



Using Avaya Aura[®] Messaging

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Contents

Chapter 1: Getting Started	7
What you need.....	7
About the telephone user interfaces.....	7
Accessing help for your TUI.....	7
Mailbox access using a phone.....	8
Accessing the mailbox from your desk phone or soft phone.....	8
Accessing your mailbox from any phone.....	8
Initializing your mailbox.....	9
Logging in to User Preferences.....	10
Chapter 2: Messaging from your e-mail client	11
The Messaging toolbar.....	11
Prerequisite for playing a voice message.....	12
Play on PC.....	12
Play on Phone.....	12
Voice Reply.....	14
Voice Forward.....	15
Call Sender.....	16
Call progress.....	16
Configuring your email client (Outlook).....	17
Configuring Outlook 2010 for Avaya message store.....	17
Configuring Outlook 2007 for Avaya message store.....	19
Configuring Outlook 2003 for Avaya message store.....	21
Voice messages.....	22
MWI and message status.....	22
Private messages.....	23
Moved messages.....	23
Non Delivery Report notification.....	23
Chapter 3: Customizing Messaging	25
About User Preferences.....	25
Logging in to User Preferences.....	25
General preferences.....	26
Messaging access number.....	26
Account Information.....	27
Location and Language.....	27
Mobile Phone or Pager.....	27
Fax.....	28
Play On Phone.....	28
Attendant.....	28
Reach Me preferences.....	29
Configuring Reach Me.....	30
Caller Categories.....	30
Call Handling.....	30
Defining your Reach Me numbers.....	32
Defining a Reach Me schedule.....	32

Reach Me default settings when re-enabled using the TUI.....	33
Testing your Reach Me configuration.....	33
Notify Me preferences.....	33
Configuring phone notifications.....	34
Configuring email notification.....	35
My Phone preferences.....	35
Message playback order options.....	36
Changing message playback speed.....	36
Enabling Rapid Prompts.....	37
Setting date and time announcement.....	37
Setting addressing preferences.....	38
Personal lists.....	38
Creating a personal list.....	39
Editing a personal list.....	39
Deleting a personal list.....	41
Enhanced lists.....	41
Editing an enhanced list.....	42
About Greetings.....	43
Configuring standard greetings.....	43
Configuring optional greetings.....	44
Defining business hours.....	45
Changing your password.....	45
From a phone.....	45
From User Preferences.....	46
Advanced Tasks.....	46
Broadcasting a message using the Aria TUI.....	46
Broadcasting a message using the Audix TUI.....	47
Chapter 4: Messaging with a Teletypewriter.....	49
Teletypewriter overview.....	49
Messaging teletypewriter user interface.....	49
Important information for TTY users.....	50
Messaging and Teletypewriter signalling.....	50
Log in to Messaging.....	51
Dialing your extension.....	51
Dialing Messaging.....	52
Using the Messaging teletypewriter user interface.....	53
Recording your name.....	54
Recording and sending messages.....	54
Getting and responding to messages.....	55
Administer greetings.....	56
Recording a combined spoken and TTY greeting.....	56
Place a call to a another TTY user.....	57
Troubleshooting the teletypewriter user interface.....	58
Troubleshooting the teletypewriter user interface.....	58
Index.....	61

Chapter 1: Getting Started

What you need

Your administrator provides you with the following Messaging information:

- Messaging access number.
- Your mailbox number and temporary password.
- URL to access Avaya Aura Messaging User Preferences web page.

About the telephone user interfaces

Messaging offers the following telephone user interfaces (TUIs):

- *Aria TUI for Messaging*: The Aria TUI supports many of the features and menus of traditional Octel Aria systems.
- *Audix TUI for Messaging*: The Audix TUI supports many of the features and menus of traditional Audix and Intuity Audix systems.

 **Note:**

Your TUI preferences only take affect after you log in to Messaging.

Accessing help for your TUI

For information on how to use your Telephone User Interface (TUI), refer to one of the following documents:

- *The Quick Reference Guide for Avaya Aura[®] Messaging (Aria)*
- *The Quick Reference Guide for Avaya Aura[®] Messaging (AUDIX)*

Both these guides are available at the [Messaging User Guides section at the Avaya Support Web site](#). If you do not know which TUI you use, contact your administrator.

Mailbox access using a phone

To access your voice messages:

- Press the message button if your desk phone or soft phone has one, or
- Call the internal or external Messaging Access number.

Related topics:

[Accessing the mailbox from your desk phone or soft phone](#) on page 8

[Accessing your mailbox from any phone](#) on page 8

Accessing the mailbox from your desk phone or soft phone

Procedure

1. From your office desk phone or soft phone, do one of the following:
 - Press the **Voice mail** or **Message** button.
 - Dial the Messaging access number (internal). If you do not know your Messaging access number, contact your administrator.

The system announces your name and prompts you for your password.
2. Enter your Messaging password and then press the pound key (#).

Accessing your mailbox from any phone

About this task

You can access your mailbox from anywhere by dialing one of the Messaging access numbers or dialing the Automated Attendant, if it has been configured to allow access to the Messaging system in your organization.

Procedure

1. Perform one of the following actions:
 - From any external phone, dial the Messaging access number (external) and press the pound key (#).

- If you use a phone belonging to another Messaging user within your organization, dial the Messaging access number and press *.
 - Dial the Automated Attendant number for your organization and press the pound key (#).
2. Enter your mailbox number and press the pound key (#).
The system announces your name and prompts you to enter your password.
 3. Enter your password and press the pound key (#).
-

Initializing your mailbox

About this task

During the initialization process, you customize your greetings and set a new password. However, your mailbox remains operational even if you do not complete initialization. You can complete initialization the next time you access your mailbox.

You initialize your mailbox when you:

- Change your temporary password.
- Record your name: The system uses your recorded name to identify you to other Messaging users when the users send you a voice message. The system also uses your recorded name in a system generated greeting that is played when callers reach your mailbox. If your organization uses the Messaging automatic attendant, your recorded name is played before the attendant transfers callers to your extension.
- Record your personal greeting: The system plays this greeting to callers when your phone is busy or you do not answer a call. If you do not record a greeting, the system uses your recorded name.

Procedure

1. Call the Messaging system.
2. Enter your temporary password and press the pound key (#).
Your temporary password is the password assigned by Administrator while creating your mailbox. If you have already changed your temporary password on the Password page in User Preferences, then enter your regular password.
3. Follow the prompts to change your password (if required).
4. Record your name. You can complete this step later.
 - If you use the Aria TUI, follow the system prompts.
 - If you use the AUDIX TUI, press 5 on your keypad and then follow the system prompts.

5. Record your personal greeting. You can complete this step later.
 - If you use the Aria TUI, follow the system prompts.
 - If you use the AUDIX TUI, press 3 on your keypad and then follow the system prompts.

Related topics:

[Accessing help for your TUI](#) on page 7

[Mailbox access using a phone](#) on page 8

Logging in to User Preferences

About this task

You can configure options for various Messaging features in the User Preferences Web pages.

Procedure

1. To open the User Preferences Web pages,
 - Click **User Preferences** on the Messaging toolbar in Outlook, or
 - Open a web browser, type <http://avayamsg/user> in the address bar, and press enter. This address may be different in your organization.

The system displays the Messaging User Preferences login page. Perform the remaining steps on the login page.

2. In the **Mailbox number** field, enter your mailbox number.
3. In the **Messaging password** field, enter your password.
4. Click **Log In**.

The system displays the User Preferences General Web page.

Next steps

Configure your Messaging. For details, see [General preferences](#) on page 26.

Chapter 2: Messaging from your e-mail client

The Messaging toolbar

The Messaging toolbar is a set of feature buttons that you can use to access your voice messages from your Outlook email client.

The Messaging toolbar is only available for voice messages created by Avaya Aura[®] Messaging. If you set up your User Preferences to receive a Notify Me email copy of each voice message, the copies will appear in your designated email Inbox, but the Messaging toolbar will not be available for these emails.

The Messaging toolbar has the following features:

- Play on PC
- Play on Phone
- Voice Reply
- Voice Forward
- Call Sender
- User Preferences
- Help

Related topics:

[Prerequisite for playing a voice message](#) on page 12

[Play on PC](#) on page 12

[Play on Phone](#) on page 12

[Voice Reply](#) on page 14

[Voice Forward](#) on page 15

[Call Sender](#) on page 16

[Call progress](#) on page 16

Prerequisite for playing a voice message

Ensure that your web browser has pop-ups enabled for internal web servers, since some features (Play on Phone, Voice Reply, Voice Forward, and Call Sender) require pop-ups.

