
- If you select to send a numeric pager notification, complete the fields for automatic numeric pager notifications. For more information, see Values for automatic numeric pager notifications, on page 3-73.

9. Click one of the following:

- **Apply**, to accept the new setting.
- **OK**, to accept the new setting and close Subscriber Options.
- **Cancel**, to close Subscriber Options without saving the new setting.

---

**Notes:**

- To delete a rule, select the rule in the list and click ✕.
- To rename a rule, click a selected rule and type over the name.

---

### Values for automatic notification rule

Click the following conditions or actions, and enter the appropriate values.

<table>
<thead>
<tr>
<th>Condition/Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Always</strong></td>
<td>This is the default schedule. Click here to display a list of the schedules you have created. Select another schedule from the list to change the default.</td>
</tr>
<tr>
<td><strong>any new messages</strong></td>
<td>Select the message type. You can choose:</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- any (the default)</td>
</tr>
<tr>
<td></td>
<td>- e-mail</td>
</tr>
<tr>
<td></td>
<td>- voice</td>
</tr>
<tr>
<td></td>
<td>Voice includes voice messages from any source, including call-answered voice, voice networking, or subscriber-to-subscriber messaging.</td>
</tr>
<tr>
<td></td>
<td>- fax</td>
</tr>
<tr>
<td></td>
<td>- call-answered voice</td>
</tr>
<tr>
<td></td>
<td>A subset of voice, call-answered voice includes voice messages left by subscribers through Modular Messaging when a subscriber’s telephone was busy or not answered.</td>
</tr>
</tbody>
</table>
Values for automatic e-mail notifications

The following values apply only if you selected e-mail for the type of notification message you want the system to send you. Click the following conditions or actions, and enter the appropriate values.

<table>
<thead>
<tr>
<th>Condition/Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>any importance</td>
<td>Select the message priority. You can choose:</td>
</tr>
<tr>
<td></td>
<td>- any (the default)</td>
</tr>
<tr>
<td></td>
<td>- low</td>
</tr>
<tr>
<td></td>
<td>- normal</td>
</tr>
<tr>
<td></td>
<td>- high</td>
</tr>
<tr>
<td>anyone</td>
<td>Opens the Address Book dialog box. You may enter the full mailbox number for MultiSite or partial mailbox number for a home site or e-mail addresses for callers or message senders for whom you want the system to notify you. You may also enter multiple addresses by separating each address with a semicolon. The default is Anyone. For an overview of the MultiSite feature and a detailed description of the concepts underlying MultiSite, see the Avaya MultiSite Feature Description Guide.</td>
</tr>
<tr>
<td></td>
<td>Note: If you select distribution lists or members of your personal address book, the system ignores these addresses and displays a warning message.</td>
</tr>
<tr>
<td>an email</td>
<td>Select the type of notification message you want the system to send you. Your options include:</td>
</tr>
<tr>
<td></td>
<td>- an e-mail</td>
</tr>
<tr>
<td></td>
<td>- a numeric page</td>
</tr>
<tr>
<td>Condition/Action</td>
<td>Description</td>
</tr>
<tr>
<td>------------------</td>
<td>-------------</td>
</tr>
</tbody>
</table>
| `<subscriber@avaya.com>` | For your destination address, enter the full mailbox number for MultiSite or partial mailbox number for a home site or e-mail address to which you want the system to send your notification message. If you enter a mailbox, the system converts the number to an e-mail address after you save your changes. The default is your subscriber e-mail address. For an overview of the MultiSite feature and a detailed description of the concepts underlying MultiSite, see the *Avaya MultiSite Feature Description Guide*.  

**Note:** Ensure that the e-mail address to which the system sends the automatic notification message is not the same address as the mailbox that is being monitored. If you leave the automatic notification rule as applying to “any new messages” and the system sends the notifications to the mailbox being monitored, the notification message itself will cause an additional notification.  
You can enter multiple addresses by separating each address with a semicolon. To open up a larger area for entering addresses, click the **Address Book** on the right of the Address window. This opens the **Address Book** dialog box. |
Using Subscriber Options

The following values apply only if you selected numeric pager for the type of notification message you want the system to send you. Click the following conditions or actions, and enter the appropriate values.

