Using Avaya Aura® Messaging

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Chapter 1: Getting Started

Messaging overview

With Avaya Aura® Messaging, you can manage your calls, voice messages, and fax messages on any device including tablets, smart phones, deskphones, and computers. Messaging offers an intuitive interface and a rich set of features for users to enhance productivity. Messaging provides the required flexibility, resilience, and scale in to fit into demanding environments.

Prerequisites

Get the following Messaging information from the administrator:

- The Messaging access number

- The mailbox number and a temporary password

- The URL to gain access to the Avaya Aura® Messaging **User Preferences** webpage

Telephone user interface overview

A telephone user interface (TUI) makes human interaction with computers possible through a voice or speech platform that starts an automated service or process. Messaging offers the following TUIs that support many features and menus of the original TUIs. :

- *Aria TUI for Messaging*: The Aria TUI supports many features and menus of traditional Octel Aria systems.

- *Audix TUI for Messaging*: The Audix TUI supports many features and menus of traditional Audix and Intuity Audix systems.

- *CallPilot TUI for Messaging: The CallPilot TUI supports many features and menus of traditional CallPilot and Meridian Mail systems.*

✱ **Note:**

Your TUI preferences takes effect only after you log in to Messaging.

Accessing your mailbox from any phone

About this task

You can go to your mailbox from anywhere by dialing one of the Messaging access numbers. You can also dial the Automated Attendant, if your organization allows Automated Attendant to access the Messaging system.

Procedure

1. Perform one of the following actions:

   - From any external phone, dial the Messaging access number (external) and press the pound key (**#**).
   - On a phone belonging to another Messaging user within your organization, dial the Messaging access number. Then, if you are an Aria user press star (*). Otherwise, press the pound key (**#**).
   - Dial the Automated Attendant number of your organization, and press the pound key (**#**).

2. Enter your mailbox number, and press the pound key (**#**).

   The system announces your name and prompts you to enter your password.

3. Enter your password, and press the pound key (**#**).

Accessing the mailbox from your desk phone or soft phone

Before you begin

Ensure that you have your Messaging access number. If not, contact your administrator.

Procedure

1. From your office deskphone or softphone, do one of the following:

   - Press the **Voice mail** or **Message** button.
   - Dial the Messaging access number (internal).

   The system announces your name and prompts you for your password.

2. Enter your Messaging password and then press the pound key (**#**).

Initializing your mailbox

Before you begin

Ensure that the administrator configured the settings for your mailbox.

About this task

Initialize your mailbox using TUI to receive voice mail.

To initialize your mailbox:

- Change your temporary password.

- Record your name: Messaging uses your recorded name to identify you to other Messaging users. The system also uses your recorded name in the system-generated greeting that TUI plays when callers reach your mailbox. If your organization uses the Messaging automatic attendant, TUI plays your recorded name before the attendant transfers callers to your extension. If you do not record your name, TUI plays the Text-to-Speech (TTS) version of your name.

- Record your personal greeting: Messaging plays greeting to callers when your phone is busy or you do not answer a call. If you do not record a greeting, Messaging uses your recorded name. If you do not record a greeting, TUI plays the TTS version of the system-generated greeting.

> ❗ **Important:**
>
> The mailbox initialization process depends on the TUI that your administrator configured for your mailbox and your user account. The mailbox initialization process also depends on the value of the system settings that your administrator sets for your mailbox and your user account.

If you initialized your mailbox earlier, but cannot log in, get a temporary password from the administrator.

Procedure

1. Call Messaging using TUI.

2. Enter your temporary password that the administrator assigns you while creating your mailbox, and press the pound key (#).

   If you changed your temporary password on the Password page in User Preferences, use your new password or follow the prompts.

3. Follow the prompts to change your password.

4. **(Optional)** Follow the prompts to record your name.

   If the administrator configured Messaging to prevent sending messages to uninitialized mailboxes, you can perform this step later.

5. **(Optional)** Follow the prompts to record your personal greeting.

   If the administrator configured Messaging to prevent sending messages to uninitialized mailboxes, you can perform this step later.

Next steps

To record your name or a personal greeting or both, in absence of the TUI prompts, see the TUI Quick reference for the required commands.

Logging in to User Preferences

About this task

You can configure options for various Messaging features through the User Preferences webpage.

Procedure

1. To open the User Preferences webpage, perform one of the following:

   • Click **User Preferences** on the Messaging toolbar in Outlook.

   • Open a web browser, in the address bar type the URL for User Preferences that your system administrator provided and press enter.

   The system displays the Messaging User Preferences login page.

2. In the **Mailbox number** field, type your mailbox number.

3. In the **Messaging password** field, type your password.

4. Click **Log In**.

   The system displays the User Preferences General webpage.

Next steps

Customize your General preferences. For more information, see <u>General preferences</u> on page 37.

Chapter 2: Messaging from your e-mail client

The Messaging toolbar

The Messaging toolbar is a set of feature buttons that you can use to access your voice messages from your Outlook email client.

The Messaging toolbar is only available for voice messages created by Avaya Aura® Messaging. If you set up your User Preferences to receive a Notify Me email copy of each voice message, the copies will appear in your designated email Inbox, but the Messaging toolbar will not be available for these emails.

The Messaging toolbar has the following features:

- Play on PC
- Play on Phone
- Voice Reply
- Voice Forward
- Call Sender
- User Preferences
- Help

Prerequisite for playing a voice message

Ensure that your web browser has pop-ups enabled for internal web servers, since some features (Play on Phone, Voice Reply, Voice Forward, and Call Sender) require pop-ups.

Play on PC

Play on PC allows you to play a voice message on your computer.

Using Play on PC

Before you begin

Your system must have Windows Media Player 9 or later. To update or install the latest version of Windows Media Player, see http://www.microsoft.com/windows/windowsmedia/.

Procedure

1. On the Messaging toolbar, click **Play on PC** for an open voice message .

2. Perform one or more of the following:

   • Use the Pause, Resume, Stop, Rewind, and Forward buttons to control playback. The Rewind and Forward buttons either rewind or advance the message by10 seconds.

   • Adjust the volume on your computer speakers or headset as required.

Play on Phone

Use Play on Phone to listen to your voice message on a telephone.

Using Play on Phone for the first time

About this task

When you use Play on Phone for the first time, you must provide your Messaging mailbox number to associate it with your email identity. You need to perform this task only once.

Procedure

1. In the Avaya Voice Message—Play on Phone window, in the **Mailbox number** field, type your mailbox number.

2. Click **Save**.

Related Links

Clearing the mailbox number association on page 57

Using Play on Phone

Before you begin

Ensure that you complete the task, Using Play on Phone for the first time on page 12 to associate the Messaging mailbox number with your email identity.

About this task

Use this procedure to perform various tasks using Play on Phone feature on the Messaging mailbox of your email client.

Procedure

1. Open your voice message with your email client, and then navigate to the Avaya Voice Message toolbar.

2. To listen to a voice message from your inbox or from the Outlook mail folder, right-click the voice message.

   • For Outlook 2003, 2007: Click **Play on Phone**.

   • For Outlook 2010, 2013: Click **Custom Actions** > **Play on Phone**.

   The system displays the Phone number selection window unless you previously selected **Always use this phone number**. See Step 3.

3. Select the phone that you want to use to play the message.

   • Click **Extension** to use your extension.

   • Click **Mobile** to use your mobile phone. You can choose this option if you enter a mobile number on the **Mobile Phone or Pager** field on the **User Preferences** > **General** page.

   • Click **Other** to enter another number.

   ✳ **Note:**

   Click **Always use this phone number** to always use the selected phone number for Messaging toolbar feature operations. You may reset this option in the Play on Phone section of the **User Preferences** > **General** page.

4. Click **Call**.

   The system calls the selected number and displays the **Call Progress** window.

5. Answer the phone and enter your password at the prompt.

   The system plays the voice message.

Voice Reply

Use the Voice Reply feature to reply to voice messages received from users in your organization's voice mail system.

Using Voice Reply

Procedure

1. Use your email client to open your voice message and then navigate to the Messaging toolbar.

2. Click **Voice Reply**.

   The system displays the **Phone number selection** window (unless you previously selected **Always use this phone number**. See step 3).

3. Select the phone you want to use to send a voice reply.

   • Select **Extension** to use your extension.

   • Select **Mobile** to use your mobile phone. You can choose this option only if your administrator has populated the mobile phone field.

- Select **Other Mobile** to use another mobile phone. You can choose this option if you have entered a mobile number on the **Other mobile phone or pager** field on the **User Preferences > General** page.

  > ⊛ **Note:**
  >
  > Avaya Aura® Messaging supports only email based (SMTP) pager notifications.

- Select **Other** to manually enter a number.

Select **Always use this phone number** to always use your selected phone number for Messaging toolbar feature operations. You may reset this option on the **User Preferences > General** page, **Play on Phone** section.

4. Click **Call**.

   The system calls the selected number and displays the **Call Progress** window.

5. Answer the phone and enter your password, when prompted.

6. Record your voice reply.

Voice Forward

Use the Voice Forward feature to forward voice messages to callers in your organization's voicemail system. You can attach a voice introduction to the message being forwarded.

Using Voice Forward

Procedure

1. Use your email client to open your voice message and then navigate to the Messaging toolbar.

2. Click **Voice Forward**.

   The system displays the **Phone number selection** window (unless you previously selected **Always use this phone number**. See step 3).

3. Select the phone you want to use to forward a voice message.

   - Select **Extension** to use your extension.

   - Select **Mobile** to use your mobile phone. You can choose this option only if your administrator has populated the mobile phone field.

   - Select **Other Mobile** to use another mobile phone. You can choose this option if you have entered a mobile number on the **Other mobile phone or pager** field on the **User Preferences > General** page.

     > ⊛ **Note:**
     >
     > Avaya Aura® Messaging supports only email based (SMTP) pager notifications.

   - Select **Other** to manually enter a number.

Select **Always use this phone number** to always use your selected phone number for Messaging toolbar feature operations. You may reset this option on the **User Preferences > General** page, **Play on Phone** section.

4. Click **Call**.

   The system calls the selected number and displays the **Call Progress** window.

5. Answer the phone and enter your password, when prompted.

6. Select your recipient(s) and follow the prompts to forward your message.

Call Sender

Use the Call Sender feature to call the person who left the voice message in your message box.

Using Call Sender

Procedure

1. Use your email client to open your voice message, and then navigate to the Messaging toolbar.

2. Click **Call Sender**.

   The system displays the **Phone number selection** window, unless you previously selected **Always use this phone number**. See Step 3.

3. Select the phone that you want to use to call the sender.

   • Click **Extension** to use your extension.

   • Click **Mobile** to use your mobile phone. You can choose this option only if your administrator has populated the mobile phone field.

