

MM BASICS

MEDIA COMPONENTS

These are the types of media you can include in Message Manager messages.



Create, send, receive, and store **voice messages**.



Create, send, receive, view, and store **faxes**.



Create, send, receive, and store **text and email** messages.



Attach, send, and receive multiple **binary files**.

FOLDERS AND STORAGE SPACE

Messages in your Personal folders, Workbench, and Wastebasket are located on your PC. All the other folders (and the messages they contain) are located on the AUDIX server.

Messages stored on the server decrease your available mailbox storage space and will be deleted after a time determined by your AUDIX administrator.



GETTING HELP AND ADDITIONAL INFORMATION

For task-based online help, select **Contents** from the Help menu, click on the **Help** button, or press **F1**.

MESSAGE MANAGER R4.6 BENEFITS

Internet Messaging

Send and receive voice, fax, text, and attached file messages over the Internet. For more information, search online help for *Access the Internet*.

32-bit Architecture

Message Manager is designed specifically for Windows 95, 98, 2000, and NT. You can use the right mouse button to access mini-menus of common tasks, roll the cursor over buttons and messages for immediate help, and use long file names for attached files.

Enhanced Fax Features

With these great new fax features you can: send a fax to many recipients but personalize the cover page for each person, forward selected pages of a multi-page fax, customize the default cover page with your company's name and logo.

Ease-of-Use Enhancements

Now you can: quickly change Message Manager settings on the Options form, print text messages with the quick Print button, and change personal folder names just by clicking on them.

Send Multiple Workbench Messages

If you're working offline, you can create several messages, store them in your Workbench folder, then send them all at once next time you login.



INTUITY MESSAGE MANAGER RELEASE 4.6

Quick Reference Guide



SITE-SPECIFIC INFORMATION

Contact your system administrator for this information, which is unique to your site.

AUDIX Server ID

Extension

Default Password

Fax Prefix

Trusted Server

Help Number

MM QUICK STEPS



CREATING A MESSAGE

1. Click the **Create a Message** button.
2. In the **Subject** field, enter a brief description, if you wish.
3. In the **Enter Address** field, type the name or phone number of a recipient, and press **Enter**. Repeat for each recipient.
4. Click the component you wish to include. (See *Media Components* in the *MM Basics* section of this guide.)
5. Click **Send**, **Schedule Delivery**, **Save in Workbench**, or **Cancel**.



PLAYING OR VIEWING A MESSAGE

1. Click any folder to see a list of messages.
2. Select the message description to highlight it.
3. Click the component you wish to play or view. (See *Media Components* in the *MM Basics* section of this guide.)

For voice messages, the message plays. For text or fax messages, the viewer displays. For file attachments, the Attached file(s) dialog box displays.



REPLYING TO A MESSAGE

1. Click the **Reply to Sender** button.
2. On the **Create Message** screen, select which original components to include in your reply.
3. Follow the *Creating a Message* steps.



FORWARDING A MESSAGE

1. Click the **Forward Message** button.
2. On the **Create Message** screen, the original components are selected to forward. You may de-select one or more components.
3. Follow the *Creating a Message* steps.



CREATING A FAX

Although Message Manager receives, sends, and stores faxes, new faxes are created in other Windows applications that have print capabilities. Use the Fax Extended Dialing option to send faxes internationally with a 24-digit limit.

1. Use any other Windows application to create the document you wish to fax.
2. On the application's **File** menu, select **Print**.
3. In the Print dialog box, select the MM Fax Print Driver, and click **OK**.
4. The Message Manager application launches.
5. Follow the *Creating a Message* steps.



CHANGING YOUR PERSONAL GREETING ANNOUNCEMENTS

1. Click the **Manage Personal Greetings** button.
2. On the **Personal Greetings** screen, click the button next to the greeting you wish to change.
3. When the audio palette displays, record the new greeting.
4. Type a description for the greeting, and click **OK**.



SENDING AND RECEIVING INTERNET MESSAGES

If your system is Internet-enabled, get a “trusted server name” from your system administrator.

1. To send an email message, address it like this:
name@their server@trusted server name (for example: jsmith@aol.com@internet)
2. To receive an email message, you must determine your AUDIX email address. Send an email message and have the recipient tell you the address from which the message was sent.



CHECKING THE STATUS OF OUTGOING MESSAGES

1. Click the **Outgoing** folder to see a list of the messages sent from your AUDIX account.
2. The Status column indicates whether each message is Scheduled, Delivered, Accessed, or Failed.
3. Double-click on any message to view or print the Message Delivery Report.



USING THE WORKBENCH FOLDER

If you begin to create a message but want to finish it later, save it to the **Workbench** folder. If you lose your AUDIX connection while creating a message, the message is saved to the **Workbench** folder.

1. Click the **Workbench** folder to see a list of saved messages.
2. Select the message you wish to edit or send.
3. Click the **Edit Workbench Messages** button.
4. Follow the *Creating a Message* steps.