<table>
<thead>
<tr>
<th>Condition/Action</th>
<th>Description</th>
</tr>
</thead>
</table>
| message          | Clicking this value displays a dialog box containing the following default message text: “A [priority] priority [type] message was left from [sender] at [time] on [date].” The system sends this e-mail notification message or a message you customize when the conditions specified by the automatic notification rule are met. To customize the body of the message, you can perform the following actions:  
  - Type new text in the dialog box.  
  - Substitute different token text in the default message by clicking a token value and selecting a new value from the list.  
  - Add token values to the existing message text by clicking the arrow to the right of the New Content button.  
  
The tokens that you can add or substitute in the message have the following values:  
  - Priority  
  - Type  
  - Sender. This is a numeric telephone number, mailbox number, or e-mail address.  
  - Sender name. This is the display name of the sender, when available.  
  - Time  
  - Date  
To restore the default message body, click the Restore to Default button in the message body dialog box. |
| subject          | This is a text field. The default text displayed in the Subject field is MM notification. Edit this field to change the Subject of a notification message. |

Values for automatic numeric pager notifications
### About upgrading automatic notification rules

If you previously set up automatic notification rules and your administrator has upgraded your Subscriber Options software to Release

<table>
<thead>
<tr>
<th><strong>Condition/Action</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>this pager number</strong></td>
<td>For your destination address, enter the pager number to which you want the system to send your notification page. Depending on your Modular Messaging system configuration, you can also enter a comma to indicate a pause in dialing. For example, you can enter the pager number 540,+918007598888, where 540 is a switch access code, the comma indicates a pause in dialing, and +918007598888 is your pager number. The default for this field is your extension. <strong>Important:</strong> If the pager requires an account number or a pin number, enter this information in the message, not with the pager number value.</td>
</tr>
</tbody>
</table>
| **Message** | Enter all numeric information needed to send the message to the pager. You should enter any of the following values that apply in this field:  
- The account number or pin number required for the pager  
- Any pauses (commas) required by the pager company  
- A numeric message, such as a telephone or mailbox number  
- The number 0 or another predetermined code such as #, which indicates the end of input  
For example, if you enter,1102639#,5383044# in this field, the commas indicate pauses in dialing, 1102639 is the pin number, each # indicates the end of input, and 5383044 is the message that the numeric pager displays.  
The default for this field is Sender, which displays a numeric telephone or mailbox number for the sender of the message, if this value is available. If no numeric value is available for the sender, the message displays the number 0. |
3.1 or later releases, you must review and re-save your automatic notification rules.

**Note:** You can continue to use a release of Subscriber Options that is earlier than R3.1 if you only want to use automatic notification for call answer messages. Once you review and re-save your automatic notification rules using the R3.1 or later version of the software, you will no longer be able to use the notification rules that you created using the earlier release.

If you re-save existing rules using Subscriber Options R3.1 or later, you might notice the following differences in your automatic notification rules:

- **Message size is no longer available.**
  
  The Size token no longer displays in the body text of the notification message. Unless you previously edited your rule and removed this token, the message text of your rule displays “with a length of unknown.”

- **Automatic notification appears disabled.**
  
  When you first view your automatic notification rule, the feature appears to be disabled (unchecked). The feature is enabled for previous Subscriber Options functionality, that is notification for call answer messages only. In order to enable the feature for the expanded functionality found in Subscriber Options R3.1 or later releases, you must select the **Notify Me - Automatic notification** check box.

- **The default message types have changed.**
  
  When you enable the expanded functionality for your automatic notification rules by re-saving the rules, the default for each notification rules changes to “any new messages.” You can change this default value. For more information, see **Values for automatic notification rule**, on page 3-70.

**About caller requested notification rules**

When you set up caller requested notification, the system allows callers to notify you when you are not at your desk. Callers can notify you regardless of whether they leave a message, and they can leave a message regardless of whether they use caller requested notification. Callers have
the option to use their Caller ID number (if present) or to enter a new number.

**Note:** The system submits caller requested notification messages for delivery every 30 seconds. If you are working offline, the system queues caller requested notification messages to be delivered when the mail server is online again.

You can only turn on a single caller requested notification rule. To turn the caller requested notification rule on or off, select or clear the check box next to the rule.

See **Setting caller requested notification rules, on page 3-76**.