   • Click **Other Mobile** to use another mobile phone. You can choose this option if you entered a mobile number on the **Other mobile phone or pager** field on the **User Preferences > General** page.

   > ✱ **Note:**
   >
   > Avaya Aura® Messaging supports only email-based (SMTP) pager notifications.

   • Click **Other** to manually enter a number.

   Click **Always use this phone number** to always use your selected phone number for Messaging toolbar feature operations. To reset this option, go to the **Play on Phone** section on the **User Preferences** > **General** page.

4. Click **Call**.

   The system calls the selected number and displays the **Call Progress** window, and plays the Call Progress (ringback) audio simultaneously.

> **✳ Note:**
>
> You cannot return to the original call session or Messaging when the call sender process is complete, regardless of whether the call sender process is successful or fails.

5. Answer the phone and enter your password, when prompted.

   The system calls the sender.

Call progress

Messaging automatically reports the call progress when you use Play on Phone, Voice Reply, Voice Forward, or Call Sender.

The Call progress window automatically closes after 10 seconds.

If the call fails, the system displays the reason for the call failure. The possible reasons for a call failure are:

- The outgoing line is unavailable.
- The called number is busy or does not answer.
- Dial out privileges are not sufficient.
- The specified number is not a valid number.

Email client (Outlook) configuration

Messaging supports the following message stores:

- The Avaya message store
- The Exchange server

To gain access to the voice messages, you must configure Microsoft Outlook based on the message store that you use.

- To configure Microsoft Outlook for Avaya message store, set up an IMAP email account in your Outlook to use voice messages.

  The procedures to configure Microsoft Outlook for Avaya message store depend on the Outlook version.

  - Configuring Outlook 2013 for Avaya message store on page 17.
  - Configuring Outlook 2010 for Avaya message store on page 18.
  - Configuring Outlook 2007 for Avaya message store on page 20.
  - Configuring Outlook 2003 for Avaya message store on page 21.

- To configure Microsoft Outlook for Exchange server message store, you can directly use your designated email account in Microsoft Outlook without any further configuration, to gain access to the voice messages.

* **Note:**

> The Microsoft Outlook toolbar does not display the messages delivered before the mailbox configuration in Outlook.

Configuring Outlook 2013 for Avaya message store

Before you begin

Follow this procedure only if the Messaging store type (provided by your administrator) is Avaya message store. This procedure is not applicable if the Messaging store type is Exchange server.

About this task

To configure Microsoft Office Outlook 2013, perform the following steps:

Procedure

1. Start Outlook.

2. On the **File** menu, click **Info** and then click **Add Account**.

   You must create a default Outlook profile and load the default profile in Microsoft Office Outlook 2013 otherwise, Outlook window closes automatically.

   The system displays the Auto Account Setup dialog box.

3. Select the **Manual setup of additional server types** option, and then click **Next**.

   The system displays the Choose Service dialog box.

4. Select the **POP or IMAP** option, and then click **Next**.

   The system displays the POP and IMAP Account Settings dialog box.

5. In the **Your Name** box, type your name, for example Michael J. Smith.

6. In the **E-mail Address** box, type the email address that you use for your Avaya message store.

7. In the **Server Information** section, select **IMAP** for **Account Types**.

8. In the **Incoming mail server** box, type the Messaging server address provided by your administrator.

9. In the **Outgoing mail server (SMTP)** box, type the name of your Messaging server address provided by your administrator. This is the same server as mentioned at the previous step.

   * **Note:**

   > The Outgoing mail server (SMTP) is to be used by Messaging only. Do not send emails using this account. To send emails, use your designated email account. To reply to voice messages or to forward them, use the Messaging toolbar.

10. In the **User Name** box, type your assigned internal identifier.

For example, fName.lName.112233 @FQDNOFAAMStorageServer. You must use the entire local part *fName.lName.11223* till @ sign as user name for IMAP.

11. In the **Password** box, type your Messaging password.

12. Click **More Settings…**.

13. On the **General** tab, replace the default name for the mail account with `Avaya Aura Messaging` or a similar designation to indicate that this is your voice messages mailbox.

14. Click the **Advanced** tab.

15. Select **Auto** for **Use the following type of encrypted connection** for both Incoming and Outgoing servers in the Server Port Numbers section.

16. Click the **Outgoing Server** tab.

17. Select the **My outgoing server (SMTP) requires authentication** check box.

18. Select the **Use same settings as my incoming mail server** option.

19. Click **OK**.

20. Click **Next** when you finish entering this configuration information, and then click **Finish**.

21. (Optional) You can also add your voice messages mailbox as a favorite folder by performing the following steps:

    a. In Outlook, click the mail folder.

    b. To expand the folder, click the plus sign (**+**).

    c. Right-click **Inbox**, and then select **Add to Favorite Folders**.

Configuring Outlook 2010 for Avaya message store

Before you begin

Follow this procedure only if the Messaging store type (provided by your administrator) is Avaya message store. This procedure is not applicable if the Messaging store type is Exchange server.

About this task

To configure Microsoft Office Outlook 2010, perform the following steps:

Procedure

1. Start Outlook.

2. On the **File** menu, click **Info** and then click **Add Account**.

    You must create a default Outlook profile and load the default profile in Microsoft Office Outlook 2010 otherwise, Outlook window closes automatically.

    The system displays the Auto Account Setup dialog box.

3. Select the **Manually configure server settings or additional server types** option, and then click **Next**.

The system displays the Choose Service dialog box.

4. Select the **Internet E-Mail** check box, and then click **Next**.

   The system displays the Internet E-mail Settings dialog box.

5. In the **Your Name** box, type your name, for example Michael J. Smith.

6. In the **E-mail Address** box, type the email address that you use for your Avaya message store.

7. In the **Server Information** section, select **IMAP** for **Account Types**.

8. In the **Incoming mail server** box, type the Messaging server address provided by your administrator.

9. In the **Outgoing mail server (SMTP)** box, type the name of your Messaging server address provided by your administrator. This is the same server as mentioned at the previous step.

   ✳ **Note:**

   • The Outgoing mail server (SMTP) is to be used by Messaging only. Do not send emails using this account. To send emails, use your designated email account.

   • To reply to voice messages or to forward them, use the Messaging toolbar or right-click on the voice message and click on the appropriate functions under **Custom Actions** in the context-sensitive menu.

      ➕ **Tip:**

      You must use the Outlook 2010 upgraded with latest SP2 for Office 2010 (32-bit), to view the functions under **Custom Actions** in the context-sensitive menu.

10. In the **User Name** box, type your assigned internal identifier.

    For example, fName.lName.112233 @FQDNOFAAMStorageServer. You must use the entire local part *fName.lName.11223* till @ sign as user name for IMAP.

11. In the **Password** box, type your Messaging password.

12. Click **More Settings…**.

13. On the **General** tab, replace the default name for the mail account with `Avaya Aura Messaging` or a similar designation to indicate that this is your voice messages mailbox.

14. Click the **Advanced** tab.

15. Select **Auto** for **Use the following type of encrypted connection** for both Incoming and Outgoing servers in the Server Port Numbers section.

16. Click the **Outgoing Server** tab.

17. Select the **My outgoing server (SMTP) requires authentication** check box.

18. Select the **Use same settings as my incoming mail server** option.

19. Click **OK**.

20. Click **Next** when you finish entering this configuration information, and then click **Finish**.

21. (Optional) You can also add your voice messages mailbox as a favorite folder by performing the following steps:

    a. In Outlook, click the mail folder.

    b. To expand the folder, click the plus sign (**+**).

    c. Right-click **Inbox**, and then select **Add to Favorite Folders**.

Configuring Outlook 2007 for Avaya message store

Before you begin

Follow this procedure only if the Messaging store type (provided by your administrator) is Avaya message store. This procedure is not applicable if the Messaging store type is Exchange server.

Procedure

1. Start Outlook.

2. On the **Tools** menu, click **Account Settings...**.

   You must create a default Outlook profile and load the default profile in Microsoft Office Outlook 2007 otherwise, Outlook window closes automatically.

3. On the **E-mail** tab, click **New**.

   The system displays the Choose E-mail Service dialog box.

4. Select the **Microsoft Exchange, POP3, IMAP, or HTTP** option, and then click **Next**.

   The system displays the Auto Account Setup dialog box.

5. Select the **Manually configure server settings or additional server types** check box, and then click **Next**.

   The System displays the Choose E-mail Service dialog box.

6. Select the **Internet E-mail** option, and then click **Next**.

   The System displays the Internet E-mail Settings dialog box.

7. In the **Your Name** box, type your name, for example Michael J. Smith.

8. In the **E-mail Address** box, type the email address that you use for your Avaya message store.

9. In the **Server Information** section, select **IMAP** for **Account Types**.

10. In the **Incoming mail server** box, type the Messaging server address provided by your administrator.

11. In the **Outgoing mail server (SMTP)** box, type the name of your Messaging server address provided by your administrator. This is the same server as mentioned at the previous step.

> **Note:**
>
> - The Outgoing mail server (SMTP) is to be used by Messaging only. Do not send e-mails using this account. To send e-mails, use your designated email account.
>
> - To reply to voice messages or to forward them, use the Messaging toolbar or right-click on the voice message and click on the appropriate functions under **Custom Actions** in the context-sensitive menu.

12. In the **User Name** box, type your assigned internal identifier.

    For example, fName.lName.112233 @FQDNOFAAMStorageServer. You must use the entire local part *fName.lName.11223* till @ sign as user name for IMAP.

13. In the **Password** box, type your Messaging password.

14. Click **More Settings…**.

15. On the **General** tab, replace the default name for the mail account with `Avaya Aura Messaging` or a similar designation to indicate that this is your voice messages mailbox.

16. Select **Auto** for **Use the following type of encrypted connection** for both Incoming and Outgoing servers in the Server Port Numbers section.

17. Click the **Outgoing Server** tab.

18. Select the **My outgoing server (SMTP) requires authentication** check box.

19. Select the **Use same settings as my incoming mail server** option.

20. Click **OK**.

21. Click **Next** when you finish entering this configuration information, and then click **Finish**.

22. (Optional) You can also add your voice messages mailbox as a favorite folder by performing the following steps:

    a. In Outlook, click the mail folder.

    b. To expand the folder, click the plus sign (**+**).

    c. Right-click **Inbox**, and then select **Add to Favorite Folders**.

Configuring Outlook 2003 for Avaya message store

Before you begin

Follow this procedure only if the Messaging store type (provided by your administrator) is Avaya message store. This procedure is not applicable if the Messaging store type is Exchange server.

About this task

To configure Microsoft Office Outlook 2003 and earlier versions of Outlook, perform the following steps:

Procedure

1. Start Outlook.

2. On the **Tools** menu, click **E-mail Accounts...**.

   The system displays the E-mail Accounts dialog box.

