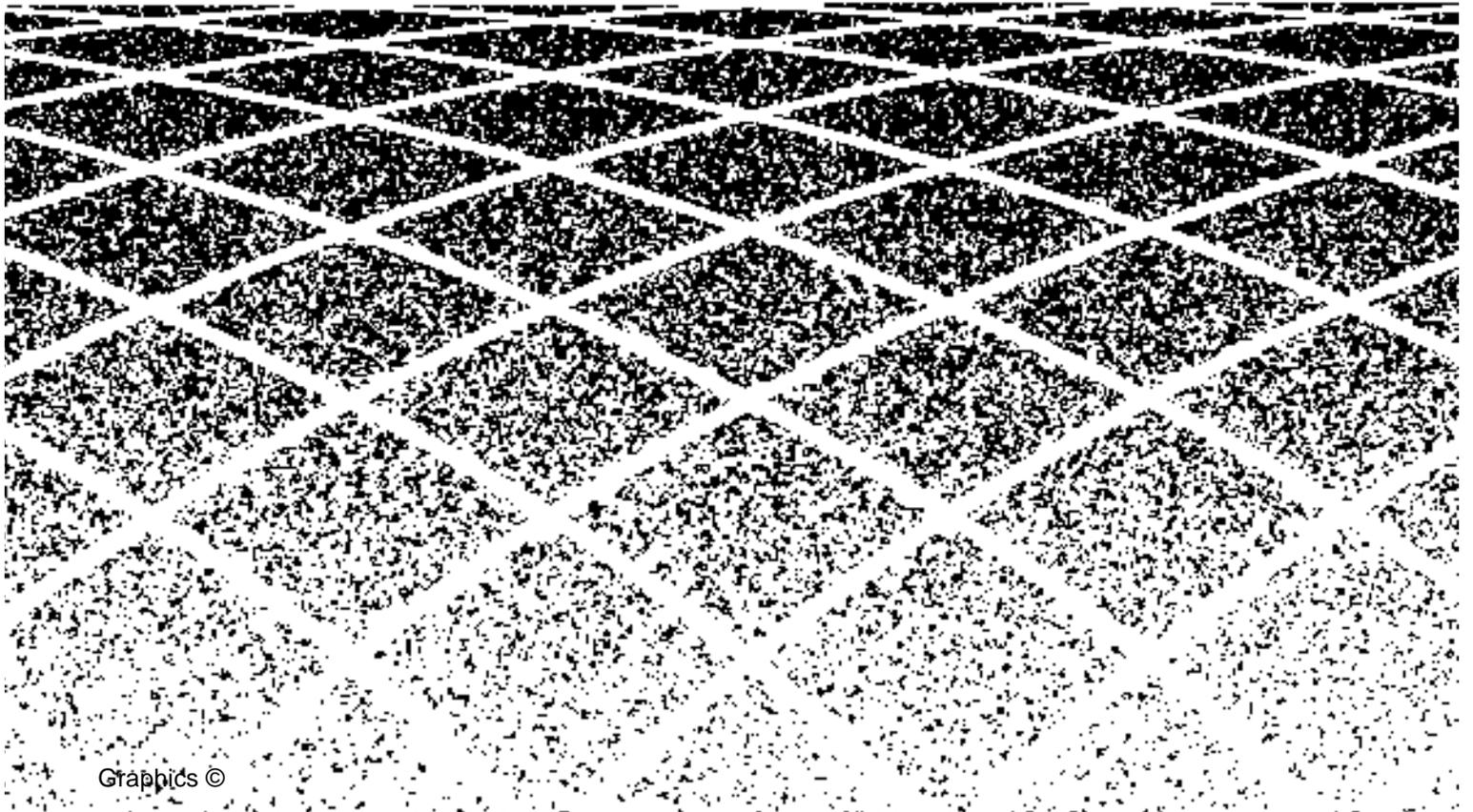




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# Intuity™ Message Manager Release 2.0 User's Guide





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## **Contents**

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## About This Book

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### Purpose

The *Intuity™ Message Manager Release 2.0 User's Guide* (585-310-731) is intended to introduce new users to the Message Manager application. Coverage of this PC-based message-handling tool includes instructions for retrieving, creating, and sending voice and/or fax messages, saving messages on disk, storing addresses in a Personal Phonebook, and using AUDIX features through the convenience of your PC.

### Intended Audience

This book is intended for new users of the Message Manager application. Readers should have a basic familiarity with Microsoft® Windows™ software. Specifically, you should already know how to use windows, dialog boxes, and pulldown menus. You should also be familiar with using your AUDIX® messaging system.

### How This Book Is Organized

This document is organized as follows:

- Chapter 1, "Introduction," summarizes Message Manager features, lists the hardware and software requirements for running Message Manager, and describes how to install the software.

- Chapter 2, "Getting Started," describes the application's main screen, provides information about online help, and tells you how to exit, minimize, or lock Message Manager.
- Chapter 3, "Handling Incoming Messages," covers the most common tasks such as listening to, moving, and deleting messages.
- Chapter 4, "Creating and Sending Messages," tells you how to create, record, address, or forward a message as well as selecting options and scheduling message delivery times.
- Chapter 5, "Personal Phonebook," tells you how to manage your Personal Phonebook databases, and how to add, edit, delete, select, and print card entries.
- Chapter 6, "Other Standard Features," covers more sophisticated Message Manager features such as recording personal greetings and creating and editing mailing lists.
- Chapter 7, "Fax Feature," tells you how to receive, view, print, and send a new or stored fax.
- Chapter 8, "More About Message Manager," describes using your Personal folder, working with the AUDIX server and telephone interface, as well as remote accessing.
- Chapter 9, "Troubleshooting," helps you solve Message Manager installation and user problems.
- Appendix A, "Hot Keys," covers keyboard shortcuts for Message Manager users.
- A glossary of terms and an index appear at the end of this document for your convenience..

## Conventions Used

This document uses the following conventions:

- Text that you type or enter appears in **bold** type.

- Screen names, field names, menu items, and keyboard keys are shown with the first letter capitalized. For example: use the Card Contents fields on the Personal Phonebook screen, select Print from the File menu, or press the Enter key.
- Screen buttons that you can select appear in **bold** type, such as the **OK** or **Cancel** button.

## Trademarks and Service Marks

The following trademarked products are mentioned in this document:

- AUDIX® is a registered trademark of AT&T
- DEFINITY® is a registered trademark of AT&T
- Intuity™ is a trademark of AT&T
- MERLIN LEGEND® is a registered trademark of AT&T
- Microsoft® Windows™ are trademarks of Microsoft Corp.
- Novell® and NetWare® are registered trademarks of Novell Inc.

## Related Documentation

In addition to this user's guide, the following information is available to assist you with Message Manager:

- Message Manager's online help system provides instant information about buttons, screens (dialog boxes), and fields. See the "Using Online Help" section in Chapter 2 of this guide for details.
- A Message Manager tutorial is available on a separate diskette shipped with your Message Manager software. The tutorial covers basic Message Manager features and provides practice exercises to test your knowledge. You may wish to install the tutorial temporarily while you're learning Message Manager features.

- Message Manager works in conjunction with the AUDIX messaging system accessible through your telephone. Contact your system administrator to get a copy of the quick-reference or wallet cards used to support the AUDIX telephone interface.
- The AUDIX system administrator has access to a complete library of documentation that addresses the Message Manager feature from the AUDIX server perspective. Refer to your DEFINITY AUDIX R3.1 and R3.2 (voice messaging only), or Intuity AUDIX R3.2 (voice messaging only), and R3.3 (voice-fax messaging) library for planning, installation, administration, troubleshooting, or feature information.

## How to Make Comments About This Book

A reader comment card is provided with this document. While we have tried to make this document fit your needs, we are interested in your suggestions for improving it.

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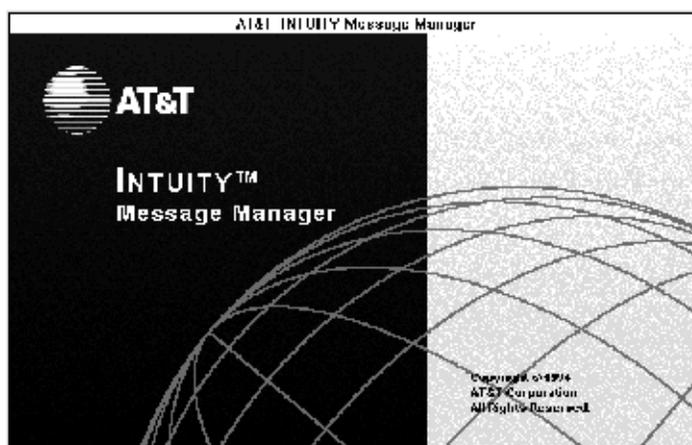
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## Introduction

# 1

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Welcome to Intuity Message Manager, a tool that lets you handle your voice and fax messages from the convenience of your PC.



Message Manager provides you with a new way of accessing your AUDIX messaging system through a Local Area Network (LAN). The AUDIX system is referred to as the AUDIX server when Message Manager connects to it over the LAN.

## Message Manager Features

This Windows-based application provides the following features:

- Viewing up to 15 message summaries (headers) at a time and listening to messages in the order you choose.
- Giving you ongoing access to your AUDIX messages, so you don't have to call the AUDIX system and re-enter your extension and password every time you want to access your messages.
- Notifying you of new messages in a variety of ways including visual indication, pop-up message boxes, and the Outcalling feature.
- Giving you access to AUDIX features using either the mouse or keyboard commands.
- Simplifying personal greeting management.
- Creating and updating stored message-distribution lists (mailing lists) visually, and printing these lists.
- Allowing you to print reports for messages you send or receive.
- Allowing you to store (archive) voice messages and their associated text (the message *header*) on a separate storage device.

Because Message Manager uses a standard Microsoft Windows interface, it works like other Microsoft Windows applications. It uses icons, pulldown menus, a toolbar, and other familiar Windows elements.

Readers of this guide should already be comfortable working in Microsoft Windows. You should also be experienced in using the AUDIX messaging system from your telephone (referred to as the AUDIX telephone interface throughout this manual).

## Release 2.0 Features

Message Manager Release 2.0 provides the following additional features:

- A Personal Phonebook for storing addresses and other important information on your PC, independent of the AUDIX server.
- An Outgoing folder for checking the status of messages you have sent, and resubmitting these messages in case of delivery problems.
- Remote access to INTUITY Message Manager, allowing you to retrieve your messages visually while off-site (for example, in a hotel room).

## Fax Option

In addition to the regular Release 2.0 features, you can install the optional fax application. The fax-messaging feature allows you to:

- View and print faxes you receive.
- Store fax messages for future delivery or send them immediately.
- Attach a voice message to a fax, or send just a fax.
- Help control your fax costs through higher networking speed and reducing your analog port needs.
- Print only the fax messages you choose to, ensuring privacy.
- Create fax messages from any Windows application without printing a hard copy.
- Archive fax messages on your hard drive or disk system.

The fax option is available if you have a fax-enabled server (currently only INTUITY AUDIX Release 3.3).

## Pre-Installation Requirements

Before you install Message Manager, you must verify that you have the necessary hardware and software installed on your PC. You also need to make sure your PC is ready to support Message Manager.

## Hardware and Software Requirements

Verify you have the following minimum hardware and software:

- 486 personal computer running at 33 MHz or faster, with 8 megabytes (Mbytes) of RAM and 8 Mbytes of available hard disk storage for the application software (minimum recommended requirements). The tutorial requires an additional 8 Mbytes of disk storage if installed.
- VGA or higher (color or monochrome) monitor.
- Microsoft Windows version 3.1 or higher, or Windows for Workgroups 3.11 or higher (to check your version, select About Program Manager from the Windows Program Manager Help menu).
- Microsoft MS-DOS version 5.0 or higher (to check your version, type `ver` at the MS-DOS prompt).
- Local Area Network (LAN) interface card.
- Connectivity to the AUDIX server through TCP/IP with a Windows Sockets interface (a directory containing a WINSOCK.DLL file must be in your DOS path). Your LAN administrator can help set this up.
- Optional. Mouse that is supported by Microsoft Windows (this allows you to take full advantage of the Windows interface).

## Installation Prerequisites

Before you install Message Manager, make sure your PC and LAN are ready to support Message Manager as follows:

- On your PC, log into the LAN and bring up Microsoft Windows.
- Get a server name or TCP/IP address of a machine in your network from your LAN administrator; then run the ping program from a DOS box in Windows ("ping" the address or name). Ask your LAN administrator how to access or use this utility if you need help.
- If the ping fails or the system hangs, refer to Chapter 9, "Troubleshooting". Message Manager will not work if a ping from Windows fails.

- The basic Message Manager voice application software includes the following diskettes:

- Two (2) Message Manager diskettes (required)
- Two (2) Electronic Tutorial diskettes (optional)

To install the optional fax application software, you should also have:

- One (1) fax diskette

## Message Manager Installation

To use Message Manager, you must install the software onto your PC (or a LAN storage device). You can install Message Manager either from a diskette or from the LAN server as described in this section.

### Upgrading to Message Manager Release 2.0

If you plan to upgrade to Message Manager Release 2.0, do the following before installation:

- If you wish to save your Release 1.0 software, be sure to enter a different directory name and program group when you install Message Manager (see steps 5 and 6 in the following procedure).
- Do *not* install Message Manager Release 2.0 with Message Manager Release 1.0 running.

### Installing Message Manager Release 2.0 from Diskette

To install the basic Message Manager Release 2.0 voice application software from a diskette:

1. Turn on your PC and bring up Microsoft Windows (if not already up).
2. Insert the Message Manager voice application software diskette #1 into the disk drive of your PC (for example, the **a:** drive).
3. In Windows Program Manager, select Run from the File menu.

4. Run Setup from the Command Line field. For example, if you inserted the diskette in drive **a:**, type **a:\setup** in the Command Line.
5. Select the directory in which to store the Message Manager software. The default is **C:\MSG\_MGR**.

If you are upgrading Message Manager from Release 1.0, choose a different directory name if you wish to save your 1.0 version. Otherwise, the Release 2.0 software will overwrite it.

6. Select the program group to contain Message Manager icons. The default is **INTUITY Message Manager**.
7. Select the **Continue** button.
8. Insert diskette #2 when prompted. Select the **OK** button.
9. When the installation is complete, you may view the README file by selecting **Yes**, or return to Windows by selecting **No**. The README file contains information about interactions with other PC applications.

When installation is complete, the first three icons appear on your Windows desktop in the INTUITY Message Manager program group (the last two icons appear if you install the tutorial):



See the following chapters for more information on these icons:v

- INTUITY Message Manager: Chapter 2
- INTUITY Message Manager Help: Chapter 2
- Personal Phonebook: Chapter 5
- INTUITY Message Manager Tutorial: Chapter 1

### Installing the Fax Option

You can install the optional Message Manager fax application now or at a later time. To install the Message Manager fax software from a diskette:

1. Turn on your PC and bring up Microsoft Windows (if not already up).
2. Insert the Fax software diskette into the disk drive of your PC (for example, the a: drive).
3. In Windows Program Manager, select Run from the File menu.
4. Run Setup from the Command Line field. For example, if you inserted the diskette in drive a:, type **a:\setup** in the Command Line.
5. Install to the same directory that contains the rest of your Message Manager files. The default is **C:\MSG\_MGR**.
6. Select the **Continue** button. The fax software loads.

7. The INTUITY Message Manager Fax Setup screen then appears. Enter the following information (needed when you create a fax):
  - **AUDIX Server ID.** This is the name or IP address of the fax-enabled server you use to send or receive messages. See your LAN or system administrator for this information if needed.
  - **Mailbox Extension.** This is the extension number of the fax-enabled mailbox you'll be using to send and receive voice and/or fax messages. This is usually the same number as your regular AUDIX mailbox. Users with secondary fax extensions should not enter that number here, but type their regular mailbox extension.
8. Select the **OK** button to add this information. If you select **Skip**, you can add the information later using the Fax Options screen as described in Chapter 7, "Fax Feature".
9. The installation is complete. To view fax-related information in the fax FREADME file, select **Yes**. To return to Windows, select **No**.

### Installing Message Manager from the Server

LAN administrators can distribute copies of Message Manager from a LAN server instead of having each user install Message Manager from diskette. Ask your LAN administrator how to install Message Manager from a LAN server. General guidelines appear in this section.

Make sure you have sufficient storage space either on the user's PC or on the network storage device for each copy of Message Manager.

**Sample Administrator Steps.** The following steps show a sample server installation on a Novell network running NetWare software. These steps are guidelines only. Generally, the Novell LAN administrator should:

1. Have a drive letter mapped to the NetWare server that the Message Manager software is to be copied to.
2. Create a directory for the Message Manager software on the network server. The directory name could be **MSG\_MGR** or any other name. Be sure to copy *both* Message Manager voice application diskettes into the same directory.

Do *not* run Setup! For example, use a standard MS-DOS copy command or Windows File Manager to copy the diskettes.

3. **Optional.** If you ordered the optional fax software, create a *different* directory on the network server, then copy the fax application software into it. The directory name could be **FAXAPPL** or any other name.
4. Give Message Manager users permission to access the network drive or directories where the Message Manager software is stored (grant rights or permissions as needed).
5. Tell subscribers the software is available and how to access it.

**Sample Subscriber Steps.** After the Message Manager software is copied to the server and users are notified, subscribers should follow these general steps to install Message Manager:

1. Log into Windows and the network.
2. Access the network directory using the normal procedures for your network. For example, on a NetWare LAN, if your network drive is **f:** and the Message Manager software is on the **sys** volume, you would type **map f:=sys:\msg\_mgr**.
3. From Windows Program Manager, select Run from the File menu.
4. Run the Message Manager Setup program from the network drive. For example, if your network drive is **f:**, you would type **f:\setup**.
5. Install the Message Manager software either onto your PC by accepting the Setup program's default directory (**C:\MSG\_MGR**) or onto a network drive by entering that path instead (for example, **f:\username\msg\_mgr**).
6. Select the program group to contain Message Manager icons. The default is **INTUITY Message Manager**.
7. Select the **Continue** button to install the software.
8. When the installation is complete, you may view the README file by selecting **Yes**, or return to Windows by selecting **No**. The README file contains information about interactions with other PC applications.

