



Using Avaya Aura[®] Messaging

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Chapter 1: Introduction

Purpose

This document describes how to use Avaya Aura® Messaging features.

This document is intended for people who want to learn how to use Messaging features.

Change history

Issue	Date	Summary of changes
4	April 2020	<ul style="list-style-type: none">• Updated information about supported web browsers and added information about web browsers that support HTML5 to Requirements on page 34.• Updated the description for the Start recording button in Reply field descriptions on page 43, Forward page descriptions on page 45, Compose New Message field descriptions on page 47, and Compose Login Announcement field descriptions on page 49.
3	September 2018	<ul style="list-style-type: none">• Updated Logging in to Messaging Web Access on page 35.• Minor rephrasing throughout the document.
2	December 2017	Removed support for the following servers: <ul style="list-style-type: none">• Dell™ PowerEdge™ R610• HP ProLiant DL360 G7• CallPilot 1006r

Issue	Date	Summary of changes
1	October 2016	<p>Added information about the following product enhancements:</p> <ul style="list-style-type: none">• Windows 10 and Edge browser support for User Preferences and Messaging Web Access.• Windows 10 support for Fax desktop client.• Greeting rules.• System requirements for Fax.• Messaging Web Access user behavior when Avaya message store is offline.• Password rules.• Record and send Login announcements.

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Chapter 2: Setting up the Avaya Aura[®] Messaging Mailbox

Avaya Aura[®] Messaging

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 to fit into demanding environments.

Messaging supports the following subscriber interfaces:

Interface type	Interface
Desktop	Microsoft Outlook email client
	Outbound Fax Client
Telephone User Interface	Aria
	Audix
	CallPilot
	Teletypewriter (TTY)
Web-based interface	Messaging Web Access
	User Preferences

Supported browser for web-based interface

The web-based interfaces support the following web browsers:

- Microsoft[®] Windows[®] Internet Explorer 9 or later
- Mozilla Firefox 30 or later
- Google Chrome 35 or later
- Apple Safari 6 or later
- Microsoft[®] Edge

Prerequisites to set up a Messaging mailbox

Get the following information from the administrator:

- The Messaging access numbers.
 - Internal
 - External

The Messaging mailbox number and a temporary password.

- The URL to gain access to the Messaging User Preferences webpage.
- The URL to gain access to Messaging Web Access.

Messaging mailbox access

Accessing Messaging mailbox from an external phone

Before you begin

Get the external Messaging access number from the administrator.

Procedure

1. Dial the external Messaging access number and press the pound key (#).
The system prompts you to enter your Messaging mailbox number.
2. Enter your Messaging 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 Messaging mailbox from a phone of another Messaging user of the same organization

Before you begin

Get the internal Messaging access number from the administrator.

Procedure

1. Dial the internal Messaging access number.

2. Do one of the following:
 - If you are an Aria or Audix user, press star (*).
 - If you are a CallPilot user, when the system prompts you to enter your password, press the pound key (#) .

Pressing the pound key (#) restarts the login process and prompts you to enter a different mailbox number.
3. Enter your Messaging mailbox number, and press the pound key (#).

The system announces your name and prompts you to enter your password.
4. Enter your password, and press the pound key (#).

Accessing Messaging mailbox from a phone by dialing Automated Attendant number

Before you begin

Get the Automated Attendant number from the administrator.

Procedure

1. Dial the Automated Attendant number of your organization, and press the pound key (#).
2. Enter your Messaging 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 Messaging mailbox from your desk phone or soft phone

Before you begin

Get the internal Messaging access number from the administrator.

Procedure

1. Perform one of the following:
 - Press the **Voice mail** or **Message** button.
 - Dial the internal Messaging access number.

The system announces your name and prompts you to enter your password.
2. Enter your password, and press the pound key (#).

Messaging mailbox initialization

To start receiving voice mails, you must initialize your Messaging mailbox using a TUI.

The mailbox initialization process depends on:

- The TUI that your administrator configured for your mailbox and your user account.

For more information about the TUI prompts to record your name or a personal greeting or both, see the TUI Quick Reference.

- The value of the system settings that your administrator sets for your mailbox and your user account.

Mailbox initialization involves:

- Changing your temporary password.
- Recording 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.
- Recording 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 personal greetings, the TUI plays the system-generated greeting with embedded recorded name. If you do not record your name or a personal greeting, TUI plays the TTS version of your name.

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

Initializing your Messaging mailbox

Before you begin

Ensure that the administrator configured the settings for your mailbox.

Procedure

1. Call Messaging using a TUI.
2. Enter your temporary password that the administrator assigns to 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. **(Optional)** 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.

Chapter 3: Navigation

This chapter describes the menus, buttons, and icons of web-based user interfaces of Messaging.

User Preferences

Menus

Name	Description
General	To view and customize your general Messaging mailbox preferences.
Reach Me	To customize how callers connect with you in any of the following situations: <ul style="list-style-type: none">• You do not answer a call.• Your primary extension is busy. Messaging plays a prerecorded message to callers when forwarding calls to alternate phone numbers.
Notify Me	To send you a notification when you receive a new voice message.
My Phone	To customize your preferences when using the telephone user interface.
Personal Lists	To create multiple personal lists and add users as members in the lists to send a voice message to multiple recipients simultaneously
Enhanced Lists	To add and delete members of enhanced lists defined by the system administrator.
Greetings	To customize the greetings including prerecorded names and messages that the TUIs play to the callers when a call reaches your voice mail.
Password	To modify the Messaging password.
Advanced	To reset the association between your Messaging mailbox and your email identity.

Buttons







Button	Description
Save	Saves the changes.
Log Out	Signs you out of the Messaging User Preferences.
Help	Opens the associated help file.


Messaging Web Access

Menus

Name	Description
Messages	To compose and forward, listen and reply to, and delete voice messages. You can also call the sender of the voice message.
Preferences	To customize your Messaging mailbox preferences.

Icons

Icon	Name	Description
	Flag	Displays the voice message tags, such as Broadcast message or Login announcement (📢), Private (🔒), or Important (⚠️). Sorts the messages based on tagged or untagged.
	Private	Identifies a private message.
	Important	Identifies an important message.
	Broadcast message or Login announcement	Identifies a broadcast message or login announcement.
	Auto delete	Identifies a message that is scheduled to be deleted after a specified time.
	Select all	Selects all the listed voice messages.

Icon	Name	Description
	Select	Select a particular voice message from the list.

Buttons

Button	Description
Messages	Displays the Messaging Web Access Messages page and a list of voice messages.
Preferences	Displays the Avaya Aura® Messaging User Preferences page to customize the settings of your Messaging account.
Compose	Records a new voice message to send to the appropriate people.
Login announcement	Records and sends a message that appears in each mailbox. The administrator must enable the Login announcement feature for your mailbox.
Reply	Records and sends a reply voice message to the sender of a voice message.
Reply all	Records and sends a reply voice message to all addressees of a voice message.
Forward	Forwards a voice message to other people. You can also record and send a new message with a forwarded message.
Play message	Plays a voice message. You can specify whether you want to play a message using computer or telephone.
Call sender	Calls the sender of a voice message.
Delete	Deletes a voice message.
Log out	Signs you out of Messaging Web Access.
Help	Opens the associated help file.

Chapter 4: Operation

You can access your Messaging mailbox and perform various operations using:

- Microsoft Outlook email client
- Telephone user interface
- Messaging Web Access
- Fax
- Teletypewriter

Microsoft Outlook email client

You can configure your Microsoft Outlook account to gain access to your voice messages. After configuring your Outlook account, Microsoft Outlook displays the Messaging toolbar for the received voice messages.

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 20.
- [Configuring Outlook 2010 for Avaya message store](#) on page 21.
- [Configuring Outlook 2007 for Avaya message store](#) on page 23.
- 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.IName.112233@FQDNOFAAMStorageServer`. You must use the entire local part `fName.IName.112233` 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.IName.112233@FQDNOFAAMStorageServer. You must use the entire local part *fName.IName.112233* 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.IName.112233@FQDNOFAAMStorageServer. You must use the entire local part *fName.IName.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**.

The Messaging toolbar

The Messaging toolbar on the Outlook email client displays the following feature buttons to access your voice messages:

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

You can set up your Notify Me User Preferences to receive a notification email in your designated inbox for each voice message you receive. However, Outlook email client does not display the Messaging toolbar for the notification emails. The Messaging toolbar is available only for the Messaging voice messages.

For the following features to work correctly, you must enable the web browser pop-ups for internal web servers:

- Play on Phone
- Voice Reply
- Voice Forward
- Call Sender

Play on PC

Use Play on PC to play a voice message on your computer.

Playing a voice message on personal computer

Before you begin

Ensure that your system has Windows Media Player 9 or later.

Procedure

1. On the Messaging toolbar, click **Play on PC** to open a 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 by 10 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.

Playing a voice message 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**.

Playing a voice message on phone

Before you begin

Ensure that you complete the task, [Using Play on Phone for the first time](#) on page 25 to associate the Messaging mailbox number with your email identity.

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

Sending a 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:**

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

Forwarding a voice message

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:**

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. Follow the prompts to forward your message.

Call Sender

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

Calling a voice message sender

Procedure

1. Use your email client to open a 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:**

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

- Click **Other** to manually enter a number.
4. **(Optional)** 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.
 5. 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.

6. 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.

Telephone user interface

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.

