AVAYA

Avaya™ Web Messaging
Quick Reference Guide

With Avaya Web Messaging, you can better manage and prioritize communications from your desktop because Avaya Web Messaging gives you quick and easy access to your messages—voice, fax, text, and attachments— from your Web browser, whether you have Netscape Navigator or Internet Explorer.

Use Avaya Web Messaging to:

■ See and access messages in your mailbox.

■ Listen to your voice messages from your computer's sound card.

■ Create and send messages.

■ Forward messages.

■ Create, edit, and delete personal address lists.

NOTE:
This quick reference guide assumes that you understand the features of both telephone voice messaging and Web browsers.

Use these links to navigate through Avaya Web Messaging. Some features might not be available from your message server.

Inbox	View your messages and identify the different message media types.
New	Create a new message. Some voice message servers allow you to create a message subject, create a text message, attach a file, or create an e-mail message.
Lists	Create and manage your personal address lists.
Directory	Access your company's message server directory for telephone number references.
Options	Change your password or change your user preferences. From User Preferences, you can change audio options, define the e-mail settings, link to download the Avaya Voice Player application to listen to your messages from your computer, or download the Palm Web Clipping file if you will have wireless access through your Palm PDA.
Help	See the online Help for more information about using the Avaya Web Messaging features.

It's this easy to start!

Your system administrator will give you the URL to log on to Avaya Unified Communication Center (UCC). After you log on, the UCC launch page provides a link to access Avaya Web Messaging. Click this link to open the Inbox page.

After your initial log on, the system automatically fills in your mailbox number and the telephone number to play back messages.

You can edit the Avaya Web Messaging Log On settings from the UCC log on page. Click **Edit Web Messaging** to make the following changes:

• **Voice Server Name.** Ask your administrator for this information.
• **Mailbox ID.** Type your mailbox number where messages are delivered.
• **Telephone Number for Audio Playback.** Type the telephone number for audio playback and recording.
• **Password.** Type your voice mail password. Depending on your message server, your password is the same one used on the telephone interface. If your password has expired, the Log On page is displayed and you can create a new password.

If you do not have this information, contact your system administrator.

View your Inbox

The Inbox allows you to see all of the messages in your mailbox. Icons in the From column indicate whether a message is Normal, Urgent/Priority, or Private. The icons in the Type column identify voice, fax, text messages, or file attachments, if supported by your server.

Listen to/Retrieve your messages

You can listen to your messages, rewind them, and fast forward to the end by using the voice control icons:

1. From your Inbox, click a message in the From column.
2. To play your message, click the **audio** link.

If you have downloaded the voice player, you can click to listen to your messages using your computer's sound card.

Create a New Voice Message

1. Click **New**.
2. Type the recipient's name or number.
3. Click the red **Record** button and record your audio message.
5. When you have finished recording, click **Send**.

Depending on the message server where your mail-box resides, you can attach fax, text, voice messages, or attachments. You might also be able to send intranet messages using Create a New Message. Ask your system administrator about these features and see Help for details.

Reply to or Forward a Message

You can reply to or forward a message by clicking a message in the Inbox. A separate window is displayed with links to Reply to and to Forward your voice message. Click either the **Reply** or **Forward** link, and another page is displayed for you to address and record your message. You can reply to or forward a message to more than one recipient. Private messages cannot be forwarded.

Mailing Lists

From the Personal List page, you can create and manage your own personal address lists. You can add members to a new group list or to one that you have already created. When you add a name (member), the local server and the message server search for this information in the message server directory. If the search yields positive results, the name or number can be added to your group list. Otherwise, an error message appears stating that the information could not be found.

Set Up to Retrieve Your E-mail Messages

To use the e-mail feature, you must set up an e-mail account. Contact your system administrator for the e-mail server configuration, such as your IMAP4 and SMPT server name.

After you have logged on, you can administer your E-mail Settings from the Inbox page or the Options page. Enter the IMAP4 server name, SMPT, your user identification and the password. Click **Save** to save the information.

Now you are ready to use Avaya Web Messaging to create, send and review your e-mails.

Find Messages Quickly

1. Click the **Find Message** icon on the Inbox page. You have two options to search for messages: either search for the sender or by the subject, if provided.
2. Provide as much information as possible and click **Find**.

Change your Options

You can customize your Web-based messaging application at the Options page. The topics explain how you change preferences and options according to your messaging needs.

Change your Password. **You can change your password when it expires, or before.**

User Preferences:

Audio Options. **Select the computer sound card or the telephone to record or play back your audio messages.**

- Show Inbox Delete Warning. **This error prompt appears when one or more messages are deleted from the Inbox.**

- Print to Fax Machine. **Enter your fax number.**

- Enter a Number. **You must enter a fax number to activate the fax machine. Otherwise, the Print to Fax capability is turned off.**

E-mail Setting. **Change your e-mail settings.**

File Association. **Run a test to verify that the voice plays and that you can view a fax.**

Download the Voice Player. **Download the Avaya Voice Player to use your computer sound card to record or play back audio messages.**

Palm Web Clipping. **You can download the Palm Web Clipping for use with Palm VII and RIM Blackberry devices. See the online Help for information about using a wireless device.**