To install the optional Message Manager fax software:

1. Log into Windows and the network.
2. Access the network directory for the fax software. For example, on a NetWare LAN, if your network drive is **f:** and the fax software is on the **sys** volume, you would type **map f:=sys:\faxappl**.
3. In Windows Program Manager, select Run from the File menu.
4. Run the Message Manager Fax Setup program from the network drive. For example, if your network drive is **f:**, you would type **f:\setup**.
5. Install to the same directory that contains the rest of your Message Manager files. The default is **C:\MSG\_MGR**.
6. Select the **Continue** button. The fax software loads.
7. The INTUITY Message Manager Fax Setup screen then appears. Enter the following information (needed for when you create a fax):—
  - **AUDIX Server ID**. This is the name or IP address of the fax-enabled server you use to send or receive messages. See your LAN or system administrator for this information if needed.
  - **Mailbox Extension**. This is the extension number of the fax-enabled mailbox you'll be using to send and receive voice and/or fax messages. This is usually the same number as your regular AUDIX mailbox. Users with secondary fax extensions should not enter that number here, but type their regular mailbox extension.
8. Select the **OK** button to add this information. If you select **Skip**, you can add the information later using the Fax Options screen.
9. The installation is complete. To view fax-related information in the fax FREADME file, select **Yes**. To return to Windows, select **No**.

## Tutorial Installation

The Message Manager Electronic Tutorial introduces new users to the Message Manager application through a hands-on approach. It covers the most frequently used features of INTUITY Message Manager in a series of

lessons. You can access the lessons in any order, and you can save your place and return to the tutorial later. Instructions for using the tutorial are included with the tutorial and are accessible from every screen.

### Installing the Tutorial from Diskette

To install the tutorial from diskette:

1. Turn on your PC and bring up Microsoft Windows (if not already up).
2. Insert Electronic Tutorial software diskette #1 into the disk drive of your PC (for example, the **a:** drive).
3. From Windows Program Manager and select Run from the File menu.
4. Type **a:\install** in the Command Line and press Enter.
5. When prompted, select the drive and directory in which to store the tutorial software. The default is **C:\MMTUTOR**. Select **OK** to install the software.
6. Insert diskette #2 when prompted. Select the **OK** button.
7. When the installation is complete, double-click on the Message Manager Tutorial icon to start the tutorial. The tutorial icons always appear in the default **INTUITY Message Manager** program group.
8. Answer any prompts to continue. When the Main Menu appears, click on the **About this Tutorial** button to find out how to use the tutorial.

### Installing the Tutorial from the Server

LAN administrators can distribute copies of the Message Manager tutorial from a LAN server instead of having each user install it from diskette. The following steps are to be considered guidelines only.

To run the Message Manager tutorial, a separate copy must be installed on each subscriber's PC (installing the tutorial is optional). Make sure sufficient space is available (8 Mbytes per copy).

**Sample Administrator Steps.** Generally, a LAN administrator should:

1. Have a drive letter mapped to the NetWare server that the Message Manager tutorial software is to be copied to.
2. Create a directory for the tutorial software on the network server. The directory name could be **MMTUTOR** or any other name.
3. Copy both Message Manager tutorial diskettes into the same directory using a standard MS-DOS **copy** command or Windows File Manager. Do not run Install!
4. Give Message Manager users permission to access the network drive or directory where the Message Manager tutorial software is stored (grant rights or permissions as needed).
5. Tell subscribers the software is available and how to access it.

**Sample Subscriber Steps.** After the Message Manager tutorial software is copied to the server and users are notified, each subscriber should follow these general steps to install the tutorial on his or her own machine:

1. Log into Windows and the network.
2. Access the network directory using the normal procedures for your network. For example, on a NetWare LAN, if your network drive is **f:** and the Message Manager tutorial software is on the **sys** volume, you would type **map f:=sys:\mmtutor**.
3. From Windows Program Manager, select Run from the File menu.
4. Run the tutorial Install program from the network drive. For example, if your network drive is **f:**, you would type **f:\install**.
5. Install the Message Manager software onto your PC either by accepting the Install program's default directory (**C:\MMTUTOR**) or by typing your own directory name.

We recommend that you do not run the current Release 2.0 tutorial from a network drive.

6. When prompted to insert diskette #2, select the **OK** button.

7. When the installation is complete, double-click on the Message Manager Tutorial icon to start the tutorial. The tutorial icons always appear in the default **INTUITY Message Manager** program group.

The tutorial does not have a standard Windows menu bar. If you have both the Message Manager software and tutorial running at the same time and you wish to alternate between them, press Ctrl+Esc to activate Task Manager or use Alt+Tab to cycle between your active applications.



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## Getting Started

# 2

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Now that you have installed Message Manager, you are ready to use the application. Like other Windows applications, Message Manager resides as an icon on your PC desktop until you are ready to use it. This chapter tells you how to access (log into) Message Manager, and describes some of its basic features.

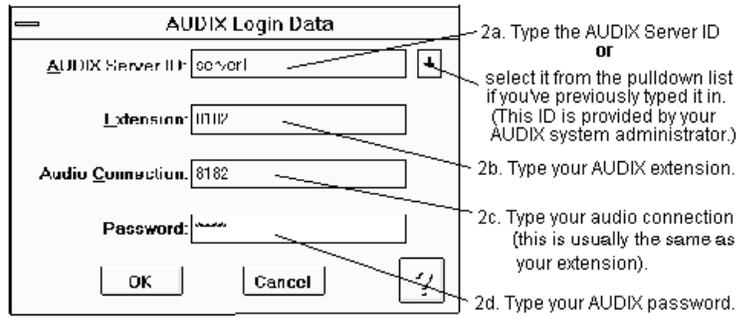
### Logging In

To begin using Message Manager, you have to bring up the application, then log into the AUDIX server. This is similar to accessing AUDIX mail from your telephone. To do this:



1. Double-click on the Message Manager icon on your Windows desktop, or tab to it and press the Enter key on your keyboard.

2. In the AUDIX Login Data screen, do the following:



The values shown above are *examples only*.

3. Select the **OK** button or press Enter.

If you incorrectly enter the password several times in a row, the AUDIX server locks you out of the mailbox to prevent unauthorized access. If this happens, ask your AUDIX system administrator to unlock your mailbox.

Message Manager scans your AUDIX mailbox and displays progress information. When it is finished, the Message Manager main screen appears, described in the next section.

## Learning About Message Manager

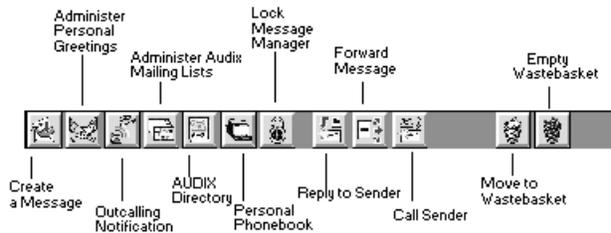
Message Manager contains elements common to most PC Windows applications. The Message Manager main screen shown below identifies the different screen areas.

 **SEE ALSO:**

For a detailed description of screen elements, see the online help.

As you use Message Manager, you will quickly become comfortable working with these elements of the main screen. You work directly in the main screen when you perform the procedures in the next two chapters.

The main screen toolbar allows one-button access to many of the most common Message Manager features. The toolbar buttons are described briefly below. Procedures using these buttons appear in the following chapters.



You can use either your mouse or keyboard to access or work in Message Manager screens and dialog boxes. For example, each of the toolbar functions shown above can be accessed from the Activity pulldown menu.

While in a screen or dialog box, you can use your mouse to click on a button, or you can tab to that button (an outline identifies the selected button) and press the Enter key on your keyboard.

## Using Online Help

Although Message Manager is designed to be easy to use, you may want instructions or clarification as you work in the application. There are four types of online help:

**Dynamic help.** Displays information about the screen element or icon the cursor is pointing to and shows status information or other system messages. See the main screen figure for this field's location.

**Online help.** Select Contents from the Help menu to show the help system's table of contents, or select Search for Help On to search for a topic by keyword and go directly there. These Help menu options work like the same help options in other Windows applications.



**Screen help.** Available for most screens (windows) and dialog boxes. While in a Message Manager screen or dialog box, select the Help button or press the F1 function key.

**Field help.** Available for each text-entry field, pushbutton, and checkbox. Select the field or item, then press Alt-F1 on your keyboard (hold down the Alt key, then press F1).

Refer to the online help system for more detailed information than this user's guide provides.

## Minimizing or Locking Message Manager



An advantage of Message Manager is that you can keep it readily available throughout the day. You can minimize it using standard Windows techniques, then restore it to retrieve your messages or to create and send new messages. If you receive a new message, the flag on the Message Manager mailbox icon goes up to alert you that you have mail.

For additional security, you can lock Message Manager using the Lock feature. The application is minimized, but you must enter your AUDIX password to restore it. Locking prevents others from reading, listening to, or deleting your messages while you're away from your desk (unless you give them your password).



To lock Message Manager, select the **Lock** button on the toolbar or Lock from the Activity menu. The closed door on the mailbox icon means the application is locked.



While the application is locked or minimized, Message Manager can notify you of new messages by raising the flag on the mailbox icon.

**SEE ALSO:**

Refer to “Receiving New Message Notification” in Chapter 3 for other notification methods Message Manager can use.

When the application is minimized or locked, you can access it using standard Windows techniques, such as double-clicking on the mailbox icon or using the Restore option. If locked, Message Manager prompts you for your AUDIX password before bringing up the application.

## Monitoring the Mailbox

You can leave Message Manager running throughout the day, either minimized, locked, or in the foreground or background. If you do, Message Manager checks your mailbox periodically and notifies you if you receive new messages.

You may have up to four separate sessions of Message Manager — each for a different mailbox — running on a single PC, depending on the resources available on that system. This allows one person, such as a secretary, to monitor other people's mailboxes for new messages.

Check the About Program Manager screen from the Program Manager Help menu to make sure you have sufficient resources to run additional copies of Message Manager.



When you receive voice mail, Message Manager signals you by the raised flag on the application's mailbox-shaped icon. If you are monitoring more than one mailbox, you can see at a glance which subscriber received the new message.

Each application you run makes use of the new message notification methods that are active for that subscriber's mailbox.

## Exiting Message Manager



To exit Message Manager, use standard Windows techniques. For example, you can double-click on the control-menu box (shown at left) at the upper left of the window or exit through the File menu. Message Manager erases messages marked for deletion when you exit. See “Deleting Messages” in Chapter 3 for details.



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## Handling Incoming Messages

# 3

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This chapter explains how to access and listen to your incoming messages using Message Manager. It also defines the Message Manager folders and describes how to move messages to other folders.

### Receiving New Message Notification

Message Manager can notify you of new messages whenever it is running. Notification occurs if the Message Manager screen is displayed, hidden behind another screen, minimized, or locked.



- Message Manager raises the red flag on its mailbox and shows you a letter in the mailbox whenever you have a message in the New folder. The mailbox icon appears at the lower left of the main screen. A raised flag also appears on the mailbox icon if Message Manager is minimized or locked.
- You can use the New Message Alerting option to display a pop-up window if you receive a new message whenever you are in any Windows application. To activate New Message Alerting, select it from the Options menu on the main screen.

- By default, Message Manager scans your AUDIX mailbox for new messages every few minutes. If you would like to change how often Message Manager checks your mailbox, select a different interval for Check For New Messages on the Options menu.

For all the message-notification features described above, the AUDIX server must be set up to check for new messages. Ask your AUDIX system administrator about activating new message checking on the server if it has been deactivated.

- Another form of message notification you can use is the Outcalling feature, where the AUDIX system calls you if you have new (or new priority) messages. See “Administering New Message Notification (Outcalling)” in Chapter 6 for details.

When you discover you have new messages, either log into Message Manager as described in Chapter 2, or restore the application from its minimized or locked state to display the main screen. Message Manager immediately updates its display to show the new messages.

If the main screen is already displayed, you can check for new messages by selecting the New folder. If a sufficient period of time has passed, Message Manager rescans your incoming mailbox and updates the display. You can also select the Refresh option from the Folders menu to update the display (for example, if you are expecting a message to arrive).

If you have a message-waiting light on your telephone, it lights up whenever you receive new messages, whether or not Message Manager is running. Because Message Manager only checks for new messages every few minutes, the message-waiting light on your phone may be lit before Message Manager notifies you. To display your new message(s), follow the procedures described above.

## Listening to Messages

Message Manager gives you flexible access to your messages. When you log into Message Manager, the message headers (text summaries) of all your new messages are displayed on the main screen in a message list. You can listen to these messages in any order you choose.

**SEE ALSO:**  
You must select a folder from the *folder list* (for example, the New folder), then select a message from the message list shown for that folder. See the following “Using Folders” section for a description of messages contained in the different folders.

A typical message list for the New folder might look like this:

Subject (only messages sent by other Message Manager users can have a text description, but you can add or edit message subjects yourself)

Who sent the message

Time and date message was received

Media Icon (type of message, voice or fax)

Media	From	<Subject>	Time/Date	Status
	Goldstein, Barb X-84213	Viewgraphs for status meeting	10:20 AM 03/23/95	I
	Hossain, Khurshid X-842	Results from user group meeting	10:20 AM 03/23/95	I
	Sminsova, Alfred X-8421	Financial results for 1Q95	10:21 AM 03/23/95	I P
	Switch Room X-84216	2nd line to office	10:33 AM 03/23/95	I
	Wong, Kim X-84210	Budget proposals for next year	10:34 AM 03/23/95	P
	Santarelli, Nikki X-84212	Meeting moved to 2 PM!	10:34 AM 03/23/95	I

Message status:  
I = Priority  
P = Private  
B = Broadcast  
L = Login Announcement

If there are no messages, this message list area is blank and most buttons are inactive (indicated by an all-gray version of the button or menu option). If you have no messages, you can send yourself a message using the telephone (for example, call yourself and leave a brief message), then practice listening to your own message through Message Manager.

To listen to a message:

1. Select the message header by clicking on it or tabbing to the message list and using the up/down arrow keys.
2. Do one of the following to play the message:



— Select the **Play** button in the audio palette



— Select the **Voice** button above the message list

— Press the Enter key or F5 function key

— Double-click on the message header.

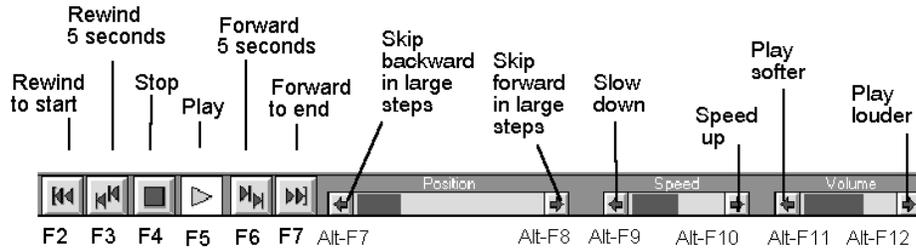
3. When your telephone rings, pick up the receiver and listen to the message. If you have a speakerphone, just turn on the speaker.



The Audio Connection Indicator at the lower left of the main screen changes to a button showing an off-hook receiver when an audio connection is active. If your phone does not ring, select this **Hang Up** button to drop the connection.

Your audio connection number should be the same as the one on the telephone at your desk. (Otherwise, whoever answers the phone at the number Message Manager dialed will hear your messages.) To check or change your audio connection number, select Audio Connection from the Server menu on the main screen. If needed, type the correct extension and select **OK**.

4. As a message plays, you can type brief notes about the message in the Subject field in the expanded message display (above the message list). You can also write a message subject after the message finishes playing, or type or change a subject for any selected message in the list.
5. As you listen to the message, you can rewind, fast forward, or stop the message using the audio palette buttons shown in the following figure. (The touch-tone commands used on your telephone keypad are not available when you are in Message Manager.)



- When you are finished listening to the message, you may select another message to play. You do not have to listen to the entire message before switching to a different message.

**SEE ALSO:**

You may respond to incoming messages as described in “Replying to Sender and Forwarding a Message” in Chapter 4.

- When you are finished playing and responding to messages, simply hang up your telephone receiver.



You can also select the Audio Connection (or **Hang Up**) button to immediately drop the connection and free up this voice port for use by other users. After your audio connection drops, Message Manager must set up a new audio connection for other play or record activities.

If you do not hang up or if you pause for a certain length of time, the audio connection times out and Message Manager automatically disconnects the telephone session to free the port for use by other subscribers.

## Using Folders

Message Manager provides you with flexible access to your messages. You can easily change to different message categories (folders) and quickly look at a summary of all the messages in that group. The message categories appear in the *folder list* on the left side of the main screen. The number of messages in each folder is also shown.

Folder	Messages
New	5
Unopened	3
Old	5
Outgoing	0
File Cabinet	0
Personal	0
Document	6
Wastebasket	0

Select the New folder to see your new messages (use the Folder menu Refresh option to update the display if needed).

The Outgoing folder is selected in this example. It takes about 1 second for Message Manager to retrieve each message header (summary).

You may select a folder by clicking on it or using the Folder menu. The message list shows the contents of the selected folder.

The first five folders correspond to message categories in the AUDIX telephone interface. The Personal and Document folders allow you to store voice and/or fax messages on your PC or other storage drive. The Wastebasket folder holds messages you have marked for deletion.

## Folder Descriptions

Message Manager folders are described briefly below. Several folders are described in more detail in following chapters.

**New.** . This folder contains your new incoming messages. You may access your messages in any order, although you may want to check the Status column to see if you have any ! (priority) messages. Any message in the New folder (whether you have accessed it or not) activates your notification for new messages (described at the beginning of this chapter), except for a login announcement.