Voice messages

MWI and message status

Voice messages appear as unread until you access the messages over TUIs or mark the messages as Read in your email client. The Message Waiting Indicator (MWI) of your desk phone remains on until Messaging marks all voice messages in your Messaging Inbox as Read.

MWI functions in the Aria TUI

- The Aria TUI marks a message as Read only when you play the entire message.
- If you skip a message by pressing the pound key (#) within the default 10 seconds of message playback, Messaging keeps the message as Unread and the MWI remains on.

- If you skip a message by pressing the pound key (#) after the default 10 seconds of message playback, Messaging marks the message as Read.
- From Messaging Release 6.1 Service Pack 1 onwards, if you save a message, Messaging marks the message as Read even if you play the message for less than 10 seconds.

Administrators can configure the Messaging threshold after which Messaging marks a message as Read even before you complete playing the entire message. Your Messaging administrator must enable the Mark messages as Read feature for your mailbox so that you can use the feature.

MWI functions in the Audix and CallPilot TUIs

- As soon as you start reviewing a message, Messaging marks the message as Read.

MWI functions in Outlook

If Outlook is in cached mode when you delete a message, the MWI light turns off only after the next synchronization between Outlook and Exchange. The MWI light turns off when there is any change in Outlook that influences the MWI:

- Read or unread status change
- Deletion of a message
- Moving a message to another folder

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.

Message recovery

Messaging automatically saves your message if you lose your telephone connection while you are recording a voice message. You can recover the unfinished message and resume your recording session the next time you log in to your mailbox. This feature is only available to Aria TUI users. You can apply all normal Aria TUI functions to the recovered message, including:

- Edit: You can rewind, fast-forward, pause, play, record, address, and send the message.
- Delete
- Skip: If you skip a recovered message, the Aria TUI reminds you about the message the next time you log in to your mailbox.
- Exit: Skips any remaining recovered messages and returns you to the main menu.

Caveats and limitations

- You cannot recover partially recorded greetings, Caller Application announcements, spoken names, or any other recordings.
- Messaging only saves an unfinished message when you lose connectivity to the telephony server. Messaging does not save the message if the storage server goes offline or you exceed the storage space in your mailbox during a recording session. If you disconnect the call, the system saves the message.
- You cannot recover an unfinished message if the storage server is offline.

- You cannot recover your message if you use an IMAP4 email client such as Outlook to move the unfinished message out of the Drafts folder.
- You cannot recover unfinished messages using Messaging Web Access.
- Messaging does not save an unfinished messages when you record using a personal computer in Messaging Web Access.
- Messages in the Drafts folder do not trigger a notification alert or cause the Message Waiting Indicator to light up. Messaging does not warn you if you delete an unfinished message.

Message delivery

The Messaging TUIs provide following message delivery options:

- Important: You can mark your voice messages as Important.
- Private: You can protect your outgoing messages from being forwarded by the recipient by marking the messages as Private.

When the Messaging storage destination is Avaya Message Store:

- Recipients of a Private voice message can play it either on a phone or on a personal computer depending on the privacy configuration done by the administrator.
- Recipients cannot forward private voice messages.

When the Messaging storage destination is Exchange, Messaging only flags voice messages as Private but otherwise not protected.

- 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.

Prevent message deletion

The Aria TUI prevents you from deleting voice messages that are being played.

The prevent message deletion feature is only available to Aria TUI users. Administrators can configure the Messaging threshold after which you can delete a voice message during playback.

Your Messaging administrator must enable the prevent message deletion feature for your mailbox so that you can use the feature.

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.

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**.

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.

Messaging Web Access

Avaya Aura® Messaging Web Access is a secure web client for the Avaya message store users to access and manage voice mail messages in their Messaging mailbox. Using Messaging Web Access, the users can:

- Play voice messages on a telephone or personal computer.
- Record and send voice messages from a telephone or computer.

To play, record, and send voice messages through your computer, you need a headset or a microphone and speakers.

- Forward voice messages.
- Reply to voice messages.
- Call the sender of a voice message.
- Delete voice messages.
- Record, change, and manage your greetings.
- Change the status and subject of a voice message.
- Edit your mailbox account settings.
- Record and send login announcements.

Using Messaging Web Access, the users cannot:

- Capture and save a copy of a voice message to a file on your computer.
- Send or forward voice messages to local or remote subscribers outside the Messaging system.
- Send or forward voice messages to email addresses.

 **Note:**

Messaging Web Access is not available to the users of Microsoft Exchange server.

When Avaya message store is offline, online users can do the following by using Messaging Web Access:

- Compose new messages.
- Listen to voice messages in the cache.

However, users cannot do the following:

- Delete voice messages.
- Reply, Reply all, and Forward a voice message.
- Mark voice messages as played or unplayed.
- Operate messages older than 72 hours.
- Gain access to the User Preferences page.
- Edit the subject of voice messages.
- Auto refresh or update messages on the Messages page.

Requirements

- An account or mailbox on Messaging 6.3 FP1 or later.
- A personal computer with one of the following operating systems:
 - Microsoft® Windows® 7 or later
 - Apple Mac OS X 10.7 or later
- A supported web browser. The following web browsers are supported:
 - Microsoft Internet Explorer 10 or later
 - Microsoft Edge
 - Mozilla Firefox 30 or later
 - Apple Safari 7 or later
 - Google Chrome 35 or later
- Adobe Flash Player 14 or later for browsers that do not support HTML5.

 **Important:**

Adobe will end support of Flash Player on December 31, 2020.

- A headset or a microphone and speakers for playing and recording voice messages from your computer.

HTML5 audio playback and recording support

As of release 7.1.0 Service Pack 3, Messaging supports HTML5 for audio playback and recording. The following web browsers use HTML5 recording and playback capabilities by default:

- Microsoft Edge 76 or later
- Mozilla Firefox 30 or later
- Apple Safari 12.1 or later
- Google Chrome 35 or later

If you use any of these browsers, you do not need to use Adobe Flash Player. Other browsers, such as Internet Explorer or Apple Safari 12 and below, do not support HTML5 recording and

playback capabilities. These browsers will continue using the Flash audio player and audio recorder.

Logging in to Messaging Web Access

About this task

Use this procedure to log in to Messaging Web Access to manage your voice messages. Ensure that you do not log in to your Messaging account simultaneously with Messaging Web Access and the telephone user interface (TUI).

You can log in to Messaging Web Access when the Messaging storage server is offline, but you cannot send or receive messages.

Before you begin

- Ensure that the Messaging system administrator enabled the Messaging Web Access feature for your mailbox.
- Ensure that your computer meets the Messaging Web Access requirements of the supported operating systems and web browsers.
- Get the Messaging Web Access URL, your Messaging mailbox, and password from the Messaging system administrator.
- Initialize your mailbox using a phone. For more information, see *Using Avaya Aura® Messaging* on the Avaya Support site: <http://support.avaya.com/>.

Procedure

1. Go to the Messaging Web Access URL.

Example: `https://<IP address or server name>:10100/`

Where:

- `<IP address or server name>` is the logical IP address or the fully qualified domain name (FQDN) of the server running Messaging Web Access.
- `10100` is the default destination port.

The system displays the Welcome dialog box.

2. If there are certificate errors, do the following:
 - a. Go to the Messaging Web Access URL using Internet Explorer.
 - b. If the system displays the `There is a problem with this website's security certificate` message, click **View Certificates**.
 - c. If the system does not display any message, click the closed lock icon and then click **View certificates**.
 - d. In the Certificate window, click **Certification Path** and select the certificate chain.
 - e. If the certificate chain contains an untrusted CA root certificate, add it to the Trusted Root Certification store.

For more information about this procedure, contact your system administrator.

*** Note:**

If you are planning to use Messaging Web Access using Mozilla Firefox, you might also need to import the CA root certificate into the Mozilla Firefox internal certificates storage.

- f. Ensure that the FQDN of the last certificate in the certification chain matches the FQDN that is used for accessing the server.
3. In **Mailbox**, type your mailbox number.
4. In **Password**, type your password.
5. Select **Remember me**, if you want to log in to Messaging Web Access without entering your mailbox number and password for the next 8 hours.
6. Click **Log in**.

The system displays the Avaya Aura[®] Messaging Web Access Messages page.

Welcome field description


Name	Description
Mailbox	The Messaging mailbox number that is your Messaging telephone number.
Password	The Messaging password.
Remember me	The feature by which the system remembers your Messaging Web Access login credentials. The Messaging system administrator can change the number of hours after which the Messaging Web Access session expires. The default number of hours is 8 hours. To use Remember me , the system administrator must enable the option for your mailbox.



Avaya Aura[®] Messaging Web Access Messages view

Use the Messages page to view and manage your voice messages. For every voice message that you receive, the system displays a notification at the bottom of the Messages page.

Microsoft[®] Windows[®] Internet Explorer 9 does not display the new message notifications if the Messaging Web Access browser is inactive.

At the top of the Messages page, you can see one of the following connection statuses of Messaging Web Access with the Messaging system notification server:




Icon	Status	Description
	Connected	Messaging Web Access is connected to the Messaging system notification server and is receiving updates from the Messaging system.

