



Modular Messaging

Release 3

Subscriber Options User Guide

April 2006

Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Avaya Web Page

The world wide web home page for Avaya is:
<http://www.avaya.com>

Preventing Toll Fraud

Toll Fraud is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there is a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical assistance or support, call the Technical Service Center's PBX Security Hotline at 1800 643 2353 for domestic access or 720 444 3728 for international access.

Providing Telecommunications Security

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.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

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 and anti-virus patches
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:

- 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

Avaya does not warrant that this product is immune from or will prevent unauthorized use of telecommunication services or facilities accessed through or connected to it. Avaya is not responsible for any damages or charges that result from either unauthorized uses or from incorrect installations of the security patches that are made available from time to time.

Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to securityalerts@avaya.com.

Federal Communications Commission Statement

Part 15: Class A Statement. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Industry Canada (IC) Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of Industry Canada.

Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A prescrites dans le règlement sur le brouillage radioélectrique édicté par le Industrie Canada.

Trademarks

All trademarks identified by ® and ™ are registered trademarks or trademarks of Avaya Inc. All other trademarks are the property of their respective owners.

Ordering Information

Call: Avaya Publications Center
Voice 1 800 457-1235 International Voice +1 207 866 6701
Fax 1 800 457-1764 International Fax +1 207 626 7269
Write: GlobalWare Solutions
200 Ward Hill Avenue
Haverhill, MA 01835 USA
Attn: Avaya Account Management
Email: totalware@gwsmail.com

Obtaining Products

To learn more about Avaya products and to order products, visit www.avaya.com.

European Union Declaration of Conformity

The "CE" mark affixed to the equipment means that it conforms to the referenced European Union (EU) Directives listed below:

EMC Directive89/336/EEC

Low-Voltage Directive73/23/EEC

For more information on standards compliance, contact your local distributor.

Warranty

Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language as well as information regarding support for this product, while under warranty, is available through the following web site: www.avaya.com/support.

Contents

Preface

Chapter 1

Introduction to Subscriber Options

Overview	1-1
What is Avaya Modular Messaging?	1-2
What is Subscriber Options?	1-3
What's new in this release?	1-5

Chapter 2

Installing Subscriber Options

Introduction	2-1
Before you begin	2-1
Hardware and software requirements	2-3
Installing Subscriber Options	2-4
Installation wizard	2-4
Command line installation	2-6
Silent installation	2-6
Group Policy object with Active Directory	2-7
Uninstalling Subscriber Options	2-8

Chapter 3

Using 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	3-12
Overriding call handling	3-13
Screening calls	3-15
Choosing a greeting when extension is busy	3-17

Choosing a greeting when extension is not answered	3-18
Setting up multiple languages for call answer	3-19
Using intercom paging when an extension is not answered	3-21
Recording greetings from the desktop	3-23
Recording greetings: Tips	3-24
Recording a Spoken Name	3-25
Recording a Personal Greeting	3-27
Recording a Please Hold Greeting	3-29
Recording Optional Greetings	3-31
Recording an Extended Absence Greeting	3-33
Working with Modular Messaging through the TUI	3-35
Sorting messages by urgency and time received	3-36
Sorting messages by media type	3-37
Specifying the default fax number for printing faxes	3-39
Deleting messages when exiting the TUI	3-40
Changing the prompt language for your mailbox	3-41
Managing Personal Distribution Lists	3-42
Creating a Personal Distribution List	3-43
Adding entries to a PDL	3-46
Modifying a Personal Distribution List	3-48
Setting up rules	3-49
Find Me rules	3-50
Call Me rules	3-51
Notify Me rules	3-52
Message waiting indicator (MWI) rules	3-53
Setting up Find Me rules	3-54
Setting up Call Me rules	3-56
Setting up Notify Me rules	3-59
Setting up message waiting indicator (MWI) rules	3-64
Creating schedules	3-66
Setting up phone lists	3-68
Setting your time zone	3-71

Glossary

Index

Preface

Overview

This guide describes how to set up and use Avaya 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 Subscriber Options.

