



## **Avaya Modular Messaging**

Release 2

Client Access to a Subscriber Mailbox

585-310-790  
Issue 3  
September 2004

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# 1

## Overview

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The Avaya Modular Messaging system provides standard connection interfaces that allow subscribers to access system mailboxes, view messages, and access system directories from any computer on the same LAN. The supported connection interfaces are IMAP4, POP3, SMTP, and LDAP.

Find this section	on page
<a href="#">Selecting an e-mail client application</a>	<a href="#">1-2</a>
<a href="#">Related tools and applications</a>	<a href="#">1-6</a>
<a href="#">Configuring the Modular Messaging system</a>	<a href="#">1-8</a>

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**Important:** The purpose of this document is to provide users with a general set of guidelines to set up and use their e-mail clients; this is not an exhaustive step-by-step instruction manual. Users should refer to their e-mail client documentation for detailed information.

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## Selecting an e-mail client application

This document includes instructions for using Microsoft Outlook Express as an IMAP4 client, Lotus Notes 5 as an IMAP4 client, and Microsoft Outlook as a POP3 client. Other mail clients that support IMAP4 or POP3 connections, such as Netscape mail or Eudora, may be used, although system testing has not been performed and setup instructions for these mail clients are not provided.

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**Note:** We recommend the use of an IMAP4 client rather than a POP3 client if at all possible. IMAP4 clients provide many more features to subscribers, as described in [Table 1-1](#) on page 1-3.

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When you are determining which e-mail client to use, consider the following:

- Which e-mail client applications are currently available to you?

If you receive e-mail from a corporate e-mail account, you may already have e-mail client software, such as Microsoft Outlook or Netscape Mail. Use the software recommended or provided by your corporate computer support organization.

- What other e-mail accounts do you access, and do you want the messages mixed together or separate?

If you already use Microsoft Outlook or Outlook Express to create and manage messages for other e-mail addresses, you can use the same e-mail application by creating an additional account for Modular Messaging messages. If you create an additional account, the messages that come into the client mailbox from the Modular Messaging system will mix with the messages received from other accounts, such as corporate e-mail.

If you do not want the messages to be mixed together, you can use a separate e-mail client for each address, such as Outlook for corporate mail and Outlook Express for Modular Messaging mail. Or you can create a separate identity, as described in the Outlook Express online Help, or a separate user profile, as described in the Microsoft Outlook online Help.

- Which way do you want the client to handle your messages, and how can you control the messages and folders?

Use the following table to review the features and aspects of each type of e-mail client.

**Table 1-1. E-mail client comparison**

Feature or aspect	IMAP4 clients	POP3 clients
Message access method	The client displays the contents of the subscriber mailbox and allows direct manipulation of the messages.	The client downloads all the messages (and deletes them from the server) to the subscriber mailbox and displays the copies in the client Inbox.
Message access speed	Display time is rapid because the client is downloading the message header information only, rather than the entire contents and attachments of each message.	If there are many new messages in the subscriber mailbox, it can take a long time to view. Once a message has downloaded, however, viewing a file attachment or listening to a voice message is quicker.
Interaction with Find Me and Call Me features of Modular Messaging	Should not interfere.	May interfere with feature if the client application is open (running) on a LAN PC. Would not interfere if the client application is not running or if the PC is off.

**Table 1-1. E-mail client comparison**

<b>Feature or aspect</b>	<b>IMAP4 clients</b>	<b>POP3 clients</b>
Message Waiting Indicator (MWI) reactions	When the IMAP4 client accesses the messages, it considers the messages as "New" until you read or open them. Once the client considers the message "read", it changes the message status to "saved". When all messages are saved or deleted, the MWI turns off.	By default, when the POP3 client accesses the mailbox, it automatically changes the status of all messages to "saved" and the MWI turns off.  If the subscriber appends /nomove to the Account name, as described in Step 6 on <a href="#">page 4-4</a> , the MWI stays on until the messages are deleted through the Telephone User Interface (TUI).
Deleting messages	Deleting a message is a two-step process. First you mark it as deleted, then you expunge (or purge) the marked messages from the mailbox. The expunge (purge) step may be set to happen automatically, either on the subscriber mailbox or with IMAP4 client configuration. Once you delete a message from the client view, you have also deleted it from the subscriber mailbox. If you access the mailbox with the Telephone User Interface (TUI), the message will not be there.	Since the POP3 client made a copy of your e-mail message, you have to deal with each message twice: view it and delete it once with the POP3 client, then listen to it, save it, or delete it through the Telephone User Interface (TUI). Some settings in the POP3 client configuration can automatically delete old messages from the subscriber mailbox.



- Avaya provided GUI (Graphical User Interface) clients

You can also consider the following GUI clients provided by Avaya:

- **Client Add-in for Microsoft Outlook.** The Avaya Modular Messaging Client Add-in for Microsoft Outlook integrates with your Microsoft Outlook e-mail program and allows you to send, forward, reply and listen to voice and text messages from within Microsoft Outlook. For more information, refer to the *Avaya Modular Messaging Release 2 Client Add-in for Microsoft Outlook User Guide*, 11-300241.
- **Modular Messaging Web Client.** The Avaya Modular Messaging Web Client enables subscribers to access, send, and manage voice, text, fax, and corporate e-mail messages, from a Web browser. See the Web Client documentation for more information.

## Related tools and applications

### Subscriber Options

The Subscriber Options application is a PC client application that allows subscribers to change mailbox settings. Subscribers can administer certain settings and features that can only be administered through the Telephone User Interface (TUI) or with Subscriber Options.

For additional information on the TUI, see the *Avaya Modular Messaging Release 2 Telephone User Interface Guide*, 11-300240 on the Avaya Modular Messaging Documentation CD-ROM, 11-300121.

For additional information on Subscriber Options, see the *Avaya Modular Messaging Release 2 Subscriber Options User Guide*, 585-310-789 on the Avaya Modular Messaging Documentation CD-ROM, 11-300121.

### Mailing lists

The Modular Messaging product includes mailing list capabilities. See the Modular Messaging System Documentation CD for additional information. Search the CD for “Enhanced-List Application” or “ELA”.

