

Avaya Modular Messaging Restricted Microsoft Outlook Client Release 5.1

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

Installation

1 Before you begin, ensure that you –

- ✓ 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).
- ✓ Are running one of the following Operating Systems and e-mail clients:
 - Operating Systems: Windows 2000 (SP4) *or* XP (SP2) *or* XP (N) or Vista (32-bit Version).
 - E-mail Clients: Outlook 2002 (SP3) *or* Outlook 2003(SP1) or Outlook 2007.

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

System Administrator Contact:

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

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

Find release notes at:

2 Install the Modular Messaging Restricted Outlook Client -

1. Run the **Setup_ROC.exe**.
2. For the display language pack, select **English (United States)**.
3. For the VoiceMail terminology, select **Custom**.
4. Follow the installation wizard instructions to complete the installation.

3 Configure the Service Providers in Outlook -

Outlook 2002/ Outlook 2003	Outlook 2007
<ol style="list-style-type: none"> 1. Start Microsoft Outlook 2002/ Outlook 2003. 2. From the Tools menu, select E-mail Accounts. 3. Select Add a new e-mail account. Click Next. 4. Select Additional Server Types. Click Next. 5. Select MM Message Service. Click OK. 6. See Step 4 to complete the MSP configuration dialog box. 	<ol style="list-style-type: none"> 1. Start Microsoft Outlook 2007. 2. From the Tools menu, select Account Settings. 3. Select the Add a new e-mail account option. Click Next. 4. Enter your Name, E-mail Address, and Password. 5. Select Manually configure server settings or additional server types. Click Next. 6. Select Other and choose MM Message Service. Click Next. 7. See Step 4 to complete the MSP configuration dialog box.

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

4 MSP Configuration Dialog Box-

Type the details as specified below:	
Connection Tab	<ol style="list-style-type: none"> 1. In the box labeled Message storage server: type the Full name (Fully Qualified Domain Name, FQDN) or IP address of your Message Storage Server (MSS). 2. In the box labeled Mailbox number: type your Modular Messaging mailbox number. (Note: NO dashes or spaces, just numbers) 3. In the box labeled Password: type your password. NOTE: The password MUST BE NUMERIC. Use the number keys on your keyboard to type the password. <p>Select the Remember password 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>
Directory settings Tab	<p>Accept the default values.</p> <p>If you want to change the values, contact your system administrator. Specify the Modular Messaging Directory Service name, Search timeout, Search limit, and the Search base. (Default Search base is ou=people, dc=avaya).</p>
General Tab	<p>Accept the default values.</p> <p>In the box labeled Voice mail account name: type a name by which you want to refer the voice mail account. By default, the name of the voice mail account is set to Avaya Account.</p>
Advanced Tab	<p>Accept the default values.</p>
	<p>Click OK to apply all the settings.</p> <p>IMPORTANT: You must restart Outlook for the changes to take effect.</p>

* 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 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.
- 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.
- 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 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 2003/2007: 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.

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:

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

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:

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