**Setting caller requested notification rules**

To use caller requested notification, you must first set up a caller requested notification rule. Set up a caller requested notification rule by selecting values in the following rule description:

“When anyone calls and requests I am notified, send a message to [email] with this [message] and [subject]. [Don’t save a copy] in my Inbox.”

To change a default value in the rule, click an underlined value.

**Note:** Notification messages sent to another device such as a cell phone are limited in length to a maximum of 160 characters. Some devices may display only the subject or the message body of a notification message.

For more information about setting caller requested rules, see **To set up caller requested notification, on page 3-76** and **Values for caller requested notification rule, on page 3-77**.

**To set up caller requested notification**

1. Start Subscriber Options.

   See **Opening and closing Subscriber Options, on page 3-3**.

   (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Telephone User Interface Options...**).

2. Click the **Assistant** tab.

3. Select the **Notify Me - Caller requested notification** check box.
4. In the **Rule description** box, click the underlined phrases, and select the appropriate values from the drop down lists.

For more information, see *Values for caller requested notification rule, on page 3-77.*

5. Click one of the following:
   - **Apply**, to accept the setting.
   - **OK**, to accept the setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.

---

**Values for caller requested notification rule**

Click the following conditions or actions, and enter the appropriate values.

<table>
<thead>
<tr>
<th>Condition/Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>&lt;subscriber@avaya.com&gt;</code></td>
<td>For your destination address, enter the full mailbox number for MultiSite or partial mailbox number for home site or e-mail address to which you want the system to send your notification message. If you enter a mailbox number, the system converts the number to an e-mail address after you save your changes. For an overview of the MultiSite feature and a detailed description of the concepts underlying MultiSite, see the <em>Avaya MultiSite Feature Description Guide.</em> You can enter multiple addresses by separating each address with a semicolon. To open up a larger area for entering addresses, click the <strong>Address Book</strong> on the right of the Address window. This opens the <strong>Address Book</strong> dialog box.</td>
</tr>
</tbody>
</table>
Clicking this value displays a dialog box containing the following default message text:

“[Caller’s phone number] asked to notify you at [time] on [date].”

The system sends this e-mail notification message or a message you customize when the conditions specified by the caller requested notification rule are met.

To customize the body of the message, you can perform the following actions:

- Type new text in the dialog box.
- Substitute different token text in the default message by clicking a token value and selecting a new value from the list.
- Add token values to the existing message text by clicking the arrow to the right of the **New Content** button.

The tokens that you can add or substitute in the message have the following values:

- Caller’s phone number. This is a numeric telephone number, mailbox number, or extension number, when available.
- Time
- Date
- Caller’s name. This is the display name of the caller, when available. If the system cannot find a display name, the system replaces the token for caller’s name in the notification body text with “Unknown name.”
- Delete token. Selecting this value removes any value that is selected in the rule description.

To restore the default message body, click the **Restore to Default** button in the message body dialog box.

<table>
<thead>
<tr>
<th>Condition/Action</th>
<th>Description</th>
</tr>
</thead>
</table>
| **message**      | Clicking this value displays a dialog box containing the following default message text: “[Caller’s phone number] asked to notify you at [time] on [date].” The system sends this e-mail notification message or a message you customize when the conditions specified by the caller requested notification rule are met. To customize the body of the message, you can perform the following actions:  
  - Type new text in the dialog box.  
  - Substitute different token text in the default message by clicking a token value and selecting a new value from the list.  
  - Add token values to the existing message text by clicking the arrow to the right of the **New Content** button.  
  The tokens that you can add or substitute in the message have the following values:  
  - Caller’s phone number. This is a numeric telephone number, mailbox number, or extension number, when available.  
  - Time  
  - Date  
  - Caller’s name. This is the display name of the caller, when available. If the system cannot find a display name, the system replaces the token for caller’s name in the notification body text with “Unknown name.”  
  - Delete token. Selecting this value removes any value that is selected in the rule description. To restore the default message body, click the **Restore to Default** button in the message body dialog box. |
| **subject**      | This is a text field. The default text displayed in the **Subject** field is **MM notification**. Edit this field to change the Subject of a notification message. |
| **Don’t save a copy** | This is the default value of this field. Select the alternative value to save copies of notification messages in your Inbox. |
Setting up Message Waiting Indicator (MWI) Rules

To use Message Waiting Indicator, you must first set up an MWI rule. You set up an MWI rule by selecting values in the following rule description:

“If [message type] messages, with [importance], have arrived, set my Message Waiting Indicator.”