In addition to or instead of Enhanced-List Application (ELA) mailing lists, subscribers can access e-mail mailing lists by setting up a list on an e-mail list server (such as Yahoo.com or an internal corporate list server) and then addressing messages to the list. The system administrator will need to add a remote subscriber corresponding to the list, as described in the CD topic “Adding a remote subscriber manually” and will need to add the list server as a Modular Messaging trusted server, as described in the Modular Messaging installation guide (PDF).

Avaya Modular Messaging Release 2 supports Personal Distribution Lists (PDL). A Personal Distribution List is a collection of addresses that you can create and save as one e-mail alias. Using a PDL you can easily send messages to a group of people rather than addressing messages to each person individually. PDLs are private which mean only you can see and use them. Other subscribers do not have access to your PDLs. You can create and manage PDLs using Modular Messaging Subscribers Options and Modular Messaging Telephone User Interface. For more information, refer to the *Avaya Modular Messaging Release 2 Subscriber Options User Guide*, 585-310-789 and the *Avaya Modular Messaging Release 2 Telephone User Interface Guide*, 11-300240.

### The LDAP address directory

Use the instructions at the end of each client chapter to set up access to the LDAP (lightweight directory access protocol) address directory. The LDAP address directory allows subscribers to find and select addresses of other Modular Messaging subscribers, including networked subscribers.

System administrators need to activate LDAP on the Modular Messaging system and then inform users about how to access the LDAP address directory. LDAP configuration instructions are included on the *Avaya Modular Messaging Documentation CD*. Search for the term "LDAP".

Users will need the following information to configure their client software to access the LDAP directory:

- The servername.domain of the message storage server, such as msgserver.mycompany.com
- Search options set as ou=people, dc=Avaya
- Port number set as 389

## Voice and Fax messages

Chapter 5 describes how to use the standard features provided in Windows 2000 to create voice and fax messages and send them through the Modular Messaging system. For more information on these features, see the Windows 2000 Help.

## Configuring the Modular Messaging system

System administrators need to activate e-mail (Internet Messaging), IMAP4, and POP3 access on the Modular Messaging system, and then inform users about how to set up their e-mail client software.

### E-mail Administration

The following processes prepare the Modular Messaging system for sending and receiving e-mail:

System administrators may have configured e-mail (Internet Messaging) during system installation. To determine whether e-mail is configured, or to configure it, follow the configuration instructions on the Avaya Modular Messaging Documentation CD-ROM. Search for the term "E-mail".

### Security

The instructions in this document direct users to set up mail accounts using secure sockets layer (SSL) versions of POP3, IMAP4 and SMTP protocols. Without a secure connection, passwords are transmitted as plain text across the corporate LAN. If hackers breach the corporate firewall, they could obtain the subscriber account passwords and use the passwords to commit toll fraud. For maximum protection of passwords always follow the recommendations to use SSL.

If this is not possible, consider the following alternatives for maximum protection of passwords:

- Exclusively use e-mail clients such as Qualcomm's Eudora that supports the POP3 APOP or IMAP4 CRAM-MD5 (encrypted password) login mechanisms.
- Use an external SSL accelerator. Current products on the market include SSL100 Accelerator by Avaya. If you choose to implement an SSL accelerator, force the client application to use IMAP4 or POP3 SSL by setting a property in the e-mail account setup. For example, in Outlook Express, highlight the account and click **Properties > Advanced** to enable the setting **This server requires a secure connection (SSL)**.

See additional information about E-mail security on the Avaya Modular Messaging documentation CD-ROM. Search for the term "Security."

### Informing Users of E-mail Capability

Users will need the following information to configure their client software to access their Modular Messaging mailbox:

- The servername.domain of the message storage server, such as msgserver.mycompany.com
- Their mailbox number and password
- Any specific recommendations or system limits, such as how often the client application should check for new messages
- Information on how to access the required client software and the instructions in this document (chapter 2, 3, or 4) for configuring the client e-mail account



## Mailbox access with Microsoft Outlook Express as an IMAP4 client

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You can use these instructions to set up a visual access to your Modular Messaging mailbox using Microsoft Outlook Express, Release 5, as an IMAP4 client. The other versions of Outlook Express are similar, although there may be differences in some menu selections.

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**Note:** Setup with Microsoft Outlook (rather than Microsoft Outlook Express) is substantially different. See [Mailbox Access with Microsoft Outlook as a POP3 client](#) on page 4-1 for information about Outlook software or other POP3 clients.

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Find this section	on page
<a href="#">Installing Microsoft Outlook Express software</a>	<a href="#">2-2</a>
<a href="#">Setting up the mailbox</a>	<a href="#">2-3</a>
<a href="#">Using Outlook Express with voice messages</a>	<a href="#">2-6</a>
<a href="#">Setting up Outlook Express to access the LDAP directory</a>	<a href="#">2-8</a>

## Installing Microsoft Outlook Express software

Install Microsoft Outlook Express using the instructions provided by Microsoft, or follow the on-screen instructions of the installation wizard that begins when you double-click the Outlook Express installation executable.

The following instructions assume that you have successfully installed Outlook Express on your computer and the computer has LAN connectivity to the mail server.

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**Note:** You can use Microsoft Outlook Express to access other message accounts, such as your corporate e-mail, but it is not required.

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## Setting up the mailbox

Make the following changes to set up your Outlook Express mailbox:

1. Start Microsoft Outlook Express.
2. Click **Tools > Accounts...**
3. In the Internet Accounts dialog box, click **Add > Mail...**
4. In the Internet Connection Wizard, complete the fields for your message server and mailbox. For information about specific fields, see the notes in the following table.