Summary of chapters

This guide includes the following chapters:

Chapter	Summary
Chapter 1, Introduction to Subscriber Options	Introduces you to the Avaya Modular Messaging Subscriber Options.
Chapter 2, Installing Subscriber Options	Describes how to install Subscriber Options on your computer.
Chapter 3, Using 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™ S3400 Message Server Documentation CD-ROM*:

- *Avaya™ Modular Messaging Release 3 Telephone User Interface Guide.*

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

- *Avaya™ Modular Messaging Release 3 Microsoft Outlook Client User Guide.*

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

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.
<i>italic</i>	Document titles appear in italics. For example, <i>Avaya Modular Messaging Telephone User Interface Guide</i> .
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.

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 2, Installing Subscriber Options](#).

For information on using and setting up Subscriber Options, see [Chapter 3, Using Subscriber Options](#).

For information on using the Avaya Modular Messaging telephone user interface (TUI), see *Avaya™ Modular Messaging Release 3 Telephone User Interface Guide*.

For information on installing Avaya Modular Messaging Microsoft Outlook Client, see *Avaya™ Modular Messaging Release 3 Microsoft Outlook Client User Guide*.

For information on installing Avaya Modular Messaging IBM Lotus Notes Client, see *Avaya™ Modular Messaging Release 2 IBM Lotus Notes Client 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 is a unified messaging solution that provides you with a single-point access to voice and fax messages. Avaya Modular Messaging integrates with your e-mail program and allows you to create, send, forward, reply, retrieve, and listen to voice, fax, and text messages from your desktop computer or using the telephone. All your voice and fax messages are treated just like e-mail messages. You can even store messages in personal folders. Message headers indicate the type of message (voice, fax, or text), the sender name, and the message subject, allowing you to easily select a message and quickly act on it.

Avaya Modular Messaging also provides telephone access to messages. When you are away from the office, you can check your messages by dialing into your mailbox using the Avaya Modular Messaging telephone user interface (TUI). The Modular Messaging text-to-speech feature converts text messages and fax subjects, so you can listen to them as conveniently as you can to voice messages. You can listen to your voice and text messages and print your fax and text messages.

You can use Modular Messaging over the telephone to:

- Send, forward, reply, and listen to voice mail.
- Use text-to-speech to play text messages and fax subjects.
- Print text and fax messages.

What is Subscriber Options?

Subscriber Options is a part of the Avaya Modular Messaging Microsoft Outlook Client software. 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.

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, text message, 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 busy.
- Manage your Personal Distribution Lists.
- Sort messages by media type.
- Set your time zone.
- Enable multilingual call answering at the mailbox level.

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:

- Turn an Extended Absence greeting on/off.
- Override call handling.
- Screen calls.
- Choose a greeting when an extension is busy.
- Choose a greeting when an extension is not answered.
- Enable multilingual call answering.
- Use intercom paging when an extension is not answered.

See [“Recording greetings from the desktop” on page 3-23](#) 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 3-35](#) for information on using Subscriber Options to:

- Sort messages by urgency and time received.
- Sort messages by media type.
- Specify a default fax number for printing faxes.
- Delete messages when exiting.
- Save messages sent when exiting the TUI.
- 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 3-49](#) 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.

See [Managing Personal Distribution Lists, on page 3-42](#) for information on using Subscriber Options to:

- Create, edit or delete a Personal Distribution List
- Add, or delete a list entry for a Personal Distribution List

See [Setting your time zone, on page 3-71](#) for information on using Subscriber Options to:

- Change your time zone setting

What's new in this release?

This release of Modular Messaging Subscriber Options supports the following features:

Time zone

When a large messaging system is set up across different locations, subscribers might be located in different time zones. Your system administrator assigns a default time zone. You can change these settings through Modular Messaging Subscriber Options.

Multilingual call answering

Modular Messaging has a feature called Multilingual Call Answer. With Modular Messaging Subscriber Options, you can set up to three different language options for callers to your extension.

If you set up Multilingual Call Answer, the system prompts callers to your extension to select a language. After the caller selects a language, the system plays all subsequent prompts in the selected language.

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 Subscriber Options
- Avaya Modular Messaging Voice Recorder

Before you begin

You must close and exit 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. Clear the **Use only preferred devices** checkbox.

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 or elevated privileges 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/Millennium Edition clients

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

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

Hardware and software requirements

The minimum hardware and software requirements are:

Hardware

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

Software

Operating System

- Microsoft Windows Millennium Edition
- Microsoft Windows 2000 (Service Pack 4)
- Microsoft Windows XP Professional (Service Pack 2)

Installing Subscriber Options

You can find the Subscriber Options setup program in the Client Distrib subdirectory of the Modular Messaging CD-ROM. Contact your system administrator for more information.