Icon	Status	Description
	Disconnected	<p>Messaging Web Access is not connected to the Messaging system notification server.</p> <p>Messaging Web Access continues trying to connect to the Messaging system notification server every 60 seconds until successful. If Messaging Web Access cannot connect to the Messaging system notification server for an extended time, contact your system administrator.</p> <p>You cannot receive or send messages in the Disconnected state.</p>
	Trying to connect	Messaging Web Access is trying to connect to the Messaging system notification server.
	Limited availability	Messaging Web Access is connected to the Messaging system notification server with limited access.

Messages field description

Name	Description
From	The name of the sender of a voice message. Sorts the messages by sender in ascending or descending order.
Subject	The information about a voice message. For example, the name and telephone number of the voice message sender. Sorts the messages by subject in ascending or descending order.
Received	The date and time of reception of a voice message. Sorts the messages by date and time in ascending or descending order.
Duration	The duration of a voice message including all attachments. Sorts the messages by duration in ascending or descending order.

Icon description

Icon	Name	Description
	Flag	<p>Displays the voice message tags, such as Broadcast message or Login announcement (📢), Private (🔒), or Important (🚩).</p> <p>Sorts the messages based on tagged or untagged.</p>
	Select all	Selects all the listed voice messages.
	Select	Select a particular voice message from the list.

Button description

Button	Description
Messages	Displays the Messaging Web Access Messages page and a list of voice messages.

Button	Description
Preferences	Displays the Avaya Aura® Messaging User Preferences page to customize the settings of your Messaging account.
Compose	Records a new voice message to send to the appropriate people.
Login announcement	Records and sends a message that appears in each mailbox. The administrator must enable the Login announcement feature for your mailbox.
Reply	Records and sends a reply voice message to the sender of a voice message.
Reply all	Records and sends a reply voice message to all addressees of a voice message.
Forward	Forwards a voice message to other people. You can also record and send a new message with a forwarded message.
Play message	Plays a voice message. You can specify whether you want to play a message using computer or telephone.
Call sender	Calls the sender of a voice message.
Delete	Deletes a voice message.

Playback devices

Messaging Web Access plays voice messages on a personal computer or a telephone. You can select your playback device when you:

- Compose a new message
- Play a message
- Forward a message
- Reply to a message

The playback options are:

- **Play/record through desktop:** Messaging Web Access plays all your voice messages on your desktop. **Play/record through desktop** is the recommended option to gain access to all Messaging Web Access functions and for better user experience.
- **Play/record through telephone:** Messaging Web Access plays all your voice messages on your phone. Depending on the function you perform, the system displays the following dialog boxes with the User Preferences configuration for your Messaging account:
 - **Play on Phone**
 - **Voice Reply**
 - **Voice Forward**
 - **Voice Compose**
 - **Call Sender**

You must specify your telephone number in the dialog box.

To prevent the display of the dialog boxes, select the **Always use this phone number** option on the **General** tab in User Preferences.

When using the telephone as your default playback device, you must log in to your Messaging mailbox using the telephone user interface (TUI).

Changing the default playback device

About this task

Use this procedure to change the default playback device using the following buttons on the Messages page.

- **Play message**
- **Reply**
- **Reply all**
- **Forward**
- **Compose**

Procedure

1. On the Messages page, select a voice message and then click the appropriate button. Alternatively, you can right-click the voice message and select the function from the menu.

Based on the button you select, the system displays a dialog box.

2. Click the **Communication type** icon at the top of the dialog box.

The system displays the following devices:

- **Play/record through telephone**
- **Play/record through desktop**

3. Select the appropriate playback device.

The system changes the **Communication type** icon based on your selection.

Messages

On the Messages page, after selecting a voice message, you can:

- Listen to the voice message using a personal computer or a telephone.
- Forward the voice message to other Messaging users.
- Reply to the sender or all Messaging users to whom the selected voice message is addressed.
- Delete the voice message.
- Call the sender of the voice message.

Listening to a message

Listening to a message using a personal computer

About this task

Use this procedure to listen to a voice message that is sent by a Messaging user.

Procedure

On the Messages page, select the voice message that you want to play and click **Play message**.

Messaging plays the voice message on the computer.

Listening to a message using a telephone

Procedure

1. On the Messages page, select the voice message that you want to play and click **Play message**.
2. In the Play on Phone dialog box, select the telephone number on which you want to play the voice message and click **Call**.
Messaging calls your phone.
3. When your telephone rings, lift the receiver and log in to your Messaging mailbox.
Messaging plays the voice message.
4. After listening to the message, hang up the receiver, and close the Play on Phone and Play message dialog boxes.

Preserving a message

About this task

Use this procedure to restart the retention timer and preserve a message before Messaging automatically deletes the message.

Procedure

1. In the Play message dialog box, click  **More options**.

The system displays the following options:

- **Call sender**
- **Preserve**

2. Click **Preserve**.






The system retains the message by restarting the retention timer.

Play message field descriptions







Name	Description
Received	The date and time when you received the selected voice message.
From	The name of the person who sent the selected voice message.



Name	Description
To	The name of the receiver of the selected voice message.
Subject	The subject of the selected voice message. You can change the subject of any message, except login announcement and delivery status notifications.

Button description

Button	Name	Description
	Message play slider	Plays the part of a message that you select using the slider. You can move the slider right or left to play an earlier or later part of a message.
	Play	Plays a voice message.
	Pause	Pauses the voice message that you are playing.
	Stop	Stops playing the voice message.
	Volume control slider	Increases or decreases the volume of the playing message.

Icon description

Icon	Name	Description
	Number of recordings	Displays the number of available recordings at the top of the dialog box when a voice message has multiple recordings. You can click the left arrow or the right arrow to select the message that you want to play.
	Delete	Deletes a voice message.
	Reply	Records and sends a reply to the person who sent you the selected voice message.
	Reply all	Records and sends a reply to all Messaging users addressed on a voice message.
	Forward	Forwards the selected voice message to other Messaging users. You can also record and send a new message with the forwarded message.
	More options	Displays the following options: <ul style="list-style-type: none"> • Call sender: Calls the sender of the voice message. • Preserve: Restarts the retention timer and preserves a message before Messaging automatically deletes the message.

Icon	Name	Description
 or 	Communication type	Specifies the device to record and listen to the voice message. The options are: <ul style="list-style-type: none"> • Play/record through desktop • Play/record through telephone The system displays the icon corresponding to your selection.


Replying to a message

Replying to a message using a personal computer

About this task

Use this procedure to record and send a reply by voice message.

Procedure

1. On the Messages page, select the voice message and click one of the following:
 - **Reply**
 - **Reply all**
2. In the RE: dialog box, click  **Start recording** and select one or more of the following:
 - **Re-record**: To re-record the voice message.
 - **High importance**: To set the priority status of the recorded voice message.
 - **Private**: To set the privacy status of the recorded voice message.
 - **Attach original message**: To attach the received voice message.
3. Click **Send**.

Replying to a message using a telephone

Procedure






1. On the Messages page, select the voice message and click **Reply**.
2. In the RE: dialog box, click **Call**.
3. In the Voice Reply dialog box, click **Call**.
 Messaging calls your phone.
4. When your telephone rings, lift the receiver and log in to your mailbox. Use the appropriate TUI commands to do the following:
 - Record a voice message using the telephone user interface (TUI).
 - Re-record the voice message.
 - Select the recipients for the voice message.
 - Set the priority status of the voice message.

- Set the voice message as private.
5. Send the message using the appropriate TUI command.
 6. Hang up the receiver, and close the Voice Reply and RE: dialog boxes.



Reply field descriptions





Name	Description
To	The name or mailbox number of the person to whom you want to send the voice message. By default, this field displays the name of the sender. You can remove a person from the To list by clicking X next to the name.
Subject	The subject of the voice message. You can change the subject of a voice message.
High importance	The priority status of a voice message.
Private	The privacy status of a voice message.

Icon description

Icon	Name	Description
 or 	Communication type	Specifies the device to record and listen to the voice message. The options are: <ul style="list-style-type: none"> • Play/record through desktop • Play/record through telephone Messaging displays the icons corresponding to your selection.
	Add recipient	Adds recipients. The system displays the Choose a Contact dialog box. You can select a contact from the Enterprise contacts or Personal distribution list.
	Start recording	Records a voice message through your personal computer. Messaging displays the dialog box and prompts you to confirm that you are using a microphone. In the dialog box, click Allow and start recording the message. When you finish, click Stop or remain quiet. The recording stops after 4 seconds of silence, and the system plays your voice message.
	Stop recording	Stops recording your voice message.

Button description

Button	Name	Description
	Message play slider	Plays the part of the message that you want to hear. You can move the slider right or left to play an earlier or a later part of a message.
	Re-record	Re-records the voice message.

Button	Name	Description
	Play	Plays the voice message that you recorded.
	Pause	Pauses the voice message that you are playing.
	Stop	Stops playing the voice message.
	Send	Sends a recorded voice message to the specified person.



Forwarding a message

Forwarding a message using a personal computer

About this task

Use this procedure to forward a voice message. You cannot forward private messages.

Procedure

1. On the Messages page, select a message and then click **Forward**.
2. In the FW: dialog box, type the name or extension of the person to whom you want to forward the message and click  **Add recipient**.
3. In the Choose a Contact dialog box, select the contact and then click **OK**.
4. Click  **Start recording** and select one or more of the following:
 - **High importance**: To set the priority status of the voice message.
 - **Private**: To set the privacy status of the voice message.
5. Click **Send**.

Forwarding a message using a telephone

About this task

Use this procedure to forward a voice message. You cannot forward private messages.

