

Modular Messaging MAS/MSS documentation roadmap

The following table lists the documentation provided with Modular Messaging by category, including a description of each piece and how to access it.

All documentation is available from the [Avaya Support Web site](#), except where noted.

Tip: For best results, print this file in Landscape format.

Title	Description	Audience	Location and Document Type
Planning			
Concepts and Planning Guide	This guide provides information about the concepts underlying Modular Messaging. Topics include descriptions of Modular Messaging features, components, voice mail domains, addressing, telephony, and the customer environment. This guide also provides guidelines for planning a Modular Messaging implementation.	Planner, Administrator, Technician	Documentation CD (pdf)
Customer Environment	This document provides information about the minimum hardware requirements and supported software configurations for Modular Messaging.	Planner, Administrator	Documentation CD (pdf), included as appendix in Concepts & Planning Guide (pdf)
Data Collection Tool help	These help topics provide detailed field descriptions and procedural overviews that planners will need to enter information in the Data Collection Tool prior to the configuration of a new Messaging Application Server or the upgrade of an existing one. Topics include procedures for installing, upgrading or restoring an MAS, and field help for each screen.	Planner	Documentation CD (pdf), linked from Data Collection Tool software
Installation and Upgrades planning forms and checklists	This document is a user-editable version of the planning forms and checklists that are used in the Installation and Upgrades guide. Topics include planning forms and checklists for new systems or upgrades.	Planner	Documentation CD in pdf and .doc formats. The information is also included in Installation and Upgrades .
System security	These HTML topics provide an overview of how to use the system administration tools to minimize unauthorized intrusions. They also discuss safeguards and measures that you should take to ensure that the Modular Messaging servers operate in a secure manner. Topics include system hardening, toll fraud, network security, virus, worm, and spam protection, and more.	Planner, Administrator	Documentation CD (HTML)

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Installation and upgrades			
Installation and Upgrades planning forms and checklists	This document is a user-editable version of the planning forms and checklists that are used in the Installation and Upgrades guide. Topics include planning forms and checklists for new systems or upgrades.	Technician	Documentation CD in pdf and .doc formats. The information is also included in Installation and Upgrades .
Installation and Upgrades guide	This document provides step-by-step instructions for installing a new Modular Messaging system, or upgrading an existing system. Topics include preinstallation requirements, hardware installation, software configuration, acceptance testing, and upgrade procedures. Planning forms and installation or upgrade checklists are included.	Technician	Documentation CD (pdf)
Configuration Notes	These documents describe how to configure a switch (PBX) to support Modular Messaging. Topics include integration method overview, requirements, and PBX integration steps.	Technician	Avaya Support Web site (pdf)
Data Collection Tool help	These help topics provide technician with procedures for using the Data Collection Tool during an installation, upgrade, or system restoration. Field descriptions provide the information required to create or verify a DCT file during an installation or upgrade. Topics include procedures for installing, upgrading or restoring an MAS, and field help for each screen.	Technician	Documentation CD (pdf), linked from Data Collection Tool software
Dialogic port board guides	These guides provide details about installing and connecting the port boards in an MAS. If information in a Dialogic document conflicts with an Avaya document, follow the steps in the Avaya documentation.	Technician	Documentation CD (pdf)
Post Installation			
Web Client Server Installation and Upgrades (optional)	This guide provides information about software and hardware prerequisites for the Web Client server. It also provides guidelines for upgrading, installing, verifying, and removing the Web Client server software.	Administrator	Included on the Modular Messaging Web Client CD (pdf)
Web Subscriber Options Server Installation Guide (optional)	This guide provides information about software and hardware prerequisites for the Web Subscriber Options server. It also provides guidelines for installing, verifying, and removing the Web Subscriber Options server software.	Administrator	Documentation CD (pdf)
Mailbox Manager Getting Started Guide (optional)	This document describes how to install the Mailbox Manager application in a single-user or multiple-user configuration. Topics include licensing, system requirements, installation instructions, and	Administrator	Included on the Mailbox Manager Software CD (pdf)