3. Select the **Add a new e-mail account** check box under **E-mail**, and then click **Next**.

   The system displays the Server Type dialog box.

4. Select **IMAP** as the type of account that you are creating, and then click **Next**.

   The system displays the Internet E-mail Settings (IMAP) dialog box.

5. In the **Your Name** box, type your name, for example Michael J. Smith.

6. In the **E-mail Address** box, type the email address that you use for your Avaya message store.

7. In the **User Name** box, type your internal identifier.

   For example, fName.lName.112233 @FQDNOF AAMStorageServer. You must use the entire local part *fName.lName.11223* till @ sign as user name for IMAP.

8. In the **Password** box, type your Messaging mailbox password.

9. In the **Incoming mail server** box, type the Messaging server address provided by your administrator.

10. In the **Outgoing mail server (SMTP)** box, type the name of your Messaging server address provided by your administrator. This is the same server as mentioned in the previous step.

    ⊛ **Note:**

    The Outgoing mail server (SMTP) is to be used by Messaging only. Do not send emails using this account. To send emails, use your designated email account. To reply to voice messages or to forward them, use the Messaging toolbar.

11. Click **More Settings…**.

12. On the **General** tab, replace the default name for the mail account with `Avaya Aura Messaging` or a similar designation to indicate that this is your voice messages mailbox and click **OK**

13. Click **Next** when you finish entering this configuration information, and then click **Finish**.

14. (Optional) You can also add your voice messages mailbox as a favorite folder by performing the following steps:

    a. In Outlook, click the mail folder.

    b. To expand the folder, click the plus sign (**+**).

    c. Right-click **Inbox**, and then select **Add to Favorite Folders**.

Purging deleted messages

By default, Outlook does not automatically purge deleted messages. You might notice that when you mark an item on an IMAP server for deletion, it is displayed in strike-through text. This can lead

users to unexpectedly run out of space in their mailboxes. The manual steps for purging differ slightly depending on the Outlook versions.

Before you begin

Ensure that you are working online and connected to the IMAP server.

About this task

You can either manually purge messages marked for deletion, or configure Outlook to delete any marked items when you switch between folders.

Procedure

1. For Outlook 2010 and 2013, perform the following steps to purge deleted items:

    a. Open the folder from which you want to purge deleted items.

    b. On the main menu, click **Folder**.

    c. Click **Purge** and select **Purge Marked Items in *Folder name***.

2. To configure Outlook 2010 or 2013 to delete any marked items when you switch between folders, perform the following steps:

    a. On the main menu, select **Folder** > **Purge** > **Purge Options**.

    b. For Outlook 2010, click **Deleted Items** tab and select **Purge items when switching folders while online**.

    c. For Outlook 2013, click **Advanced** tab and select **Purge items when switching folders while online**.

    d. Click **Ok**.

3. For Outlook 2007, perform the following steps to purge deleted items:

    a. Open the folder from which you want to purge deleted items.

    b. On the main menu, click **Edit**.

    c. Click **Purge** and select **Purge Marked Items in *Folder name***.

4. To configure Outlook 2007 to delete any marked items when you switch between folders, perform the following steps:

    a. On the main menu, select **Edit** > **Purge** > **Purge Options**.

    b. Click **General** tab and select **Purge items when switching folders while online**.

    c. Click **Ok**.

5. For Outlook 2003, perform the following steps to purge deleted items:

    a. On the main menu, click **Edit**.

    b. Click **Purge Deleted Messages**.

Voice messages

MWI and message status

Voice messages appear as unread until they are accessed over the phone or are marked as read in your email client. The message waiting indicator (MWI) light on your desk phone remains switched on as long as one or more voice messages in your Messaging Inbox are marked as Unread. The MWI light is turned off when all voice messages in your Inbox are marked as Read.

MWI behavior with the Aria TUI

• If you skip a message by pressing # before ten seconds of message playback has elapsed, the message remains marked as Unread and the MWI lamp remains switched on.

• If you skip a message by pressing # after ten seconds of message playback has elapsed, the message is marked as Read.

• From Messaging 6.1 Service Pack 1 onwards, if you save a message, it is marked as Read even if the message played back for less than ten seconds.

MWI behavior with the Audix and CallPilot TUIs

• As soon as you start reviewing a message, it is marked as Read.

MWI behavior with Outlook

If Outlook is in cached mode when you delete a message, the MWI light switches off only after the next synchronization between Outlook and Exchange. The MWI light is switched off when there is any change in Outlook that influences the MWI, such as read or unread status change, deletion of a message, or moving a message to another folder.

Private messages

If you need to protect your outgoing message from being forwarded by the recipient, mark it as Private. When Avaya Message Store is the storage destination for Messaging:

• Recipients of a Private voice message can only access it from a phone.

• Private voice messages cannot be forwarded.

When Exchange is the storage destination, Private messages are flagged as private but otherwise not protected.

Moved messages

Voice messages can be moved from your inbox to other folders like any other email. Once a message is moved, it is no longer available over the phone.

Auto Delete Notification and Message Retention

Using the Auto Delete Notification feature, you can set the TUI to play a warning if any messages are near the automatic deletion date. You can use your TUI to review the soon-to-be-deleted messages and restore the messages that you want to keep.

The administrator configures the Messaging threshold for the message retention capacity. The administrator must set appropriate permissions for you to use the Message Retention feature.

> ✳ **Note:**
>
> The TUI plays auto delete notification only when one or more messages are pending for deletion.

Non Delivery Report notification

You receive a Non Delivery Report (NDR) or Delivery Status Notification (DSN) when the system exhausts all attempts to deliver a voice mail to the listed recipients. NDRs are not presented for Exchange users. NDRs may not include the original message information and a recording of the original message sent.

Chapter 3: Fax

Using the fax feature of Messaging, you can perform the following :

- Receive faxes to a specified email address.
- Send faxes from any appropriately configured and supported version of Windows desktop.

Messaging administrators control which groups of users can send and receive faxes.

Related Links

Inbound fax

The Messaging system receives inbound fax messages and forwards them to a specified email address. You can receive fax messages to any the following email addresses depending on your Messaging mailbox configuration:

- The email address specified in the internal corporate directory.
- The email address specified in the User Preferences webpage.

The maximum transmission length of an inbound fax is 90 minutes. After 90 minutes, Messaging stops the transmission and sends a report to the sending fax server. The report includes the number of pages transmitted successfully.

You cannot gain access to inbound faxes from the TUIs because Messaging does not store any faxes in the message store. Message Waiting Indicator of the TUIs does not light up on receipt of a new fax.

Cache for fax

The Messaging system only caches inbound faxes if you have a specified email address in User Preferences. The system does not cache outbound faxes or inbound faxes sent to a fax server.

The default retention period for a cached fax is 72 hours. Messaging administrators can modify the retention period.

Outbound fax

Using Messaging, you can compose a document in a Windows-based program and fax it to any destination fax number. The Messaging fax client on your desktop sends your document to the fax printer service on the Avaya storage server. The fax printer service sends the document to the application role, which sends it to the destination fax number.

You can change fax-related defaults in User Preferences.

Outbound fax has the following features:

- You can customize Transmitting Subscriber Identification (TSID) for outbound fax jobs. The TSID is a string that identifies a specific fax machine as the sender of a fax transmission. By default, the Messaging system assigns each user a TSID in the format *mailbox@external access number*. You can change the default value of TSID through the General section of the User Preferences webpage.

- You can configure email notifications for outbound fax. You can configure Messaging to send a status notification by email for each fax that you send. You can enable the notification through the Notify Me section of the User Preferences webpage.

- You can monitor the status of your outbound fax jobs. An outbound fax job is similar to a print job. You can view and cancel your outbound fax jobs using the remote fax printer configured on your Windows desktop. You can also delete failed fax jobs and remove them from the queue.

Outbound fax has the following requirements:

- Messaging requirements. Your Messaging administrator must enable the fax support and dialing privileges for your mailbox so that you can use the fax features.

- Computer requirements. Your computer must run either on the Windows XP or Windows 7 operating system. Your computer must support the Internet Printing Protocol (IPP) feature and HTTP printing.

Messaging fax client pre-installation checklist

Get the administrator permission for the following Messaging fax client pre-installation tasks:

No.	Task	Description	Notes	✔
1	Configure the Internet Printing Protocol (IPP) feature	• See Turning on the IPP feature on Windows 7 on page 28	By default, your computer has this printing capability. However, some companies disable this capability for security reasons.	
2	Configure the HyperText Transfer Protocol (HTTP) printing	• See Turning on the HTTP printing on Windows XP and Windows 7 on page 28	By default, your computer has this printing capability. However, some	

No.	Task	Description	Notes	✔
			companies disable this capability for security reasons.	
3	Download a fax client installer	• See Downloading a fax client installer on page 29 • See Supported languages for the fax client installer on page 29		
4	Set the compatibility mode on Windows 7	See Setting the compatibility mode on Windows 7 on page 30		

IPP feature configuration

Turn on the IPP feature of your computer to enable secure remote printing. After enabling the IPP feature, you can send messages to the Messaging fax client to print and generate fax messages.

By default, the IPP feature is enabled for the computers running on Windows XP. If not, contact your system administrator.

Turning on the IPP feature on Windows 7

Before you begin

Get the administrator permission for enabling the IPP feature on computers running on Windows 7.

Procedure

1. Click **Start** > **Control Panel** > **Get programs** > **Turn Windows features on or off**.

   Windows displays the **Windows Features** window.

2. Expand **Print and Document Services**.

3. Select **Internet Printing Client**.

4. Click **Ok**.

HTTP printing configuration

Turn on the HTTP printing of your computer to send fax messages from your computer to the network fax printer service on the Messaging storage server.

Turning on the HTTP printing on Windows XP and Windows 7

Before you begin

Get the administrator permission to enable the HTTP printing on your computer.

Procedure

1. Click **Start** > **Run**.

2. In the **Open** field, type `regedit`, and click **OK**.

3. Click **HKEY_LOCAL_MACHINE** > **SOFTWARE** > **Policies** > **Microsoft**.

4. Click **Windows NT** > **Printers**.

5. Double-click **DisableHTTPPrinting**, and set the value to 0.

6. Click **OK**.

Downloading a fax client installer

About this task

Download the fax client installer from the Messaging storage server on your computer for a specific language that you have set in the User Preferences webpage.

ⓘ Important:

You must save the fax client installer on a local drive of your computer. You cannot install a fax client from a shared location or a network drive.

Before you begin

Get the administrator permission for downloading the fax client installer.

Procedure

1. In Internet Explorer, type `http://<Messaging storage server IP or AAM FQDN>/download/<fax client installer>`

   where

   • *<Messaging storage server IP or AAM FQDN>* is the fully qualified domain name or IP address of the Messaging server functioning as a storage server.

