

## Avaya Modular Messaging Microsoft Outlook Client Release 5.2

**Important: Instructions in this guide are applicable only if your message store is the Avaya Message Storage Server (MSS) or Microsoft Exchange**

### Installation

#### 1 Before you begin, ensure that you –

- ✓ Have uninstalled any existing version of the Modular Messaging Outlook Client; otherwise, this installation will only upgrade your existing client and you will not get MAS name/IP address and display language selection options.
- ✓ Have uninstalled any existing version of the Avaya Modular Messaging Notes Client. The Modular Messaging Outlook Client will not run on the same computer where the Modular Messaging Notes Client is installed.
- ✓ Close and Exit from Microsoft Outlook.
- ✓ Have Local Administrator rights or elevated privileges, for restricted user account, on the computer.
- ✓ Set Microsoft Outlook as the default e-mail application (Choose Start > Settings > Control Panel – Internet Options – Programs tab – select Microsoft Outlook from the E-mail drop down menu).
- ✓ Obtain the MAS and MSS/Microsoft Exchange names or IP addresses from your system administrator.
- ✓ Are running one of the following Operating Systems and e-mail clients:
  - Operating Systems: Microsoft Windows Vista (SP2), or XP (SP3) or Windows 7.
  - E-mail Clients: Outlook 2003(SP3) or Outlook 2007(SP2), or Outlook 2010.

Fill-in the appropriate information in the empty spaces below:

System Administrator Contact:

Messaging Application Server (MAS) name/ IP address:

Microsoft Exchange or Avaya Message Storage Server (MSS) name or IP address:

Find Modular Messaging Outlook Client Setup program (Setup.exe) at:

Find release notes at:

Find All Language Packs at:

#### 2 Install the Modular Messaging Outlook Client –

**Note:** For localized versions of the Modular Messaging Outlook Client, you must copy the desired Language Pack (.msi file) in the same folder as that of the Setup program (Setup.exe).

1. Run the **Setup.exe**.
2. For the display language pack, select **English (United States)**. You will receive this prompt only if it is a fresh installation. (See bullet 1 in Section 1 above).
3. For the Message Application Server, type either the MAS name or IP Address provided by your system administrator.
4. Follow the installation wizard instructions to complete the installation.

**3 Configure the Voice Account Service in Outlook –**

Perform one of the following instructions depending upon your message store:

**Microsoft Exchange message store:**

**Note:** The instructions given below are applicable only if the message store type is Microsoft Exchange.

<b>Outlook 2003</b>	<b>Outlook 2007</b>	<b>Outlook 2010</b>
<ol style="list-style-type: none"> <li>1. Close Microsoft Outlook.</li> <li>2. Open the <b>Control Panel</b> and select the <b>Mail</b> option. The system displays the <b>Mail Setup – Outlook</b> dialog box.</li> <li>3. Click <b>E-mail Accounts</b>.</li> <li>4. Select <b>Add a new e-mail account</b>. Click <b>Next</b>.</li> <li>5. Select <b>Microsoft Exchange Server</b>. Click <b>Next</b>.</li> <li>6. Enter the name or IP address of Microsoft Exchange Server and the user name.</li> <li>7. Click <b>Next</b>.</li> <li>8. Enter password and click <b>OK</b>.</li> <li>9. Click <b>Finish</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Close Microsoft Outlook.</li> <li>2. Open the <b>Control Panel</b> and select the <b>Mail</b> option.</li> <li>3. Click <b>E-mail Accounts</b>.</li> <li>4. Select the <b>Add a new e-mail account</b> option.</li> <li>5. Click <b>Next</b>.</li> <li>6. Enter your <b>Name, E-mail Address, and Password</b>.</li> <li>7. Select <b>Manually configure server settings or additional server types</b>.</li> <li>8. Click <b>Next</b>.</li> <li>9. Select <b>Microsoft Exchange</b>.</li> <li>10. Click <b>Next</b>.</li> <li>11. Enter the name or IP address of the Microsoft Exchange Server and the mailbox number.</li> <li>12. Click <b>Next</b>.</li> <li>13. Enter the password and click <b>OK</b>.</li> <li>14. Click <b>Finish</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Close Microsoft Outlook.</li> <li>2. Open the <b>Control Panel</b> and select the <b>Mail</b> option.</li> <li>3. Click <b>E-mail Accounts</b>.</li> <li>4. Click <b>E-mail</b> and then click <b>New</b>.</li> <li>5. Click <b>E-mail Account</b>.</li> <li>6. Click <b>Next</b>.</li> <li>7. Select <b>Manually configure server settings or additional server types</b>.</li> <li>8. Click <b>Next</b>.</li> <li>9. Select <b>Microsoft Exchange or compatible service</b>.</li> <li>10. Click <b>Next</b>.</li> <li>11. Enter the name or IP address of the Microsoft Exchange Server and the User Name.</li> <li>12. Click <b>Next</b>.</li> <li>13. Enter the password and click <b>OK</b>.</li> <li>14. Click <b>Finish</b>.</li> </ol>