Field Name	Notes
Your Name	Your name as it displays to message recipients. Click <b>Next</b> .
Internet E-mail Address	<ol style="list-style-type: none"><li>1. Select <b>I already have an e-mail address...</b></li><li>2. Type your e-mail address. If you use this mailbox only for Modular Messaging messages, you can use <code>firstname.lastname@server.domain</code> (such as <code>chuck.smith@msgserver.mycompany.com</code>) for your addresses. You can also use <code>extension@server.domain</code> if you wish (such as <code>51543@msgserver.mycompany.com</code>). Your system administrator should provide this information. <b>Note:</b> If you use Outlook Express for corporate e-mail messages and for Modular Messaging messages, you might want to use your corporate address (such as <code>joanmerry@avaya.com</code>) as the e-mail address in this dialog box.</li><li>3. Click <b>Next</b>.</li></ol>

Field Name	Notes
E-mail Server Names	<ol style="list-style-type: none"> <li>1. In the My incoming mail server is a... field, select <b>IMAP</b>.</li> <li>2. In the Incoming mail... field, type the servername.domain of the Message Storage Server (MSS), such as msgserver.mycompany.com. Your system administrator should provide this information.</li> <li>3. In the Outgoing mail... field, type the servername.domain of the Message Storage Server, such as msgserver. mycompany.com. Your system administrator should provide this information.</li> </ol> <p><b>Note:</b> If you used your MSS address in the Internet E-mail Address field, you <i>must</i> use the MSS servername.domain for outgoing mail.</p> <ol style="list-style-type: none"> <li>4. Click <b>Next</b>.</li> </ol>
Internet Mail Login	<ol style="list-style-type: none"> <li>1. Account name: The mailbox number of the Modular Messaging mailbox, such as 7771234.</li> <li>2. Password: The numeric password for the mailbox on the Modular Messaging system.</li> <li>3. Remember password: Select this option if you want Outlook to download your messages each time you open Outlook, without asking for your password.</li> <li>4. Do <i>not</i> select <b>Log on using Secure Password...</b></li> <li>5. Click <b>Next</b>.</li> </ol>
Congratulations	<ol style="list-style-type: none"> <li>1. Click <b>Finish</b>, and the system adds this new account to the listing.</li> </ol>

5. If the Internet Accounts dialog box is not already displayed, click **Tools > Accounts...** to display it.
6. Highlight the account you just created, and click **Properties**.
7. On the General tab, some information is completed. Add the following:
  - Organization: Your organization as it will display in messages and properties of your e-mail address.
  - Reply address: If you use this mailbox only for Modular Messaging messages, you can use firstname.lastname@server.domain (such as chuck.smith@msgserver.mycompany.com) for your addresses. You can also use extension@server.domain (such as 51543@msgserver.mycompany.com).
  - Select the **Include this account when receiving mail and synchronizing** check box.

8. On the Servers tab, some information is completed. Add the following:
  - My server requires authentication: Select this option.
  - Do not click **Settings...**, as the default settings are correct.
9. On the Connection tab, select **Always connect to this account using: Local Area Network**.
10. On the Advanced tab, select **This server requires a secure connection (SSL)** under Outgoing mail (SMTP) and Incoming mail (IMAP4).
11. Change the SMTP port number to 465 (instead of the system default 25) and leave the default value of the IMAP4 port as it is (993).
12. Click **OK** to close the Properties dialog box and accept the new settings.
13. Click **Tools > Options > General** tab.
14. In the Check for new messages area, select the check box, and designate a time. Every 10 or 15 minutes is reasonable. You may want to check more often if you are working remotely or your telephone set does not have a Message Waiting Indicator (MWI).
15. Click **OK** to close the dialog box and accept the new settings.

## Using Outlook Express with voice messages

In Outlook Express, a Modular Messaging voice message appears as a blank e-mail message with an attached wav file (.wav file type). You can listen to the voice message from your computer or through the telephone user interface (TUI).

### Listening to voice messages from Outlook Express

1. To listen to voice messages from Outlook Express, you need to have a wav player (software), a soundcard (hardware), and speakers or headset to listen to the wav file. You may have a wav player, such as Windows Media Player, already installed on your system.

You can download a wav player from the Internet or contact your corporate IT department.

2. Double-click on the wav file attachment, and select whether to open it or save it to your computer.

### Managing voice messages for TUI access

If you view Outlook Express messages and need to listen to a voice attachment, you can always do so with the TUI.

1. Log in to your mailbox, press **1** to access messages, and then press **1** again to listen to your voice messages. The voice message is considered a "saved" or "old" message because a copy of it has already been accessed by Outlook Express.
2. If the message is no longer in your Modular Messaging mailbox (for example, you've saved it to a local folder on your PC), you can forward the message from Outlook Express back to your Modular Messaging mailbox and then log in to the TUI.

### Creating or replying to voice messages from Outlook Express

1. To send a voice message from Outlook Express, you need to have a sound recording application (software), a soundcard (hardware), and a microphone to record a wav file. You may have a sound recording application already installed on your system. Otherwise, you can download one from the Internet or contact your corporate IT department.
2. Record the sound file and save it to your hard drive with the .wav extension. When you save the .wav file, you must select one of the following encoding formats:
  - CCITT A-law

- CCITT- $\mu$ -law
- GSM 6.10
- PCM

See [Creating voice messages with Windows Sound Recorder](#) on page 5-2 for more information.

3. Create a new e-mail message (or click **Reply** on an existing message).
4. Address the message to another subscriber or any e-mail address.
5. Type a subject and text message, if needed.
6. Attach the wav file to the message.
7. Send the message.

## Setting up Outlook Express to access the LDAP directory

When subscribers create and address messages with the Outlook Express client, they can use the exact e-mail address or they can use the LDAP address directory to look up the address of other Modular Messaging subscribers on the same system or on any networked system. The following instructions use Outlook Express, Release 5, to provide access to the LDAP address directory. Other versions of Outlook Express are similar, although some menu selections may have different names. Search the online Help of the client software for additional LDAP information.

### Setting up the directory account

To add the Modular Messaging system as an LDAP address directory, complete the following steps before first use:

1. Start Outlook Express.
2. Click **Tools > Accounts...**
3. In the Internet Accounts dialog box, click **Add... > Directory Service...**

The Internet Connection Wizard launches.