   • *<fax client installer>* is the .msi file for a specific language that is required to install the fax client for that language.

2. Press **Enter**.

3. **(Optional)** Click **Continue to this website (not recommended)**.

   The system displays a dialog box with the message: **Do you want to run or save *<fax client installer>* from *<Messaging storage server IP or AAM FQDN>*?**

4. Click **Save**.

   The system saves the fax client installer on your computer.

Supported languages for the fax client installer

Language	Fax client installer file name
Arabic	FaxClient_ar-SA.msi
Chinese-Peoples Republic of China	FaxClient_zh-CN.msi
Chinese-Hong Kong	FaxClient_zh-HK.msi
Dutch	FaxClient_nl-NL.msi

Language	Fax client installer file name
English-US	FaxClient-en-US.msi
English-UK	FaxClient_en-UK.msi
French	FaxClient_fr-FR.msi
German	FaxClient_de-DE.msi
Hebrew	FaxClient_he-IL.msi
Italian	FaxClient_it-IT.msi
Japanese	FaxClient_ja-JP.msi
Korean	FaxClient_ko-KR.msi
Polish	FaxClient_pl-PL.msi
Portuguese-Brazilian	FaxClient_pt-BR.msi
Russian	FaxClient_ru-RU.msi
Spanish-Latin American	FaxClient_es-XL.msi
Swedish	FaxClient_sv-SE.msi
Turkish	FaxClient_tr-TR.msi

Setting the compatibility mode on Windows 7

About this task

For computers running on Windows 7, you must set the compatibility mode to Windows XP or earlier.

Before you begin

- Download the fax client installer for a specific language from the storage server on your computer.
- Get the administrator permission to set your computer in the compatibility mode.

Procedure

1. Right-click the fax client installer, and click **Properties**.

2. In the **Compatibility** tab, select the following:

    a. **Run this program in compatibility mode for:**

    b. **Previous version of Windows**

3. Click **OK**.

Installing Messaging fax client

About this task

The Messaging fax client is a printer driver that prints your messages and generates fax messages.

Before you begin

Complete the fax client pre-installation procedures.

🛈 **Important:**

If you do not complete the fax client pre-installation procedures and set the compatibility mode on Windows 7, Messaging fax client fails to function.

Procedure

1. Run the fax client installer for your language.

2. Select **I accept the terms in the License Agreement**.

3. Click **Install**, and follow the instructions in the installation wizard.

4. Click **Finish**.

   Messaging installs the fax client and adds Avaya Aura® Messaging Fax printer driver to the list of Printers and Faxes.

5. Restart the computer.

Next steps

Configure the fax printer service to Windows.

Fax printer service configuration

The fax printer service is the remote fax printer on the Messaging storage server, where you send fax messages. Add the fax printer service as a network printer on the Windows desktop to send faxes to a destination number based on your dial-out privilege.

Adding the fax printer service as a network printer on Windows XP

Before you begin

Install the Messaging fax client on your computer.

Procedure

1. Click **Start** > **Settings** > **Printers and Faxes** > **File** > **Add Printer**.

   Windows displays the Add Printer Wizard window.

2. Click **Next**.

3. Select **A network printer, or a printer attached to another computer**, and click **Next**.

4. Select **Connect to a printer on the Internet or on a home or office network:**.

5. In the **URL** field, type `http://<Messaging storage server IP or AAM FQDN>:8631/printers/fax`.

   where *<Messaging storage server IP or AAM FQDN>* is the fully qualified domain name or IP address of the Messaging server functioning as a storage server.

6. Click **Next**.

   Windows displays the Configure Internet Port window.

7. In the **User Name** field, type your mailbox number.

8. In the **Password** field, type your mailbox password.

9. Click **OK**, and follow the instructions of the **Add Printer** wizard.

10. Click **Finish**.

    The system adds the following remote network printer to the Windows environment:

    • **fax on http://<Messaging storage server IP or AAM FQDN>:8631**

    where *<Messaging storage server IP or AAM FQDN>* is the fully qualified domain name or IP address of the Messaging server functioning as a storage server.

Adding the fax printer service as a network printer on Windows 7

Before you begin

Install the Messaging fax client on your computer.

Procedure

1. Click **Start** > **Devices and Printers** > **Add a printer**.

   Windows displays the Add Printer window.

2. Click **Add a network, wireless or Bluetooth printer** > **The printer that I want isn't listed**.

3. Select **Select a shared printer by name**.

4. In the search text box, type `http://<Messaging storage server IP or AAM FQDN>:8631/printers/fax.`

   where *<Messaging storage server IP or AAM FQDN>* is the fully qualified domain name or IP address of the Messaging server functioning as a storage server.

5. Click **Next**.

   Windows displays the Configure Internet Port window.

6. In the **User Name** field, type your mailbox number.

7. In the **Password** field, type your mailbox password.

8. Click **OK**, and follow the instructions of the **Add Printer** wizard.

9. Click **Finish**.

   The system adds the following remote network printer to the Windows environment:

   • **fax on http://<Messaging storage server IP or AAM FQDN>:8631**

   where *<Messaging storage server IP or AAM FQDN>* is the fully qualified domain name or IP address of the Messaging server functioning as a storage server.

Sending a fax

About this task

Using Messaging, you can send faxes to local, national, or international numbers depending on your dial-out privileges. You can use any Windows-based program, such as Microsoft Word, to draft your fax content. The fax client sends the drafted content without any cover page.

Before you begin

- Install the outbound fax client on your computer.
- Add the remote network printer to your environment.
- Request your administrator to configure the dial-out privileges for you to send a fax to a destination number.
- When sending fax to a Messaging mailbox, ensure that the Messaging mailbox of the fax receiver has fax privileges.

Procedure

1. Create a document in Windows with the content that you want to send as a fax message.
2. Click **File** > **Print**.
3. From the list of printers, select Avaya Aura® Messaging **Fax**.
4. To confirm:
   - For Windows XP, click **OK**.
   - For Windows 7, click **Print**.

   The system displays Avaya Aura® Messaging Fax Client.
5. In the **Printer URL** field, select `http://<server name or IP>:8631/printers/fax`

   where
   - `http://<server name or IP>:8631/printers/fax` is the remote fax printer that you set up earlier. The system uses this printer to send the fax.
   - *<Messaging storage server IP or AAM FQDN>* is the fully qualified domain name or IP address of the Messaging server functioning as a storage server.
6. In the **Destination Fax** field, type the fax number of the recipient.

   If you are unsure of the format that you must use for an external fax number, contact your administrator.
7. To preview your fax, select **Display fax content**.
8. Click **OK**.

   If you enabled outbound fax notifications, the system sends you an email notification with the status of each outbound fax job.

Managing outbound fax jobs

About this task

You can manage an outbound fax job as you manage the regular print jobs. You can cancel an in-progress fax job or delete a failed fax job.

Procedure

1. Click **Start**.

2. To continue:

   • For Windows XP, click **Settings** > **Printers and Faxes**.

   • For Windows 7, click **Devices and Printers**.

3. Double-click **fax on http://<*Messaging storage server IP or AAM FQDN>*:8631**

   where <*Messaging storage server IP or AAM FQDN*> is the fully qualified domain name or IP address of the Messaging server functioning as a storage server.

4. Perform one of the following:

   • To cancel a fax job that is in-progress, right-click the fax job and click **Cancel**.

   • To delete a failed fax job, right-click the fax job and click **Delete**.

Changing your password in the network fax printer service

About this task

If you change your Messaging password, you must update the password in the network fax printer service on the Messaging server. Otherwise, you cannot send faxes.

Procedure

1. Click **Start**.

2. To continue:

   • For Windows XP, click **Settings** > **Printers and Faxes**.

   • For Windows 7, click **Devices and Printers**.

3. Click **fax on http://<*Messaging storage server IP or AAM FQDN>*:8631**

   where <*Messaging storage server IP or AAM FQDN*> is the fully qualified domain name or IP address of the Messaging server functioning as a storage server.

4. Set the server properties of the printer:

   • For Windows XP, click **File** > **Server Properties** > **Ports**.

   • For Windows 7, click **Print server properties** > **Ports**.

5. Select the port `http://<Messaging storage server IP or AAM FQDN>:8631/printers/fax`

   where *<Messaging storage server IP or AAM FQDN>* is the fully qualified domain name or IP address of the Messaging server functioning as a storage server.

6. Click **Configure Port**.

   Windows displays the Configure Internet Port window.

7. In the **Password** field, type your new mailbox password.

8. Click **OK** twice.

Troubleshooting the fax issues

Unable to download a fax client installer

Condition

Unable to download a fax client installer.

Solution

Recheck that you are using the correct URL to download the fax client installer.

Unable to add a fax printer service

Condition

When adding a fax printer service as a network printer on a Windows desktop, after typing the username and password, Messaging displays the following error message:

`They do not have access to the printer, please try a different username or password.`

Solution

Contact your system administrator.

Windows fails to connect to a fax printer service

Condition

Windows fails to connect to the added fax printer service.

Solution

Recheck that you enabled the IPP feature on your computer.

Unable to send a fax

Condition

Messaging displays the error message: `Print file failed. rc = 1260.`

Solution

Recheck that you enabled the HTTP printing feature on your computer.

A Messaging fax receiver is unable to receive faxes

Condition

A Messaging fax receiver is unable to receive faxes that you are sending.

Cause

The Messaging mailbox of the fax receiver does not have the fax privilege.

Solution

Ask the Messaging fax receiver to contact the administrator.

Unable to install the fax client installer on Windows 7

Condition

The Messaging fax client is not working as expected.

Cause

You did not follow the Messaging fax client pre-installation instructions and did not set the compatibility mode on Windows 7.

Solution

1. Remove the Messaging fax client.
2. Follow the Messaging fax client pre-installation checklist, and recheck the configuration of your computer.
3. Set the compatibility mode to Windows XP or earlier.
4. Reinstall the Messaging fax client.
5. Configure the fax printer service.

Chapter 4: Customizing Messaging

About User Preferences

User Preferences is a web-based tool to customize settings for Messaging.

> *** Note:**
>
> Some of these features may not be available in your organization. For details, contact your administrator.

General preferences

The following User Preference features are found on the General Web page:

- Messaging Access Number
- Account Information
- Location and Language
- Mobile Phone or Pager
- Message Blocking Options
- Fax
- Play on Phone
- Attendant

> *** Note:**
>
> Some of these features might not be available in your organization. For details, contact your administrator.

Messaging access number

Messaging access numbers (internal and external) are used to access Messaging. Use the internal number to dial from inside the office. The external number is the one that you dial from outside the office. The internal and external Messaging access numbers are available on the **User Preferences > General** page.

If you see more than one Messaging access number (internal or external), use the number that is assigned to a language that you know.

