Trademarks:

MERLIN: Avaya, Inc.

Internet Explorer: Microsoft Corporation

Netscape Navigator: Netscape Communications Corporation

Create a New Message
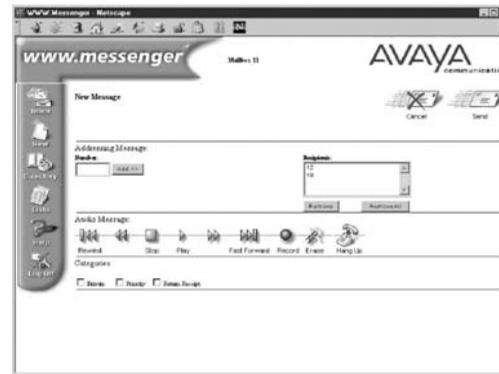
To create a Voice Mail message:
1. Click the **New** icon (on the left side of the screen). The new message screen will appear.
2. In the Address Message section of the screen, type the recipient's mailbox extension number and then click **Add>>** or press **Enter**. Repeat this step for each additional recipient.
   (**Note**: If you enter an incorrect address, highlight the address in the Recipient's area and then click the **Remove** Button.)
3. Click the **Record** button. Your phone rings.
4. Pick up the receiver.
5. On the phone's keypad, press **1**. Start recording the message after you hear the tone.
6. When finished recording, click **Stop**. (You can replay the message and/or rerecord it, if desired.)
7. If appropriate, choose one or more Categories for the message by clicking **Private**, **Priority**, and/or **Return Receipt**.
8. Do one of the following:
   • Click **Send** to send your message, or
   • Click **Cancel** if you do not wish to send the message. (The message will be erased and the addressee list will be cleared.)
9. When you are finished sending messages, click **Hang Up**.

Reply To or Forward a Message

You can forward a message in your mailbox to one or more subscribers by clicking the **Forward** icon on the Message screen. (If a message is marked Private, it cannot be forwarded and the **Forward** icon will be grayed out.)

If a message is from another subscriber, you can Reply to the message by clicking the **Reply** icon on the Message screen. (If the sender does not have a mailbox, the **Reply** icon will be grayed out and you will not be able to reply to the sender.)

To Forward or Reply to a Message:
1. Click **Forward** or **Reply** as appropriate.
2. Follow steps 2 - 9 in the "Creating a New Message" section of this guide.
   (**Note**: If *replying* to a message, www.messenger will automatically address the message to the original sender.)

Logging Off

When you are finished using www.messenger, click the **Log Off** icon.

MERLIN® Messaging
System
Release 4.0

www.messenger™
User's Guide

Before You Begin Using www.messenger for MERLIN Messaging:

www. messenger for MERLIN Messaging is compatible with the following browsers:
- Netscape Navigator version 4.6 (or higher)
- Internet Explorer version 4.0 (or higher)

For www.messenger to work properly, set up your Web browser, following the steps below:

For Netscape Navigator:

1. From the Netscape browser tool bar, select **Edit**.
2. From the drop down menu, select **Preferences**.
3. From the hierarchy on the left side of the window, open the **Advanced** folder, then click **Proxies**.
4. On the right side of the window, click **View** (next to "Manual proxy" configuration)
   Note: If the Manual proxy radio button is not pre-selected, you must select it in order to access the View function. Be sure to change the setting back on the Proxies window, after completing step 5.
5. In the Exceptions section of the window that pops up, type the *complete* IP Address or the *specific* URL used to access www.messenger.

For Internet Explorer:

1. On the Internet Explorer tool bar, select **View**.
2. From the drop down menu, select **Internet Options**.
3. Click the **Connection** tab.
4. In the Proxy server section of the window, click **Advanced**.
5. In the Exceptions section of the window that pops up, type the *complete* IP address or the *specific* URL used to access www.messenger.