4. In the Internet Directory (LDAP) server: field, type the `servername.domain` of the message storage server, such as `msgserver.mycompany.com`. Your system administrator should provide this information.
5. Make sure to clear (uncheck) the check box for **My LDAP server requires me to log on**.
6. Click **Next**.
7. On the Check E-mail Addresses page, select **Yes**.
8. Click **Next**.
9. Click **Finish**, but leave the Internet Accounts dialog box open.
10. On the Directory Service tab, highlight the account you just created. The account is listed with the mail server system name.
11. Click **Properties**. When the Properties dialog box displays, do not make changes on the General tab.

12. On the Advanced tab, change or clear the fields to match the following:
  - Server Port Number, Directory service (LDAP): **389**, which should display as the default
  - This server requires a secure connection (SSL): Clear this box. A secure connection is not required and is not supported by Modular Messaging.
  - Search Timeout: **1 minute**, or a number suggested by your system administrator.
  - Maximum number of matches to return: **100**, or a number suggested by your system administrator.
  - Search Base: **ou=people, dc=avaya**
  - Use simple search filter: Clear this box.
13. Click **OK** to close the dialog box and accept the new settings.
14. Click **Close** to close the Internet Accounts dialog box.
15. Restart Outlook Express.

## Using the LDAP directory

To use the LDAP address directory to verify or provide addresses, do the following:

1. Create an e-mail message as you usually would, but just type the person's name as firstname lastname. If you want to check more than one name, separate the entries with a semicolon.
2. From the menu bar of the new message window, click **Tools > Check Names**.

Outlook Express checks the LDAP directory and provides the common name of the recipient you suggested. To see the e-mail address of the recipient, right-click on the recipient name and click **Properties**.

---

**Note:** If the same person is listed in your Contacts list or in a corporate directory, Outlook may select a different e-mail address. To change the search order, click **Tools > Accounts** and click **Set Order**.

---

To search for a specific address in the LDAP directory, do the following:

1. Click **Tools > Address Book...**
2. In the Address Book window, click **Edit > Find People...**
3. In the Look In: field, select your LDAP server name.

4. On the Advanced tab, define the criteria as **E-mail contains**.
5. In the third field, type the search criteria for searching subscribers. For example, your search criteria can be Lastname starts with ba.
6. Click **Add**.
7. Click **Find Now**.

Outlook displays a listing of all subscribers on your Modular Messaging system, or the first 100 if you have more than 100 subscribers that match your search criteria.

8. Right-click on a name to add it to your personal address book or to send e-mail.



# 3

## Mailbox access with IBM Lotus Notes 5 as an IMAP4 client

---

You can use these instructions to set up a visual access to your Modular Messaging mailbox using IBM Lotus Notes Release 5 as an IMAP4 client. The other versions of Lotus Notes are similar, although there may be differences in some menu selections.

Find this section	on page
<a href="#">Installing Lotus Notes software</a>	<a href="#">3-2</a>
<a href="#">Setting up the mailbox</a>	<a href="#">3-3</a>
<a href="#">Using Notes to check your mailbox</a>	<a href="#">3-6</a>
<a href="#">Using Notes with voice messages</a>	<a href="#">3-7</a>
<a href="#">Setting up Notes to access the LDAP directory</a>	<a href="#">3-9</a>

## Installing Lotus Notes software

Install the Lotus Notes Client software using the instructions provided by IBM Lotus, or follow the on-screen instructions in the installation wizard that begins when you double-click the Notes installation executable.

The following instructions assume that you have successfully installed Lotus Notes R5 on your computer and the computer has LAN connectivity to the mail server.

---

**Note:** You can use Lotus Notes to access other message accounts, such as your corporate e-mail.

---


## Setting up the mailbox

Setting up your account in Lotus Notes R5 involves the following tasks:

- Adding an IMAP account for incoming mail
- Adding an SMTP account for outgoing mail
- Editing the location document

### Adding an IMAP account for incoming mail

Use the following instructions to set up your incoming IMAP account:

1. Start Lotus Notes.
2. Click  (Address Book bookmark) on the Bookmark bar.
3. Click **Create > Account**. The Account window displays.
4. On the Basics tab, complete the following:
  - Account name: Type a name for this account. For example, you can name this account as Incoming IMAP mail.  
  
Ensure that the account name is unique and does not contain any of the following characters:  
  
/ \ : ; + = " ? < > { } [ ] |.
  - Account server name: Type the servername.domain of the mail server, such as msgserver.mycompany.com. Your system administrator will provide this information.
  - Login name: Type your Modular Messaging mailbox number.
  - Password: Type the numeric password for your mailbox on the Modular Messaging system.
  - Protocol: Select **IMAP Online** as the mail protocol for this account.

---

**Note:** You can create two types of IMAP accounts in Lotus Notes, IMAP Online and IMAP Offline. IMAP Online provides direct access to your mail on the IMAP server without storing the messages locally. IMAP Offline lets you work with your IMAP mail while you are disconnected from the IMAP server. IMAP Offline copies mail from the Inbox on the IMAP server and stores them locally (on your computer) in the Notes mail database.

---

- SSL: Select **Enabled**.
  - Only from location(s): Select \*. This option will allow you to use the account from all the locations (Office, Home, and so on).
5. Click **Save and Close**.

## Adding an SMTP account for outgoing mail

You have to configure an SMTP account for outgoing mail messages.

Repeat Steps 1 to 5 described in the previous section. However, at Step 4, fifth bullet, select **SMTP** instead of **IMAP Online** as the mail protocol for outgoing mail messages.

## Editing a location document

After you create a new account, you must edit the location document.


1. Click **File > Mobile > Locations**. You will see the list of locations that Notes creates by default.
2. Select a location (for example, Internet), and click **Edit Location**. The Location window displays.
3. On the Basics tab, complete the following:
  - Location type: Select the type of connectivity available at the selected location. For example, select **Local Area Network** for network usage.
  - Location name: Type a name for the location. For example, Office.
  - Internet mail address: Type your valid internet mail address. For example, john@servername.domainname.com. All the e-mail messages that you send will display this e-mail address. Your system administrator should provide this information.

4. On the Mail tab, complete the following:
  - Mail file location: Select **Local** as the location that will collect all your e-mail messages.
  - Internet domain for notes addresses when connecting directly to the Internet: Type the name of the Internet domain. For example, avaya.com. If you used your Modular Messaging address in the Internet mail address field, you must use the same servername.domain for outgoing mails.
  - Send outgoing mail: Select **directly to Internet**. E-mail messages that you send will go to the Internet through SMTP.
5. Click **Save** and **Close**.