When you call the messaging access number from your mobile phone, Messaging recognizes your mobile number. The Messaging system directly prompts you to enter your mailbox password, skipping the need for you to enter your mailbox number. To ensure that the Messaging system recognizes your mobile number, you must enter your mobile number in the correct format on the User Preferences General page. To obtain the correct format of your mobile number, call your desk phone and make note of the number as displayed on the caller ID.

Account Information

Account information displays the following fields:

- **Mailbox**: Displays your assigned voice messaging mailbox number.

- **Extension**: Displays your assigned phone extension.

- **Auto logon**: Displays the auto logon option for each extension. With the auto logon option, you can log in to your mailbox using the extension on which you have enabled the auto logon option without having to enter your mailbox number and password. Your administrator must enable appropriate permissions for you to use the auto logon feature.

- **Additional Extensions**: Displays any additional phone extensions associated with your mailbox. If the **Additional extensions** field is not displayed, no additional extensions are configured for your mailbox.

Location and Language

Select your preferred time zone and language in the Location and Language section.

Time zone

Selecting a time zone affects the date and time announcement that the phone plays when you listen to a voice message using the telephone user interface. Changes to the time zone also impact the **Reach Me Schedule** on the Reach Me screen.

Language

You can select your preferred language that you want to use in the voice messaging system. If this field is unavailable, the default language is available. This setting affects the following:

- The language of the voice prompts you hear when accessing your Messaging mailbox through the telephone user interface.

- The language used for your User Preferences webpages.

You can configure a specific call answer language as the default call answer language with two additional call answer languages. You must have appropriate permissions to define multiple call answer languages.

! **Important:**

> You must not configure multiple languages when using One-Step Audix Recording feature, but configure a single default call answer language.

Mobile Phone or Pager

You can use **Mobile Phone or Pager** for features such as:

- Notify Me (if enabled).
- Reach Me forwarding number.
- Other mobile phone when using **Play on Phone**, **Voice Reply**, **Voice Forward**, and **Call Sender** in your email client.

For **Mobile Phone or Pager**: Select the **Use this mobile phone or pager for "Notify Me" and other features** check box, and specify an alternate mobile phone or pager number to enable the integrated login.

✱ **Note:**

> Avaya Aura® Messaging supports only email based (SMTP) pager notifications.

Message Blocking Options

With the Incoming Messages Blocking option, you can choose if you want Messaging to allow or prevent your callers from leaving voice messages. The options available are:

- **Never**: Active by default. Incoming callers can record voice messages.
- **Always**: Incoming callers cannot record voice messages.
- **Only when extended absence greeting is active**: Incoming callers cannot record voice messages if you have recorded and enabled an extended absence greeting.

On the basis of your selection, you can decide from the following options on how Messaging processes the call:

- **Disconnected**: Messaging plays your greeting and disconnects the call.
- **Transferred to a custom attendant (operator)** : Messaging plays your greeting and transfers the call to a custom attendant.

Your administrator must enable the appropriate permissions for you to use the income message blocking feature.

Defining an email address for inbound fax

About this task

By default, you receive inbound fax messages at your email address specified in the internal directory of your organization. However, you can define an email address of your choice for receiving inbound fax messages from the General section of the User Preferences Web pages.

Procedure

1. In the Fax section, select the **Forward incoming fax messages to:** check box.

2. In the adjacent text box, type an email address.

3. Click **Save**.

Configuring TSID for outbound fax

Before you begin

Consult your system administrator before you change the TSID assigned to outbound faxes.

About this task

You can configure the transmitting subscriber identification (TSID) for outbound faxes with which fax recipients identify the origin of an incoming fax. You can configure the TSID through the General section of the User Preferences Web pages.

Procedure

1. In the Fax section, type a TSID of your choice in the **Transmitting subscriber ID for outgoing fax messages:** field.

   This field accepts a TSID of maximum length up to 128 characters. In case the field is left blank, the field defaults to <Extension>@<External Messaging Access Number>.

2. Click **Save**.

Play On Phone

When you click Play on Phone, Voice Reply, Voice Forward, or Call Sender on the Messaging toolbar, the system displays a pop-up window where you need to specify which phone is to be used for the requested action. The Play on Phone settings on the User Preferences General page provide options to manage this pop-up as follows:

- **Always use this phone**: Use this option to specify a phone number that you want to use for Play on Phone, Voice Reply, Voice Forward, or Call Sender. This phone number will automatically be used every time it is needed, and you will not be prompted with a pop-up for this purpose.

- **Ask me every time which phone to use**: Use this option to restore the default setting where the system displays a pop-up that prompts you to select a phone each time you use Play on Phone, Voice Reply, Voice Forward, or Call Sender.

Attendant

Attendant settings define where calls are forwarded when a caller presses 0 while listening to your voice message greeting.

The options available for Attendant are:

- **Default attendant (operator)** : Calls are routed to the system attendant (operator).

- **Personal attendant/assistant**: Calls are routed to another phone number. You must enter the phone number, which can be internal (typically a phone extension) or external (any phone number formatting is acceptable). If you do not see this field, your system administrator has disabled this feature.

Reach Me preferences

Reach Me settings are located on the Reach Me Web page in your User Preferences. If you do not have a Reach Me Web page, the Reach Me features have been disabled at the system administration level.

The Reach Me feature provides callers with an opportunity to reach you on an alternate phone when you do not answer or when your primary extension is busy. The Reach Me feature manages how your incoming calls are forwarded based on the following:

- Caller priority - A priority status over other callers is given to the callers that you define as priority callers.

- Call screening - You can screen the call before deciding to answer by asking the callers to record their name.

- Forwarding numbers - For any incoming call, you can forward calls to up to three Reach Me numbers.

- Schedule - You can forward calls during certain hours and on certain days defined by you.

Caller Categories

You can let the Reach Me feature handle all calls in an identical fashion, or define different call handling actions for priority callers, internal callers, and external callers. You can configure a list of priority callers through the User Preferences Web pages.

To define caller categories:

1. Navigate to the **User Preferences > Reach Me** page.

2. Under the **Caller Categories** section

   • Select **Treat all callers the same** if you want to set the same call handling action for all callers.

   • Select **Distinguish between internal callers and other callers** to setup different call handling actions for internal callers and other callers.

3. Click **Save**.

Call Handling

Call Handling settings are where:

• Reach Me is enabled, allowing you to forward your incoming calls.

Configuring incoming call handling when treating all callers the same

About this task

Call handling options depend on how you choose to categorize your callers. You can choose to treat all callers the same in the manner:

Procedure

1. To configure Reach Me, select from the following options:

   • To enable Reach me, select **Forward calls to the Reach Me numbers below**.

   • To disable Reach Me, select **Go to voice messaging**.

2. When Reach Me is enabled, you can use call screening. To enable call screening, select the **Before forwarding, ask callers to record their name so I can screen the call** check box.

3. Click **Save**.

Configuring incoming call handling with other callers

About this task

Options for Call Handling differ depending on how you chose to categorize your users. If you chose to distinguish between internal callers and other callers, the system presents you with options to define call handling for internal callers and other callers separately.

Procedure

1. To configure Reach Me for internal callers, select from the following options:

   • To enable Reach Me, select **Forward calls to the Reach Me numbers below** .

   • To disable Reach me, select **Go to voice messaging**.

2. To configure Reach Me for other callers, select from the following options:

   • To enable Reach Me, select **Forward calls to the Reach Me numbers below** .

   • To disable Reach me, select **Go to voice messaging**.

3. If you want to activate call screening, select the **Before forwarding, ask callers to record their name so I can screen the call** check box.

4. Click **Save**.

Call screening

Call Screening is an optional Reach Me feature, which you can enable from the Call Handling section of the Reach Me Web page in your User Preferences. When you enable call screening:

• Messaging prompts callers to record their names before forwarding the call to you.

• Messaging plays the recorded name when you receive the forwarded call on the basis of which you can accept or reject the call.

If you reject the call, Messaging informs the caller that you are unavailable and routes the call to your Messaging mailbox.

Defining your Reach Me numbers

Before you begin

These settings are applicable only when Reach Me is enabled.

About this task

With Reach Me enabled, incoming calls can be forwarded to up to three numbers. The Messaging system tries to reach you at all your Reach Me numbers, by dialing them one at a time, before forwarding a call to your Messaging mailbox.

To define Reach Me numbers:

Procedure

1. From the drop-down boxes, select the forwarding numbers.

2. For each Reach Me Number, specify a ring threshold. For most phones, 3 rings is a good choice.

Defining a Reach Me schedule

Before you begin

These settings are applicable only when Reach Me is enabled.

About this task

When you enable Reach Me, you can set up a Reach Me schedule to forward calls during a certain time period and for specific days of the week. By default, calls are forwarded between 9:00 AM and 5:00 PM, Monday through Friday.

To set up a Reach Me schedule:

Procedure

1. Select **Forward calls only between**.

2. Select a start and stop time.

3. Select the days that you would like the schedule to be in effect.

   The system does not forward calls outside the schedule. If your extension rings and you do not answer, the call is routed to your mailbox.

Reach Me default settings when re-enabled using the TUI

You can enable or disable Reach Me from the Aria or Audix TUI or by using the User Preferences Web pages. If you use the TUI to re-enable Reach Me, the system:

• Enables call forwarding to previously defined Reach Me numbers.

• Enables the 'Treat all callers the same' option.

• Disables call screening.

• Enables Reach Me scheduling.

Testing your Reach Me configuration

After you configure your Reach Me settings, call your extension from a separate phone to experience exactly what your callers experience. This is important for testing defined ring thresholds and forwarding settings.

You have successfully configured your Reach Me settings if your test call is forwarded to all specified phone numbers, one by one and then finally, to your Messaging mailbox.

Notify Me preferences

Notify Me settings are located on the Notify Me Web page in your User Preferences.

The Notify Me feature sends you a notification when you receive a new voice message. You receive the notification by:

• Text message to your mobile phone.

- Phone call to your mobile phone.

- Page notification to your pager.

- Email notification to your email address.

You can also configure the Notify Me settings to send an email notification to your email address after each successful outbound fax.

Notify Me settings offer the following rule-based configuration options, which are designed around your availability:

- Disable when Extended Absence Greeting is active.

⊛ **Note:**

- If you do not have a Notify Me Web page, notification features have been disabled at the system administration level. Similarly, if one of the described notification options is not available, it has been disabled by the administrator.

- Avaya Aura® Messaging supports only email based (SMTP) pager notifications.

Configuring phone notifications

Before you begin

To enable text message or page notifications you must define a mobile phone or pager number. To set up your mobile phone or pager number, specify the phone number in the Mobile Phone or Pager section in General preferences. Avaya Aura® Messaging supports only email based (SMTP) pager notifications.