Messaging Made Easy

With www.messenger for MERLIN Messaging, you can:
- See the header information of your voice mail messages, allowing you to easily select the message you want to hear.
- Create and send messages to other Voice Mailbox subscribers.
- Forward or reply to messages in your mailbox.

The icons below, which appear on the left side of the www.messenger screens, enable you to do the following:

View message header information.

Create a voice mail message and select send options.

View Online Help to get more information about using www.messenger.

Exit www.messenger.
(**Note**: Click the Log Off icon instead of closing www.messenger from your browser window.)

Starting www.messenger

1. Launch your Web browser.
2. Type the IP address or URL for the www.messenger. (See your system administrator for this information.)

Starting www.messenger (continued)

3. Enter the following log on information:
   - Your mailbox extension number.
   - Your telephone number where you want to listen to your messages. If necessary, include access and/or area codes.
   - Your MERLIN Messaging password
4. Click the **Log On** icon or press Enter on your keyboard.

View Your Inbox
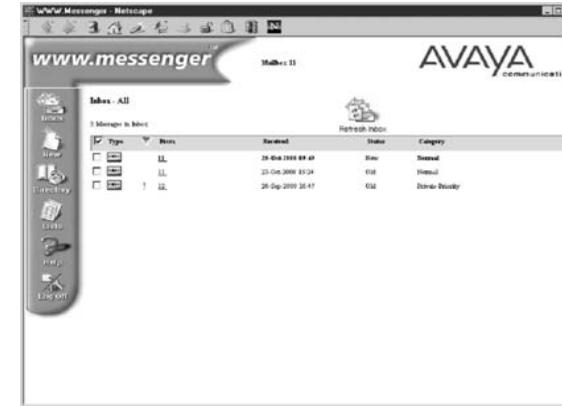
The Inbox screen allows you to see the message header information for all messages in your mailbox. The Category column indicates whether a message has been designated as Normal, Private, and/or Priority. An **!** on the header line indicates a message has been marked Priority.

Messages are presented in the Inbox list based on the date and time received without regard to New, Old, or Priority status.

To listen to a message, click the cassette icon next to the message header.

To view the duration of the message, mouse over the message header.

Note: the www.messenger Inbox screen will refresh automatically every five minutes. If you wish to refresh the message display more frequently, you can click Refresh Inbox and the screen will update immediately.

Listen to Your Voice Mail Messages
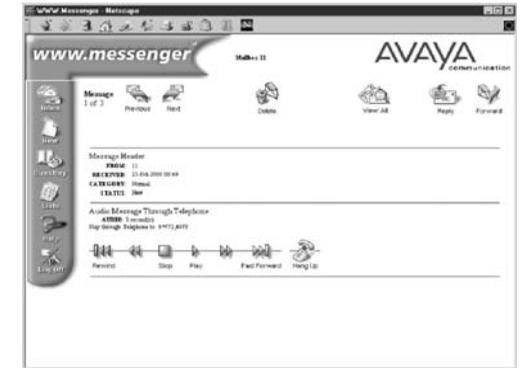
From the Message Screen, you can listen to a message, reply to it, forward it, and/or delete it. Using the Audio Control bar, you can do the following by clicking the appropriate icon:
- Rewind and play from the beginning
- Backup for seconds and play
- Stop playback
- Play the message
- Skip forward four seconds and play
- Fast forward to the end of the message

To listen to a message:
1. On the Inbox screen, click the **Type** or **From** field for the message you want to hear.
2. On the message screen, click **Play**. (Your phone will ring.)
3. Answer your phone and listen to the message.   (Use the Audio control keys as needed.)
4. Do one of the following:
   - To reply to the message (if it is from another subscriber), click **Reply** and proceed to the next procedure.
   - To forward the message to another subscriber (if it is not Private), click **Forward** and proceed to the next procedure.
   - To delete the message, click **Delete**.
   - To listen to another message, click **Previous**, **Next**, or **View All**, then select another message.
   Note: The message will be saved in your mailbox until you delete it.
5. Click **Hang Up** when you are finished listening to your messages.