

Avaya™ Modular Messaging

Release 1.1

Subscriber Options User Guide

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Telecommunications security of voice, data, and/or video communications is the prevention of any type of intrusion to, that is, either unauthorized or malicious access to or use of, your company's telecommunications equipment by some party.

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An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is Anyone, including someone who may be otherwise authorized, who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company, including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Your Responsibility for Your Company's Telecommunications Security
The final responsibility for securing both this system and its networked equipment rests with you – an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

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- Avaya provided telecommunications systems and their interfaces
- Avaya provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

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Contents

Preface

Chapter 1 Installing Subscriber Options

Introduction 1-1
Before you begin 1-1
Hardware and software requirements 1-4
Installing Subscriber Options. 1-5
Removing Subscriber Options software 1-7

Chapter 2 Introduction to Subscriber Options

Overview 2-1
What is Avaya Modular Messaging? 2-2
What does Avaya Modular Messaging do? 2-2
Subscriber Options 2-4

Chapter 3 Subscriber Options

Getting Started 3-1
Opening and closing Subscriber Options 3-2
About passwords 3-4
Using Modular Messaging from the desktop 3-6
Composing greetings. 3-7
Selecting the display language 3-9
Setting personalized call handling. 3-10
Turning an Extended Absence Greeting on/off 3-11
Overriding call handling 3-12
Screening calls 3-14
Choosing a greeting when extension is busy 3-15
Choosing a greeting when extension is not answered 3-16
Using intercom paging when an extension is not answered 3-17

Recording greetings from the desktop 3-18
Recording greetings: Tips 3-19
Recording a Spoken Name 3-20
Recording a Personal Greeting 3-22
Recording a Please Hold Greeting. 3-24
Recording Optional Greetings 3-26
Recording an Extended Absence Greeting 3-28
Working with Modular Messaging through the TUI 3-30
Sorting all messages in your mailbox. 3-31
Specifying the default fax number for printing faxes 3-32
Deleting messages when exiting the TUI. 3-33
Changing the prompt language for your mailbox 3-34
Setting up rules 3-35
Find Me rules 3-36
Call Me rules 3-37
Notify Me rules 3-38
Message waiting indicator (MWI) rules 3-39
Setting up Find Me rules 3-40
Setting up Call Me rules 3-42
Setting up Notify Me rules 3-45
Setting up message waiting indicator (MWI) rules 3-50
Creating schedules 3-52
Setting up phone lists 3-54

Glossary

Index

Preface

Overview

This guide describes how to set up and use the Modular Messaging Subscriber Options from your desktop. This guide also explains how you can customize Subscriber Options to suit your environment.

Audience

This guide is intended for users of the client software for Avaya Modular Messaging system.

Summary of chapters

This guide includes the following chapters:

Chapter	Summary
Chapter 1, Installing Subscriber Options	Describes how to install Subscriber Options on your computer.
Chapter 2, Introduction to Subscriber Options	Introduces you to the Avaya Modular Messaging Subscriber Options.
Chapter 3, Subscriber Options	Describes how to set up Subscriber Options, record greetings, and define your own Subscriber Options environment.

Modular Messaging Documentation

For more information on Modular Messaging, see the following documentation available on the *Avaya™ Avaya™ S3400 Message Server Documentation CD-ROM,* 585-310-818:

- *Avaya Modular Messaging Client Access to a Subscriber Mailbox,* 585-310-790

  This document provides information on how to set up and access Modular Messaging mailboxes using POP3 and IMAP4 connection interfaces with standard "off-the-shelf" e-mail clients.

- *Avaya Modular Messaging Telephone User Interface Online Guide*

  This document provides information on how to use Modular Messaging's telephone user interface (TUI).

- *Avaya Modular Messaging At-a-Glance,* 585-310-786

  This document provides at-a-glance information on how to use Modular Messaging via the telephone user interface (TUI).

- *Avaya Modular Messaging Client Add-in for Microsoft Outlook User Guide*

  This document provides information on how to install, set up, and use the Avaya Modular Messaging Client Add-in for Microsoft Outlook.

Conventions

This guide uses the following conventions:

Convention	Description
Initial Capitals	Names of applications, programs, menu items and dialog boxes appear in initial capitals. For example, the Change Setup Language dialog box.
italic	Document titles appear in italics. For example, *Avaya Modular Messaging Client Access to a Subscriber Mailbox*

bold	Field names, button names, and menu items appear in bold. For example, Click **Next** to continue with the installation.
KEY+KEY	Key combinations in which you press and hold down one key and then press another. For example, Press the **Ctrl + Down** arrow.

1

Installing Subscriber Options

Introduction

To install the Subscriber Options software, you only have to run the Setup program and specify where the files should be stored. The rest is done automatically.

The Setup program installs the following components on your computer:

- Avaya Modular Messaging Voice Form
- Avaya Modular Messaging Voice Recorder
- Avaya Modular Messaging Subscriber Options

Important: If Microsoft Outlook is your default e-mail client, refer to the *Client Add-in for Microsoft Outlook User Guide* for instructions on installing Subscriber Options.

Before you begin

Important: Ensure that you first uninstall any existing Avaya messaging client software before proceeding with this installation. If you run the installation without removing the existing messaging client, this installation package will only upgrade your existing messaging client software.

You must quit from your e-mail application before starting the installation.

For the voice player component of Avaya Modular Messaging Client Add-in for Microsoft Outlook to work, you must do the following:

1. Click **Start** > **Settings** > **Control Panel**.
2. Double-click on **Sounds and Multimedia**.
3. Click the **Audio** tab.
4. Under **Recording**, check whether **Use only preferred devices** is selected.

   If it is selected, clear it.

Setting permissions

Permissions requirements for Windows 2000 clients

Your Windows 2000 client must log on to the domain to which the Avaya Modular Messaging voice server belongs, or to a domain that has a trust relationship with the domain to which the voice server belongs.

You must have Local Administrator rights for the computer on which you are installing Subscriber Options software.

If your Windows client currently does not log on to the correct domain, do the following:

1. On the Desktop, right-click on **My Computer** and click **Properties**.
2. Click the **Network Identification** tab.
3. Click **Network ID**.
4. Use the Network Identification Wizard to enter the name of the correct Windows domain. You must also type a valid user name and password.

Permissions requirements for XP clients

Log on to the Windows domain to which the Avaya Modular Messaging Messaging Application Server belongs.

You must have Local Administrator rights for the computer on which you are installing Subscriber Options.

Hardware and software requirements

This section lists the minimum client hardware and software requirements.

Operating System

- Microsoft Windows 2000 (Service Pack 3)
- Microsoft Windows XP

Hardware

- Processor speed: Standard Microsoft recommendations
- 128 MB of RAM
- 50 MB of free disk space (minimum)

Installing Subscriber Options

The Subscriber Options installation program is shipped on the Messaging Server. You can find the Subscriber Options setup program in the Client subdirectory of the Modular Messaging CD-ROM. Contact your system administrator for more information.

To install client software

1. Open Windows Explorer.
2. Select the drive and the Client subdirectory of the Modular Messaging directory on your network or the CD-ROM where the setup program is stored.
3. Double-click on **Install.exe**.

   The Installation Options dialog box displays.
4. On the Installation Options window, complete the following:

   - **Select Message Server type:** Select the appropriate option to specify your message server. For example, select Avaya MSS to indicate that your message server is the Modular Messaging Message Storage Server (MSS).

Note: Avaya Modular Messaging Client Add-in for Microsoft Outlook supports two message storage servers, Microsoft Exchange and the Avaya Modular Messaging Message Storage Server (MSS). Check with your system administrator for more information on your corporate message storage server.

   - **Select the destination folder:** Specify the path where the installation files should be stored. The default path is C:\Program Files\Avaya Modular Messaging\.

   To specify a different path, click  and select the path.
5. Click **OK**.

   The Choose Setup Language dialog box displays.

6. Select the display language for Avaya Modular Messaging Subscriber Options, Avaya Modular Messaging Voice Form, and Avaya Modular Messaging Voice Recorder.

   Note: If you select a language that is not the same as the language installed on your system, some buttons and dialog boxes may be displayed in the system language instead of in the language that you select.

7. Click **OK**. The Welcome dialog box displays.
8. Read the information on the Welcome dialog box, and click one of the following:
   - **Next** to continue with the installation.
   - **Cancel** to cancel the installation.
9. In the Customer Information dialog box, type your user name and the name of your organization.
10. Click one of the following:
    - **Next** to continue with the installation.
    - **Back** to return to the previous screen.
    - **Cancel** to cancel the installation.
11. In the Ready to Install the Program dialog box, click one of the following:
    - **Install** to continue with the installation.
    - **Back** to return to the previous dialog box.
    - **Cancel** to cancel the installation.

    When the installation is finished, the InstallShield Wizard Completed dialog box displays.
12. Click **Finish** to complete the installation program.
13. Restart your computer, if prompted.

This completes the installation of the Modular Messaging Subscriber Options on your computer.

Removing Subscriber Options software

Use the following instructions to permanently remove Subscriber Options software from your computer.

To remove Subscriber Options software

1. Quit your e-mail client software.
2. Click **Start > Settings > Control Panel**, and double-click **Add/Remove Programs**.
3. Select **MM Client**, and click **Remove**.
4. Click **Yes** when asked if you want to remove the MM Client.

   The system removes Subscriber Options software from your computer.
5. Restart your computer, if prompted.

2

Introduction to Subscriber Options

Overview

This guide describes how you can use Modular Messaging Subscriber Options from your computer.

For information on installing Subscriber Options on your computer, see Chapter 1, Installing Subscriber Options.

For information on using and setting up Subscriber Options, see Chapter 3, Subscriber Options.

For information on using the Avaya Modular Messaging telephone user interface (TUI), see *Avaya Modular Messaging Telephone User Interface Online Guide* and Modular Messaging *At-A-Glance*.

For information on installing Modular Messaging Client Add-in for Microsoft Outlook, see *Avaya Modular Messaging Client Add-in for Microsoft Outlook User Guide*.

