



IP Office

IMS Mailbox User Guide

Table Of Contents

IMS	5
What is Integrated Messaging System?	5
System Limitations	5
User Settings	6
Using Outlook to Handle Voicemail	7
Opening a Voicemail Message	7
Playing a Voicemail Message.....	8
Forwarding a Voicemail Message	8
Deleting a Voicemail Message	9
Index	11

IMS

What is Integrated Messaging System?

IMS is a facility, which enables email users to deal with their voicemail messages through their normal email user interface. When a voicemail message is read, forwarded or deleted either from the email Inbox or by using the phone to access the voicemail mailbox, the messages status is reflected in both the voicemail mailbox and the email Inbox.

In the IMS users email mailbox, voicemail messages are presented in their inbox just like email messages. When a voicemail message is opened, a special form is displayed which enables the user to play back the message through their telephone. The form includes controls to fast forward, rewind, restart, etc.

The voicemail message itself remains in the voicemail mailbox, with the IMS system being used to notify the user of voicemail messages.

If required, the IMS system can be set up by your system maintainer, to send voicemail messages as an embedded or attached WAV file. This allows the message to be played back directly on a PC which has sound capabilities. However this will cause a heavy load on the PC network and Exchange server and so is not recommended. Typically one minute of speech will generate a file requiring about 1Mbyte of storage space.

IMS is supported on both the Avaya INDeX and Avaya IP Office telephone systems. Where applicable feature supported only on a particular telephone system have been indicated.

System Limitations

IMS is supported on several Avaya telephone systems. Contact your System Administrator if unsure about which telephone system you are using.

General Limitations:

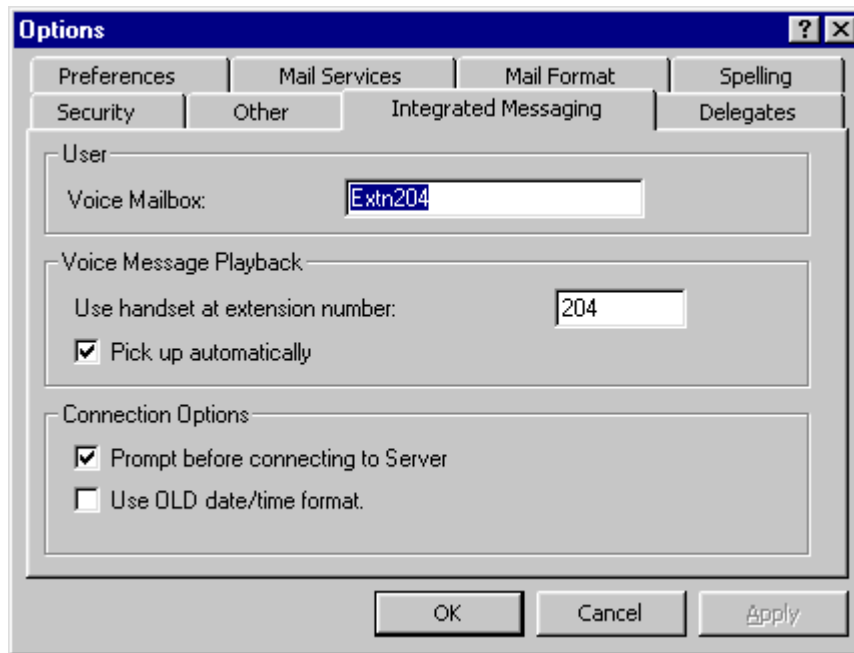
- You cannot playback Voicemail messages to an analogue telephone using the '**Pick up automatically**' facility. Since this is on by default, if you have an analog extension refer to User Settings and ensure that '**Pick up automatically**' is not ticked.
- IMS cannot be used to Save a voicemail message, Compose a new voicemail message, Reply to a voicemail message or add comments to a Forwarded voicemail message.
- Voicemail Messages should not be placed in Public Folders.

INDeX Telephone System Limitations:

- IMS cannot playback Voicemail messages to an extension that has Divert switched on unless an INDeX version of 9.2 or higher is being used.
- A Voicemail Message set as Urgent will loose its Urgent status once it has been read. This reflects the way in which the INDeX Voice Manager operates.

User Settings

Some of your settings can be checked and changed by you if required. To do this select Options from the Tools menu in Outlook, or Exchange Client. In the Options dialogue select the 'Integrated Messaging' tab to see the details.



User section

- **Voice Mailbox:**
This is your voice mailbox name if on an Avaya IP Office telephone system or your mailbox number if on an Avaya INDeX telephone system.

Message Playback section

- **Extension number:**
This specifies the extension number that IMS should use to playback your messages.
- **Pick up automatically:**
When ticked this option allows your phone to be automatically answered whenever you click on the **Play** button. This option cannot be used with analog extensions. If not ticked you will need to answer the phone manually every time the **Play** button is clicked.