You can install Subscriber Options using any one of the following methods:

- Installation wizard (recommended)
- Command line installation
- Silent installation
- Group Policy object with Active Directory

Installation wizard

You can install Avaya Modular Messaging Microsoft Subscriber Options software by double-clicking the Setup program. To install Subscriber Options, perform the following actions:

1. Open Windows Explorer.
2. Select the drive and the Client Distrib subdirectory of the Modular Messaging directory on your network or the CD-ROM where the Setup program is stored.

3. Double-click **Setup.exe**.

The system displays the Choose Setup Language dialog box.

4. Select the display language for the Setup program and click **OK**.

The system displays the Welcome dialog box.

5. Read the information on the Welcome dialog box and click **Next**.

The system displays the Language Pack Selection dialog box.

6. Select the display language for the Subscriber Options. The language choices are available only if the corresponding language files are stored in the same directory as the Setup program.

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.

- If you want additional language options available, copy the desired language files into the same directory as that of the Setup program. Run the Setup program again. You can then select the desired language on the Language Pack Selection dialog box. Contact your system administrator if you need more information.

7. Click **Next**.

The system displays the Customer Information dialog box.

8. Type your name and the name of your organization.

9. Click **Next**.

The system displays the Message Application Server Name Entry dialog box.

10. Type the MAS name or the IP address provided by your system administrator.

11. Click **Next**.

The system displays the Setup Type dialog box.

Note: The Setup Type dialog box displays the message store type associated with the MAS.

12. Do any one of the following:

- Select **Typical** to install both the Subscriber Options and the Modular Messaging Outlook Client for the message store.
- Select **Custom** to choose features that you want to install.

Note: You must select Custom to install only the Subscriber Options.

13. Click **Next**.

The system displays the Custom Setup dialog box.

14. Select the option(s) you want to install.

15. Click **Next**.

The system displays the Ready to Install the Program dialog box.

16. Click **Next**.

The system displays the Completed dialog box when installation is complete.

17. Click **Finish**.

18. Restart your computer, if prompted.

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

Note: If you install Subscriber Options on an MAS, you must restart the Message Waiting Indicator (MWI), Mailbox Monitor, and Call Me services.

Command line installation

System administrators can also install Subscriber Options from the command prompt.

The command format for the Subscriber Options installation is as follows:

`Setup.exe /v"MAS=masname ADDLOCAL=SubscriberOptions"`

where,

Setup.exe- is the name of the Setup program.

masname - is the name or IP address of the messaging application server (MAS). You can specify multiple MAS names or IP addresses and delimit them by commas.

Important: If the Setup program is located at a different location, system administrators must instruct users to run the installation command on the folder where the Setup program is located.

Silent installation

System administrators can also create a batch file for a 'silent' installation of the Subscriber Options software. This will require little or no intervention from the user. Administrators can inform and instruct users to run a command at the system command prompt. This command installs the Subscriber Options software in the background and does not display the installation wizard screens.

The command format for the silent installation is as follows:

`Setup.exe /s /v"/qn MAS=masname LANGUAGE_ID=language ADDLOCAL=SubscriberOptions"`

where,

Setup.exe - is the name of the Setup program.

masname - is the name or the IP address of the messaging application server (MAS). You can specify multiple MAS names or IP addresses and delimit them by commas.

language - is the hexadecimal ID of the language file. For example, the language ID of English language pack is 409. You can specify multiple language files and delimit them by commas.

ADDLOCAL - is the name of the options you want to install.

You may have to restart your computer for the changes to take effect.

Group Policy object with Active Directory

System administrators or domain controllers can install the Subscriber Options software using Group Policy object with Active Directory for Windows 2000 or Windows XP. You must to create a package for the Setup program in the Active Directory administrative tool and then assign the software to be installed on users' computers at startup.

This method helps the system administrators or the domain controllers to install the Subscriber Options software on all the systems in a network domain.

Uninstalling Subscriber Options

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

To remove Subscriber Options software

1. Close and Exit from your e-mail client software.
2. Click **Start > Settings > Control Panel** and double-click **Add or 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.

Using 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, text, 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 first login and at regular intervals thereafter.