These documents are available on the software installation CD. Your system administrator will provide this information.

What is Avaya Modular Messaging?

Avaya Modular Messaging stores all your voice, e-mail, and fax messages in a single location. Voice and fax messages are treated just like e-mail messages. This means that you can send, retrieve, reply to, and forward any message, and even store messages in personal folders. Message headers indicate the type of message (voice, e-mail, or fax), the sender name, and message subject, allowing you to quickly and easily select a message and act on it.

Avaya Modular Messaging provides telephone access to messages. When you are away from the office, you can dial into your mailbox through the TUI to check your messages. You can listen to your voice and e-mail messages and print your fax and e-mail messages. The Modular Messaging text-to-speech feature converts e-mail messages and fax subjects, so you can listen to them as conveniently as you can to voice messages. Modular Messaging also notifies you of fax messages.

What does Avaya Modular Messaging do?

Avaya Modular Messaging integrates with your e-mail program and allows you to send, forward, reply, and listen to voice mails and e-mails from your PC or using the telephone. You can either use a POP3 or an IMAP4 e-mail program but POP3 programs are not recommended.

Subscriber Options is a part of the Avaya Modular Messaging Client Add-in for Microsoft Outlook software. On installing the Avaya Modular Messaging Client Add-in for Microsoft Outlook software the following components are set up on your computer:

- Modular Messaging Voice Form
- Modular Messaging Voice Recorder
- Modular Messaging MAPI Service Providers
- Modular Messaging Subscriber Options

See the *Modular Messaging Client Add-in for Microsoft Outlook User Guide* for more information on the Modular Messaging Voice Form, Modular Messaging Voice Recorder and Modular Messaging MAPI Service Providers.

With Subscriber Options, you can set up Modular Messaging to:

- Screen incoming messages.
- Notify you when a message arrives in your mailbox.

- Alert you when a new voice message, e-mail, or fax arrives that meets certain criteria that you have specified using Modular Messaging rules.
- Redirect unanswered calls to a different location, and vary that location according to the time of day.
- Play different greetings if your telephone is unanswered or engaged.

You can also use Modular Messaging over the telephone to:

- Send, forward, reply, and listen to voice mail.
- Use text-to-speech to play e-mail messages and fax subjects.
- Reply to or add comments to an e-mail using a voice message.
- Send e-mails and faxes to a printer.

Subscriber Options

When Modular Messaging is installed, your system administrator establishes default settings for incoming call handling and message handling, such as which greeting is played to outside callers when your line is busy or unanswered. These settings are stored with your mailbox. You can use Subscriber Options to change all or some of these default mailbox settings.

Opening Subscriber Options

You can launch Subscriber Options from the Windows Start menu. Click:

1. **Start**
2. **Programs**
3. **Avaya Modular Messaging**
4.  Subscriber Options**.**

You will see the Modular Messaging Software User Properties dialog box.

Note: If you are using Microsoft Outlook, you can also access Subscriber Options from within Microsoft Outlook. In Microsoft Outlook, click **Tools > Options** and then click on the **Voice Mail** tab.

See "Opening and closing Subscriber Options" on page 3-2 for more information.

Using Subscriber Options

See "Setting personalized call handling" on page 3-10 for information on using Subscriber Options to:

- Override call handling.
- Screen calls.
- Choose a greeting when an extension is busy.
- Choose a greeting when an extension is not answered.
- Use intercom paging when an extension is not answered.

See "Recording greetings from the desktop" on page 3-18 for information on using Subscriber Options to:

- Record a spoken name (first and last name).
- Record a personal greeting.

- Record a Please Hold greeting (informs callers of the extension they selected while they are transferred to that extension).
- Record Optional greetings.
- Record an Extended Absence Greeting to advise callers that you are away from the office.

See "Working with Modular Messaging through the TUI" on page 3-30 for information on using Subscriber Options to:

- Sort all the messages in your Inbox.
- Specify a default fax number for printing faxes.
- Delete messages when exiting.
- Change the prompt language for your mailbox.
- Set up rules for your mailbox to alert you of new messages.

See "Setting up rules" on page 3-35 for information on using Subscriber Options to set up rules for using:

- Find Me to redirect unanswered calls to a list of telephone numbers.
- Call Me to call you at a designated telephone number when you receive messages that meet certain criteria.
- Notify Me to notify you of messages in your mailbox.
- Message Waiting Indicator to alert you when messages meeting specified criteria arrive in your mailbox.

3

Subscriber Options

Getting Started

When Avaya Modular Messaging is installed, your system administrator establishes the default settings for incoming call handling and message handling, such as which greeting is played to outside callers when your line is busy or unanswered. These settings are stored with your mailbox. You can use Subscriber Options to change all or some of these default mailbox settings.

Opening and closing Subscriber Options

See Opening and closing Subscriber Options, on page 3-2.

Changing passwords

Setting up a password is a security measure to restrict access to your mailbox by unauthorized callers via the telephone user interface (TUI). It is very important that you set up your password as per the instructions provided.

See Changing your password, on page 3-5

Using Modular Messaging from your desktop

With Modular Messaging, you can record and play back voice messages using the telephone or multimedia.

See Using Modular Messaging from the desktop, on page 3-6.

Opening and closing Subscriber Options

To open Subscriber Options

1. Do one of the following:

   - From Microsoft Outlook, click **Tools > Options**, and select the **Voice Mail** tab.
   - Click **Start** > **Settings** > **Control Panel**, and double-click on Modular Messaging Software.

Note: For Windows XP, click **Start > Settings > Control Panel**, and double-click on **User Accounts** and then **Modular Messaging**.

   - Click **Start** > **Programs** > **Avaya Modular Messaging**, and select Subscriber Options.

2. On the User Logon dialog box, complete the following:

   - **Mailbox:** Type your mailbox number.
   - **Password:** Type your numeric mailbox password. See Password rules on page 3-4 for more information on passwords.
   - **Message Application Server:** Type the name or the IP address of the messaging application server. Your system administrator will provide this information. Alternatively, click **Browse** to locate your messaging application server.

Note: If you are logging into Subscriber Options for the first time, type the default password set by your system administrator. You will be prompted to change your password on first login.
Step 1: In the **Old Password** field, type the default password.
Step 2: In the **New Password** field, type in a numeric password.
Step 3: In the **Confirmation** field, type the new password again.

3. Click **OK**.

   The system displays the Modular Messaging Software User Properties window.

To close Subscriber Options

You can close Subscriber Options by clicking:

- **OK**, to accept the changes you have made.
- **Cancel**, to ignore the changes you have made.

About passwords

Password rules

See Passwords, on page 3-4

Changing your password

You should change your mailbox password at regular intervals, although you can change your password at any time.

See Changing your password, on page 3-5.

Passwords

Setting up a password is a security measure to restrict access to your mailbox by unauthorized callers through the TUI. Without a password an unauthorized caller may gain access to your voice, e-mail, and fax messages.

Depending on how your system administrator has set up Modular Messaging, you may be prompted to change your password at regular intervals. If not, it is strongly recommended that you change your password at regular intervals.

You can change your password at any time by using the TUI or Subscriber Options.

Note: Ensure that you get the default password from your system administrator when using Subscriber Options or the TUI to access your mailbox for the first time.

Password rules

- Passwords must be numeric.
- The first digit of the password cannot be a zero.
- The password cannot be the same as the mailbox number.
- The password cannot contain a consecutive digits in ascending or descending order. For example the system will reject the following passwords: 123456, 9876, 89012, 2109.
- The password must have dissimilar characters. Passwords such as 111111 or 9999 will be rejected.
- Your system administrator specifies the minimum length of the password. If you enter a password that is shorter than the minimum number of digits required, you receive an error message and are prompted to start again. The maximum password length is 15 characters.

- If you enter the wrong password for a set number of times (specified by your system administrator), you are logged out of the system. In this case, contact your system administrator, who must assign a new password.
- When changing your password, you cannot use the previous N passwords again. N can be configured by the system administrator. It is also recommended that you do not reuse any previous passwords.
- If your password expires, you are prompted to change it before you can send or retrieve messages by using the TUI.

Changing your password

To change a password

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Security** tab.
3. In the **Old password** field, type your current password.

   Note: For security reasons, all digits entered appear as *.

4. In the **New password** field, type a new password.
5. In the **Confirmation** field, type the new password again. If you do not do this, the system does not accept the change.
6. Click one of the following:
   - **Apply**, to accept the new password.
   - **OK**, to accept the new password and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new password.

Using Modular Messaging from the desktop

When using Subscriber Options, you can use the telephone or multimedia to compose greetings.

See Composing greetings, on page 3-7.

You cannot use Subscriber Options to record or play back messages. For recording messages you can use the Modular Messaging Voice Recorder. For playing messages you can use the Modular Messaging Voice Form. Note that once you install the Modular Messaging client, all the voice messages will open in the Voice Form by default.

See the *Avaya Modular Messaging Client Add-in User Guide* for more information on Voice Form and Voice Recorder.

Note: You can also use the Windows Media Player and the Windows Sound Recorder for playing and recording messages respectively. To use the Sound Recorder ensure that a sound card is properly installed and an audio input device such as a microphone is connected to the computer.

Composing greetings

When using Subscriber Options, you can compose greetings using either the telephone or multimedia.

See:

- Recording voice from the desktop with a telephone, on page 3-7.
- Recording voice from the desktop with multimedia, on page 3-8.

Recording voice from the desktop with a telephone

To record voice from the desktop with a telephone

1. Start Subscriber Options.

   See Opening and closing Subscriber Options on page 3-2.

2. Click the **Media Setup** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Desktop User Interface Options...**).

3. In the **When composing greetings use** field, select **Telephone**.

4. Click **Configure...**.

5. On the Telephone Properties dialog box, complete the following:

   - **Extension number:** Type your extension number or telephone number.
   - **Message Application Server name:** Select the messaging application server name to which you want to connect. Alternatively, click **Browse** to locate the messaging application server. Your system administrator will provide this information.

6. Click one of the following:

   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.

Recording voice from the desktop with multimedia

When using Subscriber Options, you can listen to and record greetings by using multimedia.