Procedure






1. On the Messages page, select a message and then click **Forward**.
2. In the FW: dialog box, click **Call**.
3. In the Voice Forward dialog box, click **Call**.
Messaging calls your telephone.
4. When your telephone rings, lift the receiver and log in to your mailbox. Use the appropriate TUI commands to do the following tasks:
 - Record your voice message using the telephone user interface (TUI).
 - Re-record your voice message.
 - Select the recipients of your voice message.

- Set the priority status of the voice message.
 - Set the voice message as private.
5. Send the message using the appropriate TUI command.
 6. Hang up the receiver, and close the Voice Forward and FW: dialog boxes.


Forward page descriptions






Name	Description
To	The name or mailbox number of the person to whom you want to forward the voice message. You can remove a person from the To list by clicking X next to the name.
Subject	The subject of the voice message. You can change the subject of a voice message.
High importance	The priority status of a voice message.
Private	The privacy status of a voice message.

Icon description

Icon	Name	Description
 or 	Communication type	Specifies the device to record and listen to the voice message. The options are: <ul style="list-style-type: none"> • Play/record through desktop • Play/record through telephone Messaging displays the icons corresponding to your selection.
	Add recipient	Adds recipients. The system displays the Choose a Contact dialog box. You can select a contact from the Enterprise contacts or Personal distribution list.
	Start recording	Records a voice message through your personal computer. Messaging displays the dialog box and prompts you to confirm that you are using a microphone. In the dialog box, click Allow and start recording the message. When you finish, click Stop or remain quiet. The recording stops after 4 seconds of silence, and the system plays your voice message.
	Stop recording	Stops recording your voice message.

Button description


Button	Name	Description
	Message play slider	Plays the part of the message that you want to hear. You can move the slider right or left to play an earlier or a later part of a message.

Button	Name	Description
	Re-record	Re-records the voice message.
	Play	Plays the voice message that you recorded.
	Pause	Pauses the voice message that you are playing.
	Stop	Stops playing the voice message.
	Send	Sends a recorded voice message to the specified person.

Choose a Contact field descriptions

Name	Description
Contact	The name or telephone number of the contact that you want to find.
View	The search locations. The options are: <ul style="list-style-type: none"> • Enterprise contacts • Personal distribution list
First name	The first name of the contact that matches your search criteria.
Last name	The last name of the contact that matches your search criteria.
Display name	The display name of the contact that matches your search criteria.
Mailbox	The mailbox number of the contact that matches your search criteria.
TO	The name and the mailbox number of the selected contact. This contact is the receiver of the voice message.

Icon description

Icon	Name	Description
	Search	Searches the information specified in the Contact box.


Composing a new message


Composing a message using a personal computer

About this task

Use this procedure to compose and send a voice message.

Procedure

1. On the Messages page, click **Compose**.
2. In the Compose New Message dialog box, type the name or extension of the person to whom you want to send the message and click  **Add recipient** .
3. In the Choose a Contact dialog box, select the contact and click **OK**.

4. Click  **Start recording** and select one or more of the following:
 - **Re-record**: To re-record the voice message.
 - **High importance**: To set the priority status of the recorded voice message.
 - **Private**: To set the privacy status of the recorded voice message.
5. Click **Send**.






Composing a message using a telephone Procedure

1. On the Messages page, click **Compose**.
2. In the Compose New Message dialog box, click **Call**.
3. In the Voice Compose dialog box, click **Call**.
Messaging calls your phone.
4. When your telephone rings, lift the receiver and log in to your mailbox. Use the appropriate TUI commands to do the following:
 - Record a voice message using the telephone user interface (TUI).
 - Re-record the voice message.
 - Select the recipients for the voice message.
 - Set the priority status of the voice message.
 - Set the voice message as private.
5. Send the message using the appropriate TUI command.
6. Hang up the receiver, and close the Voice Compose and Compose New Message dialog boxes.







Compose New Message field descriptions

Name	Description
To	The name or mailbox number of the person to whom you want to send the voice message. You can remove a person from the To list by clicking X next to the name.
Subject	The subject of the voice message. You can change the subject of a voice message.
High importance	The priority status of a voice message.
Private	The privacy status of a voice message.

Icon description

Icon	Name	Description
 or 	Communication type	Specifies the device to record and listen to the voice message. The options are: <ul style="list-style-type: none"> • Play/record through desktop • Play/record through telephone Messaging displays the icons corresponding to your selection.
	Add recipient	Adds recipients. The system displays the Choose a Contact dialog box. You can select a contact from the Enterprise contacts or Personal distribution list.
	Start recording	Records a voice message through your personal computer. <p>Messaging displays the dialog box and prompts you to confirm that you are using a microphone. In the dialog box, click Allow and start recording the message. When you finish, click Stop or remain quiet. The recording stops after 4 seconds of silence, and the system plays your voice message.</p>
	Stop recording	Stops recording your voice message.

Button description

Button	Name	Description
	Message play slider	Plays the part of the message that you want to hear. You can move the slider right or left to play an earlier or a later part of a message.
	Re-record	Re-records the voice message.
	Play	Plays the voice message that you recorded.
	Pause	Pauses the voice message that you are playing.
	Stop	Stops playing the voice message.
	Send	Sends a recorded voice message to the specified person.

Composing a login announcement

Composing a login announcement




About this task

Use this procedure to compose and send a login announcement.



Procedure

1. On the Messages page, click **Login announcement**.







Messaging displays the **Compose Login Announcement** dialog box.

2. Click  **Start recording**.
3. Click  **Stop recording**.
4. (Optional) Click  **Re-record**.
5. Click **Send**.

Compose Login Announcement field descriptions

Icon	Name	Description
	Start recording	Records a voice message through your personal computer. Messaging displays the dialog box and prompts you to confirm that you are using a microphone. In the dialog box, click Allow and start recording the message. When you finish, click Stop or remain quiet. The recording stops after 4 seconds of silence, and the system plays your voice message.
	Stop recording	Stops recording your voice message.

Button description

Button	Name	Description
	Message play slider	Plays the part of the message that you want to hear. You can move the slider right or left to play an earlier or a later part of a message.
	Re-record	Re-records the voice message.
	Play	Plays the voice message that you recorded.
	Pause	Pauses the voice message that you are playing.
	Stop	Stops playing the voice message.
	Send	Sends a recorded voice message to the specified person.

Deleting a message

Procedure

On the Messages page, select the voice message that you want to delete and perform one of the following:

- Click **Delete**.

- Press the **Delete** key on the keyboard.

Messaging deletes the selected voice message from your mailbox.

Deleting multiple messages

Procedure

1. On the Messages page, press and hold the **Control** key on the keyboard and select the voice messages that you want to delete.
2. Perform one of the following:
 - Click **Delete**.
 - Press the **Delete** key on the keyboard.

Messaging deletes the selected voice messages from your mailbox.

Changing the status of a message

About this task

Use this procedure to change the status of a voice message from:

- Unplayed to played without listening to the message. An unplayed message is displayed in bold font.
- Played to unplayed to listen to the message again. The played message becomes bold again to indicate an unplayed status.

Procedure

1. On the Messages page, right-click the voice message whose status you want to change.
2. In the pop-up menu, select one of the following:
 - **Mark as unplayed**
 - **Mark as played**

Messaging changes the status of the voice message.

Changing the subject of a message

Procedure

1. On the Messages page, right-click the voice message whose subject you want to change.
2. In the pop-up menu, click **Edit subject**.

Messaging displays the **Change subject** dialog box.
3. In the **Change to** field, specify the new subject.
4. Click **Save**.

Calling the sender of a message

Procedure

1. On the Messages page, select a voice message and then click **Call sender**.

2. In the Call Sender dialog box, complete the phone details and click **Call**.
Messaging calls your phone.
3. When your telephone rings, lift the receiver and log in to your mailbox.
Messaging calls the sender of the voice message.
4. Hang up the receiver, and close the Call Sender dialog box.

Logging in to User Preferences from Messaging Web Access

About this task

Use this procedure to gain access to your Messaging mailbox preferences from Messaging Web Access.

Procedure

In the Messaging Web Access window, click **Preferences**.

The system displays the User Preferences General webpage.

Next steps

Click the User Preferences menu tabs and customize your Messaging mailbox preferences.

Logging out of Messaging Web Access

About this task

Use this procedure to log out of Messaging Web Access to stop accessing your voice messages.

Procedure

At the top of the Avaya Aura® Messaging Web Access window, click **Log out**.

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.

Computer requirements

The Messaging fax client runs on any of the following operating system and Windows system type:

- Operating system:
 - Windows 7
 - Windows 8
 - Windows 8.1
 - Windows 10
- Windows system type:
 - 32 bit
 - 64 bit

Inbound fax

The Messaging system receives inbound fax messages and forwards them to a specified email address. The administrator must configure SMTP/mail gateway for Messaging to receive and forward faxes 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 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	<ul style="list-style-type: none"> • See Turning on the IPP feature on Windows 7 on page 54 	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	<ul style="list-style-type: none"> • See Turning on the HTTP printing on Windows 7 on page 54 	By default, your computer has this printing capability. However, some companies disable this capability for security reasons.	
3	Download a fax client installer	<ul style="list-style-type: none"> • See Downloading a fax client installer on page 54 • See Supported languages for the fax client installer on page 55 		

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.

