MM Basics

Media Components

Message Manager supports the following types of media:

Create, send, receive, play, and save **voice** messages.

Send, receive, view, and save **faxes**. Create faxes with the optional fax print driver.

Send a **fax cover page** with your fax message or as a one-page fax.

Create, send, receive, view, and save **text and email** messages.

Attach, send, receive, and save multiple **binary files**.

Folders and Storage Space

Messages in your Personal folders and Workbench are located on your computer. All the other folders (and the messages they contain) are located on the Avaya messaging server. Messages on the server are available when you log in.

Messages stored on the server use space in your mailbox and automatically expire after a time that is set by your system administrator. Messages saved on your computer are subject only to the access and resource limitations of your storage device and are available if you work offline.

Online Help

For task-based online help, click the **Help** button on a screen, use the Help > Contents menu option, or press **F1**.

▶Message Manager R5 Benefits

Unlimited Personal Folders
Create as many Personal folders and subfolders as you need to organize and store messages on your computer. Move and copy messages between folders using standard Windows operations.

Fax Drivers for Windows XP and Me
XP and Me users can now create one-step faxes.

Improved Text Messaging
View HTML files, click a URL to open a page in a browser, create multiple signature files, and spell-check messages in all supported languages.

Edit Fax Cover Page Names
Personalize names on a fax cover page for easier distribution at a fax machine.

Improved Mailing List Administration
Create or edit server mailing lists from a new message's address list or the main screen.

Customize the Main Screen
Personalize your main screen by hiding or showing the various toolbars, changing the button size, and customizing the message list display.

Receiving Notification

The server notifies you of new messages as follows:

- A raised flag on the Message Manager mailbox icon on your screen, and a lit message-waiting lamp on your phone (if available).

- New message pop-up box or beep if set up on the Tools > Options > General menu option.

- Outcalling notification (if set up and active).

AVAYA

AVAYA MESSAGE MANAGER RELEASE 5.1

Quick Reference

▶Site-Specific Information

Contact your system administrator for information unique to your site, such as:

AUDIX Server ID ....

Your Mailbox Extension ....

Default Password ....

Your Email Address on the Messaging Server ....

Fax Addressing Suffix ....

Addressing Prefixes (if used) ....

Email Trusted Server Suffix (if used) ....

Help Number ....

MM QUICK STEPS

PLAYING OR VIEWING A MESSAGE

1. On the main screen, click any folder to see a list of messages.

2. In the message list, double-click the component you want to play or view, or just press **Enter** to play the message or open the first related viewer.

CREATING A MESSAGE

1. On the main screen, click **Create a Message** from the toolbar or pop-up menu.

2. Enter a brief description in the **Subject** field.

3. Enter recipient addresses. Ask your system administrator about addressing requirements for email, fax, and networking at your site.

- Type the recipient's name, phone number, or email address and press **Enter**.

- Add subscribers or email addresses that are stored in a mailing list on the Avaya server.

- Add names, numbers, or email addresses that are saved in your Personal Address Book.

4. Click the media components that you want to include (see *Media Components* in this guide).

5. Select any message options or schedule a delivery time.

6. When finished, click **Send**, **Save in Workbench**, or **Cancel**.

REPLYING TO A MESSAGE

1. Select a message, then click **Reply to Sender** from the toolbar or pop-up menu.

2. On the **Create Message** screen, select the original components to include in your reply.

3. Follow the steps for *Creating a Message.*

FORWARDING A MESSAGE

1. Select a message, then click **Forward Message** from the toolbar or pop-up menu.

2. On the **Create Message** screen, the original components are included. You can choose to remove one or more components as needed.

3. Follow the steps for *Creating a Message.*

CREATING A FAX

1. Create the document that you want to send as a fax by using any other Windows application.

2. From the application's **File** menu, click **Print**.

3. In the Print dialog box, select the MM Fax Print Driver, and click **OK**. *The print driver is optional and might not be installed on all computers.*

4. Message Manager launches. Follow the steps for *Creating a Message.*

CREATING A FAX COVER PAGE

1. You can send a fax cover page with a new message (see step 4 in *Creating a Message*).

2. Press **F2** to personalize names in the address list for easier delivery at a fax machine.

3. To create a customized cover page template, use the Fax Cover Page Wizard from the Start menu or the Message Manager program group.

CHECKING THE STATUS OF OUTGOING MESSAGES

1. Click the **Outgoing** folder to see a list of the messages sent from your mailbox.

2. Check the Status column to see if a message is Scheduled, Delivered, Accessed, or Failed.

3. Double-click a message to see the Message Delivery Report. From here, delete unneeded status reports or re-send failed messages.

CHANGING YOUR PERSONAL GREETING

1. From the main screen, click **Personal Greetings**.

2. On the Greetings screen, click the button for the greeting you want to play or record.

3. When the audio palette appears, record a new personal greeting. When finished, click **OK**.

USING THE WORKBENCH

You can save messages in progress in the **Workbench** folder. The server automatically saves your unfinished messages in this folder.

1. Click the **Workbench** folder to see a list of saved messages. Select the message to edit or send.

2. Click **Edit Workbench Messages** to complete a message. See *Creating a Message.*

3. Click **Send Workbench Messages** to send one or more selected messages now.

4. Set up Workbench behavior by using the Tools > Options > General menu option.