Notes:

- When recording greetings by using multimedia, make sure that the volume of the recording is adjusted correctly. To test this, play back a greeting before setting it. If the recording volume needs to be adjusted, use any program on your PC that allows you to adjust the volume level. You normally find these programs under **Accessories** on the **Start** menu.You can also change the medium (telephone or multimedia) for the current message only. .

To record voice from the desktop with multimedia

1. Start Subscriber Options.

   See Opening and closing Subscriber Options on page 3-2.

2. Click the **Media Setup** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Desktop User Interface Options...**).

3. In the **When composing greetings use** field, select **Multimedia**.

4. Click one of the following:

   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.

Selecting the display language

You can select the language in which Modular Messaging displays.

Notes:

- If you select a language that is not the same as the language installed on your system, some buttons and dialog boxes may display in the system language instead of the selected language.
- Selecting the display language does not change the language in which your prompts play.

  For more information on changing the prompt language, see Changing the prompt language for your mailbox, on page 3-34.

To select the display language

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Language** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Desktop User Interface Options...**).

3. In the **Preferred Language** field, select the language in which you want to display Modular Messaging software.

Setting personalized call handling

Turning an Extended Absence Greeting on/off

When you are away from the office for any length of time, you can inform callers of your absence and ask them to leave a message.

See Turning an Extended Absence Greeting on/off, on page 3-11.

Overriding call handling

Depending on your PBX integration, you can override call handling defaults and select the greeting that callers will hear. All callers are directly transferred to your mailbox where they can leave a message.

See Overriding call handling, on page 3-12.

Screening calls

You can set Modular Messaging so that callers must announce themselves before you answer their calls. You can then decide whether to take the call.

See Screening calls, on page 3-14.

Choosing a greeting when extension is busy

By default and if recorded, callers hear the Personal Greeting when your extension is busy. Depending on your PBX integration, you can change this default by specifying to play Optional Greeting 1 or Optional Greeting 2 instead.

See Choosing a greeting when extension is busy, on page 3-15.

Choosing a greeting when extension is not answered

By default and if recorded, callers hear the Personal Greeting when you are not at your desk. Depending on your PBX integration, you can change this default by specifying to play Optional Greeting 1 or Optional Greeting 2 instead.

See Choosing a greeting when extension is not answered, on page 3-16.

Using intercom paging when extension is not answered

You can set Modular Messaging software to contact you using intercom paging when you are not at your desk.

See Using intercom paging when an extension is not answered, on page 3-17.

Turning an Extended Absence Greeting on/off

When you are away from the office for any length of time, you can inform callers of your absence and ask them to leave a message.

Notes:

- You must have recorded an Extended Absence Greeting. This option takes priority over other call handling options. See Recording an Extended Absence Greeting, on page 3-28.
- Each time you access your mailbox and the Extended Absence Greeting is on, you are prompted to turn the greeting off.
- Callers to your extension have the choice of entering another number, leaving a message, or being returned to the automated attendant.

To turn an Extended Absence Greeting on/off

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Handle Incoming Calls** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab and click **Call Answering Options...**).

3. To turn the greeting on, select the **Override call handling and play Extended Absence Greeting** check box.

   OR

   To turn the greeting off, clear the **Override call handling and play Extended Absence Greeting** check box.

4. Click one of the following:

   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.

Overriding call handling

Depending on your PBX integration, you can override call handling defaults and select the greeting that callers will hear. All callers are directly transferred to your mailbox where they can leave a message.

Notes:

- You can only select this option if:
  - — Your system administrator has allowed you to use the **Handle Incoming Calls** tab.
  - — You have recorded at least one of the Optional Greetings.

    See Recording a Personal Greeting, on page 3-22.
  - — The call comes through the automated attendant. Calls placed directly to your extension are not affected.
- If you use this option, the **When my extension is busy, play** and **When I don't answer my extension, play** check boxes are not available.
- If you use the Extended Absence Greeting, this option is ignored.

To override call handling

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.
2. Click the **Handle Incoming Calls** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab and click **Call Answering Options...**).
3. Select the **Block all incoming calls and play** check box.
4. From the list, select **Optional Greeting 1** or **Optional Greeting 2**. The default is None.
5. Click one of the following:
   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.

- **Cancel**, to close Subscriber Options without saving the new setting.

Note: If you no longer want to override call handling, clear the **Block all incoming calls and play** check box. All calls are put through to your extension as normal.

Screening calls

You can set Modular Messaging so that callers must announce themselves before you answer their calls. You can then decide whether to take the call. The caller hears "Please speak your name at the tone so I may say who is calling." Before the system transfers the caller, you hear "Call from [name]. To accept press [#], to decline press [1]."

If you screen calls but are not at your desk to pick up calls, callers have the choice of leaving a message, being diverted to a different extension, or transferring to the operator.

Notes:

You can use this option only if:

- Your system administrator has enabled call screening.
- The call is coming through the Automated attendant. Calls placed directly to your extension are not affected.

To screen calls

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Handle Incoming Calls** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Call Answering Options...**).

3. Select the **Enable call screening** check box.

4. Click one of the following:

   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.

Note: If you no longer want to screen calls, clear the **Enable Call Screening** check box. All calls are put through to your extension as usual.

Choosing a greeting when extension is busy

By default and if recorded, callers hear the Personal Greeting when your extension is busy. Depending on your PBX integration, you can change this default by specifying to play Optional Greeting 1 or Optional Greeting 2 instead.

Notes:

You can select this option only if:

- Your system administrator has allowed you to use the **Handle Incoming Calls** tab.
- You have recorded at least one of the Optional Greetings.

  See Recording a Personal Greeting, on page 3-22.
- The **Override call handling and play Extended Absence Greeting** and **Block all incoming calls and play** check boxes are not selected.

To choose a greeting

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.
2. Click the **Handle Incoming Calls** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Call Answering Options...**).
3. Select the **When extension is busy, play** check box.
4. From the list, select **Optional Greeting 1** or **Optional Greeting 2**. The default is None.
5. Click one of the following:
   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.

Note: You can always return to playing the Personal Greeting by clearing the **When my extension is busy, play** check box.

Choosing a greeting when extension is not answered

By default and if recorded, callers hear the Personal Greeting when you are not at your desk. Depending on your PBX integration, you can change this default by specifying to play Optional Greeting 1 or Optional Greeting 2 instead.

Notes:

You can only select this option if:

- Your system administrator has allowed you to use the **Handle Incoming Calls** tab.
- You have recorded at least one of the Optional Greetings.

  See Recording a Personal Greeting, on page 3-22.
- The **Override call handling and play Extended Absence Greeting** and **Block all incoming calls and play** check boxes are not selected.

To choose a greeting

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.
2. Click the **Handle Incoming Calls** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Call Answering Options...**).
3. Select the **When extension isn't answered, play** check box.
4. From the list, select **Optional Greeting 1** or **Optional Greeting 2**. The default is None.
5. Click one of the following:
   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.

Note: You can always return to playing the Personal Greeting by clearing the **When extension isn't answered, play** check box.

Using intercom paging when an extension is not answered

You can set Modular Messaging to contact you through intercom paging when you are not at your desk. Once you are paged, you must return to your extension to pick up the call. If you do not respond to the page, the system transfers the callers to your mailbox.

Notes:

- You can use this option only if your system administrator has allowed you to use it.
- This option is ignored if you use the Extended Absence Greeting.

To set intercom paging

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Handle Incoming Calls** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Call Answering Options...**).

3. Under Intercom Paging options, select one of the following:

   - **Paging off -** If you do not want to be paged.
   - **Paging on -** If you choose this option and have not specified other call handling options, callers are asked whether they want the person to be paged. If you specify other call handling options, the call handling options take priority over intercom paging.
   - **Automatic paging -** If there is no answer at your extension, the system automatically sends you an intercom page. If you do not respond to the page, the system offers call handling options.

4. Click one of the following:

   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.

Recording greetings from the desktop

Recording greetings: Tips

Some information on what details you should record and how you can navigate through a recording.

See Recording greetings: Tips, on page 3-19.

Recording a Spoken Name

The Name prompt consists of your first and last name only. The system uses this prompt for telephone answering, if you have not used other call handling features.

See Recording a Spoken Name, on page 3-20.

Recording a Personal Greeting

The Personal Greeting can be used to add a personal touch when callers request to be transferred to your mailbox and your extension is busy or there is no answer.

See Recording a Personal Greeting, on page 3-22.

Recording a Please Hold Greeting

The Please Hold prompt informs callers of the extension they selected while they are transferred to that extension.

See Recording a Please Hold Greeting, on page 3-24.

Recording Optional Greetings

You can use your mailbox as a personalized answering system by recording one or both of the Optional Greetings. You can choose to play these greetings if your extension is busy or unanswered or incoming calls are blocked.

See Recording Optional Greetings, on page 3-26.

Recording an Extended Absence Greeting

You can record an Extended Absence Greeting to advise callers that you are away from the office and may be checking your mailbox infrequently.

See Recording an Extended Absence Greeting, on page 3-28.

Recording greetings: Tips

You can set up Modular Messaging to play personalized greetings when callers are transferred to your extension. Greetings assure callers that although you are unable to take their call, you are checking your mailbox regularly and will return their calls.

Greetings should do the following:

- State your name, department, and company.
- Give a time or day when callers can expect a response.
- Suggest an alternate contact for immediate assistance.

Recording a Spoken Name

The Spoken Name prompt consists of your first and last name only. The system uses this prompt for telephone answering.

To record your Spoken Name

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Record Greetings** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Call Answering Options...**).

3. Select **Spoken Name**.

Notes:

- If the Spoken Name is marked (by a green indicator  beside it), a recording exists already but you can rerecord it.
- The Spoken Name can be up to seven seconds long.

---

4. Click **Record** .

5. Do one of the following:

   - If using the telephone: wait for your telephone to ring, pick up the receiver, and record the greeting.
   - If using multimedia: record the greeting.