Play on PC

Play on PC allows you to play a voice message on your computer.

Using Play on PC

Before you begin

Ensure that Windows Media Player 9 or above is installed on your system. To update or install the latest version of Windows Media Player, see <http://www.microsoft.com/windows/windowsmedia/>.

Procedure

In an open voice message, click **Play on PC** on the Messaging toolbar.

Use the Pause/Resume, Stop, Rewind, and Forward buttons to control playback. The Rewind and Forward buttons either rewind or advance the message by ten seconds. Adjust the volume on your computer speakers or headset as required.

Play on Phone

Use Play on Phone to listen to your voice message on a telephone.

Using Play on Phone for the first time

When you use Play on Phone for the first time, you may need to provide your Messaging mailbox number to associate it with your email identity. If so, you need to perform this task only once.

Procedure

1. In the **Mailbox number** field, type your mailbox number.
2. Click **Save**.

*** Note:**

If you need to clear this association, select **Clear** in the Advanced page of the User Preferences. Once you clear this association, you will be prompted for your mailbox number the next time you use Play on Phone. For more information, see [Advanced Tasks](#) on page 46.

Using Play on Phone

About this task

If this is the first time you are using **Play on Phone**, use the following procedure: [Using Play on Phone for the first time](#) on page 12.

Procedure

1. Use your email client to open your voice message and then navigate to the Messaging toolbar.
2. Click **Play on Phone**.
The system displays the **Phone number selection** window (unless you previously selected **Always use this phone number**. See step 3).
3. Select the phone you want to use to play the message.
 - Select **Extension** to use your extension.
 - Select **Mobile** to use your mobile phone. You can choose this option only if your administrator has populated the mobile phone field in the internal Messaging directory.
 - Select **Other Mobile** to use another mobile phone. You can choose this option if you have entered a mobile number on the **Other mobile phone or pager** field on the **User Preferences > General** page.

*** Note:**

Avaya Aura® Messaging supports only email based (SMTP) pager notifications.

- Select **Other** to manually enter a number.

Select **Always use this phone number** to always use your selected phone number for Messaging toolbar feature operations. You may reset this option on the **User Preferences > General** page, **Play on Phone** section.

4. Click **Call**.
The system calls the selected number and displays the **Call Progress** window.
5. Answer the phone and enter your password, when prompted.

The system plays the voice message.

Voice Reply

Use the Voice Reply feature to reply to voice messages received from users in your organization's voice mail system.

Using Voice Reply

Procedure

1. Use your email client to open your voice message and then navigate to the Messaging toolbar.
 2. Click **Voice Reply**.
The system displays the **Phone number selection** window (unless you previously selected **Always use this phone number**. See step 3).
 3. Select the phone you want to use to send a voice reply.
 - Select **Extension** to use your extension.
 - Select **Mobile** to use your mobile phone. You can choose this option only if your administrator has populated the mobile phone field in the internal Messaging directory.
 - Select **Other Mobile** to use another mobile phone. You can choose this option if you have entered a mobile number on the **Other mobile phone or pager** field on the **User Preferences > General** page.

*** Note:**
Avaya Aura[®] Messaging supports only email based (SMTP) pager notifications.

 - Select **Other** to manually enter a number.

Select **Always use this phone number** to always use your selected phone number for Messaging toolbar feature operations. You may reset this option on the **User Preferences > General** page, **Play > Phone** section.
 4. Click **Call**.
The system calls the selected number and displays the **Call Progress** window.
 5. Answer the phone and enter your password, when prompted.
 6. Record your voice reply.
-

Voice Forward

Use the Voice Forward feature to forward voice messages to callers in your organization's voicemail system. You can attach a voice introduction to the message being forwarded.

Using Voice Forward

Procedure

1. Use your email client to open your voice message and then navigate to the Messaging toolbar.
 2. Click **Voice Forward**.
The system displays the **Phone number selection** window (unless you previously selected **Always use this phone number**. See step 3).
 3. Select the phone you want to use to forward a voice message.
 - Select **Extension** to use your extension.
 - Select **Mobile** to use your mobile phone. You can choose this option only if your administrator has populated the mobile phone field in the internal Messaging directory.
 - Select **Other Mobile** to use another mobile phone. You can choose this option if you have entered a mobile number on the **Other mobile phone or pager** field on the **User Preferences > General** page.

*** Note:**
Avaya Aura® Messaging supports only email based (SMTP) pager notifications.

 - Select **Other** to manually enter a number.

Select **Always use this phone number** to always use your selected phone number for Messaging toolbar feature operations. You may reset this option on the **User Preferences > General** page, **Play on Phone** section.
 4. Click **Call**.
The system calls the selected number and displays the **Call Progress** window.
 5. Answer the phone and enter your password, when prompted.
 6. Select your recipient(s) and follow the prompts to forward your message.
-

Call Sender

Use the Call Sender feature to call the person who left you the voice message.

Using Call Sender

Procedure

1. Use your email client to open your voice message and then navigate to the Messaging toolbar.
2. Click **Call Sender**.
The system displays the **Phone number selection** window (unless you previously selected **Always use this phone number**. See step 3).
3. Select the phone you want to use to call the sender.
 - Select **Extension** to use your extension.
 - Select **Mobile** to use your mobile phone. You can choose this option only if your administrator has populated the mobile phone field in the internal Messaging directory.
 - Select **Other Mobile** to use another mobile phone. You can choose this option if you have entered a mobile number on the **Other mobile phone or pager** field on the **User Preferences > General** page.

*** Note:**

Avaya Aura® Messaging supports only email based (SMTP) pager notifications.

- Select **Other** to manually enter a number.

Select **Always use this phone number** to always use your selected phone number for Messaging toolbar feature operations. You may reset this option on the **User Preferences > General** page, **Play on Phone** section.

4. Click **Call**.
The system calls the selected number and displays the **Call Progress** window.
 5. Answer the phone and enter your password, when prompted.
The system calls the sender.
-

Call progress

Call progress is automatically reported when you use Play on Phone, Voice Reply, Voice Forward, or Call Sender.

The Call progress window automatically closes after 10 seconds.

If the call fails, the reason for the failure is displayed. The possible reasons for a call failure are:

- No outgoing line is available.
- Called number is busy or does not answer.
- Dial out privileges are not sufficient.
- Specified number is not a valid number.

Configuring your email client (Outlook)

Messaging supports the following message stores:

- Avaya message store
- Exchange server

For voice message access, Outlook can be used with the Avaya Message Store or with Exchange server. The procedure for configuring Outlook in each of these cases differs as follows:

- *Outlook with Avaya Message Store*: In this case, you need to set up an IMAP email account in Outlook to begin using voice messages.

The procedures for configuring Outlook 2010, Outlook 2007, and Outlook 2003 with Avaya message store are listed here:

- [Configuring Outlook 2010 for Avaya message store](#) on page 17.
- [Configuring Outlook 2007 for Avaya message store](#) on page 19.
- [Configuring Outlook 2003 for Avaya message store](#) on page 21.
- *Outlook with Exchange server as message store*: You can directly use your designated email account in Outlook without any additional configuration in order to access voice messages

Configuring Outlook 2010 for Avaya message store

Before you begin

Ensure that the Messaging store type (provided by your administrator) is an Avaya message store. Do not use this procedure if the Messaging store type is an Exchange server.

About this task

To configure Microsoft Office Outlook 2010, perform the following steps:

Procedure

1. Start Outlook.
2. On the **Files** menu, click **Info** and then click **Add Account**.
The system displays the Auto Account Setup dialog box.
3. Select the **Manually configure server settings or additional server types** check box, and then click **Next**.
The system displays the Choose Service dialog box.
4. Select the **Internet E-Mail** check box, and then click **Next**.
The system displays the Internet E-mail Settings dialog box.
5. In the **Your Name** box, type your name, for example Michael J. Smith.
6. In the **E-mail Address** box, type the email address that you use for your Exchange email.
7. In the **Server Information** section, select **IMAP for Account Types**.
8. In the **Incoming mail server** box, type the Messaging server address provided by your administrator.
9. In the **Outgoing mail server (SMTP)** box, type the name of your Messaging server address provided by your administrator. This is the same server as mentioned in the previous step.