About this task

To configure phone notifications, perform the following steps on the Notify Me Web page of your User Preferences:

Procedure

1. On the Notify Me Web page of User Preferences, under **Phone Notifications** select **Notify me when a new voice message arrives**.

2. Select one of the following notification options:

   a. To receive notifications through a phone call, select **With a phone call to**:

      The system displays the phone number you specified in the **Other mobile phone or pager** field on the General Web page.

   b. To receive notifications as text message or pager notifications, select **With a text message or page to**:

      The system displays the phone number you specified in the **Other mobile phone or pager** field on the General Web page.

If you choose this option, you must select your service provider from the **Mobile provider** drop-down list. Contact your system administrator if the system does not display your mobile provider in the drop-down list.

c. Select **Only for important messages** if you want to receive notifications for voice messages that the caller specifies as important in the respective TUI.

The Aria TUI provides two additional delivery options wherein the caller can mark the voice messages as private and for future delivery.

⊛ **Note:**

In future delivery, you can set a future date on which you want the system to deliver your voice message. In case you specify a delivery date without year and the specified date is less than the current date, the system does not prompt any error but delivers the voice message on the specified date next year.

3. Click **Save**.

Configuring email notification

You can receive an email notification of a new voice message to a specified email account. For email notifications, the Messaging toolbar is not available. You might have to wait about 10 minutes for your changes to take effect.

Procedure

1. On the Notify Me Web page of User Preferences, under **Voice Email Notifications**, select the **Email me a notification for each voice message** check box.

2. Select **Custom subject** to customize the subject line of your email notifications. You can enter up to 80 alphanumeric characters.

   You can turn off custom subject lines later by selecting **Default subject**. The default format for the subject line is: Voice message from *<name or telephone number>*.

3. In the **To email addresses** text box, enter the email address to which email notifications need to be sent.

   You can enter up to five email addresses. Use a semicolon to separate addresses.

4. Select the **Include the recording** check box if you want to include the recording of the voice message. For Private messages, the voice message recording may not be included even if this check box is selected, depending on the system configuration.

5. Select **Only for important messages** if you want to receive notifications for voice messages that the caller specifies as important in the TUI.

Configuring fax email notifications

Before you begin

The administrator must enable the appropriate permissions for you to be able to use fax-related features.

About this task

You can configure the system to send an email status notification for each outbound fax through the Notify Me section of the User Preferences Web pages.

Procedure

1. In the Fax Email Notifications section, select the **Email me a notification for each fax message sent** check box.

2. In the **To email address** field, type an email address to which you want the notifications to be sent.

3. Click **Save**.

My Phone preferences

User preferences on the My Phone Web page allows you to customize your preferences when using the telephone user interface.

The following user preference features are found on the My Phone Web page:

- Auto play
- Message Playback Order
- Message Playback Speed
- Prompt Level
- Date and Time Announcement
- Voice Recognition for Addressing Preferences

⊛ **Note:**

If one of the described phone preference features is not available on the My Phone Web page, it has been disabled by the administrator.

Auto play

The My Phone webpage only displays the auto play option if you use the CallPilot TUI. If you select this option:

- The TUI automatically begins playback of messages upon log in. You do not have to press any keys to initiate listening to messages.

- You define the message playback order on the My Phone webpage.

Message playback order options

You can set the order of the messages in which the TUI plays the messages to you. By default, the TUI plays the messages starting with the newest message first. You can set the following playback order options independently for unread, read, and saved messages:

- **Play newest first** to hear messages starting with the newest message first.

- **Play oldest first** to hear messages starting with the oldest message first.

- **Play important messages before others** to hear urgent messages first.

- **Arrange by sender** to hear messages that Messaging sorts by sender name.

  > ✱ **Note:**

    - The My Phone page displays Arrange by sender option only if your administrator activates the option for you.

    - When you select Arrange by sender option, Messaging sorts in the normal sequence unless your mailbox has multiple messages from the same sender.

    - If the envelope information for the message does not include the name of the sender, Messaging uses the telephone number of the sender.

Some of the message playback options might not be available for your TUI.

Changing message playback speed

About this task

When reviewing messages using the phone, by default, they are initially played at normal speed, or 100%. Telephone keypad options are available to speed up or slow down the message during review. By setting the Message Playback Speed, you can choose a slower or faster default speed at which all messages are initially played. After setting a slower or faster default playback speed, the telephone keypad options are still available to further speed up or slow down an individual message during review.

Procedure

1. To hear messages at a slower than normal speed, choose one of the following (in order of slowest to fastest):

    - 70%

    - 85%

    - 90%

2. To hear messages at a faster than normal speed, choose one of the following (in order of slowest to fastest):

    - 125%

    - 170%

3. To return to normal speed, select 100%.

Enabling Rapid Prompts

About this task

Rapid prompts are a set of short, condensed phone prompts that replace the standard phone prompts. Because they are much shorter, rapid prompts help you save time. For example, for the standard prompt 'Message sent. Only your introduction will be heard before the original message', the corresponding rapid prompt is 'Sent'.

Use rapid prompts only if you are familiar with the standard prompts and do not need to hear instructions in detail each time you use Messaging. If you cannot see the **Use Rapid Prompts** check box on the **My Phone** page in **User Preferences**, your administrator has not setup rapid prompts on the Messaging system or you have not selected a language that supports rapid prompts on the **General** page in **User Preferences**.

Rapid prompts are currently only available in US English for the Aria TUI .

To enable rapid prompts on your phone:

Procedure

1. Enable the **Use Rapid Prompts** check box on the **My Phone** page in **User Preferences**.

Setting date and time announcement
Procedure

1. Select **Announce date and time for each message** to hear the date and time that a message was received before reviewing it from the telephone user interface.

Setting addressing preferences

About this task

Messaging provides the following options to select recipients for a message:

1. Voice recognition: You can use Voice recognition to select recipients or distribution lists by speaking their full name (as listed in the internal directory or as defined by you for your personal lists).

2. Telephone keypad: You can use the telephone keypad to select recipients or distribution list by using the keypad to spell their name or enter their mailbox number.

Procedure

1. To set your addressing preferences, select one of the following options:

   • Select **Using voice or keypad** to use both voice recognition and the telephone keypad to select voice message recipients.

   • Select **Using keypad only** to use only the telephone keypad to select voice message recipients.

   ⊛ **Note:**

   Some of these features may not be available in your organization. For details, contact your administrator.

Personal lists

When you want to send a voice message to many voice messaging recipients, you can create one or more personal distribution lists in the Personal Lists page of your User Preferences Web page.

Creating a personal list

Procedure

1. In the User Preferences Web page, click **Personal Lists**.

2. In the Personal Lists Web page, click **Add New List**.

3. In the **List name** text box, specify a name for your personal list. You can use this name when addressing an outgoing message.

4. From the **List number** drop-down list, select a list number. The list number ranges from 11 to 99.

5. In the **New member (mail box)** text box, enter the mailbox number of the member that you want to add to your personal list, and then click **Add**.

   The system displays the **First Name**, **Last Name**, and **Mailbox** of the newly added member.

6. Continue adding members until you have all the names you would like to include in your personal list. The maximum number of members that you can add in a personal list is 100.

7. Click **Save**.

   The maximum number of personal lists that you can create is 89.

Editing a personal list

Procedure

1. From the **Personal list:** drop-down list, select the personal list that you want to edit.

2. Click **Edit**.

3. You can perform the following actions:
   - Edit the list name
   - Change the list number
   - Delete existing members
   - Add new members

Editing the list name

Procedure

1. In the **List name:** text box, type the new name of the list.

2. Click **Save**.

Changing the list number

Procedure

1. From the **List number:** drop-down list, select an available new list number for your personal list.

2. Click **Save**.

Deleting existing members

Procedure

1. In the **Members: list**, identify the member you want to delete, and then click **Delete**.

2. Continue deleting members until you have deleted all the members you would like to remove from your personal list.

3. Click **Save**.

Adding new members

Procedure

1. In the **New member (mailbox):** text box, enter the mailbox number of the member you would like to add to your existing personal list.

2. Continue adding members until you have added all the members you would like to have in your personal list.

3. Click **Save**.

Deleting a personal list

Procedure

1. From the **Personal list** drop-down list, select the personal list that you want to delete.

2. Click **Delete**.

3. Click **OK** to confirm.

Enhanced lists

Using the Enhanced List page, you can add or delete members of enhanced lists defined by the system administrator.

⊛ **Note:**

You can only see the Enhanced List User Preferences Web page if the system administrator added you to the administrator list for at least one enhanced list.

Editing an enhanced list

Procedure

1. In the User Preferences Web page, click **Enhanced Lists**.

2. From the **Enhanced list:** drop-down list, select the enhanced list that you want to edit.

3. Click **Edit**.

4. You can perform the following actions:

   • Delete existing members

   • Add new members

Deleting existing members

Procedure

1. In the **Members:** list, identify the member you want to delete, and then click **Delete**.

2. Continue deleting members until you have deleted all the members you would like to remove from your enhanced list.

3. Click **Save**.

Adding new members

Procedure

1. In the **New member:** text box, enter the mailbox number or email address of the member you would like to add to your existing enhanced list.

2. Continue adding members until you have added all the members you would like to have in your enhanced list.

3. Click **Save**.

Greetings

Greetings include prerecorded names and messages that the TUIs play to the callers when a call reaches your voice mail. If you do not want the TUIs to play the default Messaging system greetings, you can customize the following:

- Names: You can record your name to replace the system-generated version of your name.

- Standard Greetings: You can record the following standard greetings for the phone to play to the callers:

  - Personal Greeting: To reply to callers when you cannot answer a call. For example, when you are away or when your line is busy.

  - Extended Absence Greeting (EAG): To inform callers of the reason for not responding to the calls immediately. For example, when you are away from the office .

- Optional Greetings: You can record optional greetings that the phone plays based on a set of optional rules. For example, you can set up an optional greeting to play during office hours to all internal callers who get no answer on your phone.

🛈 **Important:**

You can set either the Standard Greetings or the Optional Greetings for the TUI to play.

You can record only voice messages. Messaging does not support recording music as greetings.

To configure your greetings from a TUI, see one of the following documents at the Messaging User Guides Section at the Avaya Support website:

- *Avaya Aura® Messaging Aria Quick Reference*

- *Avaya Aura® Messaging Audix Quick Reference*

- *Avaya Aura® Messaging CallPilot Quick Reference*

If you do not know which TUI you use, contact your administrator.

Recording your name

Procedure

1. Log in to User Preferences and navigate to the Greetings page.

2. Click the **Record** icon in the Recorded Name row.

3. Use the controls in the **Recording: Recorded Name** section to record, play, and save your name.

Configuring standard greetings

You can configure settings for your standard greetings from the **Greetings** tab on the **User Preferences** Web pages. Your administrator must enable appropriate permissions for you to use standard greetings-related features.