To turn a rule on or off, select or clear the check box next to the rule. To turn the indicator off, clear the Message Waiting Indicator check box.

Note: You can only have one MWI rule.

To set up a Message Waiting Indicator rule

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-3.

2. Click the Assistant tab.

3. Select Message Waiting Indicator. The system adds a new MWI rule. Ensure that a tick mark appears against the new rule.

4. If you want to change the name of the new rule, click the rule and type a new name. To accept the name, click anywhere in the Rules box, or press Enter.

5. In the Rule description box, click the underlined phrases and select the appropriate values.

   For more information see Message Waiting Indicator rule description, on page 3-80.

6. Click one of the following:

   - Apply, to accept the new setting.
   - OK, to accept the new setting and close Subscriber Options.
   - Cancel, to close Subscriber Options without saving the new setting.

Notes:

- To delete a rule, select the rule from the list and click ✗.
- To rename a rule, click the rule and type over the name.
Message Waiting Indicator rule description

Click the following conditions and enter the appropriate values.

<table>
<thead>
<tr>
<th>Condition</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Message type</td>
<td>Select the message type. You can choose:</td>
</tr>
<tr>
<td></td>
<td>- any</td>
</tr>
<tr>
<td><strong>Note:</strong></td>
<td>If you select 'any', the rule will apply to all message types, including meeting requests, non-delivery reports and custom forms. This rule will not apply to broadcast messages.</td>
</tr>
<tr>
<td></td>
<td>- e-mail</td>
</tr>
<tr>
<td></td>
<td>- voice (the default)</td>
</tr>
<tr>
<td></td>
<td>- fax</td>
</tr>
<tr>
<td>Importance</td>
<td>Select the message priority. You can choose:</td>
</tr>
<tr>
<td></td>
<td>- any (the default)</td>
</tr>
<tr>
<td></td>
<td>- low</td>
</tr>
<tr>
<td></td>
<td>- normal</td>
</tr>
<tr>
<td></td>
<td>- high</td>
</tr>
</tbody>
</table>
Creating schedules

You can use schedules to determine times for rules. You can create multiple schedules. For example, you may want to create a schedule for your commute time, a schedule for your office hours, and a schedule for lunchtime.

**Note:** Modular Messaging software automatically creates a schedule called Always. Use this schedule if you want conditions in a rule to apply at all times.

**To create a schedule**

1. Start Subscriber Options.
   
   See [Opening and closing Subscriber Options, on page 3-3](#).

2. Click the **Assistant** tab.

3. Click **Schedules** to display the **Schedules** dialog box.

4. Click ![New Schedule button](#). The system adds a new entry to the list of schedules under Schedule names.

5. Type the new schedule name, and press **Enter**.

6. Use the schedule grid to select the schedule time.

   See [Using the schedule grid, on page 3-82](#).

7. Click one of the following:
   
   - **OK**, to accept the new schedule and close the **Schedule** dialog box.
   - **Cancel**, to close **Schedule** dialog.

**Important:** If you attempt to create a schedule that overlaps with another schedule in an enabled rule, the **Schedule Overlap Information** dialog box displays. Adjust the schedules to remove the overlapping times before you continue.

**Notes:**

- To delete a schedule, select the schedule and click ![Delete Schedule](#).

- To rename a schedule, click the schedule, type over the schedule name, and press **Enter**.
Using the schedule grid

Use the schedule grid to select a time or block of time for the schedule. The grid has the weekdays along the columns and the time of day along the rows. Cells on the grid represent a time interval, either 1 hour, 15 minutes, or 5 minutes depending on the current selection under View detail.

A cell can have one of two states, ON (blue) or OFF (white). Clicking on a cell toggles its state. If you select 15 Minutes or 5 Minutes under View detail, a scroll bar appears below the grid that you can use to view all the cells.

Tips for using the schedule grid

- Click a row header to toggle the state of the first cell in the row and set all of the other cells in the row to the same state.

- Click a column header to toggle the state of the first cell in the column and set all of the other cells in the column to the same state.

- Click a cell and drag the mouse cursor over other cells to change the other cells to the same state as the first.