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 and playing back 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™ S3400 Message Server Microsoft Outlook Client 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.

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

2. Click the **Media Setup** tab.
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

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

2. Click the **Media Setup** tab.
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 3-41](#).

To select the display language

1. Start Subscriber Options.

See [Opening and closing Subscriber Options, on page 3-2](#).

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

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

Note: If you want additional language options available, copy the desired language files into the same directory as that of the installation files. Contact your system administrator for more information.

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 3-12](#).

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 3-13](#).

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 3-15](#).

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 3-17](#).

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 3-18](#).

Setting up multilingual call answering

Depending on your PBX integration, you can override multilingual call answering defaults and select the language(s) in which the callers will hear audible prompts.

See [Setting up multiple languages for call answer, on page 3-19](#).

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 3-21.](#)

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 3-33](#).
 - 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](#).

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

2. Click the **Handle Incoming Calls** tab.
3. To turn the greeting on, select the **Play extended absence greeting** check box.

OR

To turn the greeting off, clear the **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 3-27](#).
 - The call comes through the automated attendant. Calls placed directly to your extension are not affected.
 - If you use this option, the **If extension is busy, play** and **If extension is not answered, 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](#).
(From Microsoft Outlook, click **Tools > Options**, click the **Voice Mail** tab and click **Call Answering Options...**).
2. Click the **Handle Incoming Calls** tab.
3. Select the **Block the call 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 the call 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 or not. When you enable call screening the flow of events is as follows:

1. The system asks the caller to speak their name.
2. The system then transfers the call to your extension.
3. When you answer the call you will first hear the callers name.
4. You can then decide to accept or reject the call. To accept press [#], to reject press [1].
 - If you accept the call the system transfers the call to you.
 - If you reject the call or are not at your desk to pick up the call, 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](#).

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

2. Click the **Handle Incoming Calls** tab.
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 3-27](#).

- The **Play extended absence greeting** and **Block the call 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](#).

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

2. Click the **Handle Incoming Calls** tab.
3. Select the **If 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 **If 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 3-27](#).

- The **Play extended absence greeting** and **Block the call 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](#).

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

2. Click the **Handle Incoming Calls** tab.
3. Select the **If extension is not 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 **If extension is not answered, play** check box.

Setting up multiple languages for call answer

Modular Messaging has a feature called Multilingual Call Answer. With Modular Messaging Subscriber Options, you can set up to three different language options for callers to your extension. The language options available for use depend on the languages installed on your Modular Messaging system. For example, you could select English as your primary language, Latin American Spanish as your secondary language, and French Canadian as your tertiary language.

Note: US English TTY is automatically installed along with US English, so you can select TTY as one of your languages if your administrator has enabled TTY. For more information about messaging accessibility for hearing impaired users with TTY devices, see the Modular Messaging documentation CD

If you set up Multilingual Call Answer, the system prompts callers, to your extension, to select a language. After the caller selects a language, the system plays all subsequent prompts in the selected language.

To set up primary call answer language

1. Start Subscriber Options.

See [Opening and closing Subscriber Options, on page 3-2](#).

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

2. Click the **Handle Incoming Calls** tab.
3. From the Primary language for callers drop-down list, select a language.

Note: If you do not select a language, the primary call answer language will be the system language set up by your administrator.

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.

To set up additional call answer languages

1. Start Subscriber Options.

See [Opening and closing Subscriber Options, on page 3-2](#).

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

2. Click the **Handle Incoming Calls** tab.
3. Select **Also allow callers to choose these languages**.
4. To select additional call answer languages; select a language from one or both the drop-down lists.
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.

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.
 - Modular Messaging does not support Trunk Level Paging without the addition of a third party hardware between Modular Messaging, the PBX and the paging system.
 - 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](#).

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

2. Click the **Handle Incoming Calls** tab.
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 3-24](#).

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 3-25](#).

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 3-27](#).

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 3-29](#).

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 3-31](#).

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 3-33](#).

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](#).

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

2. Click the **Record Greetings** tab.
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](#).

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

2. Click the **Record Greetings** tab.
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](#).

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

2. Click the **Record Greetings** tab.
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](#).

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

2. Click the **Record Greetings** tab.
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](#).

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

2. Click the **Record Greetings** tab.
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.

Important: The steps described here only help you in recording an Extended Absence Greeting. To use the Extended Absence Greeting you have to activate it or turn it on. See [Turning an Extended Absence Greeting on/off, on page 3-12](#) for more information on activating an Extended Absence Greeting.