*** Note:**

The Outgoing mail server (SMTP) is to be used by Messaging only. Do not send emails using this account. To send emails, use your designated email account. To reply to voice messages or to forward them, use the Messaging toolbar.

10. In the **User Name** box, type your Messaging mailbox number. For example, 4085557096.
11. In the **Password** box, type your Messaging password.
12. Click **More Settings...**
 - a. On the **General** tab, replace the default name for the mail account with *Avaya Aura Messaging* or a similar designation to indicate that this is your voice messages mailbox.
 - b. On the **General** tab, under **Purge Options**, select the **Purge items when switching folders while online** check box.

*** Note:**

By default, Outlook does not purge deleted messages automatically. This can lead users to unexpectedly run out of space in their mailboxes. You can configure Microsoft Outlook so that when you switch between folders, any items you have marked for deletion are purged from the IMAP server. To

- enable this feature, you must be working online and be connected to the server.
- c. Click the **Advanced** tab.
 - d. Select **Auto** for **Use the following type of encrypted connection** for both Incoming and Outgoing servers in the Server Port Numbers section.
 - e. Click the **Outgoing Server** tab.
 - f. Select the **My outgoing server (SMTP) requires authentication** check box.
 - g. Select the **Use same settings as my incoming mail server** option.
 - h. Click **OK**.
13. Click **Next** when you finish entering this configuration information, and then click **Finish**.
 14. (Optional), You can also add your voice messages mailbox as a favorite folder:
 - a. In Outlook, click the mail folder.
 - b. To expand the folder, click the plus sign (+).
 - c. Select **Inbox**.
 - d. Right-click **Inbox**, and then select **Add to Favorite Folders**.

Configuring Outlook 2007 for Avaya message store

Before you begin

Ensure that the Messaging store type (provided by your administrator) is an Avaya message store. Do not use this procedure if the Messaging store type is an Exchange server.

Procedure

1. Start Outlook.
2. On the **Tools** menu, click **Account Settings....**
3. On the **E-mail** tab, click **New**.
The system displays the Choose E-mail Service dialog box.
4. Select the **Microsoft Exchange, POP3, IMAP, or HTTP** check box, and then click **Next**.
The system displays the Auto Account Setup dialog box.
5. Select the **Manually configure server settings or additional server types** check box, and then click **Next**.
The System displays the Choose E-mail Service dialog box.
6. Select the **Internet E-mail** check box, and then click **Next**.
The System displays the Internet E-mail Settings dialog box.
7. In the **Your Name** box, type your name, for example Michael J. Smith.

8. In the **E-mail Address** box, type the email address that you use for your Exchange email.
9. In the **Server Information** section, select **IMAP** for **Account Types**.
10. In the **Incoming mail server** box, type the Messaging server address provided by your administrator.
11. In the **Outgoing mail server (SMTP)** box, type the name of your Messaging server address provided by your administrator. This is the same server as mentioned in the previous step.

*** Note:**

The Outgoing mail server (SMTP) is to be used by Messaging only. Do not send e-mails using this account. To send e-mails, use your designated email account. To reply to voice messages or to forward them, use the Messaging Toolbar.

12. In the **User Name** box, type your Messaging mailbox number. For example, 4085557096.
13. In the **Password** box, type your Messaging password.
14. Click **More Settings...**
 - a. On the **General** tab, replace the default name for the mail account with *Avaya Aura Messaging* or a similar designation to indicate that this is your voice messages mailbox.
 - b. On the **General** tab, under **Purge Options**, select the **Purge items when switching folders while online** check box.

*** Note:**

By default, Outlook does not purge deleted messages automatically. This can lead users to unexpectedly run out of space in their mailboxes. You can configure Microsoft Outlook so that when you switch between folders, any items you have marked for deletion are purged from the IMAP server. To enable this feature, you must be working online and be connected to the server.

- c. Click **OK**.
15. Click **Next** when you finish entering this configuration information, and then click **Finish**.
16. (Optional), You can also add your voice messages mailbox as a favorite folder:
 - a. In Outlook, click the mail folder.
 - b. To expand the folder, click the plus sign (+).
 - c. Select **Inbox**.
 - d. Right-click **Inbox**, and then select **Add to Favorite Folders**.

Configuring Outlook 2003 for Avaya message store

Before you begin

Ensure that the Messaging store type (provided by your administrator) is an Avaya message store. Do not use this procedure if the Messaging store type is an Exchange server.

About this task

To configure Microsoft Office Outlook 2003 and earlier versions of Outlook, perform the following steps:

Procedure

1. Start Outlook.
2. On the **Tools** menu, click **E-mail Accounts...**
The system displays the E-mail Accounts dialog box.
3. Select the **Add a new e-mail account** check box under **E-mail**, and then click **Next**.
The system displays the Server Type dialog box.
4. Select **IMAP** as the type of account that you are creating, and then click **Next**.
The system displays the Internet E-mail Settings (IMAP) dialog box.
5. In the **Your Name** box, type your name, for example Michael J. Smith.
6. In the **E-mail Address** box, type the email address that you use for your Exchange email.
7. In the **User Name** box, type your Messaging mailbox number. For example, 4085557096.
8. In the **Password** box, type your Messaging mailbox password.
9. In the **Incoming mail server** box, type the Messaging server address provided by your administrator.
10. In the **Outgoing mail server (SMTP)** box, type the name of your Messaging server address provided by your administrator. This is the same server as mentioned in the previous step.
 - ★ **Note:**
The Outgoing mail server (SMTP) is to be used by Messaging only. Do not send emails using this account. To send emails, use your designated email account. To reply to voice messages or to forward them, use the Messaging toolbar.
11. Click **More Settings...**
 - a. On the **General** tab, replace the default name for the mail account with *Avaya Aura Messaging* or a similar designation to indicate that this is your voice messages mailbox.

- b. On the **General** tab, under **Purge Options**, select the **Purge items when switching folders while online** check box.

Note:

By default, Outlook does not purge deleted messages automatically. This can lead users to unexpectedly run out of space in their mailboxes. You can configure Microsoft Outlook so that when you switch between folders, any items you have marked for deletion are purged from the IMAP server. To enable this feature, you must be working online and be connected to the server.

- c. Click **OK**.
12. Click **Next** when you finish entering this configuration information, and then click **Finish**.
13. (Optional), You can also add your voice messages mailbox as a favorite folder:
 - a. In Outlook, click the mail folder.
 - b. To expand the folder, click the plus sign (+).
 - c. Select **Inbox**.
 - d. Right-click **Inbox**, and then select **Add to Favorite Folders**.

Voice messages

MWI and message status

Voice messages appear as unread until they are accessed over the phone or are marked as read in your email client. The message waiting indicator (MWI) light on your desk phone remains switched on as long as one or more voice messages in your Messaging Inbox are marked as Unread. The MWI light is turned off when all voice messages in your Inbox are marked as Read.

MWI behavior with the Aria TUI

- If you skip a message by pressing # before ten seconds of message playback has elapsed, the message remains marked as Unread and the MWI lamp remains switched on.
- If you skip a message by pressing # after ten seconds of message playback has elapsed, the message is marked as Read.
- From Messaging 6.1 Service Pack 1 onwards, if you save a message, it is marked as Read even if the message played back for less than ten seconds.

MWI behavior with the Audix TUI

- As soon as you start reviewing a message, it is marked as Read.
- From Messaging 6.1 Service Pack 1 onwards, if you save a message, it is marked as Read even if the message played back for less than ten seconds.

MWI behavior with Outlook

If Outlook is in cached mode when you delete a message, the MWI light switches off only after the next synchronization between Outlook and Exchange .The MWI light is switched off when there is any change in Outlook that influences the MWI, such as read or unread status change, deletion of a message, or moving a message to another folder.

Private messages

If you need to protect your outgoing message from being forwarded by the recipient, mark it as Private. When Avaya Message Store is the storage destination for Messaging:

- Recipients of a Private voice message can only access it from a phone.
- Private voice messages cannot be forwarded.

When Exchange is the storage destination, Private messages are flagged as private but otherwise not protected.

Moved messages

Voice messages can be moved from your inbox to other folders like any other email. Once a message is moved, it is no longer available over the phone.