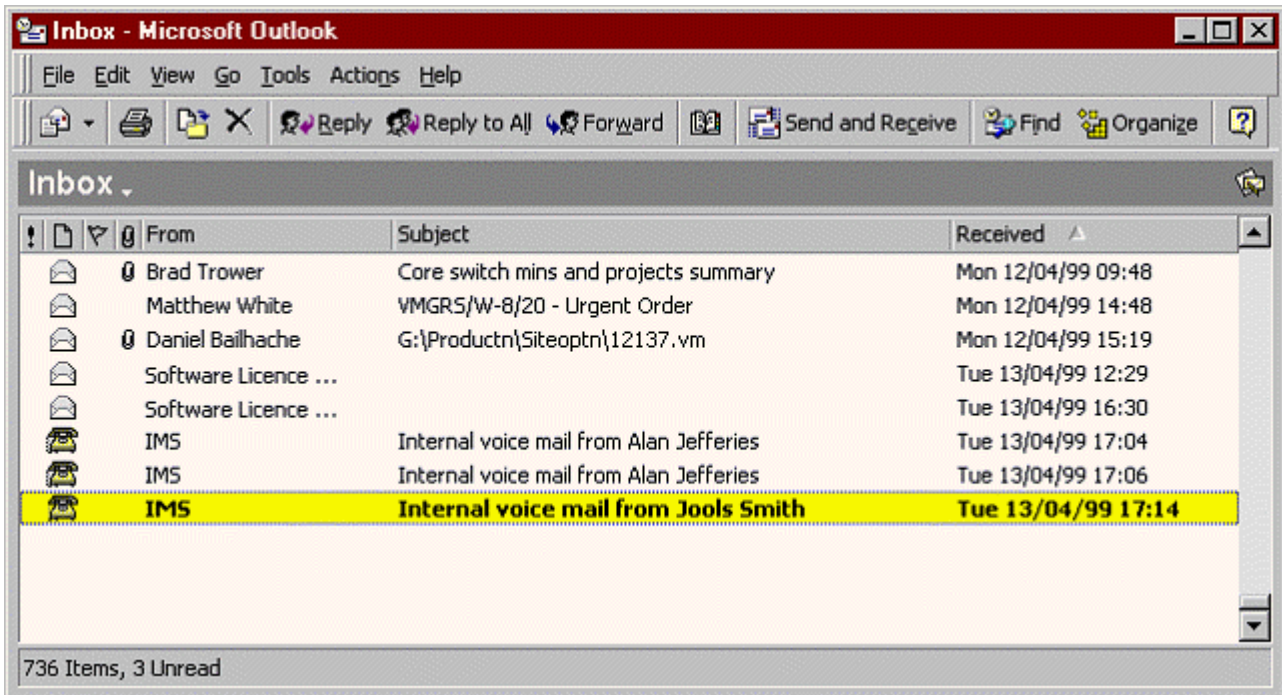
Connection Options

- **Prompt before connecting to Server:**
When selected this option will produce a prompt whenever you start Outlook. You will be able to choose whether to connect to the Integrated Messaging Server or not. This feature is intended for use by laptop users who will not always be in a position to connect to IMS.
- **Use OLD date/time format:**
Used for IMS on older INDeX telephone systems where the time provided is in GMT rather than local time. Not used for IMS on IP Office systems.

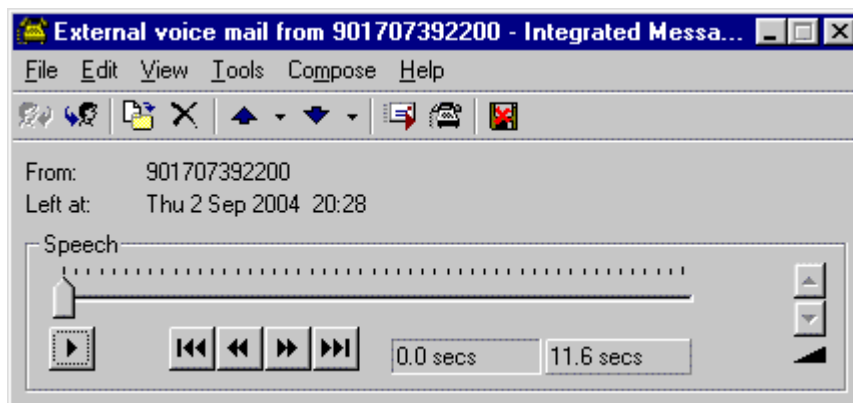
Using Outlook to Handle Voicemail

Opening a Voicemail Message

With IMS software installed on your PC you will find that your Voicemail messages will appear in your Inbox along with your Email messages. A Voicemail message is shown with a telephone icon. To listen to the message open it by double clicking on it.