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 messages by urgency and time received

You can decide which messages are played first when you call your mailbox using the TUI. You can sort messages by urgency and time received.

See [Sorting messages by urgency and time received, on page 3-36](#).

Sorting messages by media type

You can decide which messages are played first when you call your mailbox using the TUI. You can sort messages by media type. Media types include voice, text, and fax.

See [Sorting messages by media type, on page 3-37](#).

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 3-39](#)

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 3-40](#).

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 3-41](#).

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 3-49](#).

Sorting messages by urgency and time received

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 by urgency and time received

1. Start Subscriber Options.

See [Opening and closing Subscriber Options, on page 3-2](#).

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

2. Click the **Message Ordering** tab.
3. Under Sort my messages, select:
 - **Urgent first, then remaining messages with newest 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.

Sorting messages by media type

You can decide which messages are played first when you call your mailbox using the TUI. You can sort messages by media type. Media types include voice, text, and fax.

Notes:

- Depending on your system setup, you might not have the option of sorting messages by media type. For example, this option is not available for users of the Aria telephone user interface for Modular Messaging.
- The setting you select here is not applicable for the Modular Messaging-MSS version.

When you sort messages by media type, you can choose from the following sort orders:

- No preference
- Voice, text, fax
- Voice, fax, text
- Text, voice, fax
- Text, fax, voice
- Fax, voice, text
- Fax, text, voice

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 by media type

1. Start Subscriber Options.

See [Opening and closing Subscriber Options, on page 3-2](#).

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

2. Click the **Message Ordering** tab.
3. In the Present my messages in this order box, select the Message type list, select a media type (voice, text, or fax), and then click the down or up arrow to change the sort order.
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: You can always opt not to sort messages by media type by selecting the No preference option.

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](#).

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

2. Click the **Fax Access** tab.

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](#).

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

2. Click the **Telephone Access** tab.
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](#).

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

2. Click the **Telephone Access** tab.
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.

Managing Personal Distribution Lists

A Personal Distribution List (PDL) is a collection of addresses that you can create and save as one e-mail alias. Any message sent to a PDL goes to all the addresses listed in that PDL. Using a PDL, you can easily send messages to a group of people rather than addressing messages to each person individually.

This section describes how you can use Subscriber Options to work with PDLs.

See the following topics for more information:

[Creating a Personal Distribution List, on page 3-43](#)

[Adding entries to a PDL, on page 3-46](#)

[Modifying a Personal Distribution List, on page 3-48](#)

Creating a Personal Distribution List

Important: Depending on your system configuration, you might not be able to create or delete a Personal Distribution List through Subscriber Options. For certain configurations, you can use your e-mail application to create, modify, and delete distribution lists. Using Subscriber Options, you can assign or change the PDL list number (Numeric Identifier) and recorded name (Spoken Name) for a list you created through your e-mail application.

To create a Personal Distribution List

1. Start Subscriber Options.

See [Opening and closing Subscriber Options, on page 3-2](#).

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

2. Click the **Personal Distribution Lists** tab.
3. Do one of the following:
 - In the **Type name or select from list** field, type a name for a PDL.
 - Click  (Create distribution list button). The **Add Distribution List Question** dialog box displays.
 - Click **Create**. The Personal Distribution List properties dialog box displays.

OR

- Click  (Create distribution list button).
4. On the Personal Distribution List properties dialog box, complete the following:
 - **Name:** Type a display name for the PDL. The display name cannot be longer than 255 alphanumeric characters, and must be unique within the distribution list. Ensure that the display

name contains at least one non-digit character so as to maintain the uniqueness of the PDL e-mail address.

Note: If you create more than one PDL with the same name, Modular Messaging automatically adds a numeric suffix to the PDL name. For example, if *Marketing* is the unique name for a PDL, and you create another PDL with the same name, then Modular Messaging displays that PDL name as *Marketing (1)*, where (1) is the numeric suffix. So, if you create more PDLs with the same name, they would appear as *Marketing (2)*, *Marketing (3)*, *Marketing (4)* and so on.