**Unopened.** This folder contains messages moved from the New folder, such as those that you have not yet had time to listen or respond to.

**Old.** This folder contains messages moved from the New or Unopened folders that you want to keep around for awhile, and previously new messages that were recovered from the Wastebasket folder.

**Outgoing.** This folder contains status information for messages that you created yourself and sent to others. This is particularly useful for fax messages. See “Using the Outgoing Folder” in Chapter 6 for details.

**File Cabinet.** . This folder contains copies of messages you created and sent to other subscribers. You can keep these copies for reference, or forward messages if desired to a new list of recipients. You can save a File Cabinet copy when you create a new message (see Chapter 4).

**Personal.** . This folder contains messages you have copied from other folders. Because Personal folder messages are stored on a PC or LAN storage device, you can keep them as long as you wish for archival or reference. See “Using the Personal Folder” in Chapter 8 for details.

**Document.** This folder contains fax documents saved either when you created a new fax or copied the fax part of a message from another folder. See “Using the Document Folder” in Chapter 7 for details.

**Wastebasket..** This folder contains messages you have moved from other folders and marked for deletion (messages are deleted only on command or when you exit Message Manager). If you wish, you can restore (undelete) messages in this folder prior to emptying the wastebasket to free up space (messages return to their original folders, except new messages which return to the Old folder).

### Moving Messages Between Folders

In the AUDIX telephone interface, messages move automatically from one category to another (for example, from New to Old) after you access them (play a message or its header, or print a fax). With Message Manager, however, messages remain in the whatever folder they are in until you move or delete them (see “Deleting Messages” in this chapter).

If you don't move your new messages from the New folder, your new message notification methods remain active. Also, if you move messages to the Wastebasket folder but don't empty it, the messages appear in their original categories if you access the AUDIX server through the telephone interface.

To move a message, select the message you want to move from the message list, then either:

- Use your mouse to drag it to another folder *or*
- Select the target folder name from the Move menu.

You can select multiple items by using the Ctrl and Shift keys. v

- To select a range of items, place your cursor on the first item you wish to select. While holding down the Shift key, click on the last item you wish to select. Still holding down the Shift key, move the selected messages to the desired folder.
- To select multiple random items, place your cursor on the first item you wish to select. While holding down the Ctrl key, click on the various items you wish to select. Still holding down the Ctrl key, move the selected messages to the desired folder.

Message Manager restricts movement between folders to those permitted in the AUDIX telephone interface. As you try to move a message, you will learn which moves are not allowed. Refer to the online help for details.

## Deleting Messages

You probably want to delete most messages immediately after viewing or listening to them. Messages that you save continue to take up space in your mailbox or other storage device until you delete (erase) them.

To help you monitor how full your AUDIX mailbox is, the Mailbox Space Indicator at the lower left of the main screen shows how much space in your mailbox is being used by messages and greetings. If your mailbox becomes too full, you will be unable to receive new incoming messages.

To delete one or more messages, select the message(s) from the message list, then do one of the following:

- Drag the message(s) to the Wastebasket folder
- Select the **Move to Wastebasket** button on the toolbar
- Press the Delete key
- Select Move to Wastebasket from the Activity menu
- Select To Wastebasket from the Move menu

Messages remain in the Wastebasket folder until you either empty the wastebasket or exit Message Manager. Until then, you can still listen to a message or move it from the Wastebasket back to its previous folder (except for new messages, which must be returned to the Old folder).

If you have the Confirm Deletions option activated on the main screen, Message Manager asks you whether you want your messages deleted when you exit the application.



To empty the wastebasket, select the **Empty Wastebasket** button or select Empty Wastebasket from the Activity menu.

## Handling Incoming Messages

---

Moving messages to the Wastebasket simply marks them for deletion. You must empty the Wastebasket folder to actually erase the messages and free up space in your mailbox.

For all folders except the Personal and Document folder, messages are automatically deleted from the AUDIX server after a certain period of time. This retention time is set by the system administrator.

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## Creating and Sending Messages

# 4

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While Message Manager is a useful tool for viewing or listening to messages, it is also a handy way to create voice and fax messages. If you use your AUDIX system primarily to answer calls, you may be interested in the advantages of creating and sending messages using a messaging system. Through Message Manager, you can:

- Convey information when it is more efficient to leave a message rather than engage in a telephone conversation
- Send the same information to two or more individuals
- Attach a voice or fax message
- Avoid listening to another subscriber's personal greeting, particularly when you know the individual is out of the office
- Avoid interrupting someone when you only want to give them information

Using Message Manager, you can send a message to a single recipient or to a stored list of recipient addresses (called a *mailing list*). You may also reply to the sender of a message or forward a message to other subscribers in an AUDIX network. You can save difficult-to-remember addresses in your Personal Phonebook to simplify message addressing.

## Creating a Message

Creating and delivering a message uses the following general process:

- Creating the message (voice, fax, or both)
- Addressing the message (to individual recipients, a stored distribution list, or a combination of both)
- Scheduling the message and selecting delivery options (optional)

Message Manager lets you perform these tasks in the order you prefer (for example, you can address before creating). You can also provide message subjects for your own reference or for the convenience of other Message Manager users who receive your messages.

Fax-enabled subscribers can create either voice, fax, or voice-fax messages. This section covers voice-only messages. See Chapter 7 for information on creating and sending fax messages.

## Recording a Message

When recording a message you use an audio palette, as you did when you listened to a message.

To record a message:



1. Click on the **Create a New Message** button or select Create Message from the Activity menu.

2. Do the following in the Message Creation and Transmission screen:
3. If you already have an audio connection — perhaps you just finished listening to a message — you can speak your message as soon as you hear a beep. If you do not have an audio connection, your phone will ring; answer it and speak your message into the receiver after you hear the beep.

While recording, you can select the **Stop** button or press the F4 key to pause the message. Press the Play button or press F5 to resume recording. However, Message Manager will time out (hang up the audio connection) if you pause too long.

4. When finished recording, select the Stop button or press the F4 key.  
A beep signals that recording has stopped. The length of the message appears in the Length field, and the **Erase** button becomes active.
5. If you want to play, re-record, or erase the message, do so using the audio palette (see “Listening to Messages” in Chapter 3).

You must rewind a message before you can play it again.

6. Select the OK button to return to the Message Creation and Transmission screen. (If you select **Cancel**, you exit from the Record New Message screen without saving the message).

The length of the message appears below the **Voice** button on the Message Creation and Transmission screen.

Once you have created the message, you must next address it.

## Addressing a Message

You can send a message to individual recipients or send it to multiple individuals on a mailing list. Both addressing methods are described in this section.

To address recipients using numbers stored in your Personal Phonebook, see "Selecting a Card" in Chapter 5.

### Addressing a Single Recipient

To address the message to one or more people individually:

1. Select the Address List box and type the name or number of the recipient(s) you wish to receive this message.

1a. Type the subscriber's name, extension, or prefix (if needed) and phone number, then press Enter.

Unique matches appear in the address list.

1b. Otherwise, enter more characters or select the desired entry from the list box that appears.

The added recipient name and number appears on the Message Creation and Transmission screen.

2. To add more people, repeat step 1.

### Deleting One or More Entries

To delete one or more addresses from the address list:

1. Select the entry from the address list on the Message Creation and Transmission screen. You can select multiple addresses to delete by using the Shift or Control keys.
2. Select the **Delete Address** button or press the Delete key.

### Addressing Using a Mailing List

You can send a message to a group of AUDIX subscribers by using a stored mailing list. To do this, you can use your own mailing list or a public mailing list of another subscriber. Message Manager simplifies this process by displaying the mailing list, so you can select the entire list or specific entries from the list.

#### **SEE ALSO:**

To learn how to create and add entries to a mailing list, see “Administering AUDIX Mailing Lists” in Chapter 6.

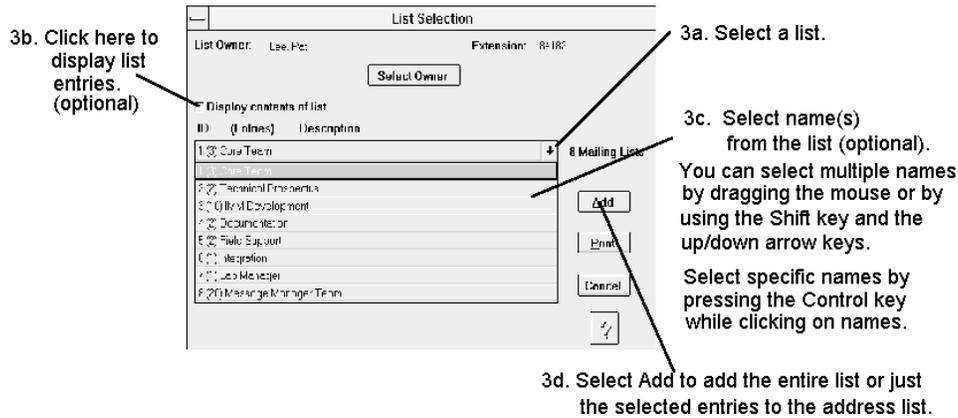
To address the message using a stored mailing list:

1. On the Message Creation and Transmission screen, select the down-arrow under the envelopes (AUDIX list) image, or select Add an AUDIX List from the Address List menu.

The List Selection screen appears. If you already have mailing lists, they appear in a pulldown list box that contains the ID, number of members, and description (if any) for each list.

2. To view the contents of a mailing list, first select the appropriate list from the list box, then select the **Display Contents of List** checkbox.
3. To add list entries from the List Selection screen:

## Creating and Sending Messages

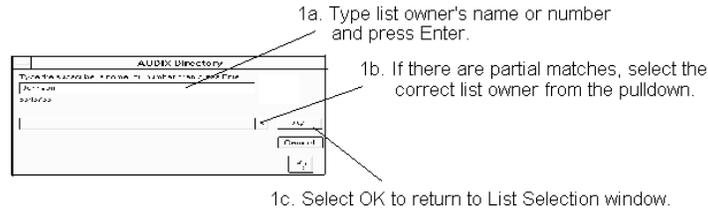


4. The added name(s) appear in the Message Creation and Transmission screen behind the List Selection screen. If necessary, move the List Selection screen to better see the screen behind it.

### Adding Entries from a Public Mailing List

You can also add entries from a public list that belongs to another subscriber on your system. To do this:

1. Select the **Select Owner** button in the List Selection screen, then do the following in the AUDIX Directory screen:



2. In the List Selection screen, either:
  - Select the public list you wish to add *or*
  - Display contents of the desired list and select one or more entries
3. Select the **Add** button. The list entries appear in the Message Creation and Transmission screen.
4. To add other mailing lists, repeat steps 1 through 3. Message Manager eliminates duplicate entries when it sends the message.
5. Select the **Close/Cancel** button to return to the Message Creation and Transmission screen.

You are now ready to either send the message, or you can select message delivery options as described in the next section.

### Selecting Options and Scheduling

If you wish, you can mark the message as Priority (for special treatment) or Private (to prevent forwarding), save a copy of the message in the File Cabinet folder for your reference, or request a printout of information related to this message (such as the message type and size, subject, and address list).

To send the message immediately:

1. Select the **Send** button.

The message is delivered at the earliest opportunity and you return to the main screen.

To schedule the message for delivery at a later time or date:

1. Select the **Schedule Delivery** button from the Message Creation and Transmission screen.

The Message Delivery Time screen appears.



2. Select the desired month, day, and time. You can select the **Immediately** button if you change your mind and wish to send the message now.
3. Select **OK** to exit the Message Delivery Time screen. The delivery time appears above the **Schedule Delivery** button on the Message Creation and Transmission screen.
4. Select the **Send** button. The AUDIX server sends your message.

You can accidentally schedule message delivery up to a year in advance if you schedule *before* the present time on the current day. For example, if at 11:00 a.m. on June 1, you schedule a message for 10:00 a.m. June 1, the message would not be delivered until June 1, 10:00 a.m., next year. To cancel a scheduled delivery time, select the **Immediately** button on the Message Delivery Time screen.

## Replying to Sender and Forwarding a Message

In addition to creating your own message, you can also reply to the sender of a message or forward a message you received or saved to another recipient. You can only reply to the sender of a message if the caller is a subscriber in your AUDIX network.

### SEE ALSO:

This section covers voice messages only. See Chapter 7, "Fax Feature", for information on fax messages.

To reply to the message sender using automatic addressing:

1. Select the message.
2. Select the **Reply to Sender** button or select Reply from the Activity menu.
3. Record the message using the Message Creation and Transmission screen. Notice that the sender's name and extension number is already in the address list.
4. If you wish, select message delivery options. For example, you could select **Include original message** to attach the sender's message.  
  
You can also mark the message as Private, Priority, save a copy in your File Cabinet, or print information as for any other message.
5. If you wish, you can update the message Subject field.
6. You can add additional addresses using the "Addressing a Message" procedure described earlier in this chapter. Otherwise, there is no need to address the message because it is automatically addressed to the original message sender.
7. Send the message (or schedule it for later delivery if you wish)

.To forward a message:

1. On the main screen, select the folder that contains the message you wish to forward, then select the desired message.  
  
You cannot forward a Private message.
2. Select the **Forward Message** button, or select Forward from the Activity menu.  
  
The Message Creation and Transmission screen appears with the **Include original message** option selected.
3. If you wish, update the message's description in the Subject field.
4. Include at least one recipient in the Address List. See "Addressing a Message" earlier in this chapter for this procedure.
5. To access an Original message, select the Voice cassette or **Fax** button to play and/or view the message you are responding to, or use the Original Message menu.

6. You must include a New Message component for all messages you forward (except for File Cabinet messages). See “Creating a Message” earlier in this chapter for details on creating a voice message. Fax procedures are covered in Chapter 7, “Fax Feature”

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## Personal Phonebook

# 5

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The Personal Phonebook allows you to store phone numbers, addresses, and other information on a PC or other LAN storage device. You can use the Personal Phonebook to save information that is not stored on the AUDIX server such as fax numbers, home telephone numbers, AMIS two-step addresses, and notes. You can create one or more Personal Phonebook databases to better manage the information you wish to save. Each entry in the Personal Phonebook is kept on a card.

The Personal Phonebook can be used within Message Manager or in *standalone* mode when Message Manager is not running (or if the AUDIX server is not available). The Personal Phonebook allows you to:

- Create one or more Personal Phonebook databases
- Add, delete, edit, or print cards in the Personal Phonebook
- Add subscriber names and numbers from other Message Manager screens
- Pass names and numbers to other Message Manager screens for addressing purposes

### **Adding a Card**

---

A card is a specific entry in the Personal Phonebook database. You can add a new entry to the Personal Phonebook in any of the following ways:

- Type the information in yourself using the steps in this section. Use this procedure for adding people who are not AUDIX subscribers (such as AMIS two-step recipients or fax machines) and cannot be stored in AUDIX mailing lists.
- Edit an existing card and change the required first and/or last name fields to create a new entry. Use this procedure for adding people whose information closely matches other entries already in your Personal Phonebook database (see the next section).
- Copy validated subscriber name and mailbox information to the Personal Phonebook from another Message Manager screen. Use this procedure if you wish to address messages to AUDIX subscribers using your Personal Phonebook database.

To add a new card to the Personal Phonebook:

1. In the Personal Phonebook screen, select the **Add Card** button or select Add Card from the Edit menu.

The Card Contents fields clear and the cursor is positioned in the Last Name field.

 **NOTE:**

Each Personal Phonebook can display a maximum of 600 entries. If this limit has been reached, the Add Card option is grayed out (inactive).

2. Enter information in the first two fields. These fields are required.

**Last Name.** Type the last name in any style you like (all caps, initial caps, etc.) and tab to the next field.

**First Name.** Type the first name in any style you like. Add a middle initial or title (Dr., Mrs., etc.) if you wish (you can use spaces between words).

The following screen shows an example of a new entry being added:



3. Tab to or select the next field where you wish to enter information.
  - You can skip any other fields.
  - You can cut, copy, and paste information in these fields.
  - You can add punctuation.
  - In most cases, you do not have to enter the exact information a field calls for. For example, if someone has two fax numbers, you could enter their fax-enabled mailbox number in the Business Fax # field and their fax machine number in the Home Phone # field or the Notes field.
4. When you are finished, select the **Save** button to add this entry and update your Personal Phonebook name list. Otherwise, select the **Cancel** button to not save the new entry.

 **NOTE:**

If you enter information in the AUDIX Mailbox #, AUDIX Name, or Business Fax # fields, type in the numbers the AUDIX server uses to send the message. For fax numbers, check with your AUDIX system administrator in case the server requires you to insert a prefix before the fax number. For example, a fax number of 555-1234 with a prefix of 8 must be entered into the Personal Phonebook as 85551234.

## Selecting a Card

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Once you have added entries to your Personal Phonebook, you can use the Name field (at the upper left of the screen) or the name list just below it to display specific entries. Names are listed in alphabetical order by last name. You must select a card to view, edit, print, or delete it.

To select and display a card:

1. Type the last name (or a few letters of it) in the Name field.
2. The first name that begins with those letters is highlighted in the name list box. If this is the entry you want, go to step 4.
3. If there is more than one entry for this letter combination, either enter more letters in the Name field until the correct entry is highlighted, or click on the desired entry in the name list box.
4. Details about the selected entry appear in the Card Contents fields in the center of the screen. You can now edit, delete, or print this entry.

 **NOTE:**

You can access the Personal Phonebook from the Message Creation and Transmission screen or the AUDIX List Administration screen (for example, if you are addressing a message or creating a mailing list). You can then select an entry as described above to add it to your address list using the Add to Address List option. Refer to the online help for details.

## **Editing a Card**

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You can edit a card in your Personal Phonebook to update information in an existing entry, or create a new entry by changing one or both of the required name fields, then updating the other fields if needed (for example, if you want to add a new entry for someone who uses some of the same information as another person who is already in your database).