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

**Avaya MSS message store:**

**Note: The instructions given below are applicable only if the message store type is MSS.**

Outlook 2003	Outlook 2007	Outlook 2010
<ol style="list-style-type: none"> <li>1. Start Microsoft Outlook 2003.</li> <li>2. From the <b>Tools</b> menu, select <b>E-Mail Accounts</b>.</li> <li>3. Select <b>Add a new e-mail account</b>. Click <b>Next</b>.</li> <li>4. Select <b>Additional Server Types</b>. Click <b>Next</b>.</li> <li>5. Select <b>MM Message Service</b>. Click <b>Next</b>.</li> <li>6. See <a href="#">Step 4</a> to complete the MSP configuration dialog box.</li> </ol>	<ol style="list-style-type: none"> <li>1. Start Microsoft Outlook 2007.</li> <li>2. From the <b>Tools</b> menu, select <b>Account Settings</b>.</li> <li>3. Select the <b>Add a new e-mail account</b> option.</li> <li>4. Click <b>Next</b>.</li> <li>5. Enter the details about your <b>Name, E-mail Address, and Password</b>.</li> <li>6. Select <b>Manually configure server settings or additional server types</b>.</li> <li>7. Click <b>Next</b>.</li> <li>8. Select <b>Other</b> and choose <b>MM Message Service</b>.</li> <li>9. Click <b>Next</b>.</li> <li>10. See <a href="#">Step 4</a> to complete the MSP Configuration dialog box.</li> </ol>	<ol style="list-style-type: none"> <li>1. Start Microsoft Outlook 2010.</li> <li>2. Click <b>File</b>.</li> <li>3. In the Info category, click <b>Account Settings</b>.</li> <li>4. Click <b>Account Settings</b>.</li> <li>5. On the E-mail tab, click <b>New</b>.</li> <li>6. Select <b>Other</b> and choose <b>MM Message Service</b>.</li> <li>7. Complete the Avaya Modular Messaging MSP Configuration settings.</li> </ol>

**IMPORTANT:** If you create a new Outlook profile, you must re-configure the Voice Account Service to the new profile to see Modular Messaging mails in your Inbox.

<b>4    MSP Configuration Dialog Box-</b>	
<b>Note:</b> The instructions given below are applicable only if the message store type is MSS.	
Type the details as specified below:	
<b>Connection Tab</b>	<ol style="list-style-type: none"> <li>1. In the box labeled <b>Message storage server:</b> type the Full name (Fully Qualified Domain Name, FQDN) or IP address of your Message Storage Server (MSS).</li> <li>2. In the box labeled <b>Mailbox number:</b> type your Modular Messaging mailbox number. (<b>Note:</b> NO dashes or spaces, just numbers)</li> <li>3. In the box labeled <b>Password:</b> type your password. <b>NOTE:</b> The password <b>MUST BE NUMERIC</b>. Use the number keys on your keyboard to type the password.</li> </ol> <p>Select the <b>Remember password</b> check box if you do not want the system to prompt you for a password each time you access the Modular Messaging mailbox.</p> <p>After the configuration is complete, you will see the addition of an Avaya Account folder. This is where you will find your voice mails.</p>
<b>Directory settings Tab</b>	Specify the Modular Messaging Directory Service name, Search timeout, Search limit, and the Search base. (Default Search base is ou=people, dc=avaya). Accept the default values, or contact your system administrator.
<b>General Tab</b>	Accept the default values.
<b>Advanced Tab</b>	Accept the default values. Select the <b>Empty the Deleted Items folder upon exiting</b> check box if you want Modular Messaging to delete all the messages from the Deleted Items folder each time you exit Outlook.
	Click <b>OK</b> to apply all the settings. <b>IMPORTANT:</b> You must restart Outlook for the changes to take effect.