## Using Notes to check your mailbox

Each time you start Notes, the Notes Inbox displays all new messages that may have arrived in your Modular Messaging mailbox. If you want to see additional messages when they arrive, you need to check the mailbox or set Notes to check automatically.

### Checking for new messages

To check for new messages, click  (Quickpick icon) on the far right of the status bar and select **Send & Receive Mail**. The Inbox displays any new messages that have arrived since the last time you checked it.

### Setting Notes to automatically check for new messages

To set Notes to check for new messages on a regular basis, use the following steps:

1. Click **File > Preferences > User Preferences...**
2. Click **Mail and News**.
3. Under Configuration, in the Mail program: field, select **Lotus Notes** as the mail client.
4. Under Receiving, select the check box and designate a time. Every 10 or 15 minutes is reasonable. You may want it to check more often if you are working remotely or your telephone set does not have a Message Waiting Indicator (MWI).
5. Click **OK**.

## Using Notes with voice messages

In Notes, a Modular Messaging voice message appears as a blank e-mail message with an attached wav file (.wav file type). You can listen to the voice message from your computer or access the message with the TUI.

### Listening to voice messages from Notes

1. To listen to voice messages from Notes, you need to have a wav player (software), a soundcard (hardware), and speakers or a headset to listen to the wav file. You may have a wav player, such as Windows Media Player, already installed on your system.
2. Double-click on the wav file attachment and select whether to open it or save it to your computer.

### Managing voice messages for TUI access

If you view Notes messages and need to listen to a voice attachment, you can always do so with the TUI.

1. Log in to your Modular Messaging mailbox, and press **1** to check new messages, and then press **1** again to listen to your voice messages. The voice message is considered a "saved" or an "old" message because Notes has already accessed a copy of it.
2. If the message does not exist in your Modular Messaging mailbox (for example, you already saved it to a local folder on your PC), you can forward the message from the Notes mailbox back to your Modular Messaging mailbox. You can then listen to the voice messages through the TUI.

### Creating or replying to voice messages from Lotus Notes

1. To send a voice message from Notes, you need to have a sound recording application (software), a soundcard (hardware), and a microphone to record a wav file. You may have a sound recording application already installed on your system. Otherwise, you can download one from the Internet or contact your corporate IT department.
2. Record the sound file, and save it to your hard drive with the .wav extension. When you save the wav file, you must select one of the following encoding formats:
  - CCITT A-law
  - CCITT- $\mu$ -law


- GSM 6.10
  - PCM
3. Create a new e-mail message (or click **Reply** on an existing message).
  4. Address the message to another subscriber or any e-mail address.
  5. Type a subject and text message, if needed.
  6. Attach the wav file to the message.
  7. Send the message.



## Setting up Notes to access the LDAP directory

When subscribers create and address messages with the Notes client, they can use the exact e-mail address, or they can use the LDAP address directory to look up the address of other Modular Messaging subscribers on the same system or on any networked system. The following instructions use Lotus Notes R5 to provide access to the LDAP address directory. You can search for other Modular Messaging subscriber addresses using the LDAP address directory. Refer to the online Help of the Notes software for more information on LDAP.

To add the mail server as an LDAP address directory, do the following steps before first use:

1. Start Lotus Notes.
2. Click  (Address Book bookmark) on the Bookmark bar.
3. Click **Create > Account**. The Account window displays.
4. On the Basics tab, complete the following:

- Account name: Type a name for this account. For example, you can name this account LDAP.


Ensure that the account name is unique and does not contain any of these characters:

/ \ ; + = " ? < > { } [ ] |.

- Account server name: Type the servername.domain of the mail server, such as msgserver.mycompany.com. Your system administrator will provide this information.
- Login name: Type your Modular Messaging mailbox number.
- Password: Type the numeric password for your mailbox on the Modular Messaging system.
- Protocol: Select **LDAP** as the mail protocol for this account.
- SSL: Select **Disabled**.
- Only from location(s): Select \*. This option will allow you to use the account from all the locations (Office, Home, and so on).

5. On the Protocol Configuration tab, complete the following:
  - Search timeout: Type the waiting time (in seconds) for displaying the search results.
  - Maximum entries to return: Type the maximum number of matching results for a search.
  - Search base: Type the base of the search tree from which to start the search. For example, **ou=people, dc=avaya** or another base, provided by your system administrator.
  - Check names when sending mail: Select **Yes**. While sending e-mail messages, Notes checks the names in the LDAP server if they do not exist in the address book.
  - Use simple search filter: Clear (uncheck) the check box.
6. Click **Save and Close**.

To search for a specific address in the LDAP directory, do the following:

1. Start Lotus Notes.
2. Click  (Address Book bookmark) on the Bookmark bar.
3. Click **View > Contacts**.
4. Click **Directories**. The Directories dialog box displays.
5. In the Look in field, select your LDAP server name.
6. In the For field, type the name of the recipient.
7. Click **Search**.

Notes displays a list of all the subscribers on your Modular Messaging system whose names match the specified search criteria.

# 4

## Mailbox Access with Microsoft Outlook as a POP3 client

---

You can use these instructions to set up visual access to your Modular Messaging mailbox using Microsoft Outlook 2000 as a POP3 client. The other versions of Outlook are similar, although there may be differences in some menu selections.

You can now use the Avaya Modular Messaging Release 2 Client Add-in for Microsoft Outlook to send, forward, reply, and listen to your voice and text messages from within Microsoft Outlook or using the telephone. For more information, refer to the *Avaya Modular Messaging Release 2 Client Add-in for Microsoft Outlook User Guide*, 11-300241.

---

**Note:** Setup with Microsoft Outlook Express (rather than Microsoft Outlook) is substantially different. See [Mailbox access with Microsoft Outlook Express as an IMAP4 client](#) on page 2-1 for information about Outlook Express software or other IMAP4 clients.