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 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
English-US	FaxClient-en-US.msi
French	FaxClient-fr-FR.msi
French-Canadian	FaxClient-fr-CA.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
Portuguese-European	FaxClient-pt-PT.msi
Russian	FaxClient-ru-RU.msi
Spanish-Latin American	FaxClient-es-XL.msi

Language	Fax client installer file name
Spanish-Castilian	FaxClient-es-ES.msi
Swedish	FaxClient-sv-SE.msi
Turkish	FaxClient-tr-TR.msi

Installing Messaging fax client

About this task

The Messaging fax client is a printer driver that prints your messages and generates fax messages. Note that, the Messaging fax client fails to install if the CallPilot desktop Messaging client is already installed.

Before you begin

- Complete the fax client pre-installation procedures.
- Uninstall the CallPilot desktop Messaging client.

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 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.

Adding the fax printer service as a network printer on Windows 8 or later

About this task

If you are using a touch screen computer, tap to perform the steps.

Before you begin

Install the Messaging fax client on your computer.

Procedure

1. Navigate to **Control Panel**.

2. Click **Devices and Printers > Add Printer**.

Windows displays the Add Printer window.

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

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

5. 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.

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.

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.

Note:

Messaging does *not* support sending faxes to extensions registered to the sender's mailbox.

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. 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 > Devices and Printers**.
2. 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.
3. 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 > Devices and Printers** .
2. 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.
3. Click **Print server properties > Ports**.
4. 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.
5. Click **Configure Port**.
Windows displays the Configure Internet Port window.

6. In the **Password** field, type your new mailbox password.
7. Click **OK** twice.

Teletypewriter

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 105.

Messaging mailbox access using a TTY device

When you access your Messaging mailbox using a TTY device, Messaging sends instructions in the TTY language format. You can log in to Messaging using one of the following:

- A TTY device.
- A telephone phone connected to a TTY device.

Logging in using a TTY device

About this task

You can perform this task only when your organization uses TTY as the default language.

Procedure

1. Dial your office telephone number from your office extension.
2. At the prompt, enter your password in TTY, and press the pound key (#).

Result

The TTY device displays your name and informs you if you have any new messages. The TTY device also displays a list of menu options.

Logging in dialing the Messaging access number

About this task

You can perform Step 3 and Step 4 only when your organization uses TTY as the default language.

If your organization has a separate number that sends prompts in TTY only, use that number to access Messaging.

Before you begin

- Get your Messaging access number.

If your organization allows Automated Attendant to access the Messaging system, you can also use the Automated Attendant number to access Messaging. In that case, after logging in to Messaging, you must select TTY as your default language.

- Set TTY as the user language on the User Preferences General webpage.

Procedure

1. Dial your Messaging access number from your office extension.
2. At the prompt, enter your password, and press the pound key (#).

3. **(Optional)** If you are dialing from another telephone extension or outside your organization without an associated Messaging mailbox:
 - a. Press the pound key (#).
 - b. Enter the Messaging mailbox number of your extension and then press the pound key (#).
 - c. At the prompt, enter your password, and press the pound key (#).
4. **(Optional)** If the other telephone extension has an associated Messaging mailbox:
 - a. Press star (*) to return to the main menu.
 - b. Repeat Step 3a to Step 3c.

Result

The TTY device displays your name and informs you if you have any new messages. The TTY device also displays a list of menu options.

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 new or saved messages in your mailbox, 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.

Chapter 5: Customizing Messaging

Use the User Preferences webpages to configure options for various Messaging features and customize your Messaging mailbox.

Some user preferences are optional. For more information, contact your Messaging administrator.

Logging in to User Preferences

About this task

Use this procedure to gain access to Messaging User Preferences.

Procedure

1. Perform one of the following:
 - Open a web browser, in the address bar type the URL for User Preferences that your system administrator provided and press enter.
 - Click User Preferences on the Messaging toolbar in Outlook.

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

Click the User Preferences menu tabs and customize your Messaging mailbox preferences.

Logging in to User Preferences from Messaging Web Access

About this task

Use this procedure to gain access to your Messaging mailbox preferences from Messaging Web Access.

Procedure

In the Messaging Web Access window, click **Preferences**.

The system displays the User Preferences General webpage.

Next steps

Click the User Preferences menu tabs and customize your Messaging mailbox preferences.

General

The following preferences are available on the User Preferences General webpage:

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

Some general preferences are optional. For more information, contact your Messaging administrator.

Enabling auto login

Before you begin

Ensure that you have permission to use the auto login feature. For more information, contact your administrator.

About this task

Use this process to enable automatic login for your mailbox using the assigned phone extensions without having to enter your Messaging mailbox and password.

Procedure

1. Navigate to the User Preferences General webpage.
2. In the Account Information section, select the **Enabled Auto Login for the following allowed numbers** check box.
3. Select the **Auto login** check box for the extensions that you want to use for automatic login to your Messaging mailbox.

Configuring location and language

About this task

Use this procedure to select your preferred time zone and language.

Procedure

1. Navigate to the Location an Language section in the User Preferences General webpage.
2. From the **Time zone** drop-down list, select your preferred time zone.
3. From the **Language** drop-down list, select your preferred language that you want to use in the voice messaging system.

Specifying mobile phone or pager number

About this task

Use this procedure to specify the alternate mobile phone or pager number for integrated login.

Procedure

1. Navigate to the Mobile Phone or Pager section in the User Preferences General webpage.
2. 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.

Blocking callers

About this task

Use this procedure to allow or prevent callers from leaving voice messages in your mailbox.

Procedure

1. Navigate to the Message Blocking Options section in the User Preferences General webpages.
2. From the **Block callers from leaving messages** drop-down list, select any of the following options:
 - **Never**
 - **Always**
 - **Only when extended absence greeting is active**
3. **(Optional)** In the **Blocked callers will be played the greeting, then** field, select any of the following options:
 - **Disconnected**

- **Transferred to a custom attendant (operator)**

Messaging enables the **Blocked callers will be played the greeting, then** field only when you select **Always** or **Only when extended absence greeting is active** options from the **Block callers from leaving messages** drop-down list.

Configuring TSID for outbound fax

Before you begin

Consult your administrator before changing the transmitting subscriber identification (TSID) assigned to outbound faxes, using which fax recipients identify the origin of an incoming fax.

Procedure

1. In the User Preferences General webpage, navigate to the Fax section.
2. In **Transmitting subscriber ID for outgoing fax messages**, type a TSID with maximum 128 characters.

The default value of TSID for outgoing fax messages is `<Extension>@<External Messaging Access Number>`.

3. Click **Save**.

Defining an email address for inbound fax

About this task

Messaging directs your inbound fax messages to the email address specified in the internal corporate directory of your organization. However, you can direct inbound fax messages to a different email address by specifying the new address on the User Preferences General webpage.

Procedure

1. In the User Preferences General webpage, navigate to the Fax section.
2. Select **Forward incoming fax messages to** and type the email address.
3. Click **Save**.

Enabling play on phone

About this task

Use this procedure to specify the phone number for Messaging to use for Play on Phone, Voice Reply, Voice Forward, or Call Sender in the Messaging toolbar of an email client.

Procedure

1. Navigate to the Play on Phone section of the User Preferences General webpage.

2. In the **When playing a voice message in Outlook using “Play on Phone”** field, select any of the following options:
 - **Always use this phone number** and select a phone number from the drop-down list.
 - **Ask me every time which phone to use**

Enabling call forward

About this task

Use this procedure to enable call forward, where Messaging forwards a call when the caller presses 0 while listening to your voice message greeting.

Procedure

1. Navigate to the Attendant section of the User Preferences General webpage.
2. In the **When callers press “0” during my greeting, forward to** field, select any of the following options:
 - **Default attendant (operator)**
 - **Personal attendant/assistant** and specify a phone number.

General field descriptions

Messaging Access Number

Name	Description
Internal	The number to access your Messaging mailbox from inside the office. In case of multiple internal or external Messaging access numbers, use the number that is assigned to a language that you know.
External	<p>The number to access your Messaging mailbox from outside the office. You can call the external Messaging access number from your mobile phone. If Messaging recognizes the mobile phone number, Messaging prompts you to enter your mailbox password, skipping the need for you to enter your mailbox number.</p> <p>For Messaging to recognize your mobile phone number, enter your mobile phone number in the correct format in the Mobile Phone or Pager section on the User Preferences General webpage.</p> <p>Find out the mobile phone number format that Messaging accepts by calling your desk phone from your mobile. The caller ID of the desk phone displays the correct mobile phone number format that Messaging accepts.</p>

In case of multiple internal or external Messaging access numbers, use the number that is assigned to a language that you know.

Account Information

Name	Description
Mailbox	The assigned voice Messaging mailbox number.
Enabled Auto Login for the following allowed numbers	The option to enable automatic login for your mailbox using the assigned phone extensions without having to enter your Messaging mailbox and password. Your administrator must enable the auto login feature for your mailbox.
Extension	The assigned phone extensions.
Auto login	The option to log in to your mailbox using the extension. Your administrator must enable the auto login feature for your mailbox.
Additional Extensions	The additional phone extensions associated with your mailbox. Messaging displays the field only when your mailbox has additional extensions.