To edit a card:

1. Select the card you wish to edit in the Personal Phonebook screen, then select the **Edit Card** button.
2. Make any changes to the entry you wish. See the previous “Adding a Card” section for details.

## **Deleting a Card**

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Delete a card to permanently remove an entry from your Personal Phonebook. Once you delete an entry, it cannot be restored.

To delete a card:

1. Select the card you wish to delete in the Personal Phonebook screen.
2. Select the **Delete Card** button.
3. A confirmation box appears. Select **Yes** to delete the card, or **No** to return to the card without deleting it.

## **Printing a Card**

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You can print Personal Phonebook cards individually upon request. Each printed report includes the following:

- The name and location of the Personal Phonebook database that contains that card
- Your AUDIX server ID, subscriber name, extension, and the time and date of your print request
- The complete text of all Card Contents fields for that entry

To print a card:

1. Select the card you wish to print in the Personal Phonebook screen.
2. Select Print Card from the File menu. The Print screen appears.
3. Select any desired print options, then select **OK** to print the card or **Cancel** to exit without printing.

## **Searching for an Entry**

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Use the Personal Phonebook's search capability to quickly page through cards until you locate the entry you're looking for.

### **NOTE:**

Searches are not case sensitive. You can use wildcards in your search. Use a question mark (?) to substitute for a single character, or use an asterisk (\*) to substitute for multiple letters.

To use the Search option:

1. In the Phonebook select the **Search** button.

The Card Contents fields clear and the cursor is positioned in the Last Name field.

2. Enter your search criteria in one or more fields:
  - To search by name, type the first few letters of the person whose card you wish to locate.
  - To search by a different field, select or tab to the desired field and type the letters or numbers you wish to search for.
  - To search by entries that match two or more fields, type letters or numbers in more than one field. The Personal Phonebook displays entries that match what is entered in both (or all) fields.
3. Select the **Find** button or press Enter to locate the first card that matches the name or letters you typed.
4. If more than one entry matches your search criteria, select the **Find Next Match** button to display additional matching entries.
5. When you are finished, select the **Exit Search** button to end the Search activity.

 **NOTE:**

The Search All option under the Edit menu allows you to search for a string that may be in any field anywhere in your Personal Phonebook. If you select this option, the Last Name field changes to Search String. Simply enter your string in this field, and Message Manager searches all fields in all entries.

## Phonebook Databases

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The Personal Phonebook allows you to display different databases (the files that contain your entries) depending on how you access it:

- **Within Message Manager.** The default database is in the same directory where you installed Message Manager (for example, `C:\MSG_MGR\PBOOK.MDB`).

 **NOTE:**

When you access the Personal Phonebook through Message Manager, it brings up the Personal Phonebook associated with that AUDIX server ID and extension number. If you access more than one AUDIX server through Message Manager or have more than one extension number, Message Manager can bring up a different Personal Phonebook database for each AUDIX server ID and/or extension number.

- **In Standalone mode.** The default database is in your root directory (for example, `C:\PBOOK.MDB`).

You can perform the following Personal Phonebook database tasks:

- **Create a Database.** Create as many Personal Phonebooks as you need to manage your name and number entries.
- **Open a Database.** If you have more than one Personal Phonebook, you can easily view, edit, or otherwise access entries stored in a different database anytime you are in the Personal Phonebook screen.
- **Import a Database.** You can add many entries quickly by importing a text file, either one you created or one exported from another Personal Phonebook. However, each database can only display 600 entries.
- **Export a Database.** You can use information in the database in another application, prepare a file to import to another Personal Phonebook, or quickly print all your Personal Phonebook entries.

 **NOTE:**

To import a database, you must first either export entries from another Personal Phonebook, or create an ASCII text file in the correct format (see the online help). Do not import more than 600 entries, or the Personal Phonebook cannot display them all. Entries you import will *not* overwrite existing entries.

## Adding Entries to the Phonebook

You can automatically add AUDIX subscribers to your Personal Phonebook after you have entered their names on another screen, and the AUDIX server has verified that these names and numbers are valid.

You can add entries to the Personal Phonebook from:

- The AUDIX Directory screen (one entry at a time)
- The AUDIX List Administration screen (any entries in the address list)
- The Message Creation and Transmission screen (any entries in the address list)

To add one or more entries to the Personal Phonebook:



1. In one of the screens listed above, highlight the entry or entries you wish to add, then select the **up-arrow** button under the Personal Phonebook image (cards).

The Personal Phonebook opens, displaying a new card with the last two fields already filled in. Because these fields exactly match the way they are administered on the AUDIX server, this name and extension are “pre-validated”.

 **NOTE:**

If a prefix is required, you must add it yourself to the AUDIX Mailbox # field, or the address will *not* be valid.

2. Fill out the Last Name and First Name fields (required to add an entry). See “Adding a Card” in this chapter for details.
3. Update any other fields where you wish to enter information.
4. When you are finished, select the **Save** button to add this new entry and update the name list in the Personal Phonebook screen. Select **Cancel** if you do *not* want to save this card.
5. If you selected more than one entry to add from the address list on the other Message Creation and Transmission screen or the AUDIX List Administration screen, choose how you wish to respond:
  - Select the **Add Card** button to add the next entry from the address list. Return to step 2.
  - Select the **Cancel Card** button at any time between entries to stop adding this list of entries to the Personal Phonebook.
6. When you are finished adding entries, select the **Close** button to exit the Personal Phonebook and return to the Message Manager screen you were previously working in.

## **Standalone Personal Phonebook**

---

The Personal Phonebook can be used even when Message Manager is not running. This is called "standalone" mode. When you use the Personal Phonebook in standalone mode:

- You cannot access other Message Manager screens, but you can edit, delete, and otherwise view or change data in your Personal Phonebook database(s) as usual.
- You can minimize the Personal Phonebook screen so that you can look up names without going thorough Message Manager.
- You can import or export Personal Phonebook databases and edit the information within them, even if the AUDIX server is not available.

## **Closing the Personal Phonebook**

When you close the Personal Phonebook, the database is closed and the Personal Phonebook screen disappears. If you accessed the Personal Phonebook from Message Manager, you return to whatever activity you were in when you accessed the Personal Phonebook screen.

To close the Personal Phonebook, do one of the following:

- Select the **Close** button.
- Select Exit from the File menu.
- Use the control box in the upper left corner of the Personal Phonebook screen (either double-click on it, or click once and select Close).

The Personal Phonebook accessed through Message Manager closes automatically if one of the following occurs:

- You remain idle with your Personal Phonebook open and the server times out. In this case you return to the Message Manager main screen.
- You close the screen you called it from (such as the Message Creation and Transmission screen or AUDIX List Administration screen).
- You close Message Manager.

 **NOTE:**

A Personal Phonebook brought up in standalone mode will not automatically close.



In addition to handling messages, Message Manager gives you several other capabilities. This chapter describes how to create personal greetings, use the AUDIX directory, update AUDIX server information, administer mailing lists and Outcalling notification, use the Outgoing folder, and print various types of Message Manager information.

### Creating Personal Greetings

If you don't answer your phone, the AUDIX system can play a personal message to callers. The AUDIX system supports three types of personal greetings. Your AUDIX system administrator determines which type of greeting is active for your extension. The greeting options are:

- **A single greeting.** A personal greeting or the default system greeting.
- **Multiple greetings.** Up to nine personal greetings as well as the option of using the default system greeting.
- **Multilingual greetings.** A personal greeting for either the primary and secondary language greeting or the default system greeting for one or both languages.

You record, activate, or change personal greetings by selecting the **Personal Greeting Administration** button on the toolbar. Depending on the type of greeting administered for your number, the corresponding greeting administration screen appears.

## Multiple Personal Greetings

Multiple Personal Greetings allow you to do the following:

- Record up to nine personal greetings
- Select the greeting to play based on the type of incoming call
- Provide descriptive names for greetings

To record and assign a personal greeting:



1. Click on the **Administer Personal Greetings** button or select Greetings from the Activity menu.

The Multiple Personal Greetings screen appears.

Select Response Type here:  
 Busy/No-answer Calls  
 Busy/No-answer/Out-of-Hours Calls  
 Internal/External/Out-of-Hour Calls  
 Internal/External Calls  
 All Calls

To activate a greeting, either drag the greeting or label here, **or** Type the greeting number here

**Multiple Personal Greetings**

Personal Greeting Response Types	Internal:	Description	Num:
Internal/External/Out of hours Calls		DEFAULT SYSTEM GREETING	0
All Calls		Out for month of May	1
Internal/External Calls		DEFAULT SYSTEM GREETING	0
Busy/No-answer Calls			
Busy/No-answer/Out of hours Calls			
DEFAULT SYSTEM GREETING			

<p>1.  Record Greeting cassette</p> <p>2.  Greeting Label (description)</p> <p>3.  Response Type</p> <p>4.  Greeting Number</p>	<p>5.   Drag greeting description to the wastebasket to delete it</p> <p>6.   Not Recorded</p> <p>7.   Not Recorded</p> <p>8.   Not Recorded</p> <p>9.   Going to NY</p> <p>10.   Not Recorded</p> <p>11.   Greeting 9 as a test</p> <p>12.   12 secs</p>
---	---

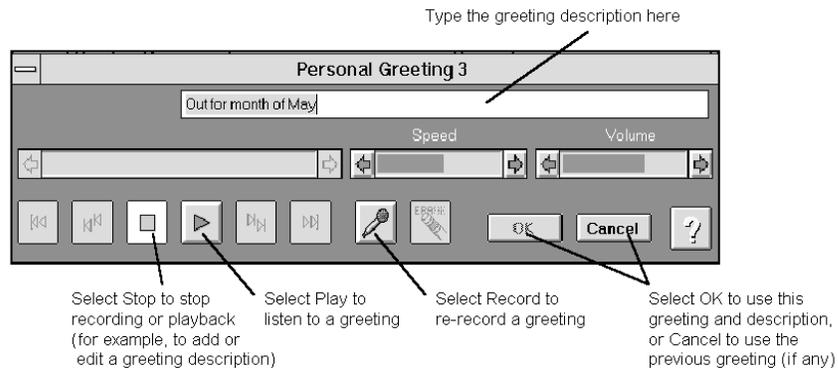
Print information about greetings



2. Select the **Record Greeting** button for the desired greeting, or tab to the appropriate greeting cassette and press Enter.

You cannot change the default system greeting. Only the AUDIX system administrator can do this.

The Personal Greeting screen for the selected greeting appears.



3. If no personal greeting is recorded, Message Manager begins recording. Otherwise, you can play and/or re-record as desired.

**SEE ALSO:**

For details on the audio palette buttons, see “Recording a Message” in Chapter 4.

4. If you type a greeting description on this screen, you can use this greeting "label" to activate or delete greetings. Select **OK** or **Cancel** to return to the Personal Greeting Administration screen.

5. You can set up Message Manager to play a different personal greeting based on the type of incoming call received. To change your call response type(s), choose a different selection in the upper left corner of the Personal Greeting Administration screen.

Several combinations are available as shown in the figure.  
(Busy/No-Answer call types are not available with MERLIN LEGEND Communication Systems.)

6. Assign (activate) a greeting by dragging the greeting's label to the label of the response type (see the Personal Greeting Administration screen figure), or by typing the greeting number in the response type field (to the right of the response type description field).



7. To delete a greeting, drag the greeting label to the Wastebasket or tab to the greeting's cassette and press the Delete key.

You cannot restore a deleted greeting from the wastebasket.

8. When you are finished, select **OK** to return to the main screen.

## Multilingual Greetings

The Multilingual Greeting feature allows you to record a personal greeting for either your primary or secondary language, or to activate the system default greeting for either or both.

You record, delete, or type a description for a multilingual personal greeting the same way you do for multiple personal greetings (see the previous section). If you record a personal greeting, be sure to tell callers (in the alternate language, if possible) how to access the alternate language by pressing \*1. In the example above, the subscriber has recorded a personal greeting for the primary language, but left the default system greeting active for the secondary language.

## Single Greeting

If you have neither Multiple Personal Greetings or Multilingual Greetings, a smaller version of the Personal Greeting Administration screen appears. You can use it to record one personal greeting that will be heard by all callers. To return to using the system default greeting, delete your personal greeting (see the previous section for details on these activities).

## Using the AUDIX Directory

Message Manager has a directory feature similar to the AUDIX telephone interface's Names and Numbers directory (\*\*N). You can use this feature to search for other subscribers on your AUDIX system by specifying a name (typically last name first) or extension number.

To use the AUDIX subscriber directory:



On the main screen, select the **AUDIX Directory** button or select Directory from the Activity menu, then do the following in the AUDIX Directory screen.

1. Type the subscriber's name (usually last-name-first) or the complete extension or telephone number, then press Enter.

To add the selected subscriber to your Personal Phonebook (optional), select the up-arrow or F2 key.

To call the subscriber (optional), select the Call button (this option is only available if the Call button is active).

2. If there are multiple matches for a partial name, choose the desired name from the pulldown list box.

You can only transfer based on the transfer restrictions of your local switching system. The Call button does not appear if the extension is not on your AUDIX network, or if your system is not administered for the Transfer Out of AUDIX feature.

## Changing Server Data

You can display, update, or change the following AUDIX server features using the Server menu on the main screen. Features you change in Message Manager are also updated on the AUDIX server.

- **AUDIX Password.** Brings up a change password screen. You must first enter your old password, then confirm your new password by entering it twice.
- **Play/Record Name.** Brings up an audio palette for you to play or record your subscriber name. The AUDIX server plays your name in several of its system announcements.
- **Covering Extension.** Allows you to change your covering extension. If this option is enabled for your extension, you can change the extension where incoming calls are forwarded if a caller presses 0 during your personal greeting.
- **Audio Connection.** Brings up the Enter Audio Connection Number screen, allowing you to enter a different extension or telephone number at which you want Message Manager to call you.

## Administering AUDIX Mailing Lists

You can use Message Manager to distribute a message to a stored list of subscribers. Creating and using a mailing list allows you to quickly send voice mail to people that you communicate with on a regular basis.

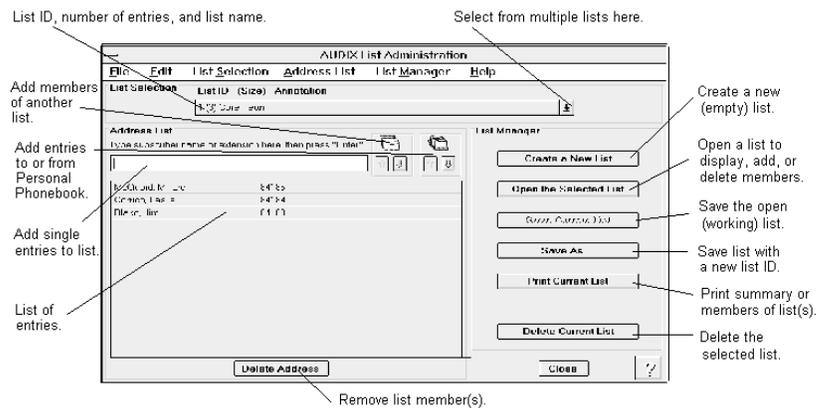
Besides sending mail to everyone on the mailing list, you can also use the list as an addressing shortcut. Instead of adding recipients individually, you can display the contents of the list and select the individuals you wish from the list. Then send the message the way you normally would.

You can also view and use public (not private) mailing lists belonging to other subscribers, such as the department secretary. Because of its visual interface and the ability to print list information, Message Manager simplifies creating, editing, and maintaining mailing lists.

To create a new mailing list:



1. Select the **AUDIX List Administration** button or select AUDIX List from the Activity menu. The AUDIX List Administration screen appears (see the following figure).



2. Select the **Create a New List** button. When the Create New List screen appears, do the following: **NOTE:**

You can also access the Create New List screen if you select the up-arrow under the envelopes (AUDIX list) image on the Message Creation and Transmission screen (or Add Addresses as an AUDIX List under the Address List menu). In this case, the addresses are already entered; you just create a list to save them.

3. Message Manager returns you to the AUDIX List Administration screen, with the List ID and name in the List Selection box. The list member count is zero.

4. You can add, delete, or change members of an open list the same way as you add individual recipients or mailing list members to an address list on the Message Creation and Transmission screen.

**SEE ALSO:**

See “Addressing a Message” in Chapter 4 for details on adding individual recipients or members of another mailing list (either your own or another subscriber's) to an address list.

5. When finished, you can save the list by selecting one of the following:
  - Save **Current List** to save the working list *or*
  - Save As to save the list using a different list ID.

Selecting the Save As option brings up a screen similar to the Create New List screen. You can use the Save As option to add descriptions for mailing lists that were created without one (for example, through the telephone interface).

6. To return to the main screen, select **Close**.

## **Administering New Message Notification (Outcalling)**

Using Message Manager you can have the AUDIX system call you to notify you of new messages. You can use this feature to have the AUDIX system call an off-premises number or notify a pager.

To administer Outcalling notification:

1. Select the **Outcalling Notification** button, or select Notification from the Activity menu and do the following in the New Message Notification screen:

1a. Choose Notification Status.

1b. Choose Notification Times.

1c. Choose Notification Time Range (if you selected Specified Range).

1d. Enter Notification Number (refer to online help for the required format).

1e. Select OK.

The screenshot shows a window titled "New Message Notification (Outcalling)". It contains several fields and a table. The "Notification Status" dropdown is set to "All New Message Notifications". The "Notification Times" dropdown is set to "Prime Time Only". Below these are "System Prime Start Time: 6:30 AM" and "System Prime Stop Time: 6:00 PM". To the right is a table of "Outcalling Periods":

	Start	End
1.	6:30 AM	6:00 PM
2.	4:00 PM	6:30 PM
3.	12:00 AM	6:30 AM

Below the table is the "Outcalling Notification Number" field, which contains "9534132". At the bottom left is "Maximum Outcalling Digits: 30". At the bottom center are "Print", "OK", and "Cancel" buttons. At the bottom right is a help icon. Callout lines point from the text labels to these specific elements in the screenshot.