Non Delivery Report notification

You receive a Non Delivery Report (NDR) or Delivery Status Notification (DSN) when the system exhausts all attempts to deliver a voice mail to the listed recipients. NDRs are not presented for Exchange users. NDRs may not include the original message information and a recording of the original message sent.

Messaging from your e-mail client

Chapter 3: Customizing Messaging

About User Preferences

User Preferences is a web-based tool to customize settings for Messaging.

*** Note:**

Some of these features may not be available in your organization. For details, contact your administrator.

Logging in to User Preferences

About this task

You can configure options for various Messaging features in the User Preferences Web pages.

Procedure

1. To open the User Preferences Web pages,
 - Click **User Preferences** on the Messaging toolbar in Outlook, or
 - Open a web browser, type <http://avayamsg/user> in the address bar, and press enter. This address may be different in your organization.

The system displays the Messaging User Preferences login page. Perform the remaining steps on the login page.

2. In the **Mailbox number** field, enter your mailbox number.
3. In the **Messaging password** field, enter your password.
4. Click **Log In**.
The system displays the User Preferences General Web page.

Next steps

Configure your Messaging. For details, see [General preferences](#) on page 26.

General preferences

The following User Preference features are found on the General Web page:

- Messaging access number
- Account information
- Location and language
- Mobile phone or pager
- Fax
- Play on phone
- Attendant

 **Note:**

Some of these features may not be available in your organization. For details, contact your administrator.

Related topics:

[Messaging access number](#) on page 26

[Account Information](#) on page 27

[Location and Language](#) on page 27

[Mobile Phone or Pager](#) on page 27

[Fax](#) on page 28

[Play On Phone](#) on page 28

[Attendant](#) on page 28

Messaging access number

Messaging access numbers (internal and external) are used to access Messaging. Use the internal number to dial from inside the office. The external number is the one that you dial from outside the office. The internal and external Messaging access numbers are available on the **User Preferences > General** page.

If you see more than one Messaging access number (internal or external), use the number that is assigned to a language that you know.

Account Information

Account information displays the following fields:

- **Mailbox:** Displays your assigned voice messaging mailbox number.
- **Extension:** Displays your assigned phone extension.
- **Additional Extensions:** Displays any additional phone extensions associated with your mailbox. If the **Additional extensions** field is not displayed, no additional extensions are configured for your mailbox.

Location and Language

Select your preferred time zone and language in the Location and Language section.

Time zone

Selecting a time zone affects the date and time announcement that is played when you listen to a voice message using the telephone user interface. Changes to the time zone also impact the **Reach Me Schedule** on the Reach Me screen.

Language

You can select the preferred language you want to use in the voice messaging system. If this field is grayed out, only the default language is available. This setting affects the following:

- The language of the voice prompts you hear when accessing your Messaging mailbox through the telephone user interface.
- The language used for your User Preferences Web screens.

Mobile Phone or Pager

You can use **Mobile Phone or Pager** for features such as:

- Notify Me (if enabled).
- Reach Me forwarding number.
- Other mobile phone when using **Play on Phone**, **Voice Reply**, **Voice Forward**, and **Call Sender** in your email client.

For **Mobile Phone or Pager**: Select the **Use this mobile phone or pager for "Notify Me" and other features** check box, and specify an alternate mobile phone or pager number.

*** Note:**

Avaya Aura® Messaging supports only email based (SMTP) pager notifications.

Fax

Faxes are sent to a designated email address. They are not stored in the voice messaging system and hence, cannot be accessed by the TUI. Newly received faxes do not light the Message Waiting Indicator. You can choose to receive the fax messages either at the email address specified in your organization's internal directory or at an email address of your choice.

The following option is available for **Fax**: Select **Forward fax messages to** and specify an email address of your choice, other than the one present in the internal directory.

*** Note:**

If you do not have the fax options on the General Web page, it implies that fax features have been disabled at the system administration level.

Play On Phone

When you click Play on Phone, Voice Reply, Voice Forward, or Call Sender on the Messaging toolbar, the system displays a pop-up window where you need to specify which phone is to be used for the requested action. The Play on Phone settings on the User Preferences General page provide options to manage this pop-up as follows:

- **Always use this phone:** Use this option to specify a phone number that you want to use for Play on Phone, Voice Reply, Voice Forward, or Call Sender. This phone number will automatically be used every time it is needed, and you will not be prompted with a pop-up for this purpose.
- **Ask me every time which phone to use:** Use this option to restore the default setting where the system displays a pop-up that prompts you to select a phone each time you use Play on Phone, Voice Reply, Voice Forward, or Call Sender.

Attendant

Attendant settings define where calls are forwarded when a caller presses 0 while listening to your voice message greeting.

The options available for Attendant are:

- **Default attendant (operator):** Calls are routed to the system attendant (operator).
- **Personal attendant/assistant:** Calls are routed to another phone number. You must enter the phone number, which can be internal (typically a phone extension) or external (any phone number formatting is acceptable).

Reach Me preferences

Reach Me settings are located on the Reach Me Web page in your User Preferences.

The Reach Me feature allows callers an opportunity to reach you on an alternate phone when you do not answer or when your primary extension is busy. The Reach Me feature manages how your incoming calls are forwarded based on the following:

- **Caller priority** - A priority status over other callers is given to the callers in the internal directory.
- **Call screening** - You can screen the call before deciding to answer by asking the callers to record their name.
- **Forwarding numbers** - For any incoming call, you can forward calls to up to three Reach Me numbers.
- **Schedule** - You can forward calls during certain hours and on certain days defined by you.

*** Note:**

If you do not have a Reach Me Web page, the Reach Me features have been disabled at the system administration level.

Related topics:

[Configuring Reach Me](#) on page 30

[Caller Categories](#) on page 30

[Call Handling](#) on page 30

[Defining your Reach Me numbers](#) on page 32

[Defining a Reach Me schedule](#) on page 32

[Reach Me default settings when re-enabled using the TUI](#) on page 33

[Testing your Reach Me configuration](#) on page 33

Configuring Reach Me

Procedure

1. Categorize Your Callers
 2. Define Incoming Call Handling
 3. Define Your Reach Me Numbers
 4. Define a Reach Me Schedule
 5. Test Your Reach Me Preferences
-

Caller Categories

You can let the Reach Me feature handle all calls in an identical fashion, or define different call handling actions for priority callers and other callers. Priority callers are all the voice messaging users in the internal directory of the Messaging system.

To define caller categories:

1. Navigate to the **User Preferences > Reach Me** page.
2. Under the **Caller Categories** section
 - Select **Treat all callers the same** if you want to set the same call handling action for all callers.
 - Select **Distinguish between priority callers and other callers** to setup different call handling actions for regular callers and priority callers.

Call Handling

Call Handling settings are where:

- Reach Me is enabled, allowing you to forward your incoming calls.
- Call Screening is enabled, requesting that callers record their name so that you can decide to accept or reject a forwarded call.

Related topics:

[Configuring incoming call handling when treating all callers the same](#) on page 31

[Configuring incoming call handling with priority callers](#) on page 31

[Call screening](#) on page 32

Configuring incoming call handling when treating all callers the same

About this task

Options for Call Handling differ depending on how you chose to categorize your users. If you selected the option to treat all callers the same:

Procedure

1. To enable Reach Me, select **Forward calls to the Reach Me numbers below** .
 2. When Reach Me is enabled, you can use call screening.
To enable Call Screening, select the **Before forwarding, ask callers to record their name so I can screen the call** check box.
 3. To disable Reach Me, select **Go to voice messaging**.
-

Configuring incoming call handling with priority callers

About this task

Options for Call Handling differ depending on how you chose to categorize your users. If you chose to distinguish between priority callers and other callers, the system presents you with options to define call handling for priority callers and other callers separately.

Procedure

1. To enable Reach Me for either priority callers, other callers or both, select **Forward calls to the Reach Me numbers below**.
 2. When Reach Me is enabled, you can use call screening.
To enable Call Screening for either priority callers, other callers or both, select **Before forwarding, ask callers to record their name so I can screen the call** check box.
 3. If you do not want Reach Me enabled, select **Go to voice messaging**.
-

Call screening

Call Screening is part of the Reach Me feature and is enabled under the Call Handling section found on the Reach Me Web page in your User Preferences. When Call Screening is enabled:

- callers are prompted to record their name before a call is forwarded.
- the recorded name is played when you receive the forwarded call, and you can accept or reject the call.