Location and Language

Name	Description
Time zone	The preferred 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 menu.
Language	<p>The 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:</p> <ul style="list-style-type: none"> • 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. <p>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.</p> <p>! Important:</p> <p>You must not configure multiple languages when using One-Step Audix Recording feature, but configure a single default call answer language.</p>

Mobile Phone or Pager

Name	Description
Use this mobile phone or pager for "Notify Me" and other features	<p>The alternate mobile phone or pager number for integrated login. Messaging uses the specified number to:</p> <ul style="list-style-type: none"> • Notify Me for phone notifications. Your administrator must enable the Notify Me feature for your mailbox. • Reach Me for forwarding calls. Your administrator must enable the Reach Me feature for your mailbox. • Other mobile phone for Play on Phone, Voice Reply, Voice Forward, and Call Sender in your email client. <p>Messaging supports only email based (SMTP) pager notifications.</p>

Message Blocking Options

Name	Description
Block callers from leaving messages	<p>The option to allow or prevent callers from leaving voice messages in your mailbox. The available options are:</p> <ul style="list-style-type: none"> • Never: Callers can record voice messages. This option is the default setting. • Always: Callers cannot record voice messages. • Only when extended absence greeting is active: Callers cannot record voice messages if you recorded and enabled an extended absence greeting.

Name	Description												
<p>Blocked callers will be played the greeting, then</p>	<p>The option to process an incoming call. The following table explains how Messaging processes an incoming call: by disconnecting or by transferring the call to a custom attendant.</p> <table border="1" data-bbox="602 352 1468 898"> <thead> <tr> <th data-bbox="602 352 826 457">Options</th> <th data-bbox="826 352 943 457">Never</th> <th data-bbox="943 352 1183 457">Always</th> <th data-bbox="1183 352 1468 457">Only when extended absence greeting is active</th> </tr> </thead> <tbody> <tr> <td data-bbox="602 457 826 730">Disconnected</td> <td data-bbox="826 457 943 730">NA</td> <td data-bbox="943 457 1183 730">Messaging disconnects the call after playing the message that the mailbox owner does not accept voice messages.</td> <td data-bbox="1183 457 1468 730">Messaging disconnects the call after playing the extended absence greeting.</td> </tr> <tr> <td data-bbox="602 730 826 898">Transferred to a custom attendant (operator)</td> <td data-bbox="826 730 943 898">NA</td> <td data-bbox="943 730 1183 898">Messaging transfers the call to a custom attendant.</td> <td data-bbox="1183 730 1468 898">Messaging transfers the call to a custom attendant after playing the extended absence greeting.</td> </tr> </tbody> </table> <p>The administrator must enable permission to use the incoming message blocking options.</p>	Options	Never	Always	Only when extended absence greeting is active	Disconnected	NA	Messaging disconnects the call after playing the message that the mailbox owner does not accept voice messages.	Messaging disconnects the call after playing the extended absence greeting.	Transferred to a custom attendant (operator)	NA	Messaging transfers the call to a custom attendant.	Messaging transfers the call to a custom attendant after playing the extended absence greeting.
Options	Never	Always	Only when extended absence greeting is active										
Disconnected	NA	Messaging disconnects the call after playing the message that the mailbox owner does not accept voice messages.	Messaging disconnects the call after playing the extended absence greeting.										
Transferred to a custom attendant (operator)	NA	Messaging transfers the call to a custom attendant.	Messaging transfers the call to a custom attendant after playing the extended absence greeting.										

Fax

Name	Description
<p>Forward incoming fax messages to</p>	<p>The alternate email address where Messaging directs inbound fax messages.</p>
<p>Transmitting subscriber ID for outgoing fax messages</p>	<p>The string using which fax recipients identify the origin of an incoming fax. A TSID has maximum 128 characters. The default value of TSID for outgoing fax messages is <Extension>@<External Messaging Access Number>.</p> <p>Consult your administrator before changing the transmitting subscriber identification (TSID) assigned to outbound faxes.</p>

Play on Phone

Messaging displays a pop-up window to specify the phone number that Messaging must use when clicking Play on Phone, Voice Reply, Voice Forward, or Call Sender on the Messaging toolbar of an email client. The options to manage the pop-up are:

Name	Description
<p>Always use this phone number</p>	<p>The phone number that you want to use for Play on Phone, Voice Reply, Voice Forward, or Call Sender. Messaging uses the phone number without any prompt and pop-up for this purpose.</p>

Name	Description
Ask me every time which phone to use	The option to restore the default setting where Messaging 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

The options to specify where Messaging must forward a call when the caller presses 0 while listening to your voice message greeting, are:

Name	Description
Default attendant (operator)	The system attendant or the operator.
Personal attendant/assistant	The alternate phone number. The alternate phone numbers are: <ul style="list-style-type: none"> • Internal: A phone extension. • External <p>Messaging accepts any phone number formatting.</p>

The administrator must enable the feature for your mailbox.

Notify Me

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.

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. 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 webpage.
 - 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.

Select **Ignore broadcast messages** if you want to stop receiving broadcast messages in your mailbox.
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 webpage of User Preferences, in **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 address** 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.
6. Select **Ignore broadcast messages** if you want to stop receiving broadcast messages in your mailbox.

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**.

Notify Me field descriptions

Phone Notifications

To receive text message, call or page notifications you must define a mobile phone or pager number in the Mobile Phone or Pager section in General preferences. Messaging supports only email based (SMTP) pager notifications.

Name	Description
<p>Notify me when a new voice message arrives</p>	<p>The option to allow Messaging to send phone notifications to a specified mobile phone or pager number on the arrival of each new voice message to your Messaging mailbox.</p> <p>The phone notification types are:</p> <ul style="list-style-type: none"> • With a phone call to: The phone number where Messaging sends notifications through a phone call. • With a text message or page to: The phone number where Messaging sends notifications through a text message. <ul style="list-style-type: none"> - Mobile provider: The name of the mobile service provider of the phone number that Messaging uses to send notifications through text messages. <p>The options to filter phone notifications are:</p> <ul style="list-style-type: none"> • Only for important messages: The option to receive phone notifications only for the voice messages that a caller specifies as important in the TUI. • Ignore broadcast messages: The option to stop receiving phone notifications for broadcast messages.

Voice Email Notifications

Name	Description
Email me a notification for each voice message	<p>The option to allow Messaging to send an email notification to a specified email account on the arrival of each new voice message to your Messaging mailbox. Messaging does not display the Messaging toolbar, for email notifications.</p> <p>The subject line types for the email notifications are:</p> <ul style="list-style-type: none"> • Custom subject: The customized subject line of your email notifications. Accepts up to 80 alphanumeric characters. • Default subject: The default format for the subject line is: Voice message from <name or telephone number>. <p>To email address: The email address where Messaging sends email notifications. Accepts up to five email addresses, separated by semicolon.</p> <p>The options to filter email notifications are:</p> <ul style="list-style-type: none"> • Include the recording: The option to receive the recording of the voice message along with the email notification. For private messages, depending on the system configuration, Messaging can or cannot include the voice message recording even if this check box is selected. • Only for important messages: The option to receive email notifications only for the voice messages that a caller specifies as important in the TUI. • Ignore broadcast messages: The option to stop receiving email notifications for broadcast messages.

Fax Email Notifications

Name	Description
Email me a notification for each fax message sent	<p>The option to allow Messaging to send an email status notification to a specified email account for each outbound fax.</p> <p>To email address: The email address where Messaging sends email notifications.</p> <p>The administrator must enable permission to use the fax-related options.</p>

Reach Me

Reach Me is an optional feature by which Messaging plays a prerecorded message to callers when forwarding calls to alternate phone numbers. Using the user preferences on the Reach Me webpage, you can customize how callers connect with you in any of the following situations:

- You do not answer a call.

- Your primary extension is busy.

If Messaging does not display the Reach Me option on the User preferences webpage, contact your system administrator.

Using the following Reach Me criteria, you can customize Messaging to forward incoming calls:

- Caller priority: Forward incoming calls based on caller categories, such as internal callers and other callers.
- Call screening: Forward incoming calls after screening the calls by caller name.
- Forwarding numbers: Forward incoming calls to up to three numbers.
- Schedule: Forward incoming calls on specific days and hours.

The AUDIX One-Step Recording feature of Avaya Aura® Communication Manager does not support the Reach Me feature.

Categorizing callers

About this task

Use this procedure to categorize your callers to manage all your calls in an identical fashion, or define different call handling actions for internal callers and external callers.

Procedure

1. Navigate to the Reach me webpage.
2. In the **Caller Categories** section, select one of the following:
 - **Treat all callers the same**
 - **Distinguish between internal callers and other callers**
3. Click **Save**.

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.

Reach Me field descriptions

Caller Categories

Name	Description
Treat all callers the same	Messaging manages the calls from internal callers and external callers similarly.
Distinguish between internal callers and other callers	Messaging manages the calls from internal callers and external callers separately.

Call Handling

The 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 Messaging presents you with the options to define call handling for internal callers and other callers separately. The options to manage unanswered calls on your extension are:

Name	Description
Forward calls to the Reach Me numbers below	<p>Messaging forwards an unanswered call to the number you specify in the Reach Me Numbers section.</p> <ul style="list-style-type: none"> • Before forwarding, ask callers to record their name so I can screen the call: This optional feature prompts callers to record their names before forwarding a call. Messaging plays the recorded name when you receive a forwarded call. Based on the caller's identity you can accept or reject the call. When you reject a call, Messaging informs the caller that you are unavailable and routes the call to your Messaging mailbox.
Go to voice messaging	Messaging routes the call to your Messaging mailbox.