Because access to Outcalling Notification is controlled by your system administrator, this feature is grayed out (inactive) if you are not administered to have it. Your choices for Outcalling numbers are also subject to administrator restrictions.

Message Manager calls your telephone to make an audio connection using the same ports that are used for the Outcalling feature. If you find you aren't receiving your Outcalling notification in a timely manner, ask your system administrator about increasing the number of ports that are used for Outcalling.

## Using the Outgoing Folder

The Outgoing folder shows the status of messages that you have created (or forwarded) and sent to others. You can check the Outgoing folder whenever you want to make sure a message was accessed by the intended recipient(s). The Outgoing folder is especially useful to make sure fax messages were successfully delivered.

If a message cannot be delivered (fails), you receive an AUDIX-generated message in your New folder informing you of the failure. Check your Outgoing folder to find out which message failed and possibly send it again. The message list shows a status of F (failed) for the entire message, even if only one recipient did not receive it.

To display the Outgoing folder, select it from the Folder list on the main screen as described in "Using Folders" in Chapter 3. It may take Message Manager about 1 second to retrieve information on each recipient. In the following example, three messages were sent to five recipients, so it might take 5 seconds to update the display.

Descriptions cannot be changed in the Outgoing folder

Media components only appear for Scheduled or Failed messages

Messages are listed by creation time and date

Status:  
F = Failed  
S = Scheduled  
D = Delivered  
A = Accessed

Folder	Mgs	Media	To	<Subject>	Time/Date	Status
New	0					
Unopened	1					
Old	7					
Outgoing	3					
File Cabinet	1					
Personal	46					
Document	8					
Wastebasket	0					

To check the status of multiple recipients, double-click or press Enter to display the Message Delivery Report

The Folder list shows the total number of messages, not number of recipients

Once your Outgoing folder is selected, you can access the Message Delivery Report to find out detailed status information about the selected message. You may wish to display the Message Delivery Report when:

- A message in the message list shows a status of **F** (failed), and you want to correct the problem and send the message again.
- A message in the message list was sent to multiple addresses, and you want to check which recipients have received or accessed the message.

To access the Message Delivery Report, select a message from the message list, then either double-click or press Enter. Refer to the online help for details on using the Message Delivery Report.

To increase the speed at which the Outgoing folder display is updated, you can delete message status notifications you do not need. You can either remove all notifications for a message by deleting the message from the message list, or you can remove some of the notifications by status (such as removing all delivered and/or accessed notifications) through the Message Delivery Report.

## Printing Information

Message Manager allows you to print the following information, either from the Print button on various screens, or through Print options on the File menu in various screens.

- **Fax Messages.** You can print fax documents either through the Fax Viewer (see Chapter 7, “Fax Feature”) or on the main screen. You can print faxes either to a LAN printer or to a fax machine.

- **Message Reports.** You can print reports for any selected message in the message list, for all messages in a folder, or for all messages in all folders using the Print option under the File menu on the main screen. Information includes the message sender or recipient, subject, status, time, date, and message length.
  - You can print reports for messages you send using the Print option on the Message Creation and Transmission screen.
  - You can print status reports for messages you sent through the Outgoing folder through the Message Delivery Report.
- **Mailing List Information.** You can print the titles and/or contents of your stored mailing lists (or other subscribers' public lists) using the Print option on the AUDIX List Administration screen.
- **Outcalling Information.** You can print your Outcalling number, schedule, and options for reference using the **Print** button on the New Message Notification (Outcalling) screen.
- **Personal Greeting Information.** You can print your personal greeting(s) response types, length, description, and status using the Print button on the Personal Greetings Administration screen.
- **Personal Phonebook Entries.** You can print your Personal Phonebook cards individually on request. Each report includes the name and location of the database that contains the entry and the complete text of all fields for that card.

The Intuity Message Manager fax application lets you send, receive, and create fax and/or voice-fax messages. You can also direct faxes to LAN printers, fax-enabled mailboxes, and fax machines.

You can send or forward a fax to an address within your system (and append a voice message to the fax if you choose), or you may elect to send or forward only the fax to an address outside your system.

This chapter covers receiving, viewing, printing, creating, sending, and optionally storing fax messages.

Voice-fax messaging provides four key capabilities:

- **Mobility.** You can access your voice, fax, and voice-fax messages from anywhere. You can retrieve a fax from your mailbox and have it printed anywhere a fax machine is available.
- **Convenience.** You can retrieve your voice, fax, and voice-fax messages from your desktop, from your home office, from anywhere in the country, or from across the world.
- **Privacy.** You control when and where a voice or fax message is retrieved, and where a fax is printed, so you can be sure that it ends up in your hands only.
- **Security.** Only you can retrieve your voice, fax, and voice-fax messages using your password-protected login to access your mailbox.

An average fax message at standard resolution consists of 3 pages and takes up 1 minute of storage or 120 Kbytes on disk. This equates to 20 seconds of storage per page in your mailbox or about 40K per page on disk (faxes at fine resolution take up twice this amount). A 5-page fax at standard resolution would therefore produce a 200K file on disk. However, the size of fax messages can vary greatly depending on their contents.

The biggest fax you can send or receive is about 60 pages at standard resolution assuming you have a 2400-second mailbox with an average number of messages and greetings in it. You may not be able to forward large fax messages or print them to a fax machine.

## Receiving and Viewing a Fax

Use the Fax Viewer to display (and optionally print or export) any fax messages you send or receive. You can display the Fax Viewer from the main screen or the Message Creation and Transmission screen.

To access the Fax Viewer from the main screen:

1. Select a message in the message list that contains a fax icon.
2. Double-click on the highlighted message or select the **Fax** button from the expanded message display (above the message list).



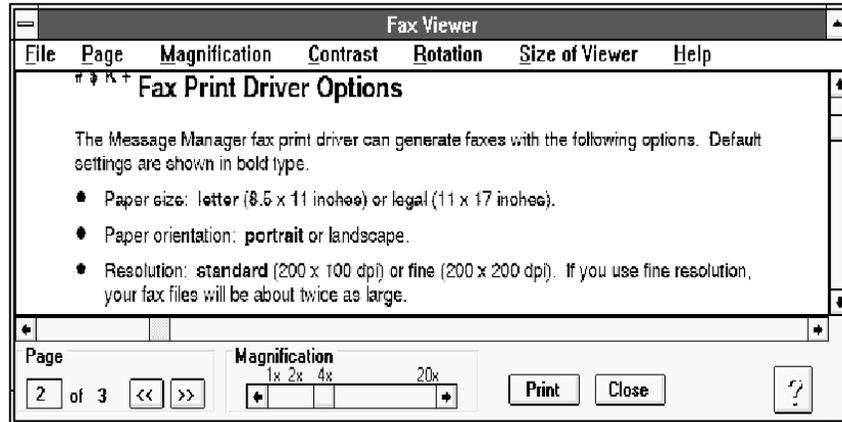
The fax message then appears in the Fax Viewer window. See the figure on the following page.

If you are viewing a fax using a remote-access connection (over a modem), it may take 30 or more seconds for the AUDIX server to transmit each page of the fax to your local PC running Message Manager. For example, a 6-page fax could take 3 or more minutes to load (depending on the speed of your modem).



To access the Fax Viewer from the Message Creation and Transmission screen (for example, if you are responding to an incoming message),

simply select the Fax button for the message you wish to display, or use the New Message or Original Message menu options.



You can change the size of the viewer window to see more of your fax document, either by selecting the Maximize button at the upper right of the title bar, using the resizing handles at the corners of the screen, or using the Size of Viewer menu. Changes you make to size or magnification are saved for the next time you access the Fax Viewer.

A few buttons are available at the bottom of the screen for common functions. Additional fax functions can be accessed through the menus or hot key shortcuts (see Appendix A, "Hot Keys").

You can also use the audio palette function keys to play or record the voice part of a voice-fax message, even if the viewer is at full size. See "Listening to Messages" in Chapter 3 for details.

### Fax Viewer Options

Viewing a different page	<ul style="list-style-type: none"> <li>■ Type the desired page number in the Page field and press Enter, or use the &gt;&gt; (page forward) or &lt;&lt; (page back) buttons at the bottom of the screen.</li> <li>■ Use the Page menu options for Previous Page or Next Page at the top of the screen.</li> </ul>
Adjusting the magnification	<ul style="list-style-type: none"> <li>■ You can zoom in (make the image larger) or zoom out (make the image smaller) using either the slider at the bottom of the screen or the Zoom In or the Zoom Out controls or menu options. You can also change the image to be 2x, 4x, or 20x its original size, or return it to the original size using the menu or slider.</li> </ul>
Changing the contrast	<ul style="list-style-type: none"> <li>■ Use contrast Lower to lighten the text</li> <li>■ Use contrast Higher to darken the text</li> </ul>
Rotating the fax image	<ul style="list-style-type: none"> <li>■ Use the Rotation menu to turn the fax image a quarter turn to the left or right or flip it upside down. The different options rotate the fax image based on the way it was received, not what may be currently showing in the viewer. To return the fax to its original orientation, select No Rotation.</li> </ul>

When you are finished using the Fax Viewer, do one of the following:

- Select the **Close** button (or Close from the File menu) to exit the viewer. The Size of Viewer and Magnification settings are saved and will be active the next time you access the viewer.

- Select **Cancel** to exit the viewer and save the settings as above. However, the fax you just viewed is no longer attached to your new message (this option only works when you access the viewer from the Message Creation and Transmission screen).

## Printing a Fax

Printing a fax means generating a paper copy of the fax. You can print faxes either to a local or network (LAN) printer, or to a fax machine by sending the fax through the AUDIX server.

Message Manager can print faxes to some print drivers faster than others. For example, printing to a dot-matrix printer will always be slow. Buffered printers work faster than nonbuffered printers.

### Printing a Fax on a Local or Network Printer

To print a fax on a local or network printer:

1. Either select the fax you wish to print on the main screen, or display the fax in the Fax Viewer.
2. From the File menu, select Print Fax to Printer. (On the main screen you must first select Print, then the Print Fax to Printer option).
3. When the Print screen appears, do the following:
  - **Printer.** Use the **Setup** button to select a printer.
  - **Copies.** Enter how many copies you want printed.
  - **Pages.** Enter the pages you want to print.
4. Select the **OK** button to print the fax.

## Printing a Fax on a Fax Machine

To print a fax on a fax machine:

1. Either select the fax you wish to print on the main screen, or display the fax in the Fax Viewer.
2. From the File menu, select Print Fax to Fax Machine. (On the main screen you must first select Print, then the Fax to Fax Machine option).
3. When the Enter Fax Machine screen appears, type the number of the fax machine where you want the fax to print.

### SEE ALSO:

If your AUDIX system administrator has specified a prefix for sending fax messages to a fax endpoint (such as a fax machine or PC fax modem), you must type these numbers before the extension number. See "Setting Your Fax Options" for details on entering fax machine numbers and prefixes.

4. Select the **OK** button to print the fax.

## Using the Document Folder

The Document folder is used to store copies of faxes that you have created or received. You can include these saved faxes in new messages you create or forward to others.

Document folder fax documents can be stored on a PC, diskette, or LAN storage device until you specifically choose to delete them (they are not automatically erased after a period of time like messages stored on the AUDIX server). You can have more than one Document folder.

You can do the following in the Document folder:

- Save a new fax you created in your Document folder.

**SEE ALSO:**

See the “Sending or Saving a Fax” section for more details.v

- Restore a Document folder message to the AUDIX server.
- Save a fax you received from others by selecting the desired message(s) from the message list, then copying the fax component(s) to the Document folder using any move message method you wish.

You can save fax-only messages or the fax part of voice-fax messages in a Document folder even if your Personal folder is not active.

- View faxes saved in the Document folder.
- Send a fax saved in the Document folder as part of a new message.

To better manage your stored fax messages, you may create different directories based on the message content or the date messages were stored. The directory may be named whatever you like, but the subdirectory must be given the name **Document** or Message Manager will not allow you to select it. For example, if you plan to store fax messages by date, you might create a directory labeled March and a subdirectory labeled **Document** to actually hold your fax messages.

**SEE ALSO:**

See the online help for more details on selecting different document folder directories.

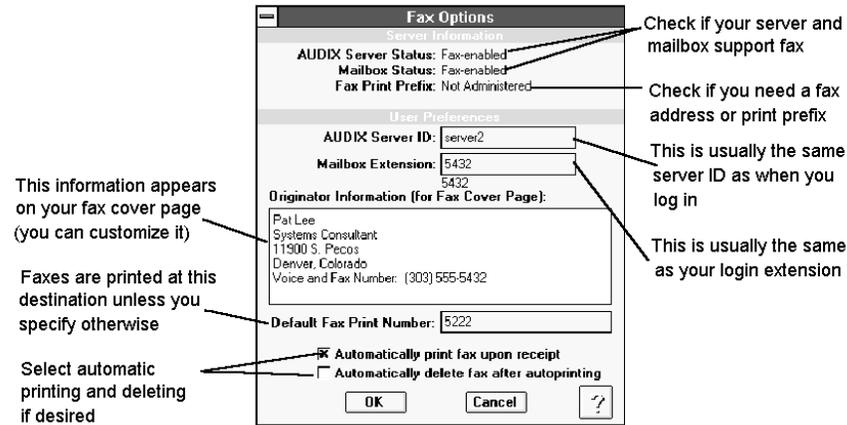
## Setting Your Fax Options

Before you create a fax, you should view your fax options through Message Manager to make sure your system is ready to support fax messaging. You can customize these options to make fax creation a simple, one-step process.

- View or change fax options for a fax-enabled mailbox
- Find out if your AUDIX server supports fax messaging
- Update fax information for your copy of Message Manager

To view or change your fax options:

1. On the main screen, select Fax from the Options menu.



2. Keep the following guidelines in mind when setting your Default Fax Print Number:

— **Internal fax numbers.** If the fax machine resides on your local system, type the fax print prefix (if administered) followed by an extension number. For example, you might type a prefix of 3 or f (for "fax") followed by an extension of 1234 (if 4-digit extensions are used on your system).

- **External fax numbers.** If the fax machine resides outside of your local system, type the prefix (if needed) followed by the complete telephone number. For example, you might type a prefix of 201 (for the area code) followed by a phone number of 5551234.

See your system administrator for dialing instructions on using outside lines and long distance numbers.

## Sending a Fax

Before you can send a new fax message or store a fax in your Document folder (to send later), you must first create a fax.

### Creating a New Fax

Before you start:

- Set any fax print driver options through the Windows Control Panel. Select Printers, highlight the **AT&T MM Fax Print Driver**, then select Setup to change your resolution (standard or fine), page size, or orientation. Note that fine-resolution faxes use twice the disk space.
- If you intend to save the fax in your Document folder, bring up Message Manager and select the Document folder you wish to store your faxes in.

You cannot change Document folder directories after the Message Creation and Transmission screen appears; you must select the correct Document directory in advance.

- You may leave Message Manager running in the background or minimized so you do not have to log in again after you create the fax.

To create a new fax:

1. Create document you wish to send as a fax using any Windows application (such as Microsoft Word).
2. Select Print Setup from the File menu, then select the AT&T MM Fax Print Driver as your printing device.
3. Return to your application. Select Print from the toolbar or from the File menu.

See the note on fax message size at the beginning of this chapter.

4. When the printing is complete, one of the following occurs:
  - If you previously logged into Message Manager, the Message Creation and Transmission screen appears.
  - If Message Manager is not running, you must first log in. Message Manager then displays the Message Creation and Transmission screen.

You can now either send or save this fax. Continue with the next section.

### **Sending or Saving a Fax**

Once you create a fax, you have the option of saving it in the currently selected Document folder, sending it immediately to one or more recipients, or both.

To send a fax you have just created:



1. Select the **Fax** button if you wish to view your new fax.

When the Message Creation and Transmission screen appears, the Fax button in the New Message area is already loaded with your new fax.

2. Label your fax message by entering a brief description in the Subject field. This is especially important if you plan to save a copy of your fax in the Document folder.



3. You can attach a cover page by selecting the **Fax Cover Page** button. A cover page is recommended whenever the destination is a fax machine. See “Creating a Cover Page” in this chapter for details.

4. Enter the address(es) of the recipient(s) you wish to receive this fax message.

If your AUDIX system administrator has specified a prefix for sending fax messages to a fax endpoint (such as a fax machine or PC fax modem, but *not* a LAN printer), you must type these numbers before the extension number. For example, if the prefix is **3** or **f** (for "fax"), and you wish to send it to a local fax machine at extension 1234, you would type **3** followed by 1234. If you use a print prefix and still cannot send a fax to a fax endpoint, contact your system administrator.

5. You can optionally save the fax for future use or reference by selecting the **Save New Fax** button in the New Message area of the screen.

The fax is now saved in the currently selected Document folder.

6. If you wish, select delivery options or message delivery time. See “Selecting Options and Scheduling” in Chapter 4.

7. Send the fax by selecting the **Send** button. When finished, Message Manager returns you to your application.

Message Manager returns to whatever state it was in before you created the fax. For example, if Message Manager was running minimized, it returns to its minimized state. If you had to log into Message Manager to create your fax, Message Manager logs off after the fax is created (and optionally saved or sent).

### **Sending a Stored Fax**

You can send a fax that you have previously saved in your Document folder as a new message or in response to a message you received.

To include a stored fax in a new message:

1. On the main screen, select the correct Document folder.
2. Select the desired fax from the message list.
3. Select the **Forward Message** button on the toolbar, or select Forward from the Activity menu.



The Message Creation and Transmission screen appears with the fax already loaded in the New Message area.

4. Select the **Fax** button if you wish to view your fax.
5. To address and send this fax, see “Creating a Message” in Chapter 4.