Procedure

1. To record your Personal greeting, click the appropriate **Record** icon on the personal greeting row.

   • Red **Record** icon: Click to record greeting from your computer. A separate section **Recording: Personal** opens on the User Preferences Greetings webpage, to record, play, rerecord, pause, stop, and save the recorded greeting.

   • Green **Record** icon: Click to record greeting from phone. A separate window opens, directing you to your phone number associated with the Messaging application.

   Once you save a recorded greeting, you can click the **Play** icon to play the greeting.

   • Arrow **Play** icon: Click to play a recorded greeting on your computer.

   • Phone **Play** icon: Click to play a recorded greeting on your phone. Directs you to the phone number associated with the Messaging application.

2. To activate your Personal greeting, select the **Active** check box on the personal greeting row.

3. To activate your Extended Absence greeting, select the **Active** check box on the extended absence greeting row.

   • Red **Record** icon: Click to record greeting from your computer. A separate section **Recording: Extended Absence** appears on the User Preferences Greetings web page, allowing you to record, play, rerecord, pause, stop, and save the recorded greeting.

   • Green **Record** icon: Click to record greeting from phone. A separate window opens, directing you to your phone number associated with the Messaging application.

   Once you save a recorded greeting, you can click the **Play** icon to play the greeting.

   • Arrow **Play** icon: Click to play a recorded greeting on your computer.

- Phone **Play** icon: Click to play a recorded greeting on your phone. Directs you to the phone number associated with the Messaging application.

4. If you want a greeting to expire within a certain time limit, select the **Enable Expiry** check box, and set the **Expiration Date/Time** for that greeting.

5. <Optional> If you want Messaging to play your current status before playing the standard greeting, select the **Play status prompt before greeting** check box.

6. Click **Save**.

Configuring optional greetings

You can configure your optional greetings from the **Greetings** tab on the **User Preferences** Web pages. You can also configure greeting rules, based on which Messaging plays optional greetings to your callers. The rules are designed on the basis of your availability. Your administrator must enable appropriate permissions for you to use optional greetings-related features.

Procedure

1. To record Optional Greetings, click the appropriate **Record** icon on each optional greeting row.

   - Red **Record** icon: Click to record greeting from your computer. A separate section **Recording: Optional Greeting** number opens on the User Preferences Greetings webpage, to record, play, rerecord, pause, stop, and save the recorded greeting.

   - Green **Record** icon: Click to record greeting from phone. A separate window opens, directing you to your phone number associated with the Messaging application.

   Once you save a recorded greeting, you can click the **Play** icon to play the greeting.

   - Arrow **Play** icon: Click to play a recorded greeting on your computer.

   - Phone **Play** icon: Click to play a recorded greeting on your phone. Directs you to the phone number associated with the Messaging application.

2. Activate an optional greeting of your choice by selecting the **Active** check box for that greeting.

3. Enter a description for the selected greeting in the **Description** field.

4. Select a call type from the **All / Internal / External** drop-down list box.

   - To set the optional greeting to play for all calls, select **All**.

   - To set the optional greeting to play for internal calls only, select **Internal**. Messaging classifies only the systemwide set of users or the mailboxes on the system as internal callers. In that case, the TUI plays the recorded internal greeting to the internal callers.

   - To set the optional greeting to play for external calls only, select **External**. Messaging classifies a caller as an external caller, if the caller does not have a mailbox on the system. In that case, the TUI plays the recorded external greeting to the external callers.

5. Select a phone status from the **All / Busy / No Answer** drop-down list box.

   • To set the optional greeting to play for all calls, select **All**.

   • To set the optional greeting to play only when your phone is busy, select **Busy**.

   • To set the optional greeting to play only when a caller gets no answer on your phone, select **No Answer**.

6. Select a time zone from the **All / Office Hours / Non Office Hours** drop-down list box. The office hours are defined in the **Business Hours** section.

   • To set the optional greeting to play at all times, select **All**.

   • To set the optional greeting to play only during office hours, select **Office Hours**.

   • To set the optional greeting to play only during non office hours, select **Non Office Hours**.

7. Click **Save**.

Defining business hours

Before you begin

These settings are applicable only when greetings are enabled.

About this task

You can customize your business hours and set up the time period on each day, for specific days of the week. By default, business hours are between 8:00 AM and 6:00 PM, Monday through Friday.

Procedure

1. On the **Greetings** tab, set the start and end times for the **Business Hours Between** fields.

2. Define the days of your work week, by individually selecting the check box adjacent to each day of the week.

Changing your password

From a phone

About this task

To change your password from a phone, refer to one of the following documents:

• *The Quick Reference Guide for Avaya Aura® Messaging (Aria)*

• *The Quick Reference Guide for Avaya Aura® Messaging (Audix)*

• *The Quick Reference Guide for Avaya Aura® Messaging (CallPilot)*

These guides are available at the [Messaging User Guides Section at the Avaya Support Web site](). If you do not know which TUI you use, contact your administrator.

From User Preferences

About this task

To change the password using User Preferences, perform the following steps:

Procedure

1. On the User Preferences Web page, click **Password**.

2. Enter a new password, and confirm it.

3. Click **Change**.

Advanced tasks

Clearing the mailbox number association

About this task

From the Advanced User Preferences screen, you can reset the association between your Messaging mailbox and your email identity.

> ✳ **Note:**
>
> Do not to perform this task, unless instructed by your Administrator or an Avaya Services Technician.

Procedure

1. Log in to the User Preferences Web page.

2. From the menu on the left, click **Advanced**.

3. On the Advanced Tasks screen, click **Clear**.

Broadcasting a message

Before you begin

Your administrator must enable the broadcasting feature on your user account.

About this task

You can broadcast a system-level or site-level message to your organization through your TUI. Messaging can store a maximum of only one system-level message and one site-level message for each site configured on the system. Recipients of a broadcast message can access at most two recent broadcast messages at any given time. If another broadcast message is received, the system overwrites the existing message. The system plays the broadcast messages in the following order.

- System broadcast
- Site broadcast

Procedure

1. From the main menu, perform one of the following depending on your TUI:

   - Aria or Audix TUI: Press 9 to access the broadcast menu.
   - CallPilot TUI: Press 5 to access the broadcast menu.

2. To record a new broadcast message, press 2.

3. Depending on your TUI, perform one of the following:

   - Aria TUI: Press # to stop recording and press # to send the message.
   - Audix TUI: Press # to stop recording and send the message. You can press 1 to stop recording and review the message.
   - CallPilot TUI: Press # to stop recording and press 7-9 to send the message.

Chapter 5: Messaging with a Teletypewriter

Teletypewriter overview

A teletypewriter (TTY) is a data terminal that people who are hearing impaired or speech impaired can use to transmit and receive text through a telephone system. A TTY is also referred to as Telecommunications Device for the Deaf, or TDD. A typical TTY resembles the keyboard of a laptop computer with a one-line or a two-line alphanumeric display. The TTY is silent when it is not used to transmit text. As a user types on the device, the TTY emits audio tones that the telephone network transmits.

Not all TTY users transmit and receive messages with TTY devices. Approximately half of the people who rely on TTY devices are hearing impaired, but can speak clearly. They often prefer to receive messages on their TTY devices and then speak in response. This process is referred to as Voice Carry Over, or VCO.

Messaging only supports the Audix TUI with the TTY devices. Also, Messaging does not provide automatic TTY support in Messaging mailboxes. Administrators need to enable TTY support. In Messaging, administrators can configure mailboxes so that callers can select TTY-format, or voice prompting from the same mailbox.

Messaging teletypewriter user interface

In Messaging, the administrator installs the US English TTY language pack to provide the TTY support. The TTY prompts make most Messaging features available to users of TTY devices. Messaging users can send, receive, and respond to TTY messages with a TTY device. Users press the same telephone keys to send, receive, and respond to TTY messages and voice messages.

Users whose mailboxes are set up for TTY can:

- Use the TTY language for most Messaging menus, prompts, and messages.
- Use Messaging to answer incoming telephone calls with a TTY greeting.

Callers can use the Messaging TTY or voice prompts when they record messages.

Messaging also supports the use of TTY and voice during the same call. For example, during a VCO session, a user can receive a prompt in TTY format and then record a voice message. Hearing impaired people who speak clearly can receive messages with a TTY device and send a voice message during the same call.

Important information for TTY users

Recommended hardware

Ensure that you use push-button or touchtone dialing during your call to make menu selections or enter data. Many TTY devices, including the Avaya Model 8840 TTY, can generate touchtones to dial a number. However, after the call is connected, these devices switch automatically from touchtone mode to TTY mode. For this reason, you need to use a separate touchtone telephone with the TTY device. One way to do this is to use an acoustic coupler to connect the TTY device and the telephone.

An alternative approach is to use the TTY with an Avaya IP Softphone. Configure the IP Softphone to be in *Telecommuter* mode and designate the TTY device as the associated analog telephone. The IP Softphone user interface allows touchtones to be transmitted to Messaging.

For more information on configuring the IP Softphone to be in *Telecommuter* mode, refer to the guide Using Avaya one-X® Communicator, topic name: Configuring outgoing call settings.

Messaging prompts

When you use Messaging with a TTY device, the system displays menus and prompts on the TTY device. The menus and prompts present options for Messaging features. Frequently, you get Messaging prompts to press numbers or type letters and characters on the telephone keypad. When you press the keys on the telephone keypad in response to the prompts, you send commands in the form of touchtone signals to Messaging. The only time that you type on the TTY device is after you receive the Go Ahead (GA) prompt.

Teletypewriter tones to text conversion

When you receive a voice message, the TTY device either displays no text, or occasional random characters. When a message contains voice, the signal indicator on the TTY device fluctuates randomly. The TTY device converts the TTY tones to text on the TTY device display, but cannot similarly convert audio voice messages to text. If necessary, request assistance from another person, such as a relay operator.

Messaging and Teletypewriter signaling

Two Messaging TUI options interfere with the signaling between Messaging and TTY devices. TTY device users cannot use TUI features that:

- Adjust the playback speed of a voice message.
- Skip forward or backward within a message while the message is playing.

For example, if you change the playback rate of a Messaging TTY message, you also change the baud rate of the transmission. Messaging and the receiving TTY device are no longer synchronized.

✳ Note:

These TUI features might not be available for your TUI.

For more information about TTY related troubleshooting, see [Typographical errors and missing characters in messages](#) on page 67.

Log in to Messaging

You can log in to Messaging in two ways:

Option 1: Dialing your extension

If TTY is used as one of the default languages for your organization, then Messaging sends all prompts and messages in TTY format.

For more information, see [Dialing your extension](#) on page 61.

Option 2: Dialing Messaging

When Messaging answers your call, you receive instructions with prompts spoken in the default language for your organization. In this case, you need to select the TTY language option before you can proceed. If your organization has a separate number that sends prompts in TTY only, use that number to access Messaging.