6. Click **Stop**  when you finish recording. Click **Play**  to listen to your recording.

Note: Make sure to click **Stop** to end a recording when using the telephone. If you hang up the telephone without clicking **Stop** , the end of your recording may contain some silence or the dial tone.

---

7. Click one of the following:

   - **Apply**, to accept the new recording.
   - **OK**, to accept the new recording and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new recording.

To delete a Spoken Name

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. On the **Record Greetings** tab, select **Spoken Name**.

3. Click .

Recording a Personal Greeting

You can use the Personal Greeting to add a personal touch when callers request to be transferred to your mailbox and your extension is busy or there is no answer.

To record a Personal Greeting

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Record Greetings** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Call Answering Options...**).

3. Select **Personal Greeting**.

Notes:

- If the Personal Greeting is marked (by a green indicator  beside it), a recording exists already but you can rerecord it.
- Your system administrator determines the maximum length of your Personal Greeting.

---

4. Click **Record** .

5. Do one of the following:

   - If using the telephone: wait for the telephone to ring, pick up the receiver, and record the greeting.
   - If using multimedia: record the greeting.

6. Click **Stop**  when you finish recording. Click **Play**  to listen to your recording.

Note: Make sure to click **Stop** to end a recording when using the telephone. If you hang up the telephone without clicking **Stop** , the end of your recording may contain some silence or the dial tone.

---

7. Click one of the following:

   - **Apply**, to accept the new recording.
   - **OK**, to accept the new recording and close Subscriber Options.

- **Cancel**, to close Subscriber Options without saving the new recording.

To delete a Personal Greeting

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. On the **Record Greetings** tab, select **Personal Greeting**.

3. Click .

Recording a Please Hold Greeting

The Please Hold Greeting informs callers of the extension they selected while they are transferred to that extension.

To record a Please Hold Greeting

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Record Greetings** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Call Answering Options...**).

3. Select **Please Hold Greeting**.

Notes:

- If the Please Hold Greeting is marked (by a green indicator  beside it), a recording exists already but you can rerecord it.
- Your system administrator determines the maximum length of the Please Hold Greeting.

---

4. Click **Record** .

5. Do one of the following:

   - If using the telephone: wait for the telephone to ring, pick up the receiver, and record the greeting.
   - If using multimedia: record the greeting.

6. Click **Stop**  when you finish recording. Click **Play**  to listen to your recording.

Note: Make sure to click **Stop** to end a recording when using the telephone. If you hang up the telephone without clicking **Stop** , the end of your recording may contain some silence or the dial tone.

---

7. Click one of the following:

   - **Apply**, to accept the new recording.
   - **OK**, to accept the new recording and close Subscriber Options.

- **Cancel**, to close Subscriber Options without saving the new recording.

To delete a Please Hold Greeting

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. On the **Record Greetings** tab, select **Please Hold Greeting**.

3. Click .

Recording Optional Greetings

Note: You can use Optional Greetings only if your system administrator has given you access to the **Handle Incoming Calls** tab and this feature is supported by your PBX.

To record an Optional Greeting

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Record Greetings** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Call Answering Options...**).

3. Select any of the following:

   - **Optional Greeting 1**.
   - **Optional Greeting 2**.

Notes:

- If the Optional Greetings are marked (by a green indicator beside it), a recording exists already but you can rerecord it.
- Your system administrator determines the maximum length of an Optional Greeting.

4. Click **Record** .

5. Do one of the following:

   - If using the telephone: wait for the telephone to ring, pick up the receiver, and record the greeting.
   - If using multimedia: record the greeting.

6. Click **Stop** when you finish recording. Click **Play** to listen to your recording.

   Note: Make sure to click **Stop** to end a recording when using the telephone. If you hang up the telephone without clicking **Stop** , the end of your recording may contain some silence or the dial tone.

7. Click one of the following:

- **Apply**, to accept the new recording.
- **OK**, to accept the new recording and close Subscriber Options.
- **Cancel**, to close Subscriber Options without saving the new recording.

To delete an Optional Greeting

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. On the **Record Greetings** tab, select one of:
   - **Optional Greeting 1**.
   - **Optional Greeting 2**.
3. Click .

Recording an Extended Absence Greeting

To record an Extended Absence Greeting

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Record Greetings** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Call Answering Options...**).

3. Select **Extended Absence Greeting**.

Notes:

- If the Extended Absence Greeting is marked (by a green indicator beside it), a recording exists already but you can rerecord it.
- Your system administrator determines the maximum length of an Optional Greeting.

---

4. Click **Record**.

5. Do one of the following

   - If using the telephone: wait for the telephone to ring, pick up the receiver, and record the greeting.
   - If using multimedia: record the greeting.

6. Click **Stop** when you finish recording. Click **Play** to listen to your recording.

Note: Make sure to click **Stop** to end a recording when using the telephone. If you hang up the telephone without clicking **Stop**, the end of your recording may contain some silence or the dial tone.

---

7. Click one of the following:

   - **Apply**, to accept the new recording.
   - **OK**, to accept the new recording and close Subscriber Options.

- **Cancel**, to close Subscriber Options without saving the new recording.

Notes:

When you use an Extended Absence Greeting:

- All other call handling options are disabled.
- Callers to your extension have the choice of entering another number, leaving a message, or being returned to the automated attendant.

To delete an Extended Absence Greeting

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. On the **Record Greetings** tab, select **Extended Absence Greeting**.
3. Click .

Working with Modular Messaging through the TUI

You can use Subscriber Options to set up preferences for using the telephone user interface (TUI).

Sorting all messages in your mailbox

You can decide which messages are played first when you call your mailbox using the TUI.

See Sorting all messages in your mailbox, on page 3-31.

Specifying the default fax number for printing faxes

You can enter a default fax telephone number for printing faxes.

See Specifying the default fax number for printing faxes, on page 3-32

See *Avaya Modular Messaging Client Access to a Subscriber Mailbox,* 585-310-790 for more information on creating a fax using standard Windows 2000 features and sending it through the Modular Messaging system.

Deleting messages when exiting the TUI

You can select this option to permanently delete any messages (both voice and e-mail) deleted during a TUI session.

See Deleting messages when exiting the TUI, on page 3-33.

Changing the prompt language for your mailbox

When Modular Messaging is installed, your system administrator determines the default language for the voice prompts you hear, when you dial into your mailbox. You can change this default language.

See Changing the prompt language for your mailbox, on page 3-34.

Setting up rules for your mailbox

You can use Find Me and Call Me to set up rules for receiving new message alerts.

See Setting up rules, on page 3-35.

Sorting all messages in your mailbox

You can decide which messages are played first when you call your mailbox using the TUI. You can choose any of the following sort orders:

- Urgent messages first
- Most recently received message first
- Most recently received message last

Note: The setting you select here does not affect the order in which messages are displayed in your e-mail application.

To sort all messages in your mailbox

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Telephone Access** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Telephone User Interface Options...**).

3. Under Message sorting, select:

   - **Urgent first, then remaining messages in order of most recently received first**, to play messages marked with the priority level High first.
   - **Most recently received first**, to play messages in descending order, in other words, the system plays the most recently received message first. This option is the default.
   - **Most recently received last**, to play messages in ascending order, in other words, the system plays the most recently received message last.

4. Click one of the following:

   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.

Specifying the default fax number for printing faxes

You can enter the default fax telephone number to which you want to print a fax. You need to enter a number here only if you want to override the default specified by your system administrator.

Note: You can use this functionality only if your system administrator has allowed you to use it.

To specify the fax number for printing faxes

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Fax Access** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Telephone User Interface Options...**).

   Note: Depending on your messaging application server settings, the country code and area code fields may be disabled.

3. Depending on your fax implementation, do one of the following:

   - Type the country code, area code, and fax telephone number in the appropriate fields. For example, 1 (408) 3243000.
   - Type the country code, area code, and fax telephone number in the field. For example, 0014083243000.

   Note: Do not use plus (+) signs, spaces, or dashes when typing the fax number.

4. Click one of the following:

   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.

Deleting messages when exiting the TUI

When you select this option, Modular Messaging permanently deletes any messages deleted during a TUI session. If you do not select this option, the system stores the deleted messages in the deleted items folder of your e-mail application.

Note: Selecting this option does not affect any messages stored in the deleted items folder that are not deleted during a TUI session.

To delete messages when exiting the TUI

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Telephone Access** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Telephone User Interface Options...**).

3. Under Mailbox actions, select the **Delete messages on exit** check box.

4. Click one of the following:

   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.

Changing the prompt language for your mailbox

When Modular Messaging is installed, your system administrator determines the default language for voice prompts you hear when dialing into your mailbox. You can change this default language. Language options depend on which languages are installed and your system setup.

In addition, callers can choose the language in which they hear the prompts. Again, this depends on your system setup.

To change the prompt language for your mailbox

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Telephone Access** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Telephone User Interface Options...**).

3. In the **Preferred language** field, select a language.

   Note: If your system has not been set up to use languages other than the default language, this field is not available.

4. Click one of the following:

   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.

Setting up rules

See:

- Find Me rules, on page 3-36
- Setting up Find Me rules, on page 3-40.
- Call Me rules, on page 3-37.
- Setting up Call Me rules, on page 3-42.
- Notify Me rules, on page 3-38.
- Setting automatic notification rules, on page 3-45.
- Setting caller requested notification rules, on page 3-47.
- Message waiting indicator (MWI) rules, on page 3-39.
- Setting up message waiting indicator (MWI) rules, on page 3-50.
- Setting up phone lists, on page 3-54
- Creating schedules, on page 3-52

Find Me rules

Find Me enables your mailbox to redirect unanswered calls to a list of telephone numbers. Your mailbox directs the calls in turn to each telephone number in the list, unless you answer. If you do not answer at any number in the list, the system asks the caller if the caller would like to leave a message.

Note: Modular Messaging software does not support the Find Me feature with analog voice cards. Depending on the way your system is set up, the Find Me feature may not be available.

You can set up rules for using Find Me in the **Assistant** tab. You can use this functionality only if your administrator has allowed you to use it.

See Setting up Find Me rules, on page 3-40.