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Find this section	on page
<a href="#">Installing Outlook software</a>	<a href="#">4-2</a>
<a href="#">Setting up the mailbox</a>	<a href="#">4-3</a>
<a href="#">Using Outlook to check your mailbox</a>	<a href="#">4-6</a>
<a href="#">Using Outlook with voice messages</a>	<a href="#">4-7</a>
<a href="#">Setting up Microsoft Outlook to access the LDAP directory</a>	<a href="#">4-9</a>

## Installing Outlook software

Install the Microsoft Outlook software using the instructions provided by Microsoft, or follow the on-screen instructions of the installation wizard that begins when you double-click the Outlook installation executable.

---

**Note:** Microsoft Outlook 2000 can be installed in Internet-only mode or Corporate/Workgroup mode. If at all possible, install Outlook in Internet-only mode and use the instructions beginning on page [2-3](#) to use Outlook as an IMAP4 client. If your computer support organization insists that you use Corporate/Workgroup mode, continue with the instructions for POP3 access in this chapter.

---

The following instructions in this document assume that you have successfully installed Microsoft Outlook on your computer and the computer has LAN connectivity to the mail server.

---

**Note:** You can use Microsoft Outlook to access other message accounts, such as your corporate e-mail, but it is not required.

---

## Setting up the mailbox

Make the following changes to set up your Outlook mailbox:

1. Start Microsoft Outlook.

---

**Note:** If the Outlook configuration wizard launches, use the information in Steps 5 through 7 to complete the fields. After the wizard finishes, continue with Step 2 to check the settings.

---

2. Click **Tools > Services...**
3. On the Services tab, click **Add...**
4. In the Add Service to Profile dialog box, select **Internet E-Mail**, and click **OK**.

Outlook displays the Mail Account Properties dialog box.

5. On the General tab, type the following:
  - **Server name:** This is for your reference only. You can use the server name or the product name Modular Messaging.
  - **Name:** Your name as it will display in messages you send.
  - **Organization:** Your organization as it will display in messages and properties of your e-mail address.
  - **E-mail address and Reply address:** If you use this mailbox only for Modular Messaging messages, you can use `firstname.lastname@server.domain` (such as `chuck.smith@msgserver.mycompany.com`) for your addresses. You can also use `extension@server.domain` if you wish (such as `51543@msgserver.mycompany.com`). Your system administrator should provide this information.

---

**Note:** If you use Microsoft Outlook for both corporate e-mail messages and Modular Messaging messages, you might want to use your corporate or personal address (such as `joanmerry@work.com`) as the e-mail addresses in this dialog box.

---

6. On the Servers tab, complete the following:
  - Incoming mail (POP3): The servername.domain of the mail server, such as msgserver.mycompany.com. Your system administrator should provide this information.
  - Outgoing mail (SMTP): The servername.domain of the mail server, such as msgserver.mycompany.com. Your system administrator should provide this information.

If you used your Modular Messaging address in the E-mail address and Reply address fields (in Step 5), you must use the same servername.domain for outgoing mail.

  - Account name: The extension or mailbox number of the Modular Messaging mailbox.

If you would like all messages to remain as “new” in the subscriber mailbox, even after you have accessed them with the Outlook client, type **/nomove** after the Account name (for example 5551234/nomove). Messages remain in the mailbox until you delete them through TUI or another e-mail client.

  - Password: The numeric password for the mailbox on the Modular Messaging system.
  - Remember password: Select this box if you want Outlook to download your messages each time you open Outlook, without asking for your password.
  - Do not select **Logon using Secure Password Authentication (SPA)**.
  - My server requires authentication: Select the box. Do not click **Settings...**, as the default settings are correct.
7. On the Connection tab, select **Connect using my local area network (LAN)**.
8. On the Advanced tab, complete the following:
  - In the Server Port Numbers area, select **This server requires a secure connection (SSL)** under Outgoing mail (SMTP) and Incoming mail (IMAP4). Change the SMTP port number to 465 (leave the default value of the POP port as it is).
  - In the Delivery area, select **Leave a copy of messages on server**, if you want to keep copies of messages in your Modular Messaging Saved messages folder, even after you have viewed the messages with Outlook. This is particularly important for users who do not have a way to listen to sound files (voice messages) from Outlook.
9. Click **OK**. Outlook displays a message stating that the changes will not take effect until you restart Outlook.

10. You can restart Outlook now or later. As soon as you restart Outlook, any messages in your Modular Messaging mailbox will display in your Outlook Inbox.
11. You can send messages to yourself or exchange test messages with a co-worker to make sure that the client setup with Outlook is working correctly and that the reply-to address is correct.
12. If you need to adjust any settings, click **Tools > Services...**, select **Internet E-mail** and click **Properties**. If the Internet E-mail listing does not display, restart the Outlook software or the computer.

## Using Outlook to check your mailbox

Each time you start Outlook, the Outlook Inbox displays all of the new messages that may have arrived in your Modular Messaging mailbox. If you want to see additional messages when they arrive, you need to check the mailbox or set Outlook to check automatically.

### Checking for new messages

To check for new messages, select **Tools > Send/Receive > Internet E-Mail**. Any new messages that have arrived since the last time you checked are displayed in the Inbox.

### Setting Outlook to automatically check for new messages

To set Microsoft Outlook to check for new messages on a regular basis, do the following:

1. Click **Tools > Options... > Internet E-mail** tab.
2. In the Check my local network connections area, select the check box, and designate a time. Every 5 or 10 minutes is reasonable. You may want it to check more often if you are working remotely or your phone set does not have a Message Waiting Indicator (MWI).
3. Click **OK**.



## Using Outlook with voice messages

In Microsoft Outlook 2000, a Modular Messaging voice message appears as a blank e-mail message with an attached wav file (.wav file type). You can listen to the voice message from your computer or access the message with the telephone user interface (TUI). Listening with the TUI requires that the message was left on the server, as described in Step 8 [on page 4-4](#).

### Listening to voice messages from Outlook

1. To listen to voice messages from Outlook, you need to have a wav player (software), a soundcard (hardware), and speakers or headset to listen to the wav file. You may have a wav player, such as Windows Media Player, already installed on your system.