## Creating a Cover Page

You can include a fax cover page for any new fax or voice-fax messages you send or respond to. A fax cover page is especially useful:

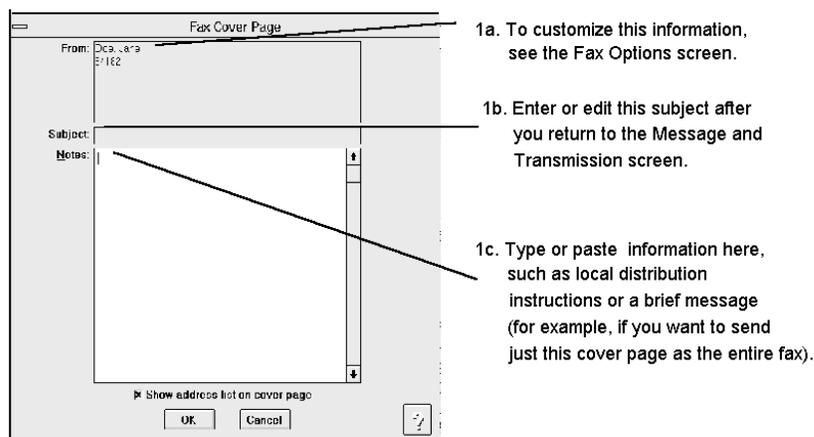
- Whenever you intend to send a fax message directly to a recipient's fax machine.
- If you wish to send a brief, one-page fax message that consists only of the fax cover page and whatever information you choose to include in the Notes field.

To view or customize a fax cover page:

1. On the Message Creation and Transmission screen, select the **Fax Cover Page** button.



The Fax Cover Page screen appears.



2. Normally the names of all recipients in the address list on the Message Creation and Transmission screen are included. If you do not want to include the list of recipients on your cover page, clear the Show recipient list on cover page checkbox.

If you included a fax cover page earlier in this activity but no longer wish to send it, simply select the **Fax Cover Page** button and select **Cancel** on the Fax Cover Page screen.

## Exporting a Fax

You can save any fax image displayed in your Fax Viewer as a bitmap (.BMP) or TIFF (.TIF) file on your PC or another LAN storage device for future use or reference. For example, you can try using your own Optical Character Recognition (OCR) software on an exported file if you wish to turn it back into a text file.

### SEE ALSO:

Refer to the online help for details on exporting faxes and managing fax files on disk.



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## More About Message Manager

# 8

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This chapter describes the Personal folder, interactions with the AUDIX server and telephone interface, and the remote access feature.

### Using the Personal Folder

The system administrator decides how long messages are retained in your mailbox. If you have a critical message that you would like to access later or keep as a permanent record, you can store the message directly on your PC or other storage device by moving the message into your Personal folder. You must have sufficient storage space on your personal computer or network drive to hold voice and/or fax messages.

Each second of recorded speech takes up about 2,000 bytes (2K) of storage space (for example, a 5-second message would produce a 10K Personal folder file). A standard 3.5-inch 1.44-Mbyte diskette holds about 12 minutes of messages. Message headers and other text-only messages take up about 1K of storage. See Chapter 7, "Fax Feature", for size estimates for fax documents.

To place a message in the Personal folder, simply copy it to that folder using one of the "Moving Messages Between Folders" techniques described in Chapter 3. Messages are copied, not moved, to a Personal folder. For example, dragging a message from the New folder to the Personal folder leaves the original in the New folder and a copy in the Personal folder.

The Voice Over LAN feature must be activated on your AUDIX server for you to copy voice messages to your PC. If this feature is not active, you can only copy fax-only messages or the fax part of voice-fax messages to your Personal folder.

You can forward a message to another AUDIX subscriber by first copying the message by dragging it to the New folder or using the Activity menu. The copy becomes a new incoming message, which you can then forward as described in "Replying to Sender and Forwarding a Message" in Chapter 4. You cannot forward Personal folder messages that were originally marked Private.

If you store many files in your Personal folder, you may create several Personal folder directories, such as one for each month or each client. First create the new directory using Windows or MS-DOS. Next, choose Select Personal Folder from the File menu, then select the new folder name (you cannot create a new folder directory from this screen).

### Archiving a Message onto Diskette

You can use Message Manager to copy a message file to a diskette. If you want to save a message that is currently in one of your Message Manager folders, do the following:

1. Insert a diskette in your disk drive.
2. Use the Select Personal Folder option under the File menu to select your disk drive and directory (for example, `a:\mm_oct95`).
3. Using the mouse or the Move menu, copy each message you want to store to the Personal folder.
4. Change the Personal folder back to the directory you had initially designated for your Personal folder (for example, on your hard drive).

If you want to store to diskette a file that is already stored in the Personal folder, you must first copy it back to New folder by dragging it or using the Activity menu. This transfers the file from your PC or LAN storage device to the AUDIX server (you receive a new message). You can then copy the restored message

to the Personal folder you are archiving and store it on diskette as described above.

### **Listening to an Archived Message**

You can play or view messages stored in a Personal folder through Message Manager. On the main screen, simply select the Personal folder directory, then play the message as described in "Listening to Messages" in Chapter 3, or display a fax as described in Chapter 7, "Fax Feature". If you have more than one Personal folder directory (or if you have stored Personal folder messages on diskette), you may first need to select the correct Personal folder from the File menu.

You may notice a slight delay when you play Personal folder messages. This is because the message is actually copied from your PC to the AUDIX server in order for you to play it. However, you cannot listen to Personal folder messages through the AUDIX telephone interface unless you first copy them back to the New folder using the Activity menu.

## **Working With the AUDIX Server**

While it appears that Message Manager is constantly connected to the AUDIX server, this is not so. Message Manager is only actively connected (logged in) to the AUDIX server when you interact with it (for example, when you play or record a message). The rest of the time Message Manager simply checks your mailbox periodically for new messages.

The interaction between the AUDIX server and Message Manager is apparent, for example, when you open a new folder. It may take a few seconds for the message headers to appear (depending on the number of messages). This is because Message Manager is logging into your AUDIX mailbox and scanning your messages there.

If you listen to a new message through Message Manager and leave it in the New folder, the message also remains in the new category if you access the AUDIX system through the telephone interface, and your new message notification methods remain active.

During a Message Manager session, you will "time out" of the AUDIX server whenever you pause for a predetermined length of time. First, because the AUDIX server has a limited number of voice ports, it hangs up your audio connection if you are not actively using it, allowing other subscribers to use that port.

Also, you may be disconnected from ("logged off") the AUDIX server if you are not interacting with it in some way. You can safely ignore most server logoff messages. However, if you are in the middle of some activity (such as creating a message or editing an address list), you must interact with the server periodically or you could lose your work in progress.

Even if you see a logoff message on your dynamic help line, Message Manager will still notify you about new messages (if the Check for New Messages feature is active on the AUDIX server).

## Working with the Telephone Interface

If Message Manager is logged into the AUDIX server, you cannot log into your mailbox through the telephone interface. However, if you leave Message Manager idle, it soon logs off the server automatically. If you minimize or lock Message Manager, the server connection is dropped immediately. When this happens, you can access your mailbox through the telephone interface and listen to or delete messages as usual.

If you left the Message Manager screen up and later logged in through the telephone interface, you may see a discrepancy between the main screen display and the actual contents of your folders (for example, you may have moved all your new messages to the Old category through the telephone interface). Simply refresh your screen to update the display by selecting the desired folder or using the Refresh option from the Folder menu. If you relogin or restore Message Manager after it was minimized or locked, the display is updated automatically.

## Relogging Into Message Manager

The AUDIX server allows only one login to your mailbox to be active at a time. For example, you can either log into Message Manager at your PC or access the AUDIX system through the telephone interface, but not both.

However, Message Manager allows you to relogin through your PC if it detects an active login (for example, a co-worker monitoring your mailbox, or an active telephone session). At your request, Message Manager can drop an existing PC connection in favor of your new login request. If you have a telephone interface connection active, you must hang up that connection to the AUDIX system yourself.

If Message Manager reports an active login when there shouldn't be one, contact your system administrator to report possible tampering.

## Remote Access

Normally you run Message Manager on a PC that is directly connected to your Local Area Network (LAN). However, you can remotely access Message Manager using a modem if you are off-premises or cannot otherwise directly connect to the LAN.

Remote access to Message Manager uses customer-provided products and setups. AT&T does not endorse any particular product, or guarantee that remote access will work in any given situation.

The following figure illustrates the remote access feature.

The following are recommended or suggested to support remote access:

- The same PC, LAN, and AUDIX server requirements listed in “Hardware and Software Requirements” in Chapter 1.
- PC networking software that supports PPP or SLIP protocol.
- An internal or external PC modem (a minimum baud rate of 9600 bps is required, but a modem that supports 14,400 bps or faster is recommended).

The DOS **msd** command should identify an existing serial port as type 16650. If a new serial port is needed for an external modem, the card should use a 16650 USART.

- At least one remote access port that provides PPP or SLIP entry onto the network (this could be a serial port on another PC with a direct network tap, or a dedicated terminal server that provides many ports).
- A switching system connected to the AUDIX server that allows access to the public telephone network.
- A remote location that ideally provides two telephone lines:
  - One line (to the modem) that provides the data connection (required to access or view messages or data)
  - A second line (to a telephone) that allows you to record or play messages or greetings (required for full functionality)

The second (voice) line must allow direct inward dialing (no human attendants between the calling and called parties). This is not usually available, for example, in most hotels.

To access Message Manager using a remote connection:

1. Establish a network connection as required by your networking software, and log into the network.
2. Once your PPP or SLIP session is running, log into Message Manager as usual, but be sure to change your Audio Connection Number to dial the number of the telephone at your remote location. You may need to include an access code (such as 9) to dial an outside line.

If you leave your audio connection number set to your office extension and the AUDIX system answers the call, it will record any message you attempt to play.

3. Use Message Manager as usual. All features are available, but the response time will be slower than you are used to, especially if you are using a slower-speed modem.
4. When you are finished, you may wish to terminate your session and log off, especially if there is a charge for maintaining the line or if limited ports are available for accessing the network. Otherwise, you can leave Message Manager active to check for incoming messages.



While working in Message Manager, you will occasionally see warning screens or other error messages. In most cases these contain an easy-to-understand explanation of a problem. For example, if you record a new message and then press Cancel in the Message Creation and Transmission screen, the system warns you that you did not send a message and asks you if you really want to exit the activity.

This troubleshooting chapter describes what to do when you have a more severe problem (Message Manager may not be working at all). You must follow a "fault isolation" process to identify the source of the problem. Difficulties could come from several sources:

- Message Manager
- Your PC
- The Local Area Network (LAN)
- The telephone system (switch)
- The AUDIX server

You must check each of these five areas to determine what is causing the problem. Depending on where the problem lies, you may have to refer the problem to your AUDIX system administrator or the LAN administrator. Keep in mind that more than one factor may contribute to the problem you're experiencing.

## AT&T Professional Services

AT&T's Professional Services provides varying degrees of consultative and implementation assistance for your LAN/PC and Telecommunication Administrators. As a customer you may choose to select one of the professional service offers that provide you with a consultant at your business location. You may also choose to work with a consultant remotely (over the phone). For details and pricing information on these offers, please contact your AT&T Account Team.

## Problem Isolation

As long as the Message Manager application is up and running, it is able to display error messages about user or system problems. For example:

- If you do something incorrectly or forget an important step in a procedure, Message Manager brings up a message box stating the problem. Refer to the online help for that activity if you don't understand why you got an error message.
- If Message Manager can't communicate with the AUDIX server, it brings up the Message Manager Error screen. If the screen contains specific communications or problem information, copy down the error information and report it to the appropriate system administrator (the LAN or AUDIX person).

Check the Message Manager README file (or FREADME file for the fax software) for additional installation guidelines and tips.

The following are general steps to determine if the problem is in the Message Manager software, your PC, the LAN, the switch, the AUDIX server, or a combination of these.

To troubleshoot a previously working copy of Message Manager:

1. If the Message Manager program seems to have locked, there may be a Windows or PC problem. Try exiting and restarting Windows and Message Manager (if possible). Otherwise, try rebooting your PC.
  - If the reboot works, bring up some other PC application to see if your PC is functioning properly (such as a word processor or a spreadsheet). If the PC appears to be okay, go to step 2.
  - If the reboot fails or you find other PC problems, call your PC repair person.
2. If Message Manager cannot connect to the AUDIX server or play messages, pick up your phone and dial the telephone number for your AUDIX system.
  - If the AUDIX system answers and allows you to log in, the AUDIX server probably is not the problem. To make sure, try logging into Message Manager from another PC, or find out if other Message Manager users can log in. If they can, go to step 3.
  - If the AUDIX server doesn't answer, is busy, or won't let you or other users log in, it may be down. Report the problem to your AUDIX system administrator.
3. To check your LAN and TCP/IP software:
  - Bring up any other Windows application that uses the LAN (for example, print a file over the network or connect to a network drive). If you can, the LAN is probably working. Go to step 4.
  - Check the physical connections between the LAN and your PC. Reseat loose connectors, or call your LAN administrator if any cables are unplugged.
  - From Windows, attempt to ping the AUDIX server by name and by TCP/IP address using the ping utility that came with your TCP/IP software (ping is a diagnostic packet that checks the connection between a LAN server and a specific address). You must run ping

from a DOS box within Windows (running a ping from the DOS shell without Windows running is not a good test). See your LAN administrator if you need help running ping.

- Check that the correct TCP/IP drivers have been installed on your PC. These are typically installed in the 386 Enhanced section of the Windows system.ini file (for example, DEVICE=[path]VTCPIP.386 or DEVICE=[path]VPTCP.386). See your LAN administrator if you need help.
- Make sure that the TCP/IP files including WINSOCK.DLL are installed in the correct directory on your system, and that each required directory is in your DOS path.

A software tool is available to help check the networking interface between the Windows operating system (including TCP/IP) and the LAN on a user's PC. This tool can help verify that a PC is ready to run Message Manager, or help diagnose why Message Manager no longer works on a PC that used to run it. Contact your LAN or system administrator about this tool, or ask them to contact their AT&T representative.

4. To check your telephone switching system:
  - Have someone call you. If your phone works, have them call you again (or call yourself from another phone) and make sure the call eventually covers to the AUDIX system.
  - If your phone or coverage-path doesn't work, contact your telecommunications person. Otherwise, the switch is probably not the problem. Go to step 5.
5. If you still can't figure out the problem, call your AUDIX system administrator to report a problem with Message Manager.
  - Verify that the AUDIX system administrator has correctly administered you to use the Message Manager feature.
  - Report the problem as specifically as possible to aid in troubleshooting.

## Installation or Setup Problems

The following problems may affect your use of Message Manager:

**Color Resolution.** If you set your video display to 65,000 colors, the Message Manager drag and drop icons (such as the envelope icon on the main screen) may turn black or distorted, even though they still work. Use a maximum of 256 colors to correct this.

**File Properties.** If you change any Program Item Properties for Message Manager (for example, if you want to change the icon), make sure the Command Line continues to call for MSG\_MGR.EXE (such as C:\MSG\_MGR\MSG\_MGR.EXE). Otherwise, you'll receive an error.

**LAN Workplace for DOS 4.2.** Make sure you have the most recent WINSOCK.DLL (refer to your LAN Workplace documentation for the phone number of the bulletin board from which to download WINSOCK.DLL and patches). You also need to set up some form of name-resolution system. Either activate the DNS (Domain Name System) capability or put the AUDIX server name and IP address in the host file on each client PC. Message Manager is unable to locate the AUDIX server by IP address using a LAN Workplace TCP/IP stack.

**Memory Contention.** You may occasionally see an error message indicating that there is not enough memory to run Message Manager or some of its functions. To free up memory, close any nonessential applications that are running under Windows. If the PC still has memory-contention problems, restart Windows (or reboot your PC), then close any nonessential applications that come up automatically. Try running Message Manager again. If you still have problems, see your LAN administrator.

To check how much Windows conventional memory is available:

1. In Program Manager, select the Help menu option, then select About Program Manager.
2. At the bottom of the screen that appears, check the System Resources line (this shows how much conventional memory is available).
3. Close other applications to free up more of this shared memory (check this screen periodically). Generally, you'd like to free as much system resources as possible.

## Problems Using Message Manager

This section describes some specific Message Manager problems and their resolution procedures.

**Can't Log Into Message Manager.** If you can't get past the Message Manager Login screen, you probably have a problem with the network or the TCP/IP drivers installed on your PC. If Message Manager reports a General Protection fault, improper installation of the TCP/IP software is a likely cause. Follow the LAN troubleshooting steps on the previous page, then try logging in again.

**Message Manager Locks Up.** If the Message Manager application fails to respond (becomes locked up): (1) try exiting then restarting Message Manager. If this doesn't work, (2) try rebooting your PC. If this still doesn't work, (3) check to see if your other Windows applications work, or call your LAN administrator.

**Message Manager Doesn't Display Correctly.** If you have trouble displaying Message Manager and you are using an SVGA (Super VGA) monitor, change it to VGA. This application may not be compatible with some SVGA drivers. You may be able to change this using the Control Panel icon on your Program Manager window, or you may need to load new drivers on your PC. Refer to your Microsoft Windows documentation or ask your PC administrator to assist you.

**Your Phone Doesn't Ring.** You may be using the wrong audio connection number. First, select the **Hang Up** button (the audio connection indicator) on the main screen to disconnect the current audio connection (otherwise, someone else may be listening to your message!). Next, check your audio connection number through the Server menu on the main screen. Make sure the telephone number you type matches the extension of the phone you are currently using.

**Message Manager Doesn't Notify You of New Messages.** If the Message Manager icon never raises its flag when you have messages in the New folder, your AUDIX system administrator may not have activated the AUDIX server to check for new messages. (In this case, you also cannot access New Message Alerting or Check For New Messages under the Options menu.) Ask your AUDIX system administrator to activate the Automatic Check For New Messages Enabled field.