Call Me rules

Call Me enables your mailbox to call you at a designated telephone number when you receive messages that meet certain criteria. For example, you may choose to be notified on your cell phone when you receive an urgent message during your morning commute. When you receive a Call Me call, you are invited to log onto your mailbox in order to review the message.

You can set up rules for using Call Me in the **Assistant** tab. You can use this functionality only if your administrator has allowed you to use it.

See Setting up Call Me rules, on page 3-42.

Notify Me rules

You can use the Notify Me feature to notify you of messages in your mailbox. You can use this functionality only if your administrator has allowed you to use it.

Setting caller requested notification

You can set Modular Messaging to allow callers to notify you that they have left a message.

See Setting caller requested notification rules, on page 3-47.

Setting automatic notification

You can set Modular Messaging to notify you automatically when any callers leave a message in your mailbox or when callers leave urgent messages only.

See Setting automatic notification rules, on page 3-45

Message waiting indicator (MWI) rules

Message waiting indicator (MWI) alerts you when messages meeting specified criteria arrive in your mailbox. The system alerts you either by a lamp indicator on your telephone or by an audible tone (stutter dial-tone). The system clears the indicator when the you open the message in your e-mail application, or save or delete the message using the TUI.

You can set up rules for using MWI in the **Assistant** tab. You can use this functionality only if your administrator has allowed you to use it.

See Setting up message waiting indicator (MWI) rules, on page 3-50.

Setting up Find Me rules

To use the Find Me feature, you must first set up Find Me rules. You can set up Find Me rules by selecting values in the following rule description:

"When anyone phones me when schedule [*schedule name*] is active call phone numbers in [*phone list*]."

To display a list of alternative values for default values in this command, either double-click the value, or press **Ctrl + Down Arrow**.

You can set up multiple Find Me rules. For example, you may want a rule for redirecting calls during lunchtime, and a rule for redirecting calls during vacations. To turn a rule on or off, select or clear the check box next to the rule. Rules are processed in order from the top to the bottom of the list.

Before you can create a rule, you must set up a phone list and a schedule.

See:

- Setting up phone lists, on page 3-54.
- Creating schedules, on page 3-52.

Note: Modular Messaging software does not support the Find Me feature with analog voice cards. Depending on the way your system is set up, the Find Me feature may not be available.

To set up a Find Me rule

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Assistant** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Telephone User Interface Options...**).

3. Select **Find Me** so that a tick mark appears against Call Me. If you have no existing Find Me rules, the system automatically adds a new rule to the Find Me rule list. Ensure that a tick mark appears against the new Find Me rule.

4. Click  or press **CTRL+N** if you want to add a new rule to a list of existing Find Me rules. The system adds a new entry to the list of Find Me rules.

5. Type a name for the new rule. To accept the name, click anywhere in the **Rules** box or press **Enter**.

6. In the **Rule description** box, click the underlined phrases, and select the appropriate values from the drop down lists.

   For more information, see Find Me rule description, on page 3-41.

7. Click one of the following:

   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.

Important: If you attempt to create or enable a Find Me rule with a schedule that overlaps with another enabled Find Me rule, the Schedule Overlap Information dialog box displays. You must adjust the schedules to remove the overlapping times before you can continue.

Notes:

- To delete a rule, select the rule in the list and click 
- To rename a rule, click the rule and type over the name.

Find Me rule description

Click the following conditions or actions, and enter the appropriate values.

Condition/Action	Description
schedule name	Select a schedule. Modular Messaging software automatically creates a schedule called Always. This is the default if you have not created any schedules. If you have created schedules, the default is the first entry in your list of schedules.
phone list	Select a phone list to which you want calls to be redirected. Modular Messaging software creates a phone list containing your extension number automatically. This list is selected by default if you have not created any phone lists. If you have created phone lists, the default is the first entry in your list of phone lists.

Setting up Call Me rules

To use the Call Me feature, you must first set up Call Me rules. You can set up Call Me rules by selecting values in the following rule description:

"When schedule [*Always*] is active, if [*any new messages*] with [*any importance*], from [*anyone*] have arrived, call phone numbers in [*Work*] within [*10 minutes*], and then every [*10 minutes*]."

You can set up multiple Call Me rules. For example, you may want the system to call on your cell phone when an urgent message arrives during your morning commute or during lunchtime.

To turn a rule on or off, select or clear the check box next to the rule. The system processes rules in order from the top to the bottom of the list. Before you create a rule, you must set up a phone list.

See:

- Setting up phone lists, on page 3-54.
- Creating schedules, on page 3-52.

Setting up a Call Me rule

Click the following conditions or actions, and enter the appropriate values. To display a list of alternative values for default values in this command, either double-click the value, or press **Ctrl + Down Arrow**.

Always: This is the default schedule. Click here to display a list of schedules. Select another schedule from the list to change the default.

See Creating schedules, on page 3-52.

any new messages: Select the message type. You can choose:

- any (the default)
- e-mail
- voice
- fax

any importance: Select the message priority. You can choose:

- any (the default)
- low
- normal
- high

anyone: Opens the Address Book dialog box. You may enter the mailbox number or e-mail address. To enter a mailbox number, select and delete

the word **Email:** before entering the number. You may also enter multiple addresses by separating each address with a semicolon. These addresses must be for other subscribers. The default is Any.

Note: If you select distribution lists or members of your personal address book, the system ignores these addresses and displays a warning message.

Work: This is the default phone list to which the system makes a notification call. You must set up an alternative phone list before you can select it here.

See Setting up phone lists, on page 3-54.

10 minutes: This is the default value for the number of minutes before the mailbox checks for new messages. Click here to increase or decrease this value.

Note: The system administrator sets the default minimum interval value. If the system administrator changes the default value, existing rules retain the original value, and new rules use the new value unless the new default value is higher than the values set by existing rules. If the new default value is higher than the existing values, the system displays a warning message when the user accesses Subscriber Options and changes existing rules to use the new default minimum interval value.

---

every 10 minutes: This is the default value for the number of minutes before the system will call you again if you do not log on to the TUI when you receive a Call Me call. For example, if the second interval time is twenty minutes, and you do not answer a Call Me call and log on to the TUI, the system will not call you again for twenty minutes. However, as soon as you log onto the TUI, Modular Messaging software will check for messages using the first interval. Click here to increase or decrease this value.

Note: The administrator sets the default minimum interval value. If the administrator changes the default value, existing rules retain the original value, and new rules use the new value unless the new default value is higher than the values set by existing rules. If the new default value is higher than the existing values, the system displays a warning message when the user accesses Subscriber Options and changes existing rules to use the new default minimum interval value.

To set up a Call Me rule

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Assistant** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Telephone User Interface Options...**).

3. Select **Call Me** so that a tick mark appears against Call Me. If you have no existing Call Me rules, the system automatically adds a new rule to the Call Me rule list. Ensure that a tick mark appears against the new Call Me rule.

4. Click  or press **CTRL+N**, to add a new rule to a list of existing Call Me rules. The system adds a new entry to the list of Call Me rules.

5. Type a name for the new rule. To accept the name, click anywhere in the **Rules** box or press **Enter**.

6. In the **Rule description** box, click the underlined phrases and select the appropriate values.

7. Click one of the following:

   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.

Notes:

- To delete a rule, select the rule from the list and click .
- To rename a rule, click the rule and type over the name.

See Setting up Call Me rules, on page 3-42.

See Setting up phone lists, on page 3-54.

Setting up Notify Me rules

You can set Modular Messaging software to notify you automatically when callers leave messages in your mailbox. You can specify whether you want the system to notify you whenever callers leave messages or when callers leave urgent messages only.

See Setting automatic notification rules, on page 3-45.

You can set Modular Messaging software to allow callers to notify you when you are not at your desk. Callers have the option to use their Caller ID number (if present) or to enter a new number. Regardless of whether callers choose to use caller requested notification, they can always leave a message in your mailbox.

See Setting caller requested notification rules, on page 3-47.

Setting automatic notification rules

To use automatic notification, you must first set up an automatic notification rule. Set up an automatic notification rule by selecting values in the following rule description:

"When anyone calls and leaves [*a message*], send a notification message with this [*message body*] and with this [*subject*] to [*Email*]."

To display a list of alternative values for default values in this command, either double-click the value, or press **Ctrl + Down Arrow**. Use the **Cut**, **Paste** and **Copy** icons to edit the text of the command. Note that if you cut and paste a value, it is converted to text.

Note: Notification messages sent to another device may be limited in length. For example, an SMS message sent to a cell phone has a maximum of 160 characters. Some devices may display only the subject or only the message body of a notification message.

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a message: This is the default value. Click here to substitute this value by the value for an urgent voice message.

message body: Clicking this value displays a dialog box containing the Caller phone number, the default value for this field. This value sends a notification message containing the caller phone number when the other conditions specified by the rule are met. Clicking on the Caller phone number displays a list of alternative values that may be added to, or substituted for, the default value.

These values are: Priority, Time, Date, Length, Caller name, and Delete token. Note that Delete token removes any value that is selected in the rule description.

subject: This is a text field. The default text displayed in the **Subject** field is Notification message. Edit this field to change the Subject of a notification message.

Email: Initially this field is blank. Click here to set up a destination address for the notification message. Note that this is applicable only if the mail server is Modular Messaging Message Storage Server (MSS). Enter a mailbox number or an Internet e-mail address where you want to receive the notification message.

To open up a larger area for entering an address, click the **Address Book** on the right of the Address window. This opens the Address Book dialog box.

Note: A destination address set up in this field applies to both the automatic notification rule and to the caller-requested notification rule.

To set automatic Notify Me

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Assistant** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Telephone User Interface Options...**).

3. Select these checkboxes:

   - **Notify Me**.
   - **Automatic notification rule**.

4. In the **Rule description** box, select **a message** and use the scroll list to select between:

   - a voice message

     Notify the user when a caller leaves any type of voice message. This is the default.

   - an urgent voice message

     Notify the user when a caller leaves an urgent voice message.

5. Click **message body** to select and type the information you would like to receive.

6. Click **subject** to type a message subject.

7. Click **Email** to enter a mailbox extension number or an e-mail address. If you enter a mailbox number, the system converts it to an email address after you save it.