## \* Tips, Tricks, and Recommendations -

- If message store is Avaya MSS: Post installation and configuration, on restarting your machine AND Microsoft Outlook, you will see a new “Avaya Account” folder added to the Outlook profile. If you cannot see the folder, then on the Outlook menu bar, click **View > Folder List** to display all the folders on the left of the screen.
- If message store is Avaya MSS: To see your new voice mail inbox, click on the + sign adjacent to the Avaya Account folder-name and then click on the Inbox.
- If message store is Avaya MSS: From the Outlook menu click **View > Preview Pane** and similarly click **View > AutoPreview** to turn OFF the Preview Pane and AutoPreview features for your Avaya Account Inbox. If turned ON, the Preview Pane and AutoPreview features will download voice messages to your computer, which slows Outlook operation. This causes delays for desktop users and significant delays for remote users.
- Use the three new icons that appear on the far right of the Outlook toolbar to record, send, and reply to voice messages.
- Click on the telephone icon to open a new Voice Form. Click the Record button (red in color) to record a message. By default, the voice recorder will expect you to use your computer (Multimedia) to play and record messages. If you want to use your telephone, click **Options** on the Voice Form toolbar, and on the **Media Setup** tab choose Telephone.  
**REMEMBER** to click the **Apply** button to complete this setup change.
- When addressing a voice message, after you type a name or part of a name in the **To** field, press **Ctrl K** to resolve the address instantly.
- After an address is resolved, right-click on the name and choose Properties to see the details of where your message is being sent.
- For **Outlook 2003/2007**: Set Outlook to perform an automatic send/receive. On the Outlook menu, click **Tools > Send/Receive > Send/Receive Settings > Define Send/Receive Groups...**. Under **When Outlook is Online** (For Outlook 2003: under **Setting for group “All Accounts”**), select the **Schedule an automatic send/receive every** check box, and in the adjacent box, specify the time interval in which to repeat the send/receive. Set this time interval as 2 or 3 minutes.
- For **Outlook 2010**: Set Outlook to perform an automatic send/receive. On the Outlook menu, click **File > Options > Advanced > Send/Receive**. In the Send/Receive Groups window under Setting for group “All Accounts” check the box **Schedule an automatic send/receive every...minutes**.

**Avaya Modular Messaging Native Fax Configuration**

**1. Pre-requisites –**

1. Ensure that the Fax machine configuration is supported by **Avaya Modular Messaging**. For supported configurations, visit <http://support.avaya.com>.

**2. Connect to Modular Messaging Fax Printer from a client machine –**

Perform one of the following instructions depending upon your Windows version:

<b>Windows XP</b>	<b>Windows Vista</b>
<ol style="list-style-type: none"> <li>1. From the <b>start</b> menu, select <b>Settings</b> and click <b>Printers and Faxes</b>.</li> <li>2. Click <b>Add printer</b>.</li> <li>3. Click <b>Next</b>.</li> <li>4. Select a <b>Network Printer</b> and click <b>Next</b>.</li> <li>5. Select <b>Connect to this printer</b> and enter the fax printer name in the format <b>\\machine-name\fax-printer-name</b>. Click <b>Next</b>.</li> <li>6. Modular Messaging for MSS only: When prompted to connect to an account, enter the <b>Client Machine Windows Account Name</b> (the account they are currently logged in as) and it's associated <b>Password</b>.</li> <li>7. Select <b>No</b> for <b>Do you want this as the default printer</b> prompt.</li> <li>8. Click <b>Next</b>.</li> <li>9. Click <b>Finish</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. From the <b>Start</b> menu, select <b>Control Panel</b> and click <b>Hardware and Sound</b>.</li> <li>2. Click <b>Add a printer</b>.</li> <li>3. Click <b>Next</b>.</li> <li>4. Select a <b>Network Printer</b> and click <b>Next</b>.</li> <li>5. Enter the fax printer name in the format <b>\\machine-name\fax-printer-name</b>. Click <b>Next</b>.</li> <li>6. Select <b>No</b> for <b>Do you want this as the default printer</b> prompt.</li> <li>7. Click <b>Next</b>.</li> <li>8. Click <b>Finish</b>.</li> </ol>

**3. View Fax Authorization Code (FAC) from the client machine –**

**Note:**

1. The **FAC** is not required for subscribers of **Modular Messaging - Microsoft Exchange** version. Your Windows credentials are used to authenticate you for the purpose of sending faxes.
2. You can use the Subscriber Options or Web Subscribers Options to download the **FAC** on your machine.

1. To view FAC using
  - a. Web Subscriber Option (WSO), on the WSO home page, click **My Experience -> Fax Printing -> Fax Authorization code** field.
  - b. Subscriber Option (SO), click **Fax Access tab -> Fax Authorization code** field.

This is a one time activity and the FAC is populated automatically during the first time this page/tab is selected.