Reach Me Numbers

When you setup Call Handling to forward an unanswered call to the reach me numbers, Messaging tries to forward the call up to three specified numbers. Messaging dials the numbers one at a time, before forwarding a call to your Messaging mailbox.

Name	Description
First	The first number that Messaging tries to forward an unanswered incoming call. The option to specify the reach me number is: <ul style="list-style-type: none"> • other phone
After	The ring threshold. After which Messaging either calls the next specified reach me number or forwards the call to your Messaging mailbox. By default the ring threshold is 3 rings. The next reach options are: <ul style="list-style-type: none"> • other phone • go to voice messaging

Reach Me Schedule

When you setup Call Handling to forward an unanswered call to the reach me numbers, Messaging allows you configure a schedule to forward unanswered calls.

Name	Description
Forward calls only between	Messaging forwards a call during a certain time period and on specific days of the week. By default, calls are forwarded between 9:00 AM and 5:00 PM, Monday through Friday. Messaging does not forward calls outside the schedule. If your reach me number rings and you do not answer, Messaging routes the call to your Messaging mailbox.

My Phone

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 message playback order is set by the administrator. However, you can set your own message playback order by selecting **No** from the **Use default message playback sequence** drop-down list. Then 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 the message playback speed

Before you begin

You must select **No** from the **Use default message playback speed configuration** drop-down list to set your own message playback speed. By default, the message playback speed is set by the administrator.

About this task

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 the 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 **Rapid Prompts enabled** drop-down under the **Prompt Level** section 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 available for the TUIs only in US English.

To enable rapid prompts on your phone:

Procedure

On the My Phone webpage of User Preferences, select **Yes** from the **Rapid Prompts enabled** drop-down list.

The default value is **ByCOS** for playing the rapid prompts as configured by the administrator.

Setting the date and time announcement

About this task

The date and time announcement feature is available for the Aria TUI. When you review voice messages using the TUI, the TUI announces the date and time when the message was received and then plays the message.

Procedure

To hear the date and time when your voice message was received, select **Announce date and time for each message**.

Setting the 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.

My Phone field descriptions


Auto play

Messaging displays the auto play option only if you use the CallPilot TUI.

Name	Description
Auto play	The TUI automatically plays the messages upon log in, without having to press any keys to initiate listening, The TUI plays the messages depending on the message playback order you define on the My Phone menu.

Message Playback Order

Name	Description
Use default message playback sequence	<p>The order of the messages in which the TUI plays the messages to you. By default, the message playback order is set by the administrator. The options are:</p> <ul style="list-style-type: none"> • Yes: The TUI consider the message playback order as set by the administrator. • No: The option to configure your own message playback order.

Name	Description
When reviewing voice messages using the phone	<p>The options to configure your own message playback order. The message playback order options depend on the following message types:</p> <ul style="list-style-type: none"> • For unread messages <ul style="list-style-type: none"> - Play newest first : The TUI plays the unread messages starting with the newest message first. - Play oldest first: The TUI plays the unread messages starting with the oldest message first. - Play important messages before others: The TUI plays the unread urgent messages first. - Arrange by sender: The TUI plays the unread messages that Messaging sorts by sender name. • For read messages: <ul style="list-style-type: none"> - Play newest first : The TUI plays the read messages starting with the newest message first. - Play oldest first: The TUI plays the read messages starting with the oldest message first. - Play important messages before others: The TUI plays the read urgent messages first. - Arrange by sender: The TUI plays the read messages that Messaging sorts by sender name. • For saved messages: <ul style="list-style-type: none"> - Play newest first : The TUI plays the saved messages starting with the newest message first. - Play oldest first: The TUI plays the saved messages starting with the oldest message first. - Play important messages before others: The TUI plays the saved urgent messages first. - Arrange by sender: The TUI plays the saved messages that Messaging sorts by sender name. <p> Note:</p> <ul style="list-style-type: none"> • Messaging displays the Arrange by sender option only if the administrator enables permission for your Messaging mailbox. • After selecting Arrange by sender option, Messaging sorts the messages in the normal sequence unless your mailbox has multiple messages from the same sender. • If the envelope information for a 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.

Message Playback Speed

Name	Description
<p>Use default message playback speed configuration</p>	<p>The message playback speed in which the TUI plays the messages to you. By default, the message playback speed is set by the administrator. The options are:</p> <ul style="list-style-type: none"> • Yes: The TUI consider the message playback speed as set by the administrator. • No: The option to configure your own message playback speed.
<p>Speed level for playing back messages</p>	<p>The options to play the messages at a slower than normal speed are:</p> <ul style="list-style-type: none"> • 70% • 85% • 90% <p>The options to play the messages at a faster than normal speed:</p> <ul style="list-style-type: none"> • 125% • 170% <p>The option to play the messages at a normal speed:</p> <ul style="list-style-type: none"> • 100% <p>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.</p>

Prompt Level

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'.

Name	Description
Rapid Prompts enabled	<p>The options to enable the rapid prompts on your phone are:</p> <ul style="list-style-type: none"> • ByCOS: The TUI plays the rapid prompts as configured by the administrator. This is the default value. • Yes: The TUI plays the rapid prompts as configured by you. • No: The TUI does not use the rapid prompts. <p>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.</p> <p>For Messaging to display the Rapid Prompts enabled option:</p> <ul style="list-style-type: none"> • The administrator must setup rapid prompts on the Messaging system. • You must select a language that supports rapid prompts. <p>Rapid prompts are available for the TUIs only in US English.</p>

Date and Time Announcement

Name	Description
Announce date and time for each message	<p>When reviewing voice messages using the TUI, the TUI announces the date and time when the message was received before playing the message.</p> <p>The date and time announcement feature is available for the Aria TUI.</p>

Voice Recognition for Addressing

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

Name	Description
Using voice or keypad	<p>The option to use both voice recognition and the telephone keypad to select voice message recipients</p> <p>In voice recognition you 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.</p>
Using keypad only	<p>The option to select recipients or distribution list by using the keypad to spell their name or enter their mailbox number</p>

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

Personal Lists

Personal lists are voice message distribution lists. You can use a personal list to send a voice message to multiple recipients simultaneously.

You can create multiple personal lists and add users as members in the lists. You can also delete members from your personal lists. Note that the personal list displays the name and mailbox number of some members in red. These names are of users who are no longer in the system.

Creating a personal list

Procedure

1. In the User Preferences webpage, click **Personal list**.
2. In the Personal Lists webpage, 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 (mailbox)** 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 **Member 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.

Personal Lists field descriptions

Name	Description
Personal list	The option to use, create, edit, and delete personalized voice message distribution lists.
List name	The name for your personal list. You can use this name when addressing an outgoing message.
List number	The number to identify a personal list. The number ranges from 11 to 99. The maximum number of personal lists that you can create is 89.

Name	Description
Members	<ul style="list-style-type: none"> • Member Name: The name of the member that you added. • Mailbox: The mailbox number of the member that you added.
New member (mailbox)	The mailbox number of the member that you want to add to your personal list.

Enhanced Lists

Using enhanced lists, you can add and delete members of enhanced lists defined by the system administrator. Note that the enhanced list displays the entries of some members in red. These entries are of users who are no longer in the system.

Messaging displays the Enhanced Lists option in the User Preferences webpage only if the system administrator adds you to the administrator list for at least one enhanced list.

Editing an enhanced list

Procedure

1. In the User Preferences webpage, 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**.

Enhanced Lists field descriptions

Enhanced Lists

Name	Description
Enhanced list	The existing enhanced list that you want to edit.
Members	The member you want to delete.
New member	The mailbox number or email address of the member that you want to add to the enhanced list.

Messaging displays the Enhanced Lists option, only if the administrator adds you to the administrator list for at least one enhanced list.

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. You can configure EAG expiry date and time on the Greetings webpage of User Preferences and through the TUIs.

 **Note:**

The AUDIX One-Step Recording feature of Avaya Aura® Communication Manager does not support the EAG feature.

- 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 Quick Reference (Aria)*
- *Avaya Aura® Messaging Quick Reference (Audix®)*
- *Avaya Aura® Messaging Quick Reference (CallPilot®)*

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

Rules for optional greetings

You can record maximum 9 optional greetings and set individual rule for each recorded greeting. Messaging directs a call based on the following parameters:

- Internal or external call.
- Business in-hours or out-of-hours call.

You can configure the settings related to business hours on the Greetings page in User Preferences.

- Call remains unanswered or the phone is busy.

Messaging selects a greeting based on the order list. Last activated greeting becomes first in the list. Last deactivated greeting becomes last in the list.

Example: For an incoming call for which Messaging plays optional greetings, Messaging:

- First, checks for the matched parameter.
- Second, looks for the first matched rule in the list of greeting rules.

If appropriate greeting is recorded then Messaging plays the greeting to the caller. If Messaging does not find any matching rules but finds a personal greeting, Messaging plays the personal greeting. Otherwise, system greeting is played.

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** webpages. 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.

The Aria TUI does not support playing personal greetings by a phone.

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.

Greetings field descriptions

Names

Name	Description
Recorded Name	<p>The name you record to replace the system-generated version of your name for the TUIs to play to the callers when a call reaches your voice mail.</p> <ul style="list-style-type: none"> • Play: Plays the recorded greeting on your computer or on your phone depending on the icon you click to select the device. • Record: Records the name on your computer or on your phone depending on the icon you click to select the device.