   To open up a larger area for entering an address, click **Address Book** on the right of the Address window. This opens the Address Book dialog box.

8. Click one of the following:

   - **Apply**, to accept the new rules.
   - **OK**, to accept the new rules and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new rules.

Setting caller requested notification rules

To use caller requested notification, you must first set up a caller requested notification rule. Set up a caller requested notification rule by selecting values in the following rule description:

"When anyone calls and requests I am notified, send a notification message with this [*message body*] and with this [*subject*] to [*email*] and [*don't save a copy*] in my Inbox."

To display a list of alternative values for default values in this command, either double click the value, or press **Ctrl + Down Arrow**. Use the **Cut**, **Paste** and **Copy** icons to edit the text of the command. Note that if you cut and paste a value, it is converted to text.

Note: Notification messages sent to another device such as a cell phone are limited in length to a maximum of 160 characters. Some devices may display only the subject or the message body of a notification message.

---

message body: Clicking this value displays a dialog box containing the Caller phone number, the default value for this field. This value sends a notification message containing the caller phone number when the other conditions specified by the rule are met. Clicking the Caller phone number displays a list of alternative values that may be added to, or substituted for, the default value. These values are Time, Date, Caller name and Delete token. Note that Delete token removes any value that is selected in the rule description.

subject: This is a text field. The default text displayed in the **Subject** field is Notification message. Edit this field to change the Subject of a notification message.

Email: Initially this field is blank. Click here to set up a destination address for the notification message. Enter a mailbox extension, or an

Internet e-mail address where you want to receive the notification message.

To open up a larger area for entering an address, click **Address Book** on the right of the Address window. This opens the Address Book dialog box. If you enter a mailbox number, the system converts it to an e-mail address after you save it.

Note: A destination address set up in this field applies to both the automatic notification rule and to the caller requested notification rule.

---

don't save a copy: This is the default value of this field. Select the alternative value to save copies of notification messages in your Inbox.

To set up caller requested notification

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Assistant** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Telephone User Interface Options...**).

3. Select these checkboxes:

   - **Notify Me**.
   - **Caller requested notification rule**.

4. In the **Rule description** box, click **message body** to select and type the information you would like to receive.

5. Click **subject** to type a message subject.

6. Click **Email** and type an e-mail address in the **e-mail address** field.

   To open up a larger area for entering an address, click **Address Book** on the right of the Address window. This opens the Address Book dialog box.

7. Use the scroll list to select if you want to save copies of messages.

8. Click one of the following:

   - **Apply**, to accept the new rules.

- **OK**, to accept the new rules and close Subscriber Options.
- **Cancel**, to close Subscriber Options without saving the new rules.

Setting up message waiting indicator (MWI) rules

To use message waiting indicator, you must first set up an MWI rule. You set up an MWI rule by selecting values in the following rule description:

"If [*message type*] messages, with [*importance*], have arrived, set my message waiting indicator."

To turn a rule on or off, select or clear the check box next to the rule. To turn the indicator off, click **Indicator off**.

Note: You can only have one MWI rule.

To set up a message waiting indicator rule

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Assistant** tab.

3. Select **Message Waiting Indicator**. The system adds a new MWI rule. Ensure that a tick mark appears against the new rule.

4. Type the new rule name. To accept the name, click anywhere in the **Rules** box, or press **Enter**.

5. In the **Rule description** box, click the underlined phrases and select the appropriate values.

   For more information see Message waiting indicator rule description, on page 3-50.

6. Click one of the following:

   - **Apply**, to accept the new setting.
   - **OK**, to accept the new setting and close Subscriber Options.
   - **Cancel**, to close Subscriber Options without saving the new setting.

Notes:

- To delete a rule, select the rule from the list and click .
- To rename a rule, click the rule and type over the name.

Message waiting indicator rule description

Click the following conditions and enter the appropriate values.

Condition	Description
Message type	Select the message type. You can choose: ■ any (the default) **Note:** If you select 'any', the rule will apply to all message types, including meeting requests, non-delivery reports and custom forms. ■ mail ■ voice ■ fax
Importance	Select the message priority. You can choose: ■ any (the default) ■ low ■ normal ■ high

Creating schedules

You can use schedules to determine times for rules. You can create multiple schedules. For example, you may want to create a schedule for your commute time, a schedule for your office hours, and a schedule for lunchtime.

Note: Modular Messaging software automatically creates a schedule called Always. Use this schedule if you want conditions in a rule to apply at all times.

To create a schedule

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Assistant** tab.
3. Click **Schedules** to display the Schedules dialog box.
4. Click . The system adds a new entry to the list of schedules under Schedule names.
5. Type the new schedule name.
6. Use the schedule grid to select the schedule time.

   See Using the schedule grid, on page 3-53.

7. Click one of the following:

   - **OK**, to accept the new schedule and close the **Schedule** dialog box.
   - **Cancel**, to close **Schedule** dialog.

Important: If you attempt to create a schedule that overlaps with another schedule in an enabled Find Me rule, the Schedule Overlap Information dialog box displays. Adjust the schedules to remove the overlapping times before you continue.

Notes:

- To delete a schedule, select the schedule and click .
- To rename a schedule, click the schedule and type over the schedule name.

Schedules dialog box

Use this dialog box to set up schedules for rules. You can create multiple schedules. For example, you may want to create a schedule for your commute time, a schedule for your office hours, and a schedule for your lunch break.

Using the schedule grid

Use the schedule grid to select a time or block of time for the schedule. The grid has the weekdays along the y-axis and the time of day along the x-axis. Cells on the grid represent a time interval, either 1 hour, 15 minutes, or 5 minutes depending on the current selection under View detail.

A cell can have one of two states, ON (blue) or OFF (white). Clicking on a cell toggles its state. If you select **15 Minutes** or **5 Minutes** under View detail, a scroll bar appears below the grid that you can use to view all the cells.

Tips for using the schedule grid

- Click a row header to toggle the state of the first cell in the row and set all of the other cells in the row to the same state.
- Click a column header to toggle the state of the first cell in the column and set all of the other cells in the column to the same state.
- Click a cell and drag the mouse cursor over other cells to change the other cells to the same state as the first.
- Click the top left header to change all cells to the same state as the top left cell.

Change the view from **15 Minutes** or **5 Minutes** back to **1 Hour** to view cells that not enabled for the full hour, as partially selected.

Setting up phone lists

You can set up phone lists for Find Me rules and Call Me rules. Phone lists contain a list of telephone numbers to which unanswered calls to your mailbox may be redirected (using Find Me), or to which notification calls may be made (using Call Me). When a rule is satisfied, the system directs a call to each telephone number in the list, starting at the top of the list, until you answer. If you do not answer at any number in the list, the system asks the caller if the caller would like to leave a message (as per Find Me rule) or sends a notification at a specified number after the caller has left a message (as per Call Me rule).

To set up a phone list

1. Start Subscriber Options.

   See Opening and closing Subscriber Options, on page 3-2.

2. Click the **Assistant** tab. (From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab, and click **Telephone User Interface Options...**).

3. Click **Phone lists** to open the Phone Lists dialog box.

4. Click . The system adds a new entry in the Phone lists box. If this is the first entry in the list, Subscriber Options automatically creates a default phone list called Work. You can rename this phone list if required.

5. Type the name of the phone list. To accept the name, click anywhere in the Phone Lists box.

6. With the new phone list selected, click . The system adds a new entry in the list of **Phone numbers** box. If this is the first entry in the list, the system automatically enters your work telephone extension. You can type over this number if required.

7. Under **Name**, type a description of a telephone number that you want to add to the list.

8. Under **Number**, type the telephone number.

Note: You may need to specify a code for an outside line, for example, 9 440820133100, where 9 is the code for external calls. Depending on your telephone system, you may also need to add a comma between the outside line code and the telephone number, for example 9,440. Adding a comma will introduce a delay between the two numbers (9 and 4 in this case) when dialing the outside number. Do not use spaces or dashes (-) to separate digits in a telephone number.

You may want to use Call Me to call you at a different number such as your cell phone. For more information, see Call Me rules, on page 3-37.

9. Select **Call once only** if you only want to be called once at the number. With this option selected, you are called only once at that number, regardless of how many messages you receive meeting the active rule. For example, you may only want to be called once on your cell phone number, or a number that automatically diverts to voice mail.
10. Repeat Steps 6 through 10 to complete the list of telephone numbers.
11. Click **OK** to accept the new setting and close the **Phone Lists** dialog box.

Notes:

- To delete a phone list, select the phone list in the Phone Lists box, and click . You cannot delete the first phone list.
- To rename a phone list, click the phone list in the Phone Lists box, and type over the name.
- To delete a telephone number, select the telephone number in the Phone numbers box, and click .
- To change a telephone number, click the telephone number in the Phone numbers box, and type over the details.
- To move a telephone number up the list, select the telephone number, and click . To move a telephone number down the list, select the telephone number, and click .

Phone lists dialog box

Use this dialog box to set up lists of telephone numbers for rules. For example, you may want to set up a list of your office telephone numbers

and a list of your out-of-office telephone numbers. By default, the system creates a phone list called Work that contains your work phone extension.

Note: You may need to specify a code for an outside line, for example, 9 440 820133100, where 9 is the code for external calls. Depending on your telephone system, you may also need to add a comma between the outside line code and the telephone number, for example 9,440. Adding a comma will introduce a delay between the two numbers (9 and 4 in this case) when dialing the outside number. Do not use spaces or dashes (-) to separate digits in a telephone number.

Box	Description
Phone Lists	Displays a list of phone lists. The first entry in the list, called Work, is automatically created by the system. You can rename this phone list if required. Use the following buttons to add or delete phone lists: ■ Adds a new phone list. ■ Deletes the selected phone list. You cannot delete the first phone list.
Phone Numbers	Displays the telephone numbers in the phone list selected above. To add a telephone number to a phone list, click , and type the name and telephone number in the new line. Select **Call once only** if you only want to be called once at the number. For example, you may only want to be called once on your cell phone number or a number that automatically diverts to voice mail. With this option selected, you are called only once at that number, regardless of how many messages you receive meeting the active rule. To change or move a telephone number, click the telephone number and select one of the following: ■ Deletes the selected telephone number. ■ Moves the selected telephone number up the list. ■ Moves the selected telephone number down the list.