**4. Send / Receive fax from the client machine –**

**Perform one of the following instructions depending upon your Windows version:**

<b>Windows XP</b>	<b>Windows Vista</b>
<ol style="list-style-type: none"> <li>1. Select the document to be faxed.</li> <li>2. From the <b>File</b> Menu, select <b>Print</b>.</li> <li>3. Select <b>Fax</b> printer. This will display the <b>Send Fax Wizard</b>. Click <b>Print</b>.</li> <li>4. Select <b>Next</b>. This displays the <b>Recipient Information</b> dialog.</li> <li>5. On the <b>Recipient Information</b> dialog, enter the <b>Name</b> and the <b>Fax Number</b> of the recipient, or click <b>Address Book</b> to select a recipient.</li> <li>6. Click <b>Next</b>. This displays the <b>Cover Page</b> dialog.</li> <li>7. To append a cover page to the fax message, complete the required information on the <b>Cover Page</b> dialog.</li> <li>8. Click <b>Next</b>. This displays the <b>Sender Information</b> dialog.</li> <li>9. Enter the Sender Information and the <b>Fax Authorization Code (FAC)</b> in the <b>Billing Code</b> field.</li> </ol> <p><b>Note:</b> You are prompted to enter the <b>Sender Information</b> and the <b>Fax Authorization Code</b>, the first time you want to send a fax message. This information is automatically used for each subsequent fax print request.</p> <ol style="list-style-type: none"> <li>10. Click <b>Next</b>. This displays the <b>Fax Schedule</b> dialog. Specify when you want your fax to be sent and set the fax priority.</li> <li>11. Click <b>Next</b> to complete fax creation.</li> <li>12. Click <b>Finish</b> to send your fax.</li> </ol> <p><b>Note:</b> You can monitor the progress of your fax message on the <b>Fax Console</b>. Once you send a fax message, the <b>Modular Messaging Fax Sender Service</b> sends a fax delivery status notification message (fax delivery successful or failed) to your <b>Modular Messaging</b> mailbox.</p>	<ol style="list-style-type: none"> <li>1. Select the document to be faxed.</li> <li>2. From the <b>File</b> Menu, select <b>Print</b>.</li> <li>3. Select <b>Fax</b> printer. This will display the <b>Fax Setup Wizard</b>.</li> <li>4. Choose <b>Connect to a Fax Server on my network</b>.</li> <li>5. Enter the MAS server name having the fax printer shared on it</li> <li>6. Choose a name to identify this MAS Server.</li> <li>7. Click <b>Done</b>.</li> <li>8. Go to Tool -&gt; <b>Sender Information Fax</b> dialog.</li> <li>9. Enter the Sender Information and the <b>Fax Authorization Code (FAC)</b> in the <b>Billing Code</b> field.</li> </ol> <p><b>Note:</b> You are prompted to enter the <b>Sender Information</b> and the <b>Fax Authorization Code</b>, the first time you want to send a fax message. This information is automatically used for each subsequent fax print request.</p> <ol style="list-style-type: none"> <li>10. Click <b>Ok</b>. This displays the <b>New Fax</b> message with the selected document as an attachment. Specify the fax recipient, when you want your fax to be sent and set the fax priority.</li> <li>11. Click <b>Ok</b> to complete fax creation.</li> <li>12. Click <b>Send</b> to send your fax.</li> </ol> <p><b>Note:</b> You can monitor the progress of your fax message on the <b>Fax Console</b>. Once you send a fax message, the <b>Modular Messaging Fax Sender Service</b> sends a fax delivery status notification message (fax delivery successful or failed) to your <b>Modular Messaging</b> mailbox.</p>

**5. Troubleshooting: Ask your system administrator to:**

1. Ensure that the Modular Messaging Fax Sender Services is available
2. Check the General tab for the fax configuration node is available in **VMSC**.
3. Ensure that the **Modular Messaging Fax Sender Service** is available to send / receive fax.
4. Ensure that the local IT organization has created a one-way trust between the private windows domain on which the MM is installed and the corporate windows domain which the users of their organization log into and use.
5. For MSS, the subscriber's **Class Of Service (COS)** should allow sending / receiving fax.
6. Ensure that the Fax machine configuration is supported by **Avaya Modular Messaging**. For supported configurations, visit <http://support.avaya.com>.
7. To enable sending fax from the client machine, ensure that the following procedures are complete:
  - a. Configuring the Modular Messaging Fax Service
  - b. Sharing the Modular Messaging Fax Printer

For more instructions, refer to the Installation and Upgrade guide for your message store.