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	connection setup.		
Microsoft Outlook Client User Guide	This guide describes how to configure, customize, and use the Avaya Modular Messaging Microsoft Outlook Client.	Administrator	Documentation CD (pdf) in English and translated versions , linked from Microsoft Outlook Client software
Modular Messaging Client Add-in for IBM Lotus Notes User Guide	This guide describes how to configure, customize, and use the Modular Messaging Client Add-in for IBM Lotus Notes	Administrator	Included on the IBM Lotus Notes Client software CD (pdf)
Administration			
MAS administration	These topics provide information on administering the Messaging Application Server (MAS) software. Topics include TUI Admin, VMD Admin, Caller Applications, and MAS Alarms.	Administrator	Linked from MAS software, Documentation CD in pdf and HTML formats
MSS Administration	These HTML topics provide information on administering the Modular Messaging Message Storage Server (MSS). Topics include administering system subscribers, networking, and system features.	Administrator	Documentation CD (HTML)
Web Client administration and maintenance (optional)	These HTML topics provide information on administering the Web Client server. Topics include administration of Web Client features, maintenance, system usage, and system requirements.	Administrator	Linked from Web Client software (HTML and pdf). Included on Modular Messaging Web Client CD (pdf). This information is not available from the Avaya Support Web site.
Working with Mailbox Manager (optional)	This document describes how to use the Mailbox Manager application. Topics include orientation, setup, reports, additions, changes, system administration, and troubleshooting.	Administrator	Included on the Mailbox Manager Software CD (pdf)
MSS administration online help	These HTML topics provide information on completing MSS application pages. Topics include password administration, subscriber management, and TCP/IP administration.	Administrator	Linked from MSS software (HTML). This information is not available from the Avaya Support Web site.
Avaya Toll Fraud and Security Handbook	This handbook discusses security risks and measures that can help prevent external telecommunications fraud involving Avaya products.	Administrator	Documentation CD (pdf)
Maintenance			
MSS maintenance online help	These HTML topics provide information on performing MSS maintenance. Topics include reports, logs, and software management.	Administrator	Linked from MSS software (HTML). This information is not available from the Avaya Support Web site.
MSS maintenance procedures	These HTML topics provide information on performing maintenance on the Modular Messaging system. Topics include backing up the system, updating the software, reviewing logs and reports, and troubleshooting.	Administrator	Documentation CD (HTML)

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Data Collection Tool help	These help topics describe how to capture system data for backups and for use in the event of a catastrophic disk failure. Topics include an overview of each task and field help for each screen.	Administrator	Documentation CD (pdf), linked from Data Collection Tool software
S3400-Family Hardware Maintenance and Additions	This document describes how to add, replace, or repair components on a Modular Messaging system that uses S3400-family message servers for any supported message storage server. Topics include replacing servers, adding an MAS to an existing system, adding or replacing port boards, replacing peripheral equipment, and replacing internal components such as disk drives.	Technician	Documentation CD (pdf)
S3500-Family Hardware Maintenance and Additions	This document describes how to add, replace, or repair components on a Modular Messaging system that uses S3500-family messages servers on Exchange or MSS systems. Topics include replacing servers, adding an MAS to an existing system, adding or replacing port boards, replacing peripheral equipment, and replacing internal components such as disk drives.	Technician	Documentation CD (pdf)
Dialogic port board guides	These guides provide details about installing and connecting the port boards in an MAS. If information in a Dialogic document conflicts with an Avaya document, follow the steps in the Avaya documentation.	Technician	Documentation CD (pdf)
MAS Catastrophic Disk Failure Recovery	This document describes how to return a Modular Messaging system to full service after a disk failed on an MAS. Topics include prerequisites for disk drive recovery, replacing the disk drive, restoring a subsequent MAS, restoring MAS#1, restoring customer data, and verifying system operation.	Technician	Documentation CD (pdf)
Use (subscribers)			
Telephone User Interface Guide	This document describes the Modular Messaging telephone user interfaces.	Subscriber	Documentation CD (pdf)
Aria Telephone User Interface for Avaya Modular Messaging Quick Reference Guide	This document describes how to perform common tasks on a Modular Messaging features through the Aria telephone user interface.	Subscriber	Documentation CD (pdf) in English and translated versions
Aria Telephone User Interface for Avaya Modular Messaging Wallet Card	This document includes commonly-performed commands for using a Modular Messaging system through the Aria telephone user interface.	Subscriber	Documentation CD (pdf) in English and translated versions
AUDIX Telephone User Interface for Avaya Modular Messaging	This document describes how to perform common tasks on a Modular Messaging features through the AUDIX telephone user interface.	Subscriber	Documentation CD (pdf) in English and translated versions