Glossary

.UMA File
A file that contains a Caller Application. By default, the file type in which the Caller Applications Editor will choose to save applications is .UMA. Although the user can choose any legal name type for the application, the internal format will always be the same.

.WAV
A file extension used for Windows multimedia format audio data.

access control list
A list of people in a voice mail domain who have access to Modular Messaging applications and tools.

AccuCall+
A utility for Microsoft Windows that allows you to build and edit tone tables.

Adaptive Differential Pulse Code Modulation
A speech encoding method that produces a digital signal with a lower bit rate than standard pulse code modulation (PCM). ADPCM calculates the difference between two consecutive speech samples in standard PCM coded telecom voice signals. The ADPCM encoding rate is 32 kilobit per second.

automated attendant
An automated service that greets callers and instructs them on how to proceed. Using the automated attendant, you can also use other call handling features such as intercom paging and call screening. When enabled, the system transfers callers to the subscriber's extension. When disabled, the system transfers the callers directly to the subscriber's mailbox where they can leave a message.

automatic notification
If Notify Me is set to Automatic notification, you can determine whether you should be notified if callers have left a message in your mailbox or if callers have left urgent messages only.

average hold time (AHT)
The sum of the lengths of all telephone calls (in minutes or seconds) during the busiest hour of the day divided by the number of calls.

busy hour
A method used to calculate the number of ports required when sizing a system. It represents the busiest hour of the day, when the volume of calls generated by internal subscribers and external callers reaches its peak.

call handling
A feature of the Modular Messaging that allows you to set up the system can be set up to screen or block calls, or to play specify greetings when an extension is busy or not answered.

call information packet
A string of DTMF digits sent by the PBX to the messaging application server in inband integration. The call information packet contains information on the type of call received (known as the "call packet type"), the called party id, the calling party id and the trunk id.

call management
A component of the messaging application server that provides an interface between the voice cards and Modular Messaging telephony applications.

Call Me
A feature that allows subscribers to be called at a designated telephone number, or telephone list, each time they receive a message that meets specified criteria. The subscriber can then log on to Modular Messaging in order to review the message. Subscribers can set up Call Me rules in Subscriber Options.

call packet type
A string of DTMF digits that form a code for the type of call received during inband integration, such as a direct call, a forwarded call or a diverted call. Also known as a reason code.

call screening
A call answering option that requires callers to announce themselves before a subscriber answers the call. If a call is screened and the subscriber is not available to answer it, the caller has the choice of leaving a message, or being forwarded to a different extension or to the operator.

caller requested notification
If Notify Me is set to caller requested notification, callers are asked if they wish to have you notified that they called.

canonical addressing
A method of addressing that specifies the full location, including country code and area code, in the following order:

+CountryCode [(AreaCode)] SubscriberNumber

For example, +1 (408) 345 800

carried traffic
The total busy hour traffic that was offered to the group of ports minus the blocked calls

Centum Call Second (CCS)
A unit of measurement for call time. The formula for a CCS is the number of calls per hour multiplied by their average duration in seconds, all multiplied by 100. A CCS is 1/36th of an Erlang.

Class of Service (COS)
A category used to determine a subscriber's access to system options and features. The administrator assigns a Class Of Service to each subscriber.

deleted items folder
A folder in your e-mail application that stores items that you have deleted. You can retrieve an item from the deleted items folder. You can also set your e-mail application to delete items in this folder permanently when you quit the e-mail client.

dial by name
A method of addressing by which a caller spells the recipient's name on the telephone keypad when using the telephone user interface.

DID
See Direct Inward Dialing (DID).

Digital Meridian Integration Device (DMID)
A device that provides integration with Nortel switches, such as the Meridian M-1. The DMID physically sits between the PBX and the messaging application server and appears as one or two digital telephones to the PBX, depending on the number of analog ports required. Analog line circuits for the voice path appear on the digital set of the DMID. When a call is received on the DMID, it simultaneously rings at the analog port. The DMID interprets the call display information and transmits it to the messaging application server, which answers the caller with the appropriate personal greeting.

Direct Inward Dialing (DID)
Using DID, a caller can dial inside an organization to reach someone's telephone extension directly without going through a receptionist.

distribution list
A name assigned to a group of recipients. When you address a message to a distribution list, each recipient in the list receives the message.

DMID
See Digital Meridian Integration Device (DMID).

Dual Tone Multifrequency (DTMF)
A combination of two tones that uniquely identify each button on a telephone keypad.

envelope information
Information that shows who sent a message, the date and time sent, and message length.

Erlang
A unit of measurement for call time. One Erlang is equivalent to 60 call minutes or 36 Centum Call Seconds (CCS).

event
A significant occurrence in a voice mail system that is of interest to an administrator for diagnostic or reporting purposes.

Extended Absence Greeting
A greeting that advises callers that you are away from the office and may be checking messages infrequently.

fax routing address
An e-mail address consisting of a string of digits that uniquely identify the subscriber to the fax server.

Find Me
A feature that enables your mailbox to re-direct unanswered calls to a list of telephone numbers. Calls are directed to each telephone number in the list, unless you answer. If you do not answer at any telephone number in the list, the system asks the caller if the caller would like to leave a message.

firmware file
A file containing instructions that are permanently loaded into memory.

forest
A collection of one or more Windows 2000 domains that share a common schema, configuration, and global catalog and are linked with two-way transitive trusts.

forward
A command that is used to forward a copy of a message. You can include your comments in the message by attaching a voice message.

Global System for Mobile Communications (GSM)
An audio encoding format with an encoding rate of approximately 13 kilobit per second. This is a format for storing sound files. Files encoded in this format can be opened using Microsoft Sound Recorder.

grade of service (GOS)
The probability, expressed as a percentage of callers who call during the busy hour, that an incoming call is blocked (the caller hears a busy signal) because all ports are in use.

greetings
What callers hear when your extension is busy or not answered or you are away from the office.

GSM (Remove)
See Global System for Mobile Communications (GSM).

home messaging application server
Any machine in the voice mail domain from which you administer a Modular Messaging configuration.

hunt group
A group of telephone lines where the incoming calls are distributed according to a priority scheme.

in-band signaling
A method of connecting the messaging application server to the PBX as if it were a series of single-line telephones or a series of trunks in a hunt group. The term “in-band” is used because all of the call identification information is passed from the PBX to the messaging application server using DTMF signals on the same line as the voice connection.

Inbox
A folder in which you normally receive your new mail.

intercom paging
A method of automatically paging subscribers if they are do not answer their telephones. If a subscriber does not respond to the page, the system transfers the caller to the subscriber's mailbox.

Integrated Services Digital Network (ISDN)
A set of standards for transmission of simultaneous voice, data, and video information over fewer channels than would otherwise be needed, through the use of out-of-band signaling.

IP telephony
The use of networks running Internet Protocol (IP) to send and receive messages, such as voice data.

IVM
A format for storing sound in files used for Modular Messaging voice messages.

local mailbox number
A method of addressing voice messages through the telephone user interface to recipients in a voice mail domain.

mailbox
A delivery location for incoming voice, e-mail, and fax messages.

message confirmation
A notice confirming that a message was delivered to a recipient.

Message Waiting Indicator (MWI)
A method of alerting subscribers when messages meeting specified criteria arrive in their mailbox. Subscribers are alerted either by a lamp indicator on their telephone, or an audible tone (stutter dial-tone) when they pick up the receiver. The indicator is cleared when the message is opened in Outlook, or saved or deleted using the TUI. Subscribers can set up rules for using MWI in Subscriber Options. For example, they may choose to be notified only when they receive urgent voice messages.

Messaging Application Server
An Avaya proprietary executable program that runs as a Windows NT/2000 Service.

Microsoft Management Console (MMC)
A common console framework for Microsoft management applications. MMC does not provide any management functionality, but forms a common environment for modular management components called snap-ins.

multimedia
A PC has multimedia capabilities if it has a sound card, microphone, and speakers or headphones.

multi-part message
A message that consists of several parts. Every time you forward a voice message or reply to a voice message including the original, a new part is added to the original message.

MWI
See Message Waiting Indicator (MWI).

name prompt
A personalized prompt that states a subscriber's name when that subscriber's extension is busy or unanswered and he or she has not recorded a personal greeting.

Notify Me
A feature that allows subscribers to use a pager, SMS-enabled digital telephone, or other device to alert them of calls to their Modular Messaging inbox.

numeric address
A string of digits that uniquely identifies a recipient or a distribution list across the organization. A numeric address is used by the telephone user interface as a means of addressing a message.

Octel Analog Networking
A networking application that allows users on one Avaya system to exchange messages with users on other Avaya systems. Octel Analog Networking uses the public or private telephone network for message transport.

offered traffic
The total traffic offered to a group of ports during the busy hour, including calls that are blocked.

operation history database
A temporary storage area for events generated by Modular Messaging. The Operation History Viewer is used for viewing events in this database.

Operation History Viewer
A diagnostic tool that displays events generated by Modular Messaging activity and logged in the operation history database. By creating a session, administrators can restrict the number of events to only those that meet their criteria. They can view live events as they are added to the operation history database, or view historical events.

operator
The person to whom callers are transferred when they request to speak with an operator, exceed the maximum number of errors permitted on the system, or call from a rotary telephone. Individual mailboxes may have an operator that is different from the designated system operator, for example, a personal assistant.

optional greeting
A personalized answering system for greeting callers if a subscriber's extension is busy or unanswered, or if incoming calls are blocked.

password
Subscribers must enter their passwords to gain access to Modular Messaging through the telephone user interface. Subscribers can change their passwords using the telephone user interface or Modular Messaging.

PBX
See Private Branch Exchange (PBX).

PBX integration
A method that establishes communication between the PBX and the voice mail system. The PBX supplies information such as who is calling on internal calls and the extension that the caller is trying to reach.