- Click the top left header to change all cells to the same state as the top left cell.

Change the view from 15 Minutes or 5 Minutes back to 1 Hour to view cells that not enabled for the full hour, as partially selected.
Setting up phone lists

You can set up phone lists for Find Me rules and Call Me rules. Phone lists contain a list of telephone numbers to which unanswered calls to your mailbox may be redirected (using Find Me), or to which notification calls may be made (using Call Me). When a rule is satisfied, the system directs a call to each telephone number in the list, starting at the top of the list, until you answer. If you do not answer at any number in the list, the system asks the caller if the caller would like to leave a message (as per Find Me rule) or sends a notification at a specified number after the caller has left a message (as per Call Me rule).

To set up a phone list

1. Start Subscriber Options.
   See Opening and closing Subscriber Options, on page 3-3.
   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Telephone User Interface Options...).

2. Click the Assistant tab.

3. Click Phone lists to open the Phone Lists dialog box.

4. Click (New Phone List button). The system adds a new entry in the Phone lists box. If this is the first entry in the list, Subscriber Options automatically creates a default phone list called Work. You can rename this phone list if required.

5. Type the name of the phone list. The Phone list name cannot be longer that 254 alphanumeric characters and must be unique. To accept the name, press Enter or click anywhere in the Phone Lists box.
   The system adds a new entry in the list of Phone numbers box. The system uses your work extension as the default. You can change this default if you want to use a different number.

6. Under Name, type a description of a telephone number that you want to add to the list. The name cannot be more than 254 alphanumeric characters and must be unique.

7. To change the number, under Number, click your extension, type a different number, and press Enter. The valid characters are +1234567890,##&. The maximum length of the phone number
can be 50 digits. See the following Notes for information on the usage of , # * and & characters in numbers.

Notes:

- **External numbers.** In case of external or outside numbers, you may need to specify a prefix and a code before the actual number. For example, consider the number +9,3035352575. Here + is the prefix and 9 is the code for the external number 3035352575. Depending on your telephone system, you may also need to add a comma between the code and the remaining digits of the number. Adding a comma introduces a delay between the two numbers (9 and 3 in this case), when the system dials this external number. Do not use spaces or dashes (-) to separate digits in a number.

- **Usage of & (ampersand) character in a number.** You can use & character to separate a number. For example, consider the number 93035383886&5236327. When you dial this number, the & character instructs the system to separate the digits 93035383886 (digits before &) from the remaining digits 5236327 (digits after &). You can use & when you want to specify a number for calling to a paging system. You can use only one & in a number. The system ignores any additional usage of & and the dialing may fail.

- **Usage of * and # characters in a number.** The * and # characters are the keys on your telephone and do not have any special function when you use them in a number. For example, consider the number 9011442088674031#. While dialing this number, the system sends the digits and the # character to the switch as part of the dialed number. You can use multiple commas, *, and # in a number.

You may want to use Call Me to call you at a different number such as your cell phone. For more information, see [Call Me rules](#), on page 3-59.

8. Select **Call once only** if you only want to be called once at the number. With this option selected, you are called only once at that number, regardless of how many messages you receive meeting the active rule. For example, you may only want to be called once on your cell phone number, or a number that automatically diverts to voice mail.

9. Click the **New Phone Number** button, and repeat Steps 6 through 8 to complete the list of telephone numbers.
10. Click **OK** to accept the new settings and close the **Phone Lists** dialog box.

**Notes:**

- To delete a phone list, select the phone list in the Phone lists box, and click \( \times \). You cannot delete the first phone list.

- To rename a phone list, click the phone list in the Phone lists box, type over the name, and press **Enter**.

- To delete a telephone number, select the telephone number in the Phone numbers box, and click \( \times \).

- To change a telephone number, click the telephone number in the Phone numbers box, type over the details, and press **Enter**.

- To move a telephone number up the list, select the telephone number, and click \( \uparrow \). To move a telephone number down the list, select the telephone number, and click \( \downarrow \).
Setting your time zone

When a large messaging system is set up across different locations, subscribers might be located in different time zones. Your system administrator assigns a default time zone. You can change these settings through Subscriber Options. For example, if you are traveling to India, you can change your time zone to the local time.