- **Identifier:** Displays the unique Identifier for the PDL. Also known as the Filtered List Name, the Identifier is the list name portion of the PDL e-mail address #Identifier@hostdomain.com. You can use this format to address a PDL from a GUI client. When you type the display name for the PDL, the system automatically copies those characters into this field. Note that empty spaces and barred characters are excluded.

You can also edit the Filtered List Name. The characters allowed are: A-Z, a-z, 0-9, _, -

- **List number:** Type a unique List number for the PDL. You can use the List number to identify a PDL when addressing a message to a PDL from the TUI. The List number cannot be longer than 32 numeric characters, and must be unique within all the Personal Distribution Lists that you have created.
5. Use the recorder for recording a **Spoken Name** for the PDL. To record your Spoken Name:
- Click **Record** . Do one of the following:
 - If using the telephone: wait for your telephone to ring, pick up the receiver, and record the spoken name.
 - If using multimedia: record the spoken name.
 - 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.

6. You can add entries to this PDL now or at a later time. See Steps 4 to 7 in [Adding entries to a PDL, on page 3-46](#) for more information.
7. Click **OK**.

This completes the creation of a new PDL. The Personal Distribution Lists: box displays the Name and the List number of all the PDLs that you have created.

To remove a PDL from the list

1. Type a name of the PDL or select a PDL from the list.
2. Click  (Remove distribution list button). The system prompts you to confirm the action.
3. Click **Yes** to remove the entry.

Adding entries to a PDL

Important: Depending on your system configuration, you might not be able to add entries to a PDL through Subscriber Options.

You can add addresses of local or remote subscribers, a fax machine phone number, an e-mail address, or another distribution list to a Personal Distribution List. Note that you can add or remove entries when you are creating a new PDL or even after you have created a PDL.

Note: Fax machine phone numbers that you add to a PDL must be in the format fax=nnnn@mymss.domain.com, and should be configured on the Message Storage Server (MSS). Contact your system administrator for further information.

To add a new entry to a PDL

1. Start Subscriber Options.

See [Opening and closing Subscriber Options, on page 3-2](#).

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

2. Click the **Personal Distribution Lists** tab.

The Personal Distribution Lists: box displays the Name and the List number of all the PDLs that you have created.

3. Select a PDL and click  (change distribution list button). The Personal Distribution List properties dialog box displays.

Note: You can also double-click on a PDL to display the PDL properties dialog box.

4. Click  (Create Entry button) on the Personal Distribution List properties dialog box. The Addresses dialog box displays.
5. To include an e-mail address, do the following:
 - Select the **Add email address:** option.
 - Type an e-mail address in the **Email:** field.
 - Click **Add** to add this entry to the PDL.
6. To include a local or a remote subscriber, do the following:

- Select the **Add from list:** option.
 - Choose **Global Contacts** from the drop-down box.
 - In the **Address** field, type the subscriber's numeric address, or mailbox number, or extension number, or user name. The system displays a list if there are multiple contacts that match the specified criteria. Select the required name and click **OK**.
 - Click **Add** to add this entry to the PDL.
7. To include another distribution list, do the following:
- Select the **Add from list:** option.
 - Choose **Distribution Lists** from the drop-down box.
 - In the **Type name or select from list:** field, type the name of the list or select an existing PDL from the PDL list.
 - Click **Add** to add this entry to the PDL.

Repeat these steps for each entry that you want to add to the PDL.

To remove an entry from the list

1. Select the entry and click  (Remove entry button). The system prompts you to confirm the action.
2. Click **Yes** to remove the entry.

Modifying a Personal Distribution List

Depending on your system configuration, you can use Subscriber Options to modify Personal Distribution Lists in the following ways:

- Change the display name, number, or identifier
- Re-record the list name
- Add or remove list entries
- Delete a list

To modify a PDL

1. Start Subscriber Options.

See [Opening and closing Subscriber Options, on page 3-2](#).

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

2. Click the **Personal Distribution Lists** tab.
3. In the **Type name or select from list:** field, type a name of a PDL OR select a PDL from the Personal Distribution Lists: box. When you type the first few characters of the PDL name, Modular Messaging displays PDL names that match the typed characters.
4. Click  (change distribution list button). The Personal Distribution List properties dialog box displays.
5. On the Personal Distribution List properties dialog box, modify the PDL details as required. See [Creating a Personal Distribution List, on page 3-43](#) for more information.