If rejected, the caller is told that you are unavailable and is routed to your Messaging mailbox.

Defining your Reach Me numbers

Before you begin

These settings are applicable only when Reach Me is enabled.

About this task

With Reach Me enabled, incoming calls can be forwarded to up to three numbers. The Messaging system tries to reach you at all your Reach Me numbers, by dialling them one at a time, before forwarding a call to your Messaging mailbox.

To define Reach Me numbers:

Procedure

1. From the drop-down boxes, select the forwarding numbers.
 2. For each Reach Me Number, specify a ring threshold. For most phones, 3 rings is a good choice.
-

Defining a Reach Me schedule

Before you begin

These settings are applicable only when Reach Me is enabled.

About this task

When you enable Reach Me, you can set up a Reach Me schedule to forward calls during a certain time period and for specific days of the week. By default, calls are forwarded between 9:00 AM and 5:00 PM, Monday through Friday.

To set up a Reach Me schedule:

Procedure

1. Select **Forward calls only between**.
2. Select a start and stop time.
3. Select the days that you would like the schedule to be in effect.

The system does not forward calls outside the schedule. If your extension rings and you do not answer, the call is routed to your mailbox.

Reach Me default settings when re-enabled using the TUI

You can enable or disable Reach Me by using the TUI or by using the User Preferences Web pages. If you use the TUI to re-enable Reach Me, the system:

- Enables call forwarding to previously defined Reach Me numbers.
- Enables the 'Treat all callers the same' option.
- Disables call screening.
- Enables Reach Me scheduling.

Testing your Reach Me configuration

After you configure your Reach Me settings, call your extension from a separate phone to experience exactly what your callers experience. This is important for testing defined ring thresholds and forwarding settings.

You have successfully configured your Reach Me settings if your test call is forwarded to all specified phone numbers, one by one and then finally, to your Messaging mailbox.

Notify Me preferences

Notify Me settings are located on the Notify Me Web page in your User Preferences.

The Notify Me feature sends you a notification when you receive a new voice message. You receive the notification by:

- Text message to your mobile phone.
- Phone call to your mobile phone.
- Page notification to your pager.
- Email notification to your email address.

*** Note:**

- If you do not have a Notify Me Web page, notification features have been disabled at the system administration level. Similarly, if one of the described notification options is not available, it has been disabled by the administrator.
- Avaya Aura® Messaging supports only email based (SMTP) pager notifications.

Related topics:

[Configuring phone notifications](#) on page 34

[Configuring email notification](#) on page 35

Configuring phone notifications

Before you begin

To enable text message or page notifications you must define a mobile phone or pager number. To set up your mobile phone or pager number, specify the phone number in the Mobile Phone or Pager section in General preferences. Avaya Aura® Messaging supports only email based (SMTP) pager notifications.

About this task

To configure phone notifications, perform the following steps on the Notify Me Web page of your User Preferences:

Procedure

1. On the Notify Me Web page of User Preferences, under **Phone Notifications** select **Notify me when a new voice message arrives**.
2. Select one of the following notification options:
 - a. To receive notifications through a phone call, select **With a phone call to:**
The system displays the phone number you specified in the **Other mobile phone or pager** field on the General Web page.
 - b. To receive notifications as text message or pager notifications, select **With a text message or page to:**
The system displays the phone number you specified in the **Other mobile phone or pager** field on the General Web page.

If you choose this option, you must select your service provider from the **Mobile provider** drop-down list. Contact your system administrator if the system does not display your mobile provider in the drop-down list.

- c. Select **Only for important messages** if you want to receive notifications only for high Importance voice messages.

3. Click **Save**.
-

Configuring email notification

You can receive an email notification of a new voice message to a specified email account. For email notifications, the Messaging toolbar is not available.

Procedure

1. On the Notify Me Web page of User Preferences, under **Email Notifications**, select the **Email me a notification for each voice message** check box.
 2. In the **To email address** text box, enter the email address to which email notifications need to be sent.
 3. Select the **Include the recording** check box if you want to include the recording of the voice message. For Private messages, the voice message recording may not be included even if this check box is selected, depending on the system configuration.
-

My Phone preferences

User preferences on the My Phone Web page allows you to customize your preferences when using the telephone user interface.

The following user preference features are found on the My Phone Web page:

- Message Playback Order
- Message Playback Speed
- Prompt Level
- Date and Time Announcement
- Voice Recognition for Addressing Preferences

*** Note:**

If one of the described phone preference features is not available on the My Phone Web page, it has been disabled by the administrator.

Related topics:

[Message playback order options](#) on page 36

[Changing message playback speed](#) on page 36

[Enabling Rapid Prompts](#) on page 37

[Setting date and time announcement](#) on page 37

[Setting addressing preferences](#) on page 38

Message playback order options

When reviewing messages using the phone, you can change the order in which you hear messages. By default, messages are played starting with the newest message. You can set the Message playback order independently for unread, read, and saved messages.

For unread messages, read messages and saved messages:

1. Select **Play newest first** to hear messages starting with the newest message first.
2. Select **Play oldest first** to hear messages starting with the oldest message first.
3. Select **Play important messages before others** is selected to hear urgent messages first.

Changing message playback speed

About this task

When reviewing messages using the phone, by default, they are initially played at normal speed, or 100%. Telephone keypad options are available to speed up or slow down the message during review. By setting the Message Playback Speed, you can choose a slower or faster default speed at which all messages are initially played. After setting a slower or faster default playback speed, the telephone keypad options are still available to further speed up or slow down an individual message during review.

Procedure

1. To hear messages at a slower than normal speed, choose one of the following (in order of slowest to fastest):
 - 70%
 - 85%

- 90%
2. To hear messages at a faster than normal speed, choose one of the following (in order of slowest to fastest):
 - 125%
 - 175%
 3. To return to normal speed, select 100%.
-

Enabling Rapid Prompts

About this task

Rapid prompts are a set of short, condensed phone prompts that replace the standard phone prompts. Because they are much shorter, rapid prompts help you save time. For example, for the standard prompt 'Message sent. Only your introduction will be heard before the original message', the corresponding rapid prompt is 'Sent'.

Use rapid prompts only if you are familiar with the standard prompts and do not need to hear instructions in detail each time you use Messaging. If you cannot see the **Use Rapid Prompts** check box on the **My Phone** page in **User Preferences**, your administrator has not setup rapid prompts on the Messaging system or you have not selected a language that supports rapid prompts on the **General** page in **User Preferences**.

Rapid prompts are currently only available in US English for the Aria TUI .

To enable rapid prompts on your phone:

Procedure

1. Enable the **Use Rapid Prompts** check box on the **My Phone** page in **User Preferences**.
-

Setting date and time announcement

Procedure

1. Select **Announce date and time for each message** to hear the date and time that a message was received before reviewing it from the telephone user interface.
-

Setting addressing preferences

About this task

Messaging provides the following options to select recipients for a message:

1. Voice recognition: You can use Voice recognition to select recipients or distribution lists by speaking their full name (as listed in the internal directory or as defined by you for your personal lists).
2. Telephone keypad: You can use the telephone keypad to select recipients or distribution list by using the keypad to spell their name or enter their mailbox number.

Procedure

1. To set your addressing preferences, select one of the following options:
 - Select **Using voice or keypad** to use both voice recognition and the telephone keypad to select voice message recipients.
 - Select **Using keypad only** to use only the telephone keypad to select voice message recipients.

 **Note:**

Some of these features may not be available in your organization. For details, contact your administrator.

Personal lists

When you want to send a voice message to many voice messaging recipients, you can create one or more personal distribution lists in the Personal Lists page of your User Preferences Web page.