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Quick Reference Guide			
AUDIX Telephone User Interface for Avaya Modular Messaging Wallet Card	This document includes commonly-performed commands for using a Modular Messaging system through the AUDIX telephone user interface.	Subscriber	Documentation CD (pdf) in English and translated versions
Serenade Telephone User Interface for Avaya Modular Messaging Quick Reference Guide	This document describes how to perform common tasks on a Modular Messaging features through the Serenade telephone user interface.	Subscriber	Documentation CD (pdf) in English and translated versions
Serenade Telephone User Interface for Avaya Modular Messaging Wallet Card	This document includes commonly-performed commands for using a Modular Messaging system through the Serenade telephone user interface.	Subscriber	Documentation CD (pdf) in English and translated versions
Microsoft Outlook Client User Guide	This guide describes how to configure, customize, and use the Avaya Modular Messaging Microsoft Outlook Client.	Subscriber	Documentation CD (pdf) in English and translated versions , linked from Microsoft Outlook Client software
Quick Start Guide; Avaya Modular Messaging Microsoft Outlook Client	This guide explains how to install and configure the Microsoft Outlook Client on your desktop. For more detailed information, see the Microsoft Outlook Client User Guide.	Subscriber	Documentation CD (.doc) in English and translated versions
Modular Messaging Client Add-in for IBM Lotus Notes User Guide	This guide describes how to configure, customize, and use the Modular Messaging Client Add-in for IBM Lotus Notes	Subscriber	Included on the IBM Lotus Notes Client software CD (pdf)
Quick Start Guide; Modular Messaging Client Add-in for IBM Lotus Notes	This guide explains how to install and configure the Modular Messaging Client Add-in for IBM Lotus Notes on your desktop. For more detailed information, see the Modular Messaging Client Add-in for IBM Lotus Notes User Guide.	Subscriber	Included on the IBM Lotus Notes Client software CD (pdf)
Subscriber Options User Guide	This guides describes how to configure, customize, and use Modular Messaging Subscriber Options.	Subscriber	Documentation CD (pdf) in English and translated versions , linked from Microsoft Outlook Client software
Web Client Quick Reference Guide	This document provides a brief overview of the Web Client user interface and procedures for using key features of Web Client, such as message searches and email administration.	Subscriber	Included on Web Client software CD (pdf and .doc)
Web Client online Help	These HTML topics provide an overview of the Web Client user interface and features. Topics also include procedures for using Web Client features, such as playback and recording of messages and email administration.	Subscriber	Linked from the Web Client subscriber software (HTML). This information is not available from the Avaya Support Web site.
Web Subscriber Options Quick	This document provides a brief overview of the Web Subscriber Options user interface. It also provides	Subscriber	Documentation CD (pdf) in English and translated versions

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Reference Guide	brief procedures for using Web Subscriber Options to change Modular Messaging options and settings, such as Call Me and time zone.		
Web Subscriber Options online help	These HTML topics provide an overview of the Web Subscriber Options user interface and features. Topics also include procedures for using Web Subscriber Options to change Modular Messaging options and settings, such as Call Me and time zone.	Subscriber	Linked from the Web Subscriber Options subscriber software (HTML). This information is not available from the Avaya Support Web site.
Avaya Voice Player online help	This HTML topic provides an overview of the Avaya Voice Player user interface and features. Topics include requirements, menus and buttons, recording voice files, sending voice files by e-mail, playing voice files, and troubleshooting.	Subscriber	Linked from Avaya Voice Player software. This information is not available from the Avaya Support Web site.
Additional resources			
Product FAQs	These documents discuss frequently asked questions (FAQs) regarding system migration or subscriber administration.	Planners, administrators	Avaya Support Web site
Product planning and implementation resources	These documents provide examples and discussions of planning and implementation considerations. Topics include feature descriptions, technical specifications, and white papers.	Planners, administrators	Avaya Support Web site under Modular Messaging product resources