**A Message Failed to be Delivered.** Occasionally you may receive a new message from the AUDIX system informing you that a message failed to be delivered. In this case, access your Outgoing folder as described in Chapter 6. Select the message that failed, then access the Message Delivery Report (see "Using the Outgoing Folder" for details). The report shows the reason the message could not be delivered. Correct the problem if possible and send the message again. See the online help for details about re-sending failed messages and failure reason explanations.

## Fax Problems

You may see the following problems when you're using the optional fax software.

- **Not Fax Enabled.** Before you can use the optional fax software, the following items must be set up to support fax:
  - On the main screen, select Options. Try to select fax. If you cannot select the fax option, you are not fax enabled. Re-install the fax software or see your LAN or system administrator.

- If the Fax Options screen appears, check the AUDIX server status field and AUDIX mailbox status field. They must both be enabled to support fax messaging. If they are not enabled, see your system administrator.

**No Default Printer.** If you do not have a default printer assigned, you must exit Message Manager before you assign a default printer using Windows Control Panel. Otherwise, Message Manager errors may occur.

**Fax Pauses Until Print is Done.** If you try to print a fax to a local or network printer through Message Manager and the print status remains at 100% until the print job is done, do the following:

1. From the Windows Control Panel, select Printers.
2. In the Printers window, check the "Use Print Manager" box.
3. Close the Printers window. The next time you try to print a fax, Message Manager will hand off the job to the print manager and you do not have to wait for the printer to finish.

**HP LaserJet.** Due to problems with the HP LaserJet 4/4M print driver, faxes do not print correctly on this type of printer. Either:

- Use the HP LaserJet III print driver for an HP LaserJet 4/4M type printer *or*
- Install the fix for the HP LaserJet 4/4M print driver by downloading the Microsoft HPPCL5E.DRV Version 3.1.D1.08 file from CompuServe.

**PostScript.** PostScript printers have the following problems:

- Printing is slow and creates huge files on your disk. Depending on the size of the fax and amount of text or graphics in it, PostScript files may range from 10K to several hundred Kbytes per page.
- Currently only level 1 PostScript printers work with Message Manager. Level 2 print drivers fail.

**WordPerfect.** Do not select more than 1 or 2 copies when you create your own faxes in WordPerfect. If you select multiple copies when you generate a fax using the AT&T MM Fax Print Driver:

- Message Manager creates each page of the fax as many times as you have copies. For example, if you select 5 copies, it will "write" each page of the fax 5 times.
- WordPerfect then launches a separate instance of Message Manager for each copy requested. For 5 copies of a fax, WordPerfect launches 5 instances of Message Manager. Because this is beyond the capacity of most PCs, each instance of Message Manager fails and no faxes are sent. Exit Message Manager, change your print setup to request only 1 copy, then try to generate the fax again.



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## Hot Keys



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This appendix covers keyboard shortcuts when using Message Manager.

- For screens with a menu bar, you can hold down the Alt key and press the underlined letter for the desired menu, then add any other letters needed to select the desired function. For example, on the main screen you could press Alt and V, then F to view a fax.
- Some menu options have control-key or "hot key" shortcuts (listed in the pulldown menus where available). For example, the Ctrl+P option on many screens means you could press Ctrl and P to print a fax message to a local or network printer. Otherwise, you would have to press Alt and F, then P to print a fax.

Keyboard shortcuts may change from screen to screen, so check your menu options. For example, to print a fax on the main screen you would have to press Alt and F, then P, then P again.

- For screens that do not have a menu bar, you can still use Alt key shortcuts for any underlined characters in fields or buttons. For example, in the New Message Notification (Outcalling) screen, you could either tab to the Outcalling Notification Number field, or simply press Alt and N to instantly select it.

The following table lists Message Manager hot keys and their functions.

## Hot Keys

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<b>Screen</b>	<b>Hot Keys</b>	<b>Function</b>
Main screen	Ctrl+P	Print a fax to a local or network printer
	Ctrl+F	Open the Fax Viewer
	Ctrl+M	Create a New Message
	Ctrl+D	Open the AUDIX Directory
	Ctrl+B	Open the Personal Phonebook
	Ctrl+L	Lock Message Manager
	Shift+Del	Empty the Wastebasket
	Ctrl+N	Move message(s) to the New Folder
	Ctrl+U	Move message(s) to the Unopened Folder
	Ctrl+O	Move message(s) to the Old Folder
	F1	Access the online Help
Fax Viewer	Ctrl+N	Attach a fax already saved in the Document folder
	F2	Backup a voice-fax message to the beginning
	F3	Rewind the voice part of a Voice-fax message 5 seconds
	F4	Stop message playback
	F5	Begin message playback
	F6	Move forward in a voice-fax message 5 seconds
	F7	Advance the voice part of a voice-fax message to the end
	Ctrl+P	Print a fax to a local or network printer
	Ctrl+I	Zoom in
	Ctrl+O	Zoom out
	Ctrl+E	Enlarge the Fax Viewer Window
Ctrl+R	Decrease the Fax Viewer Window	

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<b>Screen</b>	<b>Hot Keys</b>	<b>Function</b>
AUDIX List Administration screen	Ctrl+X	Remove selected text to the clipboard
	Ctrl+C	Duplicate selected text onto the clipboard
	Ctrl+V	Insert text from the clipboard into a text-entry field Personal Phonebook
	Ctrl+X	Remove selected text to the clipboard
	Ctrl+C	Duplicate selected text onto the clipboard
	Ctrl+V	Insert text from the clipboard into a text-entry field Message Creation and Transmission screen
	Ctrl+X	Remove selected text to the clipboard
	Ctrl+C	Duplicate selected text onto the clipboard
	Ctrl+V	Insert text from the clipboard to a text-entry field



<b>Accessed Message</b>	A message you have sent where at least the header (if not the actual contents) has been played or viewed by all the recipients.
<b>AMIS</b>	The Audio Messaging Interchange Specification (AMIS) feature allows voice mail to be exchanged through analog networking among both AT&T and non-AT&T machines.
<b>Audio Connection</b>	Message Manager places a call to your telephone when you play or record messages, greetings, or names. This audio connection uses a voice port on the AUDIX server.
<b>Audio Connection Number</b>	This AUDIX system dials this telephone number when Message Manager needs to make an audio connection. Usually this is the extension at your desk.
<b>Audio Palette</b>	The audio palette provides VCR-type controls to play the currently selected message and to adjust its playback position, speed, and volume.
<b>AUDIX Directory</b>	The directory contains a list of all the subscribers who are administered on your AUDIX server (it is equivalent to the **N Names and Numbers directory in the telephone interface).
<b>AUDIX Mailing List</b>	A list of subscriber addresses stored on the AUDIX server. You can use an AUDIX mailing list to easily send messages to groups of subscribers who often need the same information, or to eliminate repetitive addressing of long or unusual subscriber addresses such as networked or AMIS one-step subscribers, or administered Message Delivery recipients or fax machines.
<b>AUDIX Server</b>	The AUDIX messaging system that supports Message Manager. Currently the DEFINITY AUDIX R3.1 (or later) and Intuity AUDIX R3.2 (or later) systems that support Message Manager voice messaging. An Intuity AUDIX R3.3 system is required for fax messaging.

<b>AUDIX Server ID</b>	The name or address that identifies the AUDIX server that your Message Manager application communicates with. The server ID can be a name (such as "vmail?") or an IP address (numbers in a nnn.nnn.nnn.nnn type format).
<b>AUDIX Telephone Interface</b>	You can dial the AUDIX server through your telephone to access your messages or other AUDIX messaging features by using touch-tone commands entered through your telephone keypad. Message Manager translates subscriber names and list IDs to their touch-tone equivalents so they are accessible through the telephone interface.
<b>Autoprint</b>	The AUDIX server allows new incoming faxes to be printed automatically at a fax machine (or other fax endpoint, such as a PC fax modem) of your choice. Only the fax part of new incoming messages is printed (private fax messages are only printed on request).
<b>Call Answer Feature</b>	This feature allows the AUDIX system to answer your calls when you don't answer your phone (for example, if your line is busy or you don't answer). You may record your own personal greeting that callers will hear when they are redirected to the AUDIX system.
<b>Call Sender</b>	You can have Message Manager place a call to the sender of a message automatically, if the person is administered on your system and the Transfer Out of AUDIX feature is active.
<b>Component</b>	The type of message you have created or received is shown by a screen button or message list icon. Voice messages show an audio cassette, fax messages show a fax printer, and mixed-media messages have both. Messages in the message list that show no media icon are text-only messages, such as system-generated messages or status notifications. Message Manager and the AUDIX server treat mixed-media messages as a unit. For example, if you drag a voice-fax message to the Personal or Wastebasket folder, all parts of that message (voice, fax, and header) are either copied or marked for dele-

	tion. The exception is the Document folder, where only the fax part of a message is stored.
<b>Create New Message</b>	The basic Message Manager activity used to record, address, and send a new voice, fax, or voice-fax message.
<b>Delivered Message</b>	A message you have sent that has been delivered to all recipients' mailboxes, but the recipients have not read, accessed (played or viewed) the message.
<b>Document Folder</b>	This folder stores faxes you create on your PC or another LAN storage device. You can store faxes in your Document folder when you create a new fax or if you copy a fax to your Document folder. You should always include a subject for faxes you save so you can identify them later.
<b>Expanded Message Display</b>	The main screen's expanded message display expands the status abbreviations used in the message list (such as <i>Private</i> or <i>Priority</i> status) and shows the complete <i>Subject</i> for messages that have a text description. The media button labels show the length of the message (seconds for voice or pages for fax).
<b>Extension Number</b>	Your extension number is a 3-to 10-digit number that identifies your subscriber mailbox on the AUDIX server. This number is typically the same as the one on your desk top.
<b>Failed Message</b>	This is a message that could not be delivered to the intended destination or recipient(s).
<b>Fax-enabled</b>	Capable of supporting the optional fax feature. Subscribers need three things to be fax-enabled for Message Manager: (1) a fax-enabled AUDIX server such as Intuity AUDIX R3.3, (2) fax permission assigned to their AUDIX mailbox, and (3) the Message Manager fax software installed on their PC.
<b>Fax Print Prefix</b>	A system administrator-specified prefix for sending fax messages to a fax endpoint (such as a fax machine or PC

fax modem). If a prefix is used, you must type these numbers before the extension number for any fax you send to a fax endpoint (not a LAN printer). For example, if the prefix is 3 or f (for *fax*), you could type 3 followed by 1234 to send a fax to a local fax machine whose extension is 1234.

**Fax Viewer**

The Fax Viewer allows you to display (and optionally print or export) any fax messages you create, send, or receive in Message Manager.

**File Cabinet Folder**

A folder in Message Manager that keeps a copy of a message you created. The description (if any), creation time, and first recipient in the delivery list appear in the message list summary. You can keep a File Cabinet copy for reference, or forward the message if desired to a new list of recipients. Because File Cabinet messages are store on the AUDIX server, they automatically expire at a system-administrator specified time interval, you may copy a File Cabinet message to your Personal or Document folder for longer storage.

**Folders**

The list of message categories that appear on the main screen. The New, Unopened, and Old folders correspond to the incoming mailbox in the telephone interface. The File Cabinet and Outgoing folders correspond to the outgoing mailbox in the telephone interface. The Personal folder, Document folder, and Wastebasket are unique to Message Manger.

**Forward Message**

You can send a message you received to one or more additional recipients. In most cases, you must also include a new message of your own (for example, a voice message warning the new recipient that a forwarded message follows your own). You cannot forward Private messages.

**Headers**

A summary of printable information that is associated with a message (status, subject, recipient/sender, and so on). The complete text of a selected message header appears in the expanded message display, and an abbreviated version appears in the message list on the main screen. Each message

	<p>header takes about 1 second to retrieve from the AUDIX server.</p>
<b>Immediate Delivery</b>	<p>The standard delivery time for a message where you simply select the <b>Send</b> button on the Message Creation and Transmission screen without scheduling a future delivery time and date. The system attempts the earliest possible delivery of your message (usually about 1 minute). "Immediate" deliveries may be delayed if messages are addressed to networked subscribers or if a recipient's mailbox is full.</p>
<b>Incoming Mailbox</b>	<p>This mailbox on the AUDIX server consists of the New, Unopened, and Old folders. In the telephone interface, messages move automatically from one category to the other as you listen to them.</p>
<b>LAN</b>	<p>A Local Area Network (LAN) is a group of machines that communicate over some high-speed media, typically within a small geographic area (thousands of feet). The LAN is independent of the Message Manager product. However, Message Manager requires an Ethernet connection to a network running TCP/IP. A token-ring network is supported only if an appropriate router is installed to convert the token-ring protocol to Ethernet protocol.</p>
<b>Lock Feature</b>	<p>This feature provides an extra level of security for your minimized Message Manager application because you can only restore it after providing your AUDIX password. A raised door on the Message Manager mailbox icon indicates that the application is locked, and a raised flag indicates that you have new messages.</p>
<b>Log Off</b>	<p>There are two ways to log off Message Manager. The first is when you manually exit Message Manager and close the application. Another kind of logoff occurs in the background when your copy of Message Manager is no longer actively communicating with the AUDIX server. If you see a "server logoff" message in your dynamic help field, Mes-</p>

sage Manager has released a LAN resource for use by other Message Manager users, but it will still check for new messages if that feature is enabled on the AUDIX server. You are also logged off the server when you minimize or lock Message Manager.

**Main Screen**

This screen contains the folder list, message list, audio palette, and buttons used to display, play, and respond to messages. Message Manager menus, toolbar buttons, and status indicators are also available on this screen.

**Message List**

The message list on the main screen shows the *Media* (voice and/or fax or none) and who the message is *From* (for the New, Unopened, and Old folders), *To* (for the Outgoing and File Cabinet folders), or its *Description* (for the Personal, Document, or Wastebasket folders). You may slide the <*Subject*> label to either side to show more or less of a message's description. The time, date, and *Status* abbreviation (such as ! for Priority or P for Private) is also shown.

**Message Options**

Options for message creation and delivery are selected on the Message Creation and Transmission screen. These include options to make messages Private or Priority, save a copy in the File Cabinet, print delivery data, and (if you are replying to or forwarding a message) include the original message.

**New Folder**

This folder contains your new incoming messages. You may access your messages in any order, although you may want to check the *Status* column to see if you have any ! (priority) messages. Any message in the New folder (whether you have listened to it or not) activates your notification of new messages features. The only exception is a login announcement.

**Notification of New Messages**

Message Manager uses several ways to notify you of new messages including Outcalling, a raised flag on the mailbox icon, and the New Message Alerting feature (a pop-up message box when you are using Windows applications).

- Old Folders** This folder contains messages moved from the New or Unopened folders that you want to keep around for a while. In the telephone interface, new messages automatically move to this category after you listen to them. In Message Manager, you must manually move messages you wish to save to another folder to cancel your new message notification features.
- Outcalling Feature** This feature allows the AUDIX system to call you to notify you of new messages. After an initial delay (typically 15 minutes), the AUDIX system rings the phone at the number you specify if you have new (or new priority) messages. You can then log in through the telephone interface to listen to the new messages, or cancel the call by pressing \*#.
- Outgoing Folder** This folder on the main screen contains message status notifications for messages that you have created yourself and sent to others. Any outgoing messages or status notifications you delete or move to the Wastebasket folder are immediately deleted and cannot be recovered. You can access and re-send messages with a status of *Failed* through the Message Delivery Report. Messages with a status of *Scheduled* are still in your mailbox awaiting delivery, and may be deleted but not altered. Messages that show a status of *Delivered* or *Accessed* have already been transmitted to the recipient's address and cannot be recalled, altered, or deleted from the recipient's machine (although you can delete this status notification from your message list).
- Password** Your password helps prevent unauthorized access to your messaging system. Generally, a longer password provides greater security (5 or 6 digits are recommended). Because your Message Manager password is shared with your AUDIX server, changing your password in one place updates the password for both your PC and telephone

interface. When you type a password, asterisks appear instead of the actual characters for security purposes.

**Personal Folder**

This folder that allows you to store copies of messages on a PC, diskette, or LAN storage device until you specifically choose to delete them.

**Personal Greetings**

This feature allows you to record a personal message for callers who reach the AUDIX system through the Call Answer feature (whenever you don't answer an incoming call). Depending on your system administration, you may have up to 9 Multiple Personal Greetings, 2 Multilingual Greetings, or a single personal greeting.

**Personal Phone-book**

The Personal Phonebook allows you to save names, numbers, and addresses of people you frequently contact or send messages to, along with your own notes. You can use these card entries for your own reference (for example, when Message Manager or the AUDIX server is not running) or to simplify message addressing.

**Prefix**

One or more digits assigned by the AUDIX system administrator that must be entered as the first part of an extension or telephone number during message addressing. Prefixes are often needed on large networked systems. Administrators may assign prefixes based on the type of message (such as 3 or f for *fax*) or location (such as 201 for an area code). Because prefixes vary from site to site, your system administrator must provide all relevant information on prefixes.

**Priority Message**

The system gives priority messages privileged treatment. Priority messages get a ! (exclamation) status in the message list on the main screen. They appear at the front of the new message queue when recipients access their new messages, and they may trigger New Message Notification (Outcalling). To make a message priority, check the Priority option on the Message Creation and Transmission screen. (If you do not have Priority permission, this field is grayed out. Contact your AUDIX system administrator.)