Dialing your extension

About this task

Use the following procedure to use a TTY device directly:

Procedure

1. Dial your telephone number.

2. If the extension does not have an associated mailbox and TTY is not the Site default language for this Messaging number, and there are additional languages available:

   a. If TTY is configured as first additional language, press 2. Messaging prompts "TO SEE ENGLISH TTY DIAL TWO".

   b. If TTY is configured as second additional language, press 3. Messaging prompts "TO SEE ENGLISH TTY DIAL THREE".

   If TTY is not selected, Messaging plays a spoken message.

   ✱ **Note:**

   The signal indicator light on the TTY device flickers to indicate that Messaging answered the call. Look at the signal indicator to determine whether Messaging answered the call. If you cannot determine that Messaging answered the call, wait 10 seconds after you dial and continue.

3. If you are placing the call from your office extension, you receive a Messaging prompt to enter your password in TTY. Dial your password, and press the pound key (#).

4. If you are calling from another extension or from outside your organization, use one of the following telephone key combinations:

   • If the extension does not have an associated mailbox, press the pound key (#).

     - Dial your mailbox number.

     - Dial your password. After that, Messaging switches to your selected language and prompts you to enter the password.

     - Press the pound key (#).

   • If the extension has an associated mailbox, you receive a Messaging prompt to enter your password in TTY. Dial your password, and press the pound key (#).

Result

You are now logged in to your mailbox. The TTY device displays your name and informs you if have any new messages. The TTY device displays a menu of options.

Next steps

To choose an option, press the appropriate telephone key.

Dialing Messaging

About this task

Use the following procedure to dial in to Messaging, and then use the TTY device.

Procedure

1. Dial the telephone number of the Messaging system.

2. If the extension does not have an associated mailbox and TTY is not the Site default language for this Messaging number, and there are additional languages available:

   a. If TTY is configured as first additional language, press 2. Messaging prompts "TO SEE ENGLISH TTY DIAL TWO".

   b. If TTY is configured as second additional language, press 3. Messaging prompts "TO SEE ENGLISH TTY DIAL THREE".

   If TTY is not selected, Messaging plays a spoken message.

   ✴ **Note:**

   The signal indicator light on the TTY device flickers to indicate that Messaging answered the call. Look at the signal indicator to determine whether Messaging answered the call. If you cannot determine that Messaging answered the call, wait 10 seconds after you dial and continue.

3. If you are placing the call from your office extension, you receive a Messaging prompt to enter your password in TTY. Dial your password, and press the pound key (#).

4. If you are calling from another extension or from outside your organization, use one of the following telephone key combinations:

   • If the extension does not have an associated mailbox, press the pound key (#).

     - Dial your mailbox number.

     - Dial your password. After that, Messaging switches to your selected language and prompts you to enter the password.

     - Press the pound key (#).

   • If the extension has an associated mailbox, you receive a Messaging prompt to enter your password in TTY. Dial your password, and press the pound key (#).

Result

Your extension and password identify you as a valid user.

You are now logged in to your mailbox. The TTY device displays your name and whether you have new messages. The TTY device displays a menu of options.

Next steps

To choose an option, press the appropriate telephone key.

Using the Messaging teletypewriter user interface

Recording your name

About this task

The Messaging system stores your name in your mailbox. To change your name, follow the TTY prompts for your TUI. When Messaging prompts you to record your name, use your TTY device to type your name. Ensure that you wait for the GA prompt before you start to type.

✳ **Note:**

To ensure that the text you type displays correctly when played back, do the following on your TTY device before you type your name:

Procedure

1. Log in to Messaging using your TTY device.

2. Press 5 twice to navigate to the Record Name menu.

3. Type a single digit or a forward slash (/).

4. Press **Spacebar** on your TTY device a few times.

Recording and sending messages

About this task

The TUI that you use determines how you record and send messages.

Procedure

1. Log in to Messaging using your TTY device.

2. Press the appropriate telephone key to record a message.

3. When the TTY device displays the GA prompt, type your message, and then press the pound key (#).

4. Dial the mailbox number of the person to whom you want to send the message.

5. Press the pound key (#).

   The TTY device displays the name of the person.

   • If the TTY device display is blank, the name was not recorded for Messaging using a TTY device. If the mailbox number is correct, continue with Step 6.

   • If the TTY device displays an incorrect name, you might have dialed the wrong mailbox number. Press the appropriate telephone key to delete the address, and repeat Step 4.

6. Press the pound key (#) to end the addressing.

7. Press the appropriate telephone key combination for your TUI to send the message. Depending on your TUI, you can send a message in the following ways:

   • Immediately or later.

   • As a private or a normal message.

   • As a high-priority or a standard priority message.

8. The system transmits your message and returns you to the main menu.

Getting and responding to messages

About this task

The TUI you use determines how you get messages.

Procedure

1. Log in to Messaging.

2. Press the appropriate telephone key to get and respond to the messages that people sent you.

3. Messaging proceeds with the first new message and provides prompts for actions that you can perform. Depending on your TUI, you can send or forward messages by using the following methods:

- Call the sender.
- Reply to the message.
- Forward the message with a comment.
- Reply to all recipients.
- Send a message now or later.
- Send the message as a private message.
- Send the message as a priority message.
- Delete the message.
- Save the message.
- Skip to the next message.

The TTY device displays the next message in your mailbox.

4. Repeat step 3 for each new message in your mailbox.

When there are no more new messages, Messaging returns you to the main menu.

Administer greetings

When you do not answer a call, the call is transferred to voicemail and Messaging plays the greeting that you recorded.

Ensure that your personal greeting contains both voice and TTY portions.

- *Voice portion*: You can record a brief voice message to tell callers that they reached a TTY mailbox. Tell callers that they can press 1 to leave a voice message.
- *TTY portion*: While recording the voice portion, add a TTY recording to the greeting. In the greeting, tell TTY callers to leave a TTY message after they receive the GA prompt.

You do not need to record a personalized greeting. If you choose not to record a personalized greeting, the system plays a predefined greeting.

If your active Call Answer language is TTY, Messaging displays the TTY prompt "Leave a message for <number>."

If the caller selects a spoken language, Messaging plays the spoken prompt "Please leave a voice message for <name>."

The TUI you use determines how you administer greetings.

Recording a combined spoken and TTY greeting

About this task

To record a combined spoken and TTY greeting for your primary greeting:

Procedure

1. Log in to Messaging.

2. Press the appropriate telephone key to select the Personal Configuration or greetings menu.

3. Press the appropriate telephone key to record the personal greeting.

4. When Messaging displays the GA prompt on the TTY device, use the telephone handset to record the brief spoken portion of your greeting.

   ❗ Important:

   Keep the spoken portion of your greeting brief, so that TTY callers do not think that they have reached the wrong number.

   The following message is an example of what you can record:

   "This is the TTY mailbox for John Smith. To leave a voice message, press 1 now"

5. Press the appropriate telephone key to stop recording the voice portion of the greeting.

6. Hang up the handset. If you use a TTY device with an acoustic coupler, place the handset into the coupler

7. Press the appropriate telephone key to resume recording

8. When you see the GA prompt, type your TTY greeting.

   The following message is an example of what you can type:

   "John Smith is not available. Please leave a message after you receive the GA prompt. When you finish, you can hang up or press 1 for more options"

9. Press the appropriate telephone key immediately to stop recording.

10. Press the appropriate telephone keys to accept, delete, or record the greeting again.

Place a call to another TTY user

A caller can use a telephone or a TTY device to place a telephone call to a user who uses a TTY device.

Troubleshooting the teletypewriter user interface

This topic describes how to correct common problems that can occur on TTY-enabled Messaging systems. If these suggestions do not correct the problem, contact your administrator.

> ✳ **Note:**
>
> The TUI you use determines the telephone key that you press.

Typographical errors and missing characters in Messaging messages

Messaging transmissions might not be loud enough for your TTY device.

Potential solution

Procedure

1. On some TTY devices, you can adjust the *sensitivity* of the device in order to detect weak signals.

   For more information about setting the device sensitivity to *high*, refer to the user guide for your TTY device.

2. Alternatively, you can increase the volume of the transmission while Messaging plays a message. Dial the appropriate telephone key for your TUI.

   > ✳ **Note:**
   >
   > Do not try to increase the volume while Messaging plays prompts, or presents a menu.

Messaging does not respond to your commands or menu selections

You might be sending "Baudot" TTY tones instead of the "touchtones" that Messaging requires for command entries and menu selections.

The Baudot tones produced by TTY devices and the touchtones produced by a telephone when dialing a telephone number are different. Many TTY devices that can generate touchtone signals to dial telephone numbers switch automatically to TTY mode after dialing the number.

Potential solution

Procedure

Use the TTY device with a standard telephone that is dialpad-equipped, or use the TTY device with the Avaya IP Softphone.

System does not respond to the telephone keys that you press

While Messaging transmits text to your TTY, the system does not respond to the telephone keys that you press. In other words, you have to wait until Messaging stops transmitting before it responds to your touchtone commands.

Messaging transmissions can be so loud that Messaging cannot detect your touchtone signals.

Potential solution

Procedure

1. After Messaging transmits a message, lower the volume of the transmissions.

2. Press the appropriate telephone key for your TUI.

   ⊛ **Note:**

   Do not try to lower the volume while Messaging plays prompts or presents a menu.

The TTY displays random characters, numbers, and punctuation marks rather than meaningful text

Possible cause: Your TTY device is not synchronized with the Messaging system. Specifically, Messaging is in letters mode while your device is in figures mode.

Potential resolution

About this task

Depending on the type of TTY device you use, you can re-synchronize your TTY device with Messaging in the following ways:

Procedure

1. Press the **Spacebar** key.

2. Press the **LETTERS** key.

3. Type any letter.

   ⊛ **Note:**

   If you see letters where you expect to see numbers, press the **FIGURES** key on your TTY device, or type any digit.

Users see random characters, numbers, and punctuation marks on recorded messages

When TTY users read a message or a conversation that you recorded using Messaging, they see random characters, numbers, and punctuation marks.

Possible cause: Your TTY device is not synchronized with the Messaging system.

Potential solution

About this task

To synchronize your TTY device with Messaging, use one of the following methods before you type in any content:

Procedure

1. If your recording starts with a letter, press the **LETTERS** key before you type in any content.

2. If your TTY device does not have a **LETTERS** key, type a slash (/), press **Spacebar** a few times, and type the content.

3. If your recording starts with a figure, press the **FIGURES** key and type in your content.

4. If your TTY device does not have a **FIGURES** key, type the letter x, press **Spacebar** a few times, and then type in your content.

   ⊛ **Note:**

   In all cases, wait for the GA prompt before you start to type.

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