This Guide provides instructions for administering Modular Messaging Subscriber Options using the Avaya Outlook Thick Client Plug (OTC) and Outlook Tools/Options/Voice Mail.

Accessing Outlook Voice Mail Options

- You must have Outlook and the Avaya OTC loaded and your PC must be connected to the Emory Network, e.g., working from home, you will first have to establish a VPN session to the Emory Network.
- If you don’t have the OTC but you do have Windows Explorer, you can administer most Voice Mail options using the Modular Messaging – Web Subscriber Options Portal and Quick Reference Guide.
  - The OTC is the only tool that provides the ability to:
    - Play Messages through your phone but control the playback through your PC.
    - Use the Fax Sender Server functions of Modular Messaging.

Desktop User Interface Options

- The Desktop User Interface Options allow you to configure how messages are played back (Desktop Speakers/Headset or Telephone) when you are using the Avaya Player provided in the OTC.
- They also allow you to configure how greetings are recorded and played back (Desktop Speakers/Microphone/Headset or Telephone). For these reasons, you should set this option 1st before proceeding to other options.
- The Client Access Option defaults are shown below and are not generally changed.

Modular Messaging User Properties

- Click on Media Setup to configure the way messages are played back.
- Configure the options for playing messages and navigating through them.
- Configure the options for requesting read receipts and delivery receipts.
- Include original voice messages when replying.
- Save copies of all sent messages.
Desktop User Interface Options (concluded)

- The Language Option default is shown below

![Language Option Default](image1)

- The Media Setup Option defaults are shown below
  - Multimedia causes the Playback and recording to be done through the Desktop Speaker/Microphone /Headset

![Media Setup Defaults](image2)

- The telephone can be used instead of the Desktop Speaker/Microphone /Headset by changing both options to Telephone as shown below and then selecting Configure to administer which telephone is to be used

![Telephone Option](image3)

- Enter your 5-digit extension number in the Extension Number field without a hyphen and if the Message Application Server Name field is blank, browse and select MMVRU1-EUV

![Extension Number Entry](image4)

- Click Apply followed by OK

- You will be returned to the Media Setup tab as shown below and click Apply followed by OK

![Media Setup Changes Completed](image5)

- The Media Setup changes have been completed and going forward you may change between Telephone and Multimedia Record/Playback as you desire

**Call Answering Options**

- The Call Answering Options allow you to:
  - Administer (Record/Playback) your Spoken Name, Personal Greetings, and Please Hold prompt
  - Set the rules under which the various Greetings are played

![Call Answering Options](image6)

- Enter your 5-digit extension number in the Extension Number field without a hyphen and if the Message Application Server Name field is blank, browse and select MMVRU1-EUV

- Click Apply followed by OK

- You will be returned to the Media Setup tab as shown below and click Apply followed by OK

![Media Setup Changes Completed](image7)

- The Media Setup changes have been completed and going forward you may change between Telephone and Multimedia Record/Playback as you desire

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![Call Answering Options](image8)
Call Answering Options (concluded)

- As shown below, to administer Optional Greetings, select the Greeting Rules: No optional Greeting rules are defined and click the circled Icon to add a rule.
- Select the Default Call Handling greeting/prompt desired to record the greeting.
  - Greetings and prompts that have been recorded are shown below, e.g. Personal Greeting and may be deleted by clicking the associated Icon shown circled below.

To change the Media Selection from PC playback/record to telephone:
- You must first have administered your telephone as a media option as detailed above under Desktop User Interface: Media Setup.
- Right-click the PC icon in the Media Player and select the telephone as shown below.

The Personal Operator number is an extension to which callers are transferred after reaching your mailbox and then pressing Zero (Operator).
- This number should be a number in your office that is generally staffed during business hours so that in emergencies, callers can at least reach someone who might be able to find you.
- If this field is left blank, callers are transferred to the University Operators if they press Zero.
- Select the Other tab on the User Properties window and administer the 5-digit extension without a hyphen.

Telephone User Interface Options

See Modular Messaging Web Subscriber Options and/or Fax Server QRGs for more complete and detailed instructions

- The Telephone User Interface Options provides the ability to administer:
  - Assistant Rules for the following features:
    - Find Me – To have unanswered calls redirected to a list of telephone numbers before leaving a voice mail.
    - Call Me - To have the system call you to inform you of the receipt of messages and provide the ability to login and retrieve the messages upon answering the call.
    - Notify Me – To have a text message sent to a PDA/Cell Phone or Pager when a message is received or to receive and email notification when a caller request it.
    - Message Waiting Indicator (MWI) – To administer the Message Types and associated Importance conditions under which your MWI activates:
      (a) The default setting provides MWI for voicemail and Faxes.
      (b) Please pay careful attention to MWI changes.
The Telephone User Interface Options provides the ability to administer: (concluded)

- Telephone Access
- Fax Access
- Security (Telephone User Interface Password)
- Personal Distribution Lists
- Time Zone
- Message Ordering

When administering Rules, select the Rule and then click on an underlined value to edit the rule

- The rule does not take effect until the check-box is selected
- The Phone Lists button is used to administer the list of numbers which are used by the Find Me and Call Me rules

- The Delete Messages on Exit option is not recommended. It permanently deletes any deleted message each time you hang up from your mailbox
- The Save Copies of Messages in Sent Item Folder option is recommended. It provides a copy of messages you create in your mailbox and send to others in your Sent Item folder
- The Playback Date and Time option is not recommended. It provides the date/time a message was received when you are listening to messages. The alternative is to request the date/time when you need to know it rather than having to listen to it for each message

• Please see the Fax Server QRG for details about faxing
Telephone User Interface Options (concluded)

- Use the **Security** tab to change the password used when accessing messages through the Telephone User Interface (TUI)

![Modular Messaging User Properties](image)

- Use the **Personal Distribution List** if desired, otherwise, and as generally preferred, administer mailing lists for both Voicemail and Email using Outlook Contacts

![Modular Messaging User Properties](image)

- Use the **Time Zone** option to modify the Time Zone you are currently working from if different from the system default time

![Modular Messaging User Properties](image)

- Use the **Message Ordering** option to modify the order in which messages are presented using the TUI

![Modular Messaging User Properties](image)

Message Player – Playback Options

- When a voicemail message is selected in Outlook, the Avaya Player is opened
  - Use the up/down arrows to scroll automatically to the next voicemail

![Voicemail Message](image)

- Right-click the PC Icon and select **Telephone** for playback of messages through your phone
  - You must first have administered your telephone as a media option as detailed above under **Desktop User Interface: Media Setup**

![Voicemail Message](image)

Important Phone Numbers

**Customer Care Center** – 404-727-2323