You can download a wav player from the Internet, or contact your corporate IT department.

2. Click on the wav file attachment and select whether to open it or save it to your computer. Depending on the client's virus protection settings, you may have to save the file to your computer and then listen to it.

### Managing voice messages for TUI access

If you view Outlook messages and need to listen to a voice attachment, you can do so with the TUI.

- If you set Outlook to leave messages on the server, as described in Step 8 on page 4-4, the message is still in your Modular Messaging mailbox. Log in to your mailbox, press **1** to access messages, and then press **1** again to listen to your voice messages. The voice message is considered a "saved" message because a copy of it has already been accessed by Outlook.
- If you did not set Outlook to leave messages on the server, you can do so now as described in Step 8 on page 4-4, restart Outlook, and then forward the message from Outlook back to your Modular Messaging mailbox.

### Creating or replying to voice messages from Microsoft Outlook

1. To send a voice message from Outlook, you need to have a sound recording application (software), a soundcard (hardware), and a microphone to record a wav file. You may have a sound recording application already installed on your system. Otherwise, you can download one from the Internet or contact your corporate IT department.

2. Record the sound file and save it to your hard drive with the .wav extension. When you save the .wav file, you must select one of the following encoding formats:
  - CCITT A-law
  - CCITT- $\mu$ -law
  - GSM 6.10
  - PCM
3. Create a new e-mail message (or click **Reply** on an existing message).
4. Address the message to another subscriber or any e-mail address.
5. Type a subject and text message, if needed.
6. Attach the wav file to the message.
7. Send the message.

## Setting up Microsoft Outlook to access the LDAP directory

When subscribers create and address messages with the Outlook client, they can use the exact e-mail address or they can use the LDAP address directory to look up the address of other Modular Messaging subscribers on the same system or on any networked system. These instructions use Outlook 2000 to provide access to the LDAP address directory. Other versions of Outlook are similar, although some menu selections may have different names. Search the online Help of the client software for additional LDAP information.

### Setting up the directory account

To add the Modular Messaging system as an LDAP address directory, do the following steps before first use:

1. Start Microsoft Outlook.
2. Click **Tools > Services...**
3. On the Services tab, click **Add...**
4. In the Add Service to Profile dialog box, select **Microsoft LDAP Directory** and click **OK**. Outlook displays the LDAP Directory Service dialog box.
5. On the General tab, change or clear the fields:
  - Directory Service Account: This is for your reference only, but include LDAP in the name. You can use the server name, the product name LDAP on MM, LDAP Directory, or a name suggested by the system administrator.
  - Server Hostname: The servername.domain of the message store, such as msgserver.mycompany.com. Your system administrator provides this information.
  - Server Port Number: **389**, which should display as the default.
  - Sever Search Timeout: **60** seconds, or a number suggested by your system administrator.
  - User Name: Clear this field. No user name is required.
  - Password: Clear this field. No password is required.
  - Search Base: **ou=people, dc=avaya**
6. Click **OK** to close the dialog box and accept the new settings.

7. Click **OK** to close the Services dialog box.
8. Restart Outlook.
9. Click **Tools > Services...**
10. Click the Addressing tab.
11. In the Show this address list first: field, select which list should display first when you open the Outlook Address Book.
12. In the third field, highlight the LDAP-servername and use the up or down arrows to determine which order Outlook should use to perform automatic address searches.
13. Click **OK** to close the dialog box and accept the new settings.

## Using the LDAP directory

To use the LDAP address directory to verify or provide addresses, do the following:

1. Create an e-mail message as you usually would, but just type the person's name as firstname lastname. If you want to check more than one name, separate the entries with a semicolon.
2. From the menu bar of the new message window, click **Tools > Check Names**.

Outlook checks the LDAP directory and provides the common name of the recipient you suggested. To see the e-mail address of the recipient, right-click on the recipient name and click **Properties**.

---

**Note:** If the same person is listed in your Contacts list or in a corporate directory, Outlook may select a different e-mail address. To change the search order, repeat Steps 9 through 13 above.

---

To search for a specific address in the LDAP directory, do the following:

1. Click **Tools > Address Book...**
2. In the Show Names from the: field, select LDAP-servername.
3. If a listing of system subscribers does not display, click **Tools > Find...** from the Address Book menu bar. In the Find dialog box, leave the field blank, and click **OK**.

Outlook displays a listing of all subscribers on your Modular Messaging system. You can select a name to add to your personal address book or to whom you wish to send a mail.

# 5

## Using Windows 2000 features with Modular Messaging

---

You can use these instructions for creating voice and fax messages using the standard features provided by Windows 2000 and sending them through the Modular Messaging system.

These instructions describe how to use the following:

- Windows Sound Recorder for composing voice messages
- Windows Fax Print driver for creating fax messages

Find this section	on page
<a href="#">Creating voice messages with Windows Sound Recorder</a>	<a href="#">5-2</a>
<a href="#">Working with Fax</a>	<a href="#">5-4</a>



## Creating voice messages with Windows Sound Recorder

Use the following instructions to compose voice messages with the Sound Recorder from your desktop.

---

**Note:** To use the Sound Recorder ensure that a sound card is properly installed and an audio input device such as a microphone is connected to the computer.

---

1. Click **Start > Programs > Accessories > Entertainment > Sound Recorder** to start the Sound Recorder.
2. Click **File > New**.
3. Click  (Record) and start recording your voice message.
4. Click  (Stop) to stop the recording.
5. Click **File > Save As...** to display the Save As dialog box.
6. Click **Change**. The Sound Selection screen displays.
7. To select an audio format, complete the following:
  - Name: Select the audio format name. The default is [untitled]. (See Note for more information on audio format name.)
  - Format: Select **GSM 6.10** as the format. You can select from any of the formats supported by Modular Messaging. For more information see [Supported audio formats](#) on page 5-3.
  - Attributes: Select 8.000 kHz, 8 bit, Mono, 1 kb/sec as the attribute.
  - Click **OK**.

---

**Note:** You can save the audio format settings so that the next time you record a voice message, you can apply the same audio format by just selecting the name. To save the audio format settings, click **Save As** on the Sound Selection screen, type a name for the format (for example, Avaya voice message format), and click **OK**.