<b>Private Message</b>	Private messages have a status abbreviation of P and cannot be forwarded by the recipient(s) to other users. To make a message private, check the Private option on the Message Creation and Transmission screen. You cannot send private AMIS messages.
<b>Recipient</b>	A person to whom you address a message, or an administered endpoint such as a fax machine. Recipients may be added individually prior to sending a message, or stored in an AUDIX mailing list or your Personal Phonebook.
<b>Refresh</b>	You can update the contents and message count of a selected folder either by selecting a folder on the main screen or by using the Refresh option on the main screen's Folder menu. You may wish to update a folder's contents if you are waiting for a message to appear, or if you have been logged off the AUDIX server and want to make sure your display is current when you switch back to the Message Manager window (especially if you logged into the AUDIX server through the telephone interface in the mean time).
<b>Relogin</b>	A Message Manager option that allows you to log into your mailbox if a login is already active (the AUDIX server does not allow two logins to one mailbox at the same time). The active login may be through the telephone interface or another copy of Message Manager (for example, if a coworker or secretary is monitoring your mailbox, or if you left Message Manager running in the background). If you choose to relogin, Message Manager can drop an existing PC login in favor of your new login request, but you must hang up an active connection through the telephone interface yourself.
<b>Remote Access</b>	The ability to access Message Manager over a modem if you are off-premises or otherwise cannot directly connect to the LAN.

<b>Reply to Sender</b>	This feature allows you to reply to a message sender using automatic addressing. You need only to include a new message component in your reply to send a response.
<b>Retention Times</b>	The retention time is how long messages are stored on the AUDIX server before being automatically deleted. You may be able to save copies of messages longer than this by asking the system administrator to increase your retention times or by storing copies of messages in your Personal or Document folder.
<b>Scan Folders</b>	Message Manager updates the contents and message count of the folders on the main screen by periodically connecting to the AUDIX server over the LAN. Message Manager pauses each time it scans a mailbox (up to 1 second for each message entry). Folders are updated in groups. You can also update a folder's contents using the Refresh option on the Folder menu.
<b>Schedule Delivery</b>	You may schedule a delivery time up to one year in the future using the Message Delivery Time screen through the Message Creation and Transmission screen. You are never required to schedule a delivery time. The standard delivery time is "Immediately", where the system attempts the earliest possible delivery (usually about 1 minute) after you select Send.
<b>Scheduled Message</b>	A message you have created that has not yet been delivered (for example, if a recipient's mailbox was full or an address was incorrect). Scheduled messages appear in the Outgoing folder and still have their associated media component(s). A scheduled message is equivalent to an undelivered message in the AUDIX telephone interface.
<b>Server Data</b>	Options and operating parameters that the AUDIX system administrator has assigned for the entire messaging system. These restrictions and capabilities are shared by all subscribers on the same AUDIX server (for example, the feature to transfer calls or automatically check for new messages).

<b>Server Timeout</b>	Because LAN resources are limited, Message Manager keeps track of how long you are connected to the AUDIX server. If you don't interact with the server for the system administrator-defined timeout interval, Message Manager logs off (disconnects from) the server and any work you might have had in progress is lost.
<b>Status Information</b>	The main screen shows the status of messages (priority, private, broadcast, and so on) in the expanded message display and in the message list.
<b>Subject</b>	A text description of messages you send or receive. Up to 64 characters may be entered or altered using standard Windows editing techniques.
<b>Subscriber</b>	A person who has been assigned a mailbox with Message Manager permission on the AUDIX server.
<b>Subscriber Data</b>	Options and information that the AUDIX system administrator has assigned to a specific subscriber. The system administrator may be able to change these options upon request (such as message retention time, mailbox size, or feature permissions).
<b>Subscriber Name</b>	The AUDIX system plays a recording of your name over the telephone interface in several cases (if no personal greeting is recorded, to identify a message sender, and so on). Depending on your AUDIX server administration, you may be able to re-record your subscriber name (for example, to correct its pronunciation or add a brief important message such as, "Pat Lee, on vacation until May third.").
<b>TCP/IP</b>	The Transmission Control Protocol/Internet Protocol required on the LAN and your PC to support Message Manager communications with an AUDIX server. This protocol was originally defined for the Internet but is now widely used in private networks.

<b>Title Bar</b>	The main screen's title bar shows the subscriber currently logged into Message Manager. Subscriber information also appears in the label if you minimize or lock Message Manager (this allows someone monitoring two mailboxes, for example, to tell which subscriber's mailbox received a new message). You can use the label as a guide for entering subscriber names (for example, last-name-first) or to reposition the Message Manager window on your screen. The control box appears at the left, allowing you to reposition, resize, or close the application. The minimize/maximize buttons appear on the right.
<b>Toolbar</b>	The toolbar allows one-button access to common Message Manager activities (the Activity menu allows keyboard access to these toolbar functions). See Chapter 2 for more information.
<b>Transfer Out of AUDIX</b>	The *T (Transfer Out of AUDIX) feature allows callers or subscribers to transfer out of the AUDIX system to reach another extension or telephone number in your switching system. Call Transfers Out of AUDIX must be active for the Call Sender, Covering Extension, and Call Subscriber (from the AUDIX Directory screen) features to work. Contact your system administrator if needed to find out if this feature is active on your system.
<b>Undeliverable Message</b>	Undeliverable (or Nondeliverable) messages are generated by the AUDIX system when a message could not be delivered (for example, if a recipient's mailbox was full or an address was incorrect). In the AUDIX telephone interface, this notification appears in your incoming mailbox, and the undeliverable message is saved in your outgoing mailbox. In Message Manager, undeliverable messages appear in the Outgoing folder with a Failed status, and can be corrected and sent again through the Message Delivery Report screen.
<b>Unopened Folder</b>	This folder contains messages moved from the New folder that you have not yet had time to listen or respond to. In the telephone interface, messages automatically move to this cate-

gory if you listen to the headers but do not play or print the actual message.

**Waste-  
basket**

The Wastebasket folder holds messages from other folders that are marked for deletion. The messages continue to take up storage space and remain linked to their original categories until they are actually deleted (either when you empty the wastebasket or exit Message Manager).



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# INTUITY™ Message Manager Release 2.0 User's Guide Addendum

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This addendum covers changes between Release 2.0 and Release 2.2 of the INTUITY™ Message Manager message-handling software. It supplements the *INTUITY Message Manager Release 2.0 User's Guide* (585-310-731).

## Release 2.2 Features

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Message Manager Release 2.2 enhancements include:

- **Operating Systems.** Support has been added for the following Microsoft® Windows™ operating systems:
    - Windows NT version 3.51 or higher (16 MBs RAM recommended)
    - Windows 95
- The Message Manager Setup program automatically tailors Message Manager to work with the operating system installed on your PC.
- Message Manager runs as a 16-bit application on Windows 95 and Windows NT.
  - Windows NT users who install the optional fax software must log in as an administrator in order to install a print driver.
  - If you change operating systems, you must reinstall Message Manager. Also, if your PC is set up to run multiple operating systems (such as Windows NT and Windows 95), Message Manager must be installed separately for each operating system.

- **Personal Folder.** Message Manager now displays all messages stored in a Personal folder, regardless of the user's extension. Prior to Release 2.2, users who shared a PC could see only their own messages when they accessed a Personal folder. With the Release 2.2 enhancement:
  - Users with multiple extensions can see all their messages at once.
  - Administrators can more easily change extension numbers.
  - Users monitoring another user's mailbox can save messages in a Personal folder and still have the other user be able to retrieve them.



- **FastCall.** Message Manager provides access to the FastCall call-control application, allowing users to handle telephone calls through their PCs. When integrated with Message Manager, FastCall allows you to:
  - Make external calls through your PC (for example, using numbers stored in your Personal Phonebook).
  - Associate FastCall with an application so an incoming call displays the appropriate card in the Personal Phonebook.
  - Place calls from the AUDIX® directory or return calls to a message sender directly, without needing to use the AUDIX system's Transfer Out of AUDIX feature.

FastCall is purchased and installed separately. Refer to the online help for details on integration options, features, and access.

- **Shared Executable.** Multiple users can now run Message Manager using a single shared copy installed on a LAN file server. Instead of simply distributing copies of software that are installed on each user's PC, LAN administrators can now install a single copy of Message Manager that can be shared by all users at their site. This enhancement is detailed in the following section.

## Message Manager Installation

Message Manager software can be installed in three ways:

- **Diskette.** Each user can install a personal copy of Message Manager on their PC using the application software diskettes.
- **Copy from LAN Server.** Each user can install a personal copy of Message Manager on their PC by accessing the software through a LAN server. This method allows administrators to easily distribute Message Manager through the LAN instead of passing around diskettes.
- **Run from LAN Server.** Multiple users can share a single copy of Message Manager that the LAN administrator has installed on a LAN server. Because the Message Manager software exists only on the LAN file server, it can be easily updated by the LAN administrator.

 **NOTE:**

If you copy Message Manager software to a LAN file server for easy distribution *and* install a shared copy of Message Manager software for users to run on the LAN, the copy of the software diskettes and the executable Message Manager software *must* be in different directories.

The chart on the following page summarizes the different types of Message Manager installation.

### Upgrading to Message Manager Release 2.2

If you plan to upgrade to Message Manager Release 2.2:

- **Exit Message Manager.** Do *not* install Message Manager Release 2.2 while an earlier release of Message Manager is running.
- **To save a copy of your current Message Manager software,** enter a new directory name and program group when you install Release 2.2.

See Chapter 1 in the *INTUITY Message Manager Release 2.0 User's Guide* for other important pre-installation information.

The following chart summarizes methods of Message Manager (MM) installation. Each procedure is fully described on the referenced pages.

Type	Who	What to Do	Result	See
Diskette Installation	Each user	Run Setup, do <i>not</i> check the "shared copy" box	Copy of MM on user's PC	Pages 6 to 8 in the user's guide
Copy of MM Distributed through LAN	1. LAN administrator	Copy the software diskettes to a LAN file server	Copy of MM diskettes on a LAN server	Page 5 in this addendum
	2. Each user	Copy the software through the LAN and run Setup, do <i>not</i> check the "shared copy" box	Copy of MM on user's PC	Pages 5 to 7 in this addendum
Shared Copy of MM on a LAN Server	1. LAN administrator	Run Setup, <i>do</i> check the "shared copy" box	Copy of MM on a LAN file server	Page 7 in this addendum
	2. Each user	Run Setup through the LAN (the "shared copy" box does not appear)	MM data files for that user only on user's PC	Page 9 in this addendum
Shared MM Phonebook (Optional)	1. LAN administrator	Move the Phonebook files to a shared directory	Phonebook accessible by all users	Page 8 in this addendum
	2. Each user	Make Phonebook icon point to the shared directory	Shared Phonebook now available	Page 10 in this addendum

**⇒ NOTE:**  
Release 2.2 software includes three (3) Message Manager diskettes, but only LAN administrators who are installing a shared copy of Message Manager are prompted for the third diskette.

## Distributing Message Manager through the LAN

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**Administrator Steps.** LAN administrators may copy the Message Manager software diskettes to a LAN file server for easy distribution as follows:

1. Create a directory for the Message Manager software on the LAN server (for example, **mmappl**). Copy *all* the voice-application diskettes to the same directory using any DOS or Windows copy method you like.

 **CAUTION:**  
*Do not run **Setup!***

2. *Optional.* If you ordered the fax software, create a different directory for it on the LAN server (for example, **faxappl**) and copy the software to it.
3. Give Message Manager users read-only permission to access the network drive and directories where the software is stored.
4. Tell subscribers the software is available and how to access it.

**User Steps.** Release 2.2 users must use the following steps to install their own copy of Message Manager from a LAN file server:

1. Log in to Windows and the network.
2. Connect to the network directory where the Message Manager software has been copied as follows:
  - Access the Connect Network Drive screen using File Manager or the Map Network Drive screen on Windows 95.
  - Select the appropriate drive and path to access the shared directory that contains the Message Manager software (such as **mmappl**). See your LAN administrator for this information if needed.
  - When the correct directory is selected, choose **OK**.

3. *Copy* all the Message Manager software files to your own PC using any DOS or Windows method you like.

 **NOTE:**

This step is essential if the LAN file server is running a different version of software than your PC (for example, if the LAN server is running Windows NT and your PC is running Windows 95).

4. *Optional:* To install the fax software, repeat steps 2 and 3, this time accessing the network drive and directory where the fax software has been copied (such as **faxappl**) and copying it to your PC.
5. After you install the Message Manager software (see the following steps), you can erase the **mmappl** and **faxappl** files and directories from your PC to free up space.

To install the Message Manager software on your PC:

1. Access the Message Manager software directory that you copied to your own PC and run the **setup** program.
2. You can accept the default directory (**C:\MSG\_MGR**) or choose a different location.
3. You can use the default program group (**INTUITY Message Manager**) or enter another name. This group will contain the program icons.
4. Choose **Continue** to install the software. Message Manager installs the correct version for your PC's operating system.

 **NOTE:**

Do *not* check the box for installing a shared copy on a LAN server.

To install the optional fax software:

1. Change to the directory on your PC that contains a copy of the fax installation diskette, and run the **setup** program.
2. Install the fax software in the same directory that contains the rest of your Message Manager files. The default is **C:\MSG\_MGR**.

3. Select the **Continue** button. The fax software loads.
4. The INTUITY Message Manager Fax Setup screen then appears. Enter the following information (needed when you create a fax):
  - **AUDIX Server ID.** This is the name or IP address of the fax-enabled server you use to send or receive messages. See your LAN or system administrator for this information if needed.
  - **Mailbox Extension.** This is the extension number of the fax-enabled mailbox you'll be using to send and receive voice and/or fax messages. This is usually the same number as your regular AUDIX mailbox. Users with secondary fax extensions should not enter that number here, but type their regular mailbox extension.
5. Select the **OK** button to add this information. If you select **Skip**, you can add the information later using the Fax Options screen. The installation is now complete.

### **Installing a Shared Copy of Message Manager on the Server**

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**Administrator Steps.** Generally, a LAN administrator should take the following steps to set up a shared copy of Message Manager on a LAN:

1. On a LAN file server, run the Message Manager **setup** program. When the INTUITY Message Manager Setup screen appears:
  - Specify the directory (default **C:\MSG\_MGR**) and program group (default **INTUITY Message Manager**).
  - Check the box for installing a shared copy of Message Manager on a LAN server.

 **NOTE:**

If you do not check the “shared copy” box, you will simply install a working version of Message Manager on the LAN file server.

2. Select **Continue**. The Setup program installs a shared copy of Message Manager in the directory you specified, and creates a modified Setup program for users to run through the LAN.
3. *Optional*: If you ordered the fax software, insert the fax diskette and run the Setup program. Be sure to install the fax software in the same directory where you installed the Message Manager software.

If you checked the "shared copy" box in step 1, the Setup program creates an **inst\_fax** directory. This directory contains a modified Setup program for fax users to run through the LAN.

4. Share the directory containing the Message Manager software. Allow read-only permission to protect the software.
5. *Optional*: If you wish to share the Message Manager Phonebook (for example, if users access a common database):
  - Create a new directory for the Phonebook (such as **pbook**) that is *not* a subdirectory under the Message Manager directory. Share the new directory with full permissions so users can read and write to it.
  - If you already have a Phonebook you would like to share, copy the following files from the Message Manager directory to the new Phonebook directory: **pbook.ldb** and **pbook.mdb**.

 **NOTE:**

For a new Message Manager installation, these two files do not exist until the Phonebook is accessed and at least one entry made.

6. Run Message Manager. You must execute it at least once on the LAN server in order to set up the Document subdirectory.
7. Tell subscribers the software is available and how to access it.

**User Steps.** Generally, users should use the following steps to access a shared copy of Message Manager from a LAN file server:

1. Log in to Windows and the network.
2. Connect to the network directory where Message Manager is installed:
  - Access the Connect Network Drive screen using File Manager or the Map Network Drive screen on Windows 95.
  - Check the “Reconnect at Startup” (or “Reconnect at logon”) box. This allows you to reconnect to this drive automatically when you run Message Manager.
  - Select the appropriate drive and path to access the shared directory that contains the Message Manager software (default **MSG\_MGR**). See your LAN administrator for this information if needed.
  - When the correct directory is selected, choose **OK**. The mapped directory files will appear.
3. Run the Setup program from the Message Manager directory.
  - At the directory prompt, type the name of the *working* directory you wish to store Message Manager files in (default **C:\MSG\_MGR**).
  - Answer the program group prompt however you wish (default **INTUITY Message Manager**). This group will contain the Message Manager icons. Select **Continue**.

The Setup program creates a data file in your working directory. You are now ready to run the voice-only Message Manager software.

4. *Optional:* To install the fax software, access the network directory where the fax software is installed (for example, **inst\_fax**). Run the Setup program. Answer the prompts as follows:
  - Specify the same working directory you used for the Message Manager software (for example, **C:\MSG\_MGR**).
  - Answer the prompts for **AUDIX Server ID** (fax-enabled server name or IP address) and **Mailbox Extension** (your AUDIX mailbox number). See page 7 in this addendum for details if needed.

- Select the **OK** button to add this information, or select **Skip** to add it later using the Fax Options screen.
- 5. *Optional:* To access a shared Message Manager Phonebook (for example, if you share a database with other users), do the following:
  - Select the Phonebook icon from the Message Manager program group (the default group name is **INTUITY Message Manager**).
  - Change the Properties to point to the network drive and directory where the shared Phonebook is located. The command line must end with a **/B** (for example, **m:\pbook /B**).
- 6. You can now run Message Manager through the LAN. If you checked the “Reconnect at Startup” box (see step 2), the network drive containing Message Manager is accessed automatically.

 **NOTE:**

Message Manager makes a local (temporary) copy of its software in your PC's RAM when it is first accessed, so shared-copy users might notice a slight delay when bringing up Message Manager over the LAN.

- 7. *Optional:* The shared copy of Message Manager uses by default the Personal and Document folders on the LAN server. To create your own message-storage folders (for example, on your PC):
  - On the main screen, choose Select Personal Folder from the File menu. Navigate to the correct directory and drive, and choose **OK**. Message Manager will create a **pfolder** subdirectory for messages.
  - Fax users may choose Select Document Folder from the File menu. Navigate to the correct directory and drive, and choose **OK**. Message Manager will create a **document** subdirectory for storing fax-only messages.