To delete a selected PDL

1. Click  (Remove distribution list button) to delete the PDL. The system prompts you to confirm the action.
2. Click **Yes** to remove the entry.

Setting up rules

See:

- [Find Me rules, on page 3-50](#)
- [Setting up Find Me rules, on page 3-54.](#)
- [Call Me rules, on page 3-51.](#)
- [Setting up Call Me rules, on page 3-56.](#)
- [Notify Me rules, on page 3-52.](#)
- [Setting automatic notification rules, on page 3-59.](#)
- [Setting caller requested notification rules, on page 3-61.](#)
- [Message waiting indicator \(MWI\) rules, on page 3-53.](#)
- [Setting up message waiting indicator \(MWI\) rules, on page 3-64.](#)
- [Setting up phone lists, on page 3-68](#)
- [Creating schedules, on page 3-66](#)

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 3-54](#).

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 3-56](#).

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 3-61](#).

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 3-59](#)

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.

With Modular Messaging—MSS systems, broadcast messages do not activate MWI. For such configurations, administrators can create an ELA list and include broadcast list members to this ELA list to ensure that broadcast messages activate MWI.

Important: ELA lists are only supported by Modular Messaging—MSS systems.

See [Setting up message waiting indicator \(MWI\) rules, on page 3-64](#).

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 3-68.](#)
- [Creating schedules, on page 3-66.](#)

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.](#)

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

2. Click the **Assistant** tab.
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 3-55](#).

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 3-68.](#)
- [Creating schedules, on page 3-66.](#)

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 3-66.](#)

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 3-68](#).

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](#).

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

2. Click the **Assistant** tab.
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 3-56](#).

See [Setting up phone lists, on page 3-68](#).

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 3-59](#).

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 3-61](#).

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.

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](#).

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

2. Click the **Assistant** tab.
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](#).

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

2. Click the **Assistant** tab.
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 3-64](#).

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. This rule will not apply to broadcast messages. ■ 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 3-67](#).
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.
-

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](#).

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

2. Click the **Assistant** tab.
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. The Phone list name cannot be longer than 254 alphanumeric characters and must be unique. 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. The name cannot be more than 254 alphanumeric characters and must be unique.

8. Under **Number**, type the telephone number. The valid characters are 1234567890,*#&. See the following Notes for information on the usage of , # * and & characters in numbers.

Notes:

- **External numbers.** In case of external or outside numbers, you may need to specify a code or a prefix before the actual number. For example, consider the number 9,3035352575. Here 9 is the code for the external number 3035352575. Depending on your telephone system, you may also need to add a comma between the code and the remaining digits of the number. Adding a comma introduces a delay between the two numbers (9 and 3 in this case), when the system dials this external number. Do not use spaces or dashes (-) to separate digits in a number.
- **Usage of & (ampersand) character in a Call Me number.** You can use the & character to split a number. For example, consider the number 93035383886&5236327. When dialing this number, the & character tells the system to separate the digits 93035383886 (digits before &) from the remaining digits 5236327 (digits after &). You can use & when you want to specify a number for calling to a paging system. You can use only one & in a number. The system ignores any additional usage of & and the dialing may fail.
- **Usage of * and # characters in a number.** The * and # characters are the keys on your telephone and do not have any special function when you use them in a number. For example, consider the number 9011442088674031#. While dialing this number, the system sends the digits and the # character to the switch as part of the dialed number. You can use multiple commas, *, and # in a 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 3-51](#).

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 .
-

Setting your time zone

When a large messaging system is set up across different locations, subscribers might be located in different time zones. Your system administrator assigns a default time zone. You can change these settings through Subscriber Options. For example, if you are traveling to India, you can change your time zone to the local time.

When you change your time zone settings, the system applies the settings to your telephone user interface, the Modular Messaging Web Client, and fax cover sheets. The Subscriber Options also applies the time zone settings to the Call Me and the Find Me rules.

Note: If you do not specify time zone settings, the system uses the defaults configured by your administrator.

To setup a time zone

1. Start Subscriber Options.

See [Opening and closing Subscriber Options, on page 3-2](#).
2. Click **Telephone User Interface Options**.
3. Click the **Time Zone** tab. The default is the Class of Service time zone set up by your administrator.
4. In the My time zone drop-down list, select the time zone. The default is the Class of Service time zone set up by your administrator.
5. Click **OK**.
 - **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.