Standard Greetings

Name	Description
Personal	<p>The personalized greeting you record for callers when you cannot answer a call. For example, when you are away or when your line is busy.</p> <ul style="list-style-type: none"> • Play: Plays the recorded personal greeting on your computer or on your phone depending on the icon you click to select the device. • Record: Records the personal greeting on your computer or on your phone depending on the icon you click to select the device. • Active: Activates a personal greeting.
Extended Absence	<p>The extended absence greeting informs callers about reason for not responding to the calls immediately. For example, when you are away from the office.</p> <ul style="list-style-type: none"> • Play: Plays the extended absence personal greeting on your computer or on your phone depending on the icon you click to select the device. • Record: Records the extended absence greeting on your computer or on your phone depending on the icon you click to select the device. • Active: Activates a extended absence greeting. • Enable Expiry: Identifies a greeting to expire within a certain time limit. • Expiration Date/Time: Allows you to set the time limit for an extended absence greeting.

Optional Greetings

Name	Description
Optional Greetings	<p>The 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.</p> <ul style="list-style-type: none"> • Greeting number: Identifies a greeting. • Description: Describes a greeting. • Play: Plays the optional greeting on your computer or on your phone depending on the icon you click to select the device. • Record: Records the optional greeting on your computer or on your phone depending on the icon you click to select the device. • Active: Activates a extended absence greeting. • Optional Greeting Rules: Allows you to set optional greeting rules. <ul style="list-style-type: none"> - All/Internal/External: - All/Office Hours/Out of Office Hours: - All/Busy/No Answer:

Business Hours

Name	Description
Business Hours	<p>The time period on each day, for specific days of the week when Messaging plays a greeting. By default, business hours are between 8:00 AM and 6:00 PM, Monday through Friday.</p> <ul style="list-style-type: none"> • Business Hours Between: • and: • on:

Password

You can change your Messaging password using:

- User Preferences
- TUI
- Messaging Web Access

Messaging displays the password rules on the Password webpage. If your new password does not comply with the password rules, Messaging displays an error message.

Changing password using User Preferences

About this task

Use this procedure to change the password for voice messaging using User Preferences.

Procedure

1. On the User Preferences webpage, click **Password**.
2. In **New password**, enter a new password.
3. In **Confirm new password**, re-enter the password to confirm.
4. Click **Change**.

Changing password using TUI

About this task

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

- *Avaya Aura[®] Messaging Quick Reference (Aria)*
- *Avaya Aura[®] Messaging Quick Reference (Audix[®])*

- *Avaya Aura® Messaging Quick Reference (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.

Changing password using Messaging Web Access

Procedure

1. On the Messages page, click **Preferences > Password**.
2. In **New password**, enter a new password.
3. In **Confirm new password**, re-enter the password to confirm.
4. Click **Change**.

Password field descriptions

Messaging Password

Name	Description
New password	The new password for your voice Messaging mailbox.
Confirm new password	The new password that you confirm for your voice Messaging mailbox.

Advanced

Clearing the mailbox number association

About this task

Use this procedure to 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 webpage.
2. In the navigation pane, click **Advanced**.
3. On the Advanced Tasks section, click **Clear**.

Advanced field descriptions

Advanced Tasks

Name	Description
Clear the mailbox number used as your Play on Phone user identifier	The option to reset the association between your Messaging mailbox and your email identity.

Chapter 6: Troubleshooting

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:

```
You 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.

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.

Chapter 7: Related resources

Documentation

You can download the documents you need from the Avaya Support website at <http://support.avaya.com>. In addition to the documentation listed here, you can download a zip file that is a compilation of the Avaya Aura® Messaging documentation library. You can install this library on a computer or on your corporate network.

The Avaya Support website also includes the latest information about product compatibility, ports, and Avaya Aura® Messaging releases.

Administration

Title	Description	Audience
<i>Administering Avaya Aura® Messaging</i>	Explains how to use the System Management Interface (SMI) to configure your system, use reports and diagnostic tools, manage software and users, and perform routine maintenance tasks. The content is available in two formats: HTML and PDF.	Administrators
<i>Job aid for Administering Avaya Aura® Messaging</i>	Includes routine administration tasks. This job aid is a subset of the administration guide.	Administrators
<i>Avaya Aura® Messaging Alarms and Events</i>	Describes system alarms, events, and repair procedures.	Administrators and support personnel

Overview

Title	Description	Audience
<i>Avaya Aura® Messaging Overview and Specification</i>	Describes tested product characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security, and licensing requirements.	Sales and deployment engineers, solution architects, and support personnel.
<i>Avaya Aura® Messaging Single Server Reference Configuration</i>	Describes the design, capacities, interoperability, and limitations of single-server configurations.	Sales and deployment engineers, solution architects, and support personnel.
<i>Avaya Aura® Messaging Multiserver Single Location Reference Configuration</i>	Describes the design, capacities, interoperability, and limitations of multi-server single location configurations.	Sales and deployment engineers, solution architects, and support personnel.
<i>Avaya Aura® Messaging Multiserver Dual Location Reference Configuration</i>	Describes the design, capacities, interoperability, and limitations of multi-server dual location configurations.	Sales and deployment engineers, solution architects, and support personnel.
<i>Avaya Aura® Messaging VMware® in the Virtualized Environment Reference Configuration</i>	Describes the design, capacities, interoperability, and limitations of VMware® in the virtualized environment configurations.	Sales and deployment engineers, solution architects, and support personnel.

Deployment, upgrade, and migration

Title	Description	Audience
<i>Deploying Avaya Aura® Messaging using VMware® in the Virtualized Environment</i>	Describes procedures for deploying the Avaya Aura® Messaging virtual application in the Avaya Aura® Virtualized Environment. The procedures relate to installation, configuration, initial administration, troubleshooting, and basic maintenance of the application.	Deployment engineers, solution architects, and support personnel.

Title	Description	Audience
<i>Deploying Avaya Aura[®] Messaging using Solution Deployment Manager</i>	Describes procedures for deploying the Avaya Aura [®] Messaging virtual application in the Appliance Virtualization Platform. The procedures relate to installation, configuration, initial administration, troubleshooting, and basic maintenance of the application.	Deployment engineers, solution architects, and support personnel.

Security

Title	Description	Audience
<i>Avaya Aura[®] Messaging Security Design</i>	Discusses security issues to consider when designing a corporate security strategy. Topics include network security, toll fraud, and recommendations for maintaining a secure system.	Solution architects, deployment engineers, and administrators

User functions

Title	Description	Audience
<i>Using Avaya Aura[®] Messaging</i>	Explains how to set up and use User Preferences and the Messaging toolbar in your email client. The content is available in two formats: HTML and PDF.	Users
<i>Using Avaya Aura[®] Messaging Job Aid</i>	Includes the most common user tasks. This job aid is a subset of the user guide.	Users and support personnel
<i>Avaya Aura[®] Messaging Quick Reference (Aria)</i>	Describes how to use the Aria telephone user interface.	Users
<i>Avaya Aura[®] Messaging Quick Reference (Audix[®])</i>	Describes how to use the Audix [®] telephone user interface.	Users
<i>Avaya Aura[®] Messaging Quick Reference (CallPilot[®])</i>	Describes how to use the CallPilot telephone user interface.	Users

Hardware

New installations

Title	Description	Audience
<i>Installing the Dell™ PowerEdge™ R620 server</i>	Describes the components, specifications, and configurations for this server.	Deployment engineers and support personnel.
<i>Installing the Dell™ PowerEdge™ R630 Server</i>	Describes the components, specifications, and configurations for this server.	Deployment engineers and support personnel.
<i>Installing the HP ProLiant DL360p G8 server</i>	Describes the components, specifications, and configurations for this server.	Deployment engineers and support personnel.
<i>Installing the HP ProLiant DL360 G9 Server</i>	Describes the components, specifications, and configurations for this server.	Deployment engineers and support personnel.

Maintenance

Title	Description	Audience
<i>Maintaining and Troubleshooting the Dell™ PowerEdge™ R620 server</i>	Describes how to add, replace, and repair hardware components for this server.	Deployment engineers and support personnel.
<i>Maintaining and Troubleshooting the Dell™ PowerEdge™ R630 Server</i>	Describes how to add, replace, and repair hardware components for this server.	Deployment engineers and support personnel.
<i>Maintaining and Troubleshooting the HP ProLiant DL360p G8 server</i>	Describes how to add, replace, and repair hardware components for this server.	Deployment engineers and support personnel.
<i>Maintaining and Troubleshooting the HP ProLiant DL360 G9 Server</i>	Describes how to add, replace, and repair hardware components for this server.	Deployment engineers and support personnel.

Training

You can get the following Messaging courses at <https://www.avaya-learning.com>. Enter the course code in the **Search** field and click **Go** to search for the course.

The course titles might differ from the titles shown.

Course code	Course title
4311W	Selling Unified Communication Messaging — Overview

Course code	Course title
5U00140V	Avaya Aura® Messaging Implementation, Administration, and Support Virtual Instructor Led
5U00140I	Avaya Aura® Messaging Implementation, Administration, and Support Instructor Led
ATI01674VEN	Avaya Aura® Messaging — Caller Applications

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

- To find videos on the Avaya Support website, go to <http://support.avaya.com> and perform one of the following actions:
 - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.
 - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and perform one of the following actions:
 - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
 - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

 **Note:**

Videos are not available for all products.

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