When you change your time zone settings, the system applies the settings to your telephone user interface and fax cover sheets. The Subscriber Options also applies the time zone settings to the Call Me and the Find Me rules.

Note: If you do not specify time zone settings, the system uses the defaults configured by your administrator.

To set up a time zone

1. Start Subscriber Options. See Opening and closing Subscriber Options, on page 3-3.

   (From Microsoft Outlook, click Tools > Options, click the Voice Mail tab, and click Telephone User Interface Options...).

2. Click the Time Zone tab. The default is the Class of Service time zone set up by your administrator.

3. In the My time zone drop-down list, select the time zone. The default is the Class of Service time zone set up by your administrator.

4. Click OK.

   - Apply, to accept the new setting.
   - OK, to accept the new setting and close Subscriber Options.
   - Cancel, to close Subscriber Options without saving the new setting.
Setting up Personal Operator

The system can transfer callers to a designated mailbox or extension for assistance when you cannot answer your calls. This designated mailbox or extension is called the Personal Operator. Your administrator can set a Personal Operator number, or your administrator can allow you to change your own Personal Operator number.

For example, you might want to change your Personal Operator number for any of the following reasons:

- The designated operator for your team is sick or on vacation, so you need to route your calls to a different operator.
- You are doing work for a different team, so you need to change to the designated operator for that team.
- Your team does not have a designated operator. You and your teammates take turns answering caller requests for assistance, so team members need to change their operator on a regular basis.

**Note:** You can only change your Personal Operator configuration if your administrator allows you to use this feature.

**To set your Personal Operator**

1. Start Subscriber Options.
   
   See [Opening and closing Subscriber Options, on page 3-3](#).
   
   (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Call Answering Options**...).

2. Click the **Other** tab.

3. In the **Number** field, enter the full mailbox number for MultiSite or partial mailbox number for a home site or the canonical phone number to which callers can be transferred if they request assistance. The system only accepts extensions outside the Modular Messaging system if your administrator has enabled outside extensions. You cannot select a number that is your own mailbox or extension. For an overview of the MultiSite feature and a detailed description of the concepts underlying MultiSite, see the **Avaya MultiSite Feature Description Guide**.

   When you enter a Personal Operator number that is a full mailbox or canonical number, the system validates the number. You must validate the number yourself if you enter an partial mailbox number or extension that the system cannot recognize.
4. In the Schedule field, select a schedule that designates when your Personal Operator number is in effect. You can select or view schedules from the Personal Operator page, but you cannot create or change a schedule. Only the administrator can create schedules used for Personal Operator.

**Note:** If your time zone is different than the time zone of your Personal Operator's mailbox, the schedule will display for you in your time zone. For example, if you are in London (GMT +1) and your Personal Operator in Nairobi (GMT +3), you will see the Personal Operator schedule of 9 a.m. to 5 p.m. displayed as 7 a.m. to 3 p.m. The schedule displays the times during which the Personal Operator is effective, according to your time zone.

If a caller calls outside the time frame of your Personal Operator schedule and requests assistance, the system transfers that caller to the system operator.

5. Click one of the following:
   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the setting.

Depending on your fax implementation, do one of the following:

- Type the country code, area code, and fax telephone number in the appropriate fields. For example, 1 (408) 3243000. This applies for canonical addressing mode.

- Type the country code, area code, and fax telephone number in the field. For example, +0014083243000. This apply for non-canonical addressing mode.
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Glossary

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.

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.

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 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.

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

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.

Class-of-Service (COS)
A category used to determine subscriber access to system options and features. The administrator assigns a COS 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.

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.

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

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.

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.

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

Inbox
A folder in which you normally receive your new mail.
intercom paging
A method of automatically paging subscribers if they do not answer their telephones. If a subscriber does not respond to the page, the system transfers the caller to the subscriber’s mailbox.

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.

Multilingual Call Answer
A feature that allows you to record and play greetings in up to three different languages for callers to your extension. The language options available for use depend on the languages installed on your Modular Messaging system.

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

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

MWI
See Message Waiting Indicator (MWI).

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

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

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

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.

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.

Personal Operator
A designated mailbox or extension where the system can transfer callers for assistance when you cannot answer your calls. Your administrator can set a Personal Operator number, or your administrator can allow you to change your own Personal Operator number.

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.

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.

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

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

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.

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.