

## Avaya Modular Messaging Microsoft Outlook Client Release 3

Imp: 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 message store and display language selection options.
- ✓ 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 (see boxes on the right).
- ✓ Are running one of the following Operating Systems and e-mail clients:
  - Operating Systems: Windows 2000 (SP3)(SP4) *or* XP (SP2).
  - E-mail Clients: Outlook 2000 (SR1) *or* Outlook (Outlook 2002) *or* Outlook 2003.

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.

Outlook 2000	Outlook 2002/ Outlook 2003
<ol style="list-style-type: none"> <li>1. Start Microsoft Outlook 2000.</li> <li>2. From the <b>Tools</b> menu, select <b>Services</b>.</li> <li>3. Click <b>Add</b>.</li> <li>4. Select <b>Microsoft Exchange Server</b>. Click <b>Next</b>.</li> <li>5. Enter the name or IP address of Microsoft Exchange Server and the User Name.</li> <li>6. Click <b>Next</b>.</li> <li>7. Enter password and click <b>OK</b>.</li> <li>8. 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. 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>

**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 2000	Outlook 2002/ Outlook 2003
<ol style="list-style-type: none"> <li>1. Start Microsoft Outlook 2000.</li> <li>2. From the <b>Tools</b> menu, select <b>Services</b>.</li> <li>3. Click <b>Add</b>.</li> <li>4. Select <b>MM Message Service</b>.</li> <li>5. See the next <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 2002/ Outlook 2003.</li> <li>2. From the <b>Tools</b> menu, select <b>Options</b>.</li> <li>3. On the <b>Mail Setup</b> tab, 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>Additional Server Types</b>. Click <b>Next</b>.</li> <li>6. Select <b>MM Message Service</b>. Click <b>Next</b>.</li> <li>7. See the next <a href="#">Step 4</a> to complete the MSP configuration dialog box.</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.

## 4 MSP Configuration Dialog Box-

**Note:** 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. Typically, this is your phone 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: the password 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 MM 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. For Outlook 2000 only: Select the <b>Schedule an automatic send/receive every:</b> check box if you want Outlook to perform an automatic send/receive. Specify the time interval in which the send/receive is to be repeated in the box provided.
<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 -

- Post installation and configuration, on restarting your machine AND Microsoft Outlook, you will see a new “Avaya Account” folder added to Outlook. 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.
- To see your new voice mail inbox, click on the + sign adjacent to the Avaya Account folder-name and then click on the Inbox.
- 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 in your Avaya Account Inbox.
- Click on the telephone icon to open the 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 2002/XP/2003**: Set Outlook to perform an automatic send/receive. On the Outlook menu, click **Tools > Send/Receive Settings > Define Send/Receive Groups** (For Outlook XP: click **Tools > Send/Receive > Send/Receive Settings > Define Send/Receive Groups...**). Under **When Outlook is Online** (For Outlook XP: under **Setting for group “All Accounts”**), select the **Schedule an automatic send/receive every** check box, and in the adjacent box, specify the time interval in which to repeat the send/receive. Set this time interval as 2 or 3 minutes.