PC client applications
A group of applications that enable subscribers and administrators to access Modular Messaging from their desktop PCs. PC client applications include Subscriber Options.

PC user interface
An interface through which subscribers can access the Modular Messaging system from their PC.

peer e-mail server
The mail server that acts as host e-mail server for the messaging application server of the Modular Messaging.

personal greeting
A personalized prompt that greets callers when they are transferred to a subscriber's mailbox if the extension is busy or not answered.

playback controls
CD-type controls with which you can play, pause, forward, and rewind messages.

please hold greeting
A personalized prompt that informs callers of the extension they selected when they are transferred to an extension.

port group
A group of ports allocated to a specific application, such as the PC client, the telephone user interface, or Octel Analog Networking. Port groups are configured using the Voice Mail System Configuration application.

Port Monitor
A diagnostic tool that provides a graphical user interface for checking and changing the status of ports on a particular messaging application server.

Private Branch Exchange (PBX)
A telephone exchange local to a particular organization that uses, rather than provides, telephone services. Also known as a switch.

private messages
Messages marked private. You cannot send private messages through the telephone user interface. However, you can reply to and forward private messages through the telephone user interface.

prompt
A spoken greeting or instruction that directs callers whose calls have come through the automated attendant.

properties
See envelope information.

QSIG
A protocol for ISDN-based inter-PBX signaling based on the European Q.931, Q.9212 and DPNSS protocols.

read receipt
Notification indicating the date and time a message that you sent was opened by the recipients.

reason code
See call packet type.

reply
A command that is used to reply to a message. Normally, the original message is not included in your reply.

Reporting Tool
A tool for generating reports that monitors the usage of the voice mail system, planning capacity and tracking security. Once a report is generated, administrators can view the report on screen or print it for easy reference. Administrators can also export the report to many popular file formats or attach the report to a message sent through a MAPI-enabled e-mail system.

sent items folder
A folder in your e-mail application that normally stores a copy of each message you sent.

set emulation
A digital protocol used to connect digital telephones to switches in order to emulate digital telephone sets.

Simplified Message Desk Interface (SMDI)
A protocol for sending PBX integration data, that does not require a caller to reenter the telephone number if the extension is busy or not answered.

SMS (Short Message Service)
SMS (Short Message Service) which is similar to paging, is a service for sending messages of upto 160 alphanumeric characters to mobile phones.

spoken name
A personalized prompt that states your name when, for example, your extension is busy or unanswered and you haven't recorded a personal greeting.

subscriber
A user whose profile is enabled for voice messaging. A subscriber can use both the telephone user interface and the graphical user interface of Subscriber Options.

switch
See Private Branch Exchange (PBX).

Telephone user interface (TUI)
An interface through which callers and subscribers can access the Modular Messaging system through the telephone. The telephone user interface is also an automated attendant and voice messaging system that controls call handling. It greets incoming callers and instructs them on how to proceed.

telephony interface
An interface that enables communication between the voice boards and Modular Messaging. Depending on the voice boards that you are using, you can configure Analog or Aculab T-1 telephony interface types.

text-to-speech (TTS)
The conversion of text into speech (speech synthesis). Using text-to-speech, Modular Messaging subscribers can listen to their e-mail messages over the telephone.

tone file
A file that enables the application to recognize the tones generated by a PBX.

tracing server
A separate server that records operational information about activity in the voice mail domain.

tracing system
A system that captures information related to the operation of messaging application servers, for both diagnostic and reporting purposes. The tracing system maintains connections with all messaging application servers in the voice mail domain and receives notification of events from each of them. These events are written to two storage areas: the Operation History and the transaction databases. An administrator can generate reports summarizing voice mail activity using the Reporting Tool.

transaction database
A storage area where voice messaging events happening in the voice mail domain are written. It is a permanent database containing summary information that is used by the Reporting Tool.

TTS
See text-to-speech (TTS).

TUI
See Telephone user interface (TUI).

tutorial
Modular Messaging's setup tutorial that guides you through personalizing your mailbox. You only hear it the first time you dial into your mailbox.

unified mailbox
A Modular Messaging subscriber mailbox, where all voice, fax, telephone answering messages, e-mail, and data messages (including documents and forms) are stored. Subscribers can view, listen to, or retrieve messages using the telephone or PC.

Modular Messaging access number
The number you dial to get into your Avaya Modular Messaging system.

Subscriber Options
An application that allows subscribers to configure their mailboxes using their PCs. Subscribers can record all personal greetings and prompts, personalize their call handling options, and select whether to use multimedia or the telephone for recording and playing back voice messages.

Modular Messaging Subscriber Administration
An administration tool that allows administrators to enable subscribers, groups, or contacts to use Modular Messaging.

Visual Voice Editor
An administration tool that allows the recording of customized prompts used by Modular Messaging. The tool allows recording using multimedia or the telephone user interface. When modifying a prompt, the user is presented with a graphical rendering of the sound, which allows precise editing of the audio data.

voice mail domain
A group of Modular Messaging messaging application servers that share a common set of properties. All subscribers who are provided with telephone answering by these messaging application servers are said to "belong" to the same voice mail domain.

Voice Mail System Configuration

An administration tool used to configure the attributes of a voice mail domain, or group of messaging application servers.

Index

Symbols

.UMA File
definition, GL-1

A

accessing Subscriber Options, 3-2
Aculab T-1, GL-8
automated attendant
definition, GL-1
automatic notification, 3-45
average hold time
definition, GL-1

B

busy hour
definition, GL-2

C

call handling
definition, GL-2
options, 3-17, 3-29
overriding, 3-10, 3-12, 3-16
personalized, 3-10
call information packet
definition, GL-2
call management
definition, GL-2
Call Me, 3-37, 3-42, 3-55
definition, GL-2
Call Me rules, 3-37, 3-42, 3-54
call screening
definition, GL-2
canonical addressing
definition, GL-2
carried traffic
definition, GL-2
Centum Call Seconds (CCS)
definition, GL-2
Class Of Service
definition, GL-3

D

deleted items folder
definition, GL-3
dial by name
definition, GL-3
Direct Inward Dialing (DID)
definition, GL-3
distribution lists
definition, GL-3
DTMF
definition, GL-3

E

envelope information
definition, GL-3
Erlang
definition, GL-3
events
definition, GL-3
extended absence greeting
definition, GL-3
extension
busy, 3-15, 3-18, 3-22
not answered, 3-10, 3-16 to 3-17

F

fax
message, 3-42, 3-51
messages, 3-4
number, 3-30, 3-32
printing, 3-30
fax routing address
definition, GL-4
Find Me, 3-40, 3-54
definition, GL-4

Find Me rules, 3-36, 3-40, 3-54
forest
definition, GL-4
forwarding
definition, GL-4
G
grade of service (GOS)
definition, GL-4
greeting
extended absence, 3-11, 3-18
optional, 3-10, 3-18, 3-26
personal, 3-10, 3-15, 3-22
personalized, 3-19
please hold, 3-18, 3-24
greetings
definition, GL-4
recording, 3-22
greetings, recording, 3-18
GSM
definition, GL-4
H
handle incoming calls tab, 3-12, 3-14 to 3-17
home voice server
definition, GL-4
hunt group
definition, GL-4
I
in-band signaling
definition, GL-4
Inbox
definition, GL-4
Integrated Services Digital Network (ISDN), GL-5
intercom paging, 3-10, 3-17
definition, GL-5
IP telephony
definition, GL-5
IVM file
definition, GL-5
L
local mailbox numbers
definition, GL-5
logging in, 3-2
M
mailbox
definition, GL-5
mailbox rules, 3-30
message confirmation
definition, GL-5
Message Waiting Indicator rules, 3-39, 3-50
messaging application server
definition, GL-5
MMC
definition, GL-5
multimedia
definition, GL-5
multi-part messages
definition, GL-5
MWI
definition, GL-5
MWI. See Message Waiting Indicator, GL-5
N
name prompt
definition, GL-5, GL-8
notification
automatic, 3-45
caller requested, 3-47
message, 3-46, 3-48
Notify Me
caller requested
definition, GL-2
definition, GL-6
numeric address
definition, GL-6
O
offered traffic, GL-6
opening Subscriber Options, 3-2
operation history database
definition, GL-6
Operation History Viewer
definition, GL-6
operator
definition, GL-6
optional greeting
definition, GL-6
P
password, 3-1, 3-4
passwords
definition, GL-6
PBX integration
definition, GL-6
PBXs
definition, GL-7
PC client applications
definition, GL-6
PC user interface
definition, GL-7
peer e-mail server
definition, GL-7
personal greeting
definition, GL-7
playback controls
definition, GL-7
port group
definition, GL-7
Port Monitor
definition, GL-7

private messages
definition, GL-7
prompt
definition, GL-7
Q
QSIG
definition, GL-7
R
Read receipt
definition, GL-7
record greetings tab, 3-20 to 3-29
replying
definition, GL-8
Reporting Tool
definition, GL-8
rules
Call Me, 3-37, 3-42, 3-54
Find Me, 3-36, 3-40, 3-54
mailbox, 3-30
Message Waiting Indicator, 3-39, 3-50
password, 3-4
schedule, 3-52
setting up, 3-35
S
schedules, 3-42
setting up, 3-52 to 3-53
screening calls, 3-10, 3-14
sent items folder
definition, GL-8
set emulation
definition, GL-8
set notification
automatic, 3-38
caller requested, 3-38
Simplified Message Desk Interface (SMDI)
definition, GL-8
spoken name, 3-18, 3-20
subscribers
definition, GL-8
T
telephone user interface
definition, GL-8
telephony interface
definition, GL-8
text-to-speech
definition, GL-8
tracing server
definition, GL-9
tracing system
definition, GL-9
transaction database
definition, GL-9
tutorial
definition, GL-9
U
unified mailbox
definition, GL-9
V
Visual Voice Editor
definition, GL-9
voice mail domain
definition, GL-9
Voice Mail System Configuration
definition, GL-10
W
WAV file
definition, GL-1