Glossary

Active Directory

The directory service that stores information about objects on a network and makes this information available to users and network administrators. Active Directory gives network users access to permitted resources anywhere on the network using a single logon process. It provides network administrators with an intuitive, hierarchical view of the network and a single point of administration for all network objects.

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.

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 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.

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.

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.

Extended Absence Greeting

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

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.

greetings

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

Inbox

A folder in which you normally receive your new mail.

intercom paging

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

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.

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 across the organization. A numeric address is used by the telephone user interface as a means of addressing a message.

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.

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.

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.

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.

reply

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

sent items folder

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

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.

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.

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.

Index

Symbols

.UMA File
definition, GL-1

A

accessing Subscriber Options, 3-2
automated attendant
definition, GL-1
automatic notification, 3-59
average hold time
definition, GL-1

C

call handling
options, 3-21, 3-34
overriding, 3-10, 3-13, 3-18
personalized, 3-10
Call Me, 3-51, 3-56, 3-69
definition, GL-1
Call Me rules, 3-51, 3-56, 3-68
call screening
definition, GL-1
canonical addressing
definition, GL-2

D

deleted items folder
definition, GL-2
dial by name
definition, GL-2
distribution lists
definition, GL-2

E

extended absence greeting
definition, GL-2
extension
busy, 3-17, 3-23, 3-27
not answered, 3-10 to 3-11, 3-18, 3-21

F

fax
message, 3-56, 3-65
messages, 3-4
number, 3-35, 3-39
printing, 3-35
Find Me, 3-54, 3-68
definition, GL-2
Find Me rules, 3-50, 3-54, 3-68

G

greeting
extended absence, 3-12, 3-23
optional, 3-10, 3-23, 3-31
personal, 3-10, 3-17, 3-27
personalized, 3-24
please hold, 3-23, 3-29
greetings
definition, GL-2
recording, 3-27
greetings, recording, 3-23

H

handle incoming calls tab, 3-13, 3-15, 3-17 to 3-18, 3-21

I

Inbox
definition, GL-2
Integrated Services Digital Network (ISDN), GL-2
intercom paging, 3-11, 3-21
definition, GL-2

L

local mailbox numbers
definition, GL-2
logging in, 3-2

M

- mailbox
 - definition, GL-2
- mailbox rules, 3-35
- message confirmation
 - definition, GL-2
- Message Waiting Indicator rules, 3-53, 3-64
- messaging application server
 - definition, GL-2
- MMC
 - definition, GL-3
- multimedia
 - definition, GL-3
- multi-part messages
 - definition, GL-3
- MWI
 - definition, GL-2
- MWI. See Message Waiting Indicator, GL-3

N

- name prompt
 - definition, GL-3 to GL-4
- notification
 - automatic, 3-59
 - caller requested, 3-61
 - message, 3-60, 3-62

Notify Me

- caller requested
 - definition, GL-1
- definition, GL-3
- numeric address
 - definition, GL-3

O

- opening Subscriber Options, 3-2
- optional greeting
 - definition, GL-3

P

- password, 3-1, 3-4
- passwords
 - definition, GL-3
- PBXs
 - definition, GL-3
- PC client applications
 - definition, GL-3
- PC user interface
 - definition, GL-3

PDL

- creating a PDL, 3-43
- modifying a PDL, 3-48
- PDL, 3-42
- PDL list entries, 3-46
- personal greeting
 - definition, GL-3
- playback controls
 - definition, GL-3
- private messages
 - definition, GL-4
- prompt
 - definition, GL-4

R

- record greetings tab, 3-25 to 3-34
- replying
 - definition, GL-4
- rules
 - Call Me, 3-51, 3-56, 3-68
 - Find Me, 3-50, 3-54, 3-68
 - mailbox, 3-35
 - Message Waiting Indicator, 3-53, 3-64
 - password, 3-4
 - schedule, 3-66
 - setting up, 3-49

S

- schedules, 3-56
 - setting up, 3-66
- screening calls, 3-10, 3-15
- sent items folder
 - definition, GL-4
- set notification
 - automatic, 3-52
 - caller requested, 3-52
- spoken name, 3-23, 3-25
- subscribers
 - definition, GL-4

T

- telephone user interface
 - definition, GL-4
- time zone, 3-71

V

- voice mail domain
 - definition, GL-4