---

8. On the Save As dialog box, type a name for the recorded voice message.
9. Click **Save** to save the file at a desired location.

Sound Recorder stores the recorded voice message as a wav file with .wav extension. You can then use a mail client (such as Outlook Express 5.0, Notes 5.0) to send the recorded voice message (.wav file) as an e-mail attachment.

For more information on sending voice messages with mail clients, see the following topics:

[Creating or replying to voice messages from Outlook Express](#) on page 2-6

[Creating or replying to voice messages from Lotus Notes](#) on page 3-7

[Creating or replying to voice messages from Microsoft Outlook](#) on page 4-7

## Supported audio formats

Windows Sound Recorder can save voice messages in various audio formats. The following table summarizes the audio formats currently supported by the Modular Messaging system.

**Table 5-1. Audio formats supported by Modular Messaging**

---

Audio Format	Average Data Rate	Sample Rate	Channels
GSM 6.10	1 kb/sec	8.000 kHz	1 (Mono)
PCM	7 kb/sec	8.000 kHz	1 (Mono)
CCITT A-Law	7 kb/sec	8.000 kHz	1 (Mono)
CCITT $\mu$ -Law	7 kb/sec	8.000 kHz	1 (Mono)

## Working with Fax

Use the following instructions to create a fax using the Windows 2000 fax feature and send it through the Modular Messaging system. You can convert a binary file (such as a Microsoft Word document) or a graphic to a Tagged Information File Format, TIFF (.tif file) and send it as a fax message.

---

**Note:** Fax messages can be sent only if a .tif file is used as an attachment to an e-mail message.

---

## Requirements

This section lists the minimum system requirements.

- Windows 2000 Professional (Service Pack 4)
- Modular Messaging system (with Fax enabled)
- Microsoft Outlook (with Modular Messaging IMAP4 account configured)

You can send faxes using other e-mail clients, although Avaya system testing has not been performed on these mail clients and instructions are not provided in this document.

## Setting up Windows 2000 Fax

To create a fax, you need to install and set up (if you have not already done so) a fax device such as a fax modem that supports fax capabilities. Note that you will need to set up a modem even though you may not have a modem physically connected to your computer. You also need to set up the fax printer (also called as a fax print driver) that is shipped with Windows 2000.

### Setting up a fax modem

Note that you can skip these steps if you have already set up a fax modem. To set up a fax modem, do the following:

1. Click **Start > Settings > Control Panel**.
2. Double-click **Phone and Modem Options**.
3. On the Modems tab, click **Add...** This will start the Add/Remove Hardware Wizard.
4. Select the **Don't detect my modem; I will select it from a list** checkbox; and click **Next**.



5. Under Manufacturers, select (**Standard Modem Types**), and under Models, select a model of the modem (for example, Standard 56000 bps V90 Modem).
6. Click **Next**.
7. Select **COM1 (or whichever is available)** as the port, and click **Next**.
8. Click **Finish**.

This completes the modem installation. You will see the modem name listed in the installed modems list.

## Setting up a fax printer

To set up a fax printer, do the following:

1. Click **Start > Settings > Control Panel**.
2. In the Control Panel window, double-click on **Fax**. The Fax Properties dialog box displays.
3. On the Advanced Options tab, click **Add a Fax Printer**. The system displays 'The Fax printer was created successfully.' message.
4. Click **OK**.

This completes the fax printer setup on your computer.

## Creating a fax

You can convert any binary file such as a document or a graphic into a .tif file and send it as a fax. To convert a file into a tif, use any Windows-based program that contains a Print command. For example:

1. Open a Microsoft Word document.
2. Click **File > Print**.
3. On the Print dialog box, select **Fax** as the printer (in the Name field).
4. Select the **Print to file** check box.
5. Click **OK**. You will be prompted to save the file.
6. In the File name field, type in a name for the file with a .tif extension. For example, MyFax.tif.
7. In the Save as field, select **All Files**. Ensure that you specify this option correctly.
8. Click **OK**.

## Sending a fax

You can use these instructions to send a .tif file as a fax message using Microsoft Outlook as the e-mail client. You can use other e-mail clients (for fax) that can be configured to send and receive messages from the Modular Messaging system, although Avaya system testing has not been performed on these mail clients and instructions not provided in this documentation.

1. Start Microsoft Outlook.
2. Create a new e-mail message.
3. On the New Message window, in the **To...** field, type **fax=nnnn@mss.domain.com**, where *nnnn* is the fax number of the recipient, and *mss.domain.com* is the message store. Your system administrator will provide this information.
4. Attach the .tif file to this message.
5. Type in some text in the message body.
6. Click **Send**.

Once you send a fax, Modular Messaging sends a fax delivery status notification message (fax delivery successful or failed) to your Modular Messaging mailbox.

When you send a fax using the Modular Messaging system, the system automatically attaches a default cover page. The cover page details can be modified from the Fax settings in Modular Messaging. Contact your system administrator for more information.

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**Note:** You can also use the cover page provided by the Windows 2000 fax print driver. See the Windows Online Help for more information.

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## Viewing a fax message

Faxes in the Modular Messaging mailbox appear as e-mail messages with .tif attachments. You can view these files in any Windows image viewer such as Imaging for Windows or other TIFF viewers.

Click on the tif attachment, and select whether to open it or save it to your computer.

## Managing fax messages for TUI access

You can handle fax messages using the telephone user interface (TUI).

1. Log in to your mailbox, press **1** to access messages, and then press **1** again to listen to your voice messages. Modular Messaging moves the fax message to the "saved" or "old" message category, if you have already accessed it through Outlook.
2. If the fax is no longer in your Modular Messaging mailbox (for example, you have saved it to a local folder on your PC), you can forward the message from Outlook back to your Modular Messaging mailbox and then log in to the TUI.

For more information on handling fax messages using TUI, see the *Avaya Modular Messaging Release 2 Telephone User Interface Guide*, 11-300240 on the Avaya Modular Messaging Documentation CD-ROM, 11-300121. This document should be available with your system administrator.