When a Voicemail message is opened it will be displayed as shown below:



In addition to the controls for playing the message, the following buttons can be used:

- Forward the message.
- Move the message to another email folder. IMS messages should not be moved to public folders.
- Delete the message. This will remove it from both the email mailbox and voicemail mailbox.
- Play messages automatically when opened.
- Call back sender (if number known and available).
- This button indicates that the message is not saved. The voicemail system can removed messages with different statuses after periods set by your system maintainer. Click the button to change the message's status to saved, see below.
- This button indicates that the message is set a saved. If automatic deletion is being used, these messages are normally kept for longer than unsaved messages.

Playing a Voicemail Message

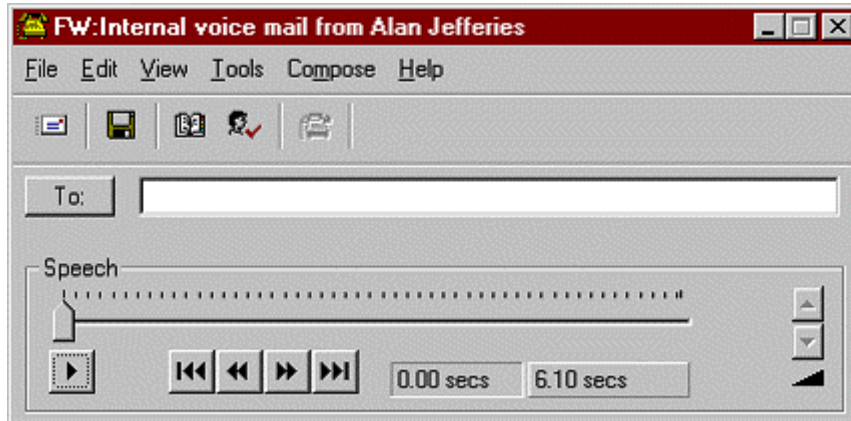
To play the message click on the **Play** (▶) button. The Voice Manager then calls your phone and plays the message to you. On handsfree phones, if you wish to listen to the message in private simply pick up the handset when the phone rings.

If the **Auto Play** button (▶) is enabled, messages are played automatically as soon as the message is opened.

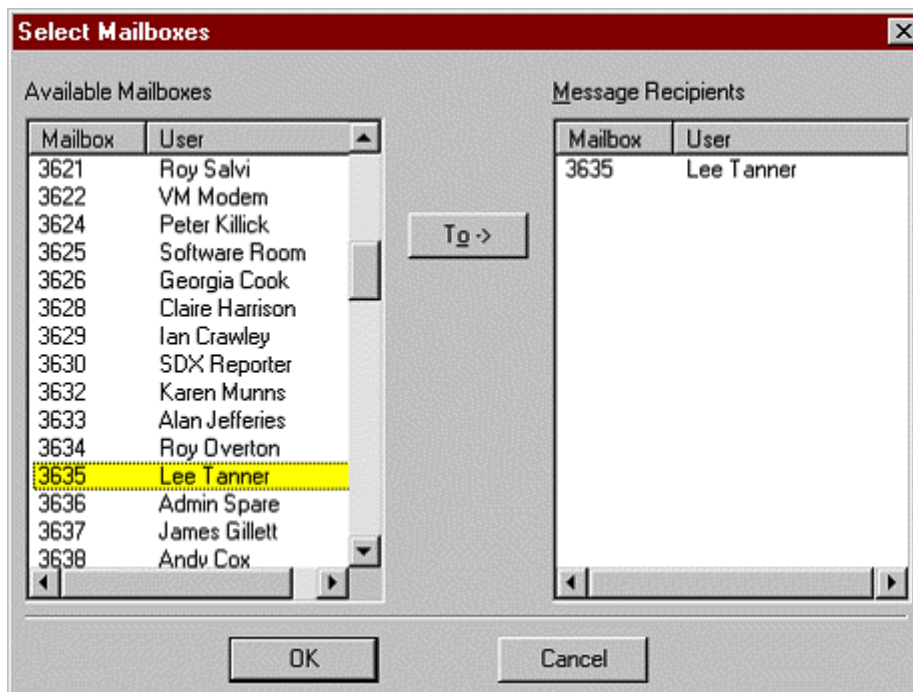
The message playback controls, **Beginning**, **End**, **Rewind** and **Fast Forward** cannot be used while the message is playing. It is necessary to click on the **Stop** button first, reposition the message pointer and then click on **Play** again to continue.

Forwarding a Voicemail Message

A Voicemail message can be forwarded to one or more people. This is achieved in the same way that you would forward an Email message, by clicking on the **Forward** button (▶) in the Inbox window or in the open Voicemail message. When the Forward button is pressed the following dialogue will appear:



To select whom to forward the message to click on the **'To:'** button. The **Select Mailboxes** dialogue is displayed giving you a list of the available Voicemail users that messages can be forward to.



