Modular Messaging – Web Subscriber Options
(Notify, Call, & Find) Me and Greetings
Quick Reference Guide (QRG)
Any Telephone – Modular Messaging

♦ This Guide provides administration instructions for Notifications and Call Handling using the Modular Messaging Web Subscriber Options portal
♦ Optionally, If you have Outlook with the Avaya Outlook Thick Client Plug (OTC), you can administer Notifications & Call Handling using Tools/Options/Voice Mail

Accessing the Web Portal
• The Web portal requires Windows Explorer
  If you do not have Windows Explorer, you may use Outlook with the Avaya OTC (see above). If you have neither, please contact the Customer Care Center to have your options administered for you
  If your PC is not connected to the Emory Network, e.g. working from home, you will first have to establish a VPN session to the Emory Network
• Browse to http://mmweb.emory.edu/wso
• Login using:
  • Your 5-digit Voice Mailbox Extension
  • The Telephone Number for Greeting Recording/Playback (Typically your extension)
  • Your Voice Mailbox numeric Password you use when logging in through your phone

Notifications
Notify Me (Automatic & Caller Requested):
• To have a text message sent to a PDA/Cell Phone or Pager when a message is received or to receive an email notification when a caller requests it:
  • Select Notification at the top menu
  • Select Notify Me from the left tree

• Automatic Notification Rules are used to send a text message to a PDA or Pager when a message is received
• A Caller Requested Notification Rule is used to send you an email notification after prompting a caller to request that you are notified
• Callers are played your greeting then prompted:
  (a) “To notify (your name), press (9) now”
  (b) “To use (play Calling Number) press # now. Otherwise enter your phone number followed by a pound
• If you have both Automatic and Caller Requested notification enabled and a caller requests notification as well as leaving a voice mail message, you will get two text messages at your PDA/Pager. First when you receive the email notification and again for the voice mail

Notify Me – Automatic Notification:
• To have a text message sent to a PDA/Cell Phone or Pager when a message is received
  • Select Enable Automatic Notification
  • Select Automatic Notify Me Rule
Notifications (continued)

Notify Me – Automatic Notification:  (concluded)

- Administer the Rule selecting the items for which you wish to be notified:
  - The Schedule
  - Message Type
  - The Importance/Priority of the message that is required before a notification is sent
  - The destination for the Notification
    (a) Email
    For PDA/Cell Phones
    For Pagers with text
    (b) Numeric Only Pager

- Administer:
  - Email/Text Notification Destination
    (a) For SIMON pagers use format xxxxx@simon.eushc.org (xxxxx is Pager ID)
  - Subject to be displayed in the message you receive
  - Message Body selecting the body from the Options list box for information to be supplied in the Notification

- To receive an email notification when a caller requests that you be notified it:
  - Select Enable Caller Requested Notification Rule
  - Administer the Rule as follows:
    - Message Save Option
    - Message Body Options
    - Subject to be displayed in the email notification
  - Do not adjust the To: field information

  - Click OK followed
  - Click Apply when finished

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
  - Select Enable Call Me
  - Click Call Me Rule

- Click OK followed by Schedules if a notification schedule other than Always is needed
- Click Apply when finished
Notifications (continued)

Call Me: (concluded)

- Administer the Rule selecting for the items for which you wish to be called:
  - The types of messages
  - The Importance/Priority of the message that is required before a notification is sent
  - The List of numbers to be used in reaching you
  - The interval the system should wait before calling you and the frequency with which it should retry calling you
- Click Phone Lists to modify the Work list or to create additional lists
- Click Schedules if a notification schedule other than Always is needed
- Click Apply when finished

- When you are called, you will hear some system tones followed by a prompt
  
  “This is a Call Me notification for (your name). If that person is able to answer this call, please press (#). If that person is unavailable or cannot be reached at this number, please press (1). To hear the name again, press (3). To cancel this Call Me rule, press (Star *). To cancel further notifications until you receive a new message, please press (2).”
  
  - If you press (#), the system will prompt you to login to your mailbox. You may then retrieve messages in the normal fashion using the Telephone User Interface (TUI)

Message Waiting Indicator (MWI):

- To administer the Message Types and associated Importance conditions under which your MWI activates
  
  - Select Enable Message Waiting Indicator
  - Select Enable Message Waiting Indicator Rule
  - Click the Message Types and Importance desired

- Click Work to administer the default Phone List
  
  - Modify the default Name (My office) of the number as desired
  - Change the default Number (your extension) as desired
    
    (a) If the number is outside the office telephone system, enter the number as you would dial it from the office with a (9) first followed by the number, e.g. 91234444 or 9200123444
  - Select Call Once to have the system only call you one time at the associated number for each notification
  - Click New List Member to add numbers to the list
  - Click Apply when finished

- Click New Phone List to create lists other than the default Work list
Caller Experience

Find Me:

- To have unanswered calls redirected to a list of telephone numbers before leaving a voice mail:
  - Select Caller Experience at the top menu
  - Select Find Me from the left tree

  Select Enable Find Me
  Click Find Me Rule
  Administer the Schedule as desired
  Administer the Phone List
    - Click Phone Lists

  Administer the Phone List
    - Click Work
    - Modify the list as necessary
      - The telephone number may be entered with digits (0-9, *, #, and comma) without hyphens or spaces. A Comma may be entered after the number followed by an authorization code if the number to be called is a Toll call
      - Select Call Once to be called only one time at the selected number no matter how many calls are simultaneously received. Other calls are held for approximately 20 seconds and then sent to the next number on the list, if any

- The Caller will hear the following prompt
  “We’re trying to locate (Your name). If you want to leave a message for this person, press (Star). Please speak your name at the tone so I that I may say who is calling.”
  - The system waits about 20 seconds for an answer before going to the next number on the list
  - If there is more than one number on the list and a number is either unanswered, the person answering the call presses (2), or hangs up, the system provides the following prompt
    “We’re still trying to locate (Your name). If you want to leave a message for this person press (Star). Please hold.”

- When you are called, you will hear some system tones followed by a prompt
  “This is an automatic voice message system with a call for (Your name) from (Calling Party’s Name). To accept the call, press (#). To decline the call, press (1). If (Your name) is not available, Press (2). To hear the names again, press (3).”
  - Pressing (#) connects you with the caller
  - Pressing (1) sends the caller to voice mail and ends the Find Me process (no more numbers will be called)
  - Pressing (2) causes the next number on the list to be called, if any. Otherwise, it sends the caller to voice mail and ends the Find Me process
  - Pressing (3) causes the caller’s name to be repeated
  - Pressing (0) repeats the entire prompt process
Options Summary

- The Options Summary is a useful way to see all of the Options and Settings you have active and to navigate quickly to them for changes.

- If you want to use the Web Subscriber Options portal to administer your Greetings, use the Your Settings section and click Playback/Record to change the playback/record method to your telephone:
  - Select Telephone and enter the number in the Telephone Number field.
  - In the top menu, select Caller Experience and Greetings.
  - Select the Greeting to be recorded and use the player to control recording and playback.

Important Phone Numbers

Customer Care Center – 404-727-2323