Related topics:

[Creating a personal list](#) on page 39

[Editing a personal list](#) on page 39

[Deleting a personal list](#) on page 41

Creating a personal list

Procedure

1. In the User Preferences Web page, click **Personal Lists**.
 2. In the Personal Lists Web page, click **Add New List**.
 3. In the **List name** text box, specify a name for your personal list. You can use this name when addressing an outgoing message.
 4. From the **List number** drop-down list, select a list number. The list number ranges from 11 to 99.
 5. In the **New member (mail box)** text box, enter the mailbox number of the member that you want to add to your personal list, and then click **Add**.
The system displays the **First Name**, **Last Name**, and **Mailbox** of the newly added member.
 6. Continue adding members until you have all the names you would like to include in your personal list. The maximum number of members that you can add in a personal list is 100.
 7. Click **Save**.
The maximum number of personal lists that you can create is 99.
-

Editing a personal list

Procedure

1. From the **Personal list:** drop-down list, select the personal list that you want to edit.
 2. Click **Edit**.
 3. You can perform the following actions:
 - Edit the list name
 - Change the list number
 - Delete existing members
 - Add new members
-

Related topics:

[Editing the list name](#) on page 40

[Changing the list number](#) on page 40

[Deleting existing members](#) on page 40

[Adding new members](#) on page 41

Editing the list name

Procedure

1. In the **List name:** text box, type the new name of the list.
 2. Click **Save**.
-

Changing the list number

Procedure

1. From the **List number:** drop-down list, select an available new list number for your personal list.
 2. Click **Save**.
-

Deleting existing members

Procedure

1. In the **Members: list**, identify the member you want to delete, and then click **Delete**.
 2. Continue deleting members until you have deleted all the members you would like to remove from your personal list.
 3. Click **Save**.
-

Adding new members

Procedure

1. In the **New member (mailbox):** text box, enter the mailbox number of the member you would like to add to your existing personal list.
 2. Continue adding members until you have added all the members you would like to have in your personal list.
 3. Click **Save**.
-

Deleting a personal list

Procedure

1. From the **Personal list** drop-down list, select the personal list that you want to delete.
 2. Click **Delete**.
 3. Click **OK** to confirm.
-

Enhanced lists

Using the Enhanced List page, you can add or delete members of enhanced lists defined by the system administrator.

*** Note:**

You can only see the Enhanced List User Preferences Web page if the system administrator added you to the administrator list for at least one enhanced list.

Related topics:

[Editing an enhanced list](#) on page 42

Editing an enhanced list

Procedure

1. In the User Preferences Web page, click **Enhanced Lists**.
2. From the **Enhanced list:** drop-down list, select the enhanced list that you want to edit.
3. Click **Edit**.
4. You can perform the following actions:
 - Delete existing members
 - Add new members

Related topics:

[Deleting existing members](#) on page 42

[Adding new members](#) on page 42

Deleting existing members

Procedure

1. In the **Members:** list, identify the member you want to delete, and then click **Delete**.
2. Continue deleting members until you have deleted all the members you would like to remove from your enhanced list.
3. Click **Save**.

Adding new members

Procedure

1. In the **New member:** text box, enter the mailbox number or email address of the member you would like to add to your existing enhanced list.
2. Continue adding members until you have added all the members you would like to have in your enhanced list.

3. Click **Save**.
-

About Greetings

Greetings are pre-recorded messages that are automatically played to callers, when a call goes to voice mail. If you do not customize your greetings, the default Messaging system greetings are played

Personal greeting: This is a standard greeting that is played when your line is busy or when you are unable to pick up the call. You can record a single greeting for all circumstances or one greeting for when your line is busy and another greeting for when you are unable to pick up the call.

Extended Absence Greeting (EAG): You can record an Extended Absence Greeting to let callers know that you will be away from the office and won't be able to reply quickly to their messages.

Optional greetings: These are greetings that play based on a set of configurable rules. For instance, you can set up optional greetings to play during office hours, to all internal callers who get no answer on your phone.

To configure your greetings from a phone, refer to one of the following documents:

- *The Quick Reference Guide for Avaya Aura® Messaging (Aria)*
- *The Quick Reference Guide for Avaya Aura® Messaging (Audix)*

Both these guides are available at the [Messaging User Guides Section at the Avaya Support Web site](#). If you do not know which TUI you use, contact your administrator.

Related topics:

[Configuring standard greetings](#) on page 43

[Configuring optional greetings](#) on page 44

[Defining business hours](#) on page 45

Configuring standard greetings

You can configure settings for your standard greetings from the **Greetings** tab on the **User Preferences** Web pages. If some of these greetings are not be visible to you, it means that they have been disabled at the administrator level.

Procedure

1. To activate your Personal greeting, select the **Active** check box on the personal greeting row.
 2. To activate your Extended Absence greeting, select the **Active** check box on the extended absence greeting row.
 3. If you want a greeting to expire within a certain time limit, select the **Enable Expiry** check box, and set the **Expiration Date/Time** for that greeting.
 4. Click **Save**.
-

Configuring optional greetings

You can configure settings for your optional greetings from the **Greetings** tab on the **User Preferences** Web pages. If optional greetings are not be visible to you, it means that they have been disabled at the administrator level.

Procedure

1. Activate an optional greeting of your choice by selecting the **Active** check box for that greeting.
2. Enter a description for the selected greeting in the **Description** field.
3. Select a call type from the **All / Internal / External** drop-down list box.
 - To set the optional greeting to play for all calls, select **All**.
 - To set the optional greeting to play for internal calls only, select **Internal**.
 - To set the optional greeting to play for external calls only, select **External**.
4. Select a phone status from the **All / Busy / No Answer** drop-down list box.
 - To set the optional greeting to play for all calls, select **All**.
 - To set the optional greeting to play only when your phone is busy, select **Busy**.
 - To set the optional greeting to play only when a caller gets no answer on your phone, select **No Answer**.
5. Select a time zone from the **All / Office Hours / Non Office Hours** drop-down list box. The office hours are defined in the **Business Hours** section.
 - To set the optional greeting to play at all times, select **All**.
 - To set the optional greeting to play only during office hours, select **Office Hours**.

- To set the optional greeting to play only during non office hours, select **Non Office Hours**.

6. Click **Save**.

Defining business hours

Before you begin

These settings are applicable only when greetings are enabled.

About this task

You can customize your business hours and set up the time period on each day, for specific days of the week. By default, business hours are between 9:00 AM and 5:00 PM, Monday through Friday.

Procedure

1. On the **Greetings** tab, set the start and end times for the **Business Hours Between** fields.
 2. Define the days of your work week, by individually selecting the check box adjacent to each day of the week.
-

Changing your password

From a phone

About this task

To change your password from a phone, refer to one of the following documents:

- *The Quick Reference Guide for Avaya Aura® Messaging (Aria)*
- *The Quick Reference Guide for Avaya Aura® Messaging (Audix)*

Both these guides are available at the [Messaging User Guides Section at the Avaya Support Web site](#). If you do not know which TUI you use, contact your administrator.

From User Preferences

About this task

To change the password using User Preferences, perform the following steps:

Procedure

1. On the User Preferences Web page, click **Password**.
 2. Enter a new password, and confirm it.
 3. Click **Change**.
-

Advanced Tasks

The Advanced User Preferences screen allows you to reset the association between your Messaging mailbox and your email identity.

Select **Clear** to clear the association between your Messaging mailbox and your email identity.

*** Note:**

You will be prompted for your mailbox number the next time you use Play on Phone.

Broadcasting a message using the Aria TUI

Using the Aria TUI, you can broadcast a system-level or site-level message to your organization. Messaging can store a maximum of only one system-level message and one site-level message for each site configured on the system. Recipients of a broadcast message can access at most two recent broadcast messages at any given time. If another broadcast message is received, Aria TUI overwrites the existing message. The system plays the broadcast messages in the following order.

- System broadcast
- Site broadcast

Before you begin

Your user account needs to be set up with the broadcasting feature enabled. For details, contact your administrator.

Procedure

1. From the main menu, press 9 to access the broadcast menu.
 2. To record a new broadcast message, press 2.
 3. To approve the message you just recorded, press #.
 4. To deliver the message, press # at the prompt.
-

Broadcasting a message using the Audix TUI

Using the Audix TUI, you can broadcast a message to your organization. Recipients of a broadcast message can only access the most recent broadcast message at any given time. If another broadcast message is received, Audix TUI overwrites the existing message.

Before you begin

Your user account needs to be set up with the broadcasting feature enabled. For details, contact your administrator.

Procedure

1. Create a new message by pressing 1. Follow the prompts and record your message.
 2. To approve the message you just recorded, press #.
 3. When you are prompted to add recipients, press #. No recipients will be added.
 4. To mark the message for broadcast, press 8.
 5. To deliver the message, press #
-

Chapter 4: Messaging with a Teletypewriter

Teletypewriter overview

A teletypewriter (TTY) is a data terminal that people who are hearing impaired or speech impaired can use to transmit and receive text through a telephone system. A TTY is also referred to as Telecommunications Device for the Deaf, or TDD. A typical TTY resembles the keyboard of a laptop computer with a one-line or a two-line alphanumeric display. The TTY is silent when it is not used to transmit text. As a user types on the device, the TTY emits audio tones that the telephone network transmits.

Not all TTY users transmit and receive messages with TTY devices. Approximately half of the people who rely on TTY devices are hearing impaired, but can speak clearly. They often prefer to receive messages on their TTY devices and then speak in response. This process is referred to as Voice Carry Over, or VCO.

Messaging only supports the Audix TUI with the TTY devices. Also, Messaging does not provide automatic TTY support in Messaging mailboxes. Administrators need to enable TTY support. In Messaging, administrators can configure mailboxes so that callers can select TTY-format, or voice prompting from the same mailbox.

Messaging teletypewriter user interface

In Messaging, the administrator installs the US English TTY language pack to provide the TTY support. The TTY prompts make most Messaging features available to users of TTY devices. Messaging users can send, receive, and respond to TTY messages with a TTY device. Users press the same telephone keys to send, receive, and respond to TTY messages and voice messages.

Users whose mailboxes are set up for TTY can:

- Use the TTY language for most Messaging menus, prompts, and messages.
- Use Messaging to answer incoming telephone calls with a TTY greeting.

Callers can use the Messaging TTY or voice prompts when they record messages.

Messaging also supports the use of TTY and voice during the same call. For example, during a VCO session, a user can receive a prompt in TTY format and then record a voice message.

Hearing impaired people who speak clearly can receive messages with a TTY device and send a voice message during the same call.

Important information for TTY users

Obtaining the recommended hardware

Ensure that you use push-button or touchtone dialing during your call to make menu selections or enter data. Many TTY devices, including the Avaya Model 8840 TTY, can generate touchtones to dial a number. However, after the call is connected, these devices switch automatically from touchtone mode to TTY mode. For this reason, you need to use a separate touchtone telephone with the TTY device. One way to do this is to use an acoustic coupler to connect the TTY device and the telephone.

An alternative approach is to use the TTY with an Avaya IP Softphone. Configure the IP Softphone to be in *Telecommuter* mode and designate the TTY device as the associated analog telephone. The IP Softphone user interface allows touchtones to be transmitted to Messaging.

Understanding the Messaging prompts

When you use Messaging with a TTY device, the system displays menus and prompts on the TTY device. The menus and prompts present options for Messaging features. Frequently, you get Messaging prompts to press numbers or type letters and characters on the telephone keypad. When you press the keys on the telephone keypad in response to the prompts, you send commands in the form of touchtone signals to Messaging. The only time that you type on the TTY device is after you receive the Go Ahead (GA) prompt.

Converting teletypewriter tones to text

When you receive a voice message, the TTY device either displays no text, or occasional random characters. When a message contains voice, the signal indicator on the TTY device fluctuates randomly. The TTY device converts the TTY tones to text on the TTY device display, but cannot similarly convert audio voice messages to text. If necessary, request assistance from another person, such as a relay operator.

Messaging and Teletypewriter signalling

Two Messaging TUI options interfere with the signaling between Messaging and TTY devices. TTY device users cannot use TUI features that:

- Adjust the playback speed of a voice message.
- Skip forward or backward within a message while the message is playing.

For example, if you change the playback rate of a Messaging TTY message, you also change the baud rate of the transmission. Messaging and the receiving TTY device are no longer synchronized.

*** Note:**

These TUI features might not be available for your TUI.

For more information about TTY related troubleshooting, see [Typographical errors and missing characters in messages](#) on page 58.

Log in to Messaging

You can log in to Messaging in two ways:

Option 1: Dialing your extension

If TTY is used as one of the default languages for your organization, then Messaging can send all prompts and messages in TTY format. See the related links for the detailed procedure.

Option 2: Dialing Messaging

When Messaging answers your call, you receive instructions with prompts spoken in the default language for your organization. In this case, you need to select the TTY language option before you can proceed. If your organization has a separate number that will send prompts in TTY only, use that number to access Messaging. See the related links for the detailed procedure.

For more information, see [Mailbox access using a phone](#) on page 8.

Dialing your extension

About this task

Use the following procedure to use a TTY device directly:

Procedure

1. Dial your telephone number.
2. If the extension does not have an associated mailbox and TTY is not the Site default language for this Messaging number, and there are additional languages available:
 - a. If TTY is configured as first additional language, press 2. Messaging prompts "TO SEE ENGLISH TTY DIAL TWO".
 - b. If TTY is configured as second additional language, press 3. Messaging prompts "TO SEE ENGLISH TTY DIAL THREE".

If TTY is not selected, Messaging plays a spoken message.

*** Note:**

The signal indicator light on the TTY device flickers to indicate that Messaging answered the call. Look at the signal indicator to determine whether Messaging answered the call. If you cannot determine that Messaging answered the call, wait 10 seconds after you dial and continue.

3. If you are placing the call from your office extension, you receive a Messaging prompt to enter your password in TTY. Dial your password, and press the pound key (#).
4. If you are calling from another extension or from outside your organization, use one of the following telephone key combinations:
 - If the extension does not have an associated mailbox, press the pound key (#).
 - Dial your mailbox number.
 - Dial your password. After that, Messaging switches to your selected language and prompts you to enter the password.
 - Press the pound key (#).
 - If the extension has an associated mailbox, you receive a Messaging prompt to enter your password in TTY. Dial your password, and press the pound key (#).

Result

You are now logged in to your mailbox. The TTY device displays your name and informs you if have any new messages. The TTY device displays a menu of options.

Next steps

To choose an option, press the appropriate telephone key.

Dialing Messaging

About this task

Use the following procedure to dial in to Messaging, and then use the TTY device.

Procedure

1. Dial the telephone number of the Messaging system.
2. If the extension does not have an associated mailbox and TTY is not the Site default language for this Messaging number, and there are additional languages available:
 - a. If TTY is configured as first additional language, press 2. Messaging prompts "TO SEE ENGLISH TTY DIAL TWO".

- b. If TTY is configured as second additional language, press 3. Messaging prompts “TO SEE ENGLISH TTY DIAL THREE”.

If TTY is not selected, Messaging plays a spoken message.

*** Note:**

The signal indicator light on the TTY device flickers to indicate that Messaging answered the call. Look at the signal indicator to determine whether Messaging answered the call. If you cannot determine that Messaging answered the call, wait 10 seconds after you dial and continue.

3. If you are placing the call from your office extension, you receive a Messaging prompt to enter your password in TTY. Dial your password, and press the pound key (#).
4. If you are calling from another extension or from outside your organization, use one of the following telephone key combinations:
 - If the extension does not have an associated mailbox, press the pound key (#).
 - Dial your mailbox number.
 - Dial your password. After that, Messaging switches to your selected language and prompts you to enter the password.
 - Press the pound key (#).
 - If the extension has an associated mailbox, you receive a Messaging prompt to enter your password in TTY. Dial your password, and press the pound key (#).

Result

Your extension and password identify you as a valid user.

You are now logged in to your mailbox. The TTY device displays your name and whether you have new messages. The TTY device displays a menu of options.

Next steps

To choose an option, press the appropriate telephone key.

Using the Messaging teletypewriter user interface

Related topics:

[Recording your name](#) on page 54

[Recording and sending messages](#) on page 54

[Getting and responding to messages](#) on page 55

[Administer greetings](#) on page 56

[Recording a combined spoken and TTY greeting](#) on page 56

[Place a call to a another TTY user](#) on page 57

Recording your name

About this task

The Messaging system stores your name in your mailbox. To change your name, follow the TTY prompts for your TUI. When Messaging prompts you to record your name, use your TTY device to type your name. Ensure that you wait for the GA prompt before you start to type.

Note:

To ensure that the text you type displays correctly when played back, do the following on your TTY device before you type your name:

Procedure

1. Log in to Messaging using your TTY device.
 2. Press 5 twice to navigate to the Record Name menu.
 3. Type a single digit or a forward slash (/).
 4. Press **Spacebar** on your TTY device a few times.
-

Recording and sending messages

About this task

The TUI that you use determines how you record and send messages. For more information, see [Accessing help for your TUI](#) on page 7.

Procedure

1. Log in to Messaging using your TTY device.
2. Press the appropriate telephone key to record a message.
3. When the TTY device displays the GA prompt, type your message, and then press the pound key (#).
4. Dial the mailbox number of the person to whom you want to send the message.
5. Press the pound key (#).

The TTY device displays the name of the person.

- If the TTY device display is blank, the name was not recorded for Messaging using a TTY device. If the mailbox number is correct, continue with Step 6.
 - If the TTY device displays an incorrect name, you might have dialed the wrong mailbox number. Press the appropriate telephone key to delete the address, and repeat Step 4.
6. Press the pound key (#) to end the addressing.
 7. Press the appropriate telephone key combination for your TUI to send the message. Depending on your TUI, you can send a message in the following ways:
 - Immediately or later.
 - As a private or a normal message.
 - As a high-priority or a standard priority message.
 8. The system transmits your message and returns you to the main menu.
-

Getting and responding to messages

About this task

The TUI you use determines how you get messages. For more information, see [Accessing help for your TUI](#) on page 7.

Procedure

1. Log in to Messaging.
2. Press the appropriate telephone key to get and respond to the messages that people sent you.
3. Messaging proceeds with the first new message and provides prompts for actions that you can perform. Depending on your TUI, you can send or forward messages by using the following methods:
 - Call the sender.
 - Reply to the message.
 - Forward the message with a comment.
 - Reply to all recipients.
 - Send a message now or later.
 - Send the message as a private message.
 - Send the message as a priority message.

- Delete the message.
- Save the message.
- Skip to the next message.

The TTY device displays the next message in your mailbox.

4. Repeat step 3 for each new message in your mailbox.
When there are no more new messages, Messaging returns you to the main menu.

Administer greetings

When you do not answer a call, the call is transferred to voicemail and Messaging plays the greeting that you recorded.

Ensure that your personal greeting contains both voice and TTY portions.

- *Voice portion:* You can record a brief voice message to tell callers that they reached a TTY mailbox. Tell callers that they can press 1 to leave a voice message.
- *TTY portion:* While recording the voice portion, add a TTY recording to the greeting. In the greeting, tell TTY callers to leave a TTY message after they receive the GA prompt.

You do not need to record a personalized greeting. If you choose not to record a personalized greeting, the system plays a predefined greeting.

If your active Call Answer language is TTY, Messaging displays the TTY prompt “Leave a message for <number>.”

If the caller selects a spoken language, Messaging plays the spoken prompt “Please leave a voice message for <name>.”

The TUI you use determines how you administer greetings. For more information, see [Accessing help for your TUI](#) on page 7.

Recording a combined spoken and TTY greeting

About this task

To record a combined spoken and TTY greeting for your primary greeting:

Procedure

1. Log in to Messaging.

2. Press the appropriate telephone key to select the Personal Configuration or greetings menu.
3. Press the appropriate telephone key to record the personal greeting.
4. When Messaging displays the GA prompt on the TTY device, use the telephone handset to record the brief spoken portion of your greeting.

! Important:

Keep the spoken portion of your greeting brief, so that TTY callers do not think that they have reached the wrong number.

The following message is an example of what you can record:

“This is the TTY mailbox for John Smith. To leave a voice message, press 1 now”

5. Press the appropriate telephone key to stop recording the voice portion of the greeting.
6. Hang up the handset. If you use a TTY device with an acoustic coupler, place the handset into the coupler
7. Press the appropriate telephone key to resume recording
8. When you see the GA prompt, type your TTY greeting.
The following message is an example of what you can type:
“John Smith is not available. Please leave a message after you receive the GA prompt. When you finish, you can hang up or press 1 for more options”
9. Press the appropriate telephone key immediately to stop recording.
10. Press the appropriate telephone keys to accept, delete, or record the greeting again.

Place a call to a another TTY user

A caller can use a telephone or a TTY device to place a telephone call to a user who uses a TTY device.

Troubleshooting the teletypewriter user interface

Troubleshooting the teletypewriter user interface

This topic describes how to correct common problems that can occur on TTY-enabled Messaging systems. If these suggestions do not correct the problem, contact your administrator.

*** Note:**

The TUI you use determines the telephone key that you press. For more information, see [Accessing help for your TUI](#) on page 7.

Typographical errors and missing characters in Messaging messages

Messaging transmissions might not be loud enough for your TTY device.

Potential solution

Procedure

1. On some TTY devices, you can adjust the *sensitivity* of the device in order to detect weak signals.
For more information about setting the device sensitivity to *high*, refer to the user guide for your TTY device.
2. Alternatively, you can increase the volume of the transmission while Messaging plays a message. Dial the appropriate telephone key for your TUI.
For more information, see [Accessing help for your TUI](#) on page 7.

*** Note:**

Do not try to increase the volume while Messaging plays prompts, or presents a menu.

Messaging does not respond to your commands or menu selections

You might be sending “Baudot” TTY tones instead of the “touchtones” that Messaging requires for command entries and menu selections.

The Baudot tones produced by TTY devices and the touchtones produced by a telephone when dialing a telephone number are different. Many TTY devices that can generate touchtone

signals to dial telephone numbers switch automatically to TTY mode after dialing the number.

Potential solution

Procedure

Use the TTY device with a standard telephone that is dialpad-equipped, or use the TTY device with the Avaya IP Softphone.

System does not respond to the telephone keys that you press

While Messaging transmits text to your TTY, the system does not respond to the telephone keys that you press. In other words, you have to wait until Messaging stops transmitting before it responds to your touchtone commands.

Messaging transmissions can be so loud that Messaging cannot detect your touchtone signals.

Potential solution

Procedure

1. After Messaging transmits a message, lower the volume of the transmissions.
2. Press the appropriate telephone key for your TUI.

*** Note:**

Do not try to lower the volume while Messaging plays prompts or presents a menu.

The TTY displays random characters, numbers, and punctuation marks rather than meaningful text

Possible cause: Your TTY device is not synchronized with the Messaging system. Specifically, Messaging is in letters mode while your device is in figures mode.

Potential resolution

About this task

Depending on the type of TTY device you use, you can re-synchronize your TTY device with Messaging in the following ways:

Procedure

1. Press the **Spacebar** key.
2. Press the **LETTERS** key.

3. Type any letter.

*** Note:**

If you see letters where you expect to see numbers, press the **FIGURES** key on your TTY device, or type any digit.

Users see random characters, numbers, and punctuation marks on recorded messages

When TTY users read a message or a conversation that you recorded using Messaging, they see random characters, numbers, and punctuation marks.

Possible cause: Your TTY device is not synchronized with the Messaging system.

Potential solution

About this task

To synchronize your TTY device with Messaging, use one of the following methods before you type in any content:

Procedure

1. If your recording starts with a letter, press the **LETTERS** key before you type in any content.
2. If your TTY device does not have a **LETTERS** key, type a slash (/), press **Spacebar** a few times, and type the content.
3. If your recording starts with a figure, press the **FIGURES** key and type in your content.
4. If your TTY device does not have a **FIGURES** key, type the letter x, press **Spacebar** a few times, and then type in your content.

*** Note:**

In all cases, wait for the GA prompt before you start to type.

Index

A

About Greetings	43
access mailbox	8
accessing mailbox from any phone	8
account information	27
adding	42
new members	42
additional extensions	27
advanced tasks	46
Aria	7
attendant	28
Audix	7

B

broadcast	46, 47
business hours	45

C

Call handling for incoming calls	30
call progress	17
Call screening	32
call sender	16
changing password	45
changing password using user preferences	46
configure notifications	34
Configuring incoming call handling when treating all callers the same	31
Configuring Incoming Call Handling with priority callers	31
configuring Microsoft Office Outlook 2007	19
configuring Microsoft Office Outlook 2010	17
configuring notify me preferences	33
Configuring Reach Me	30

D

Defining a Reach Me schedule	32
Defining business hours	45
Defining your reach me numbers	32
delete	40, 41
deleting	42
existing members	42
dialing extension	51

E

editing	42
enhanced list	42
email notification	35
enhanced lists	41
existing members	40
extension	27
external number	26

F

fax	28
feature	14–16
voice forward	15
voice reply	14

G

General preferences	26
getting	55
messages	55

H

How to access your mailbox using a telephone	8
--	-------------------

I

IMAP	17, 21
initialize mailbox	9
internal number	26

L

language	27
list name	39, 40
list number	39, 40
login	10, 25

M

mailbox	8, 10, 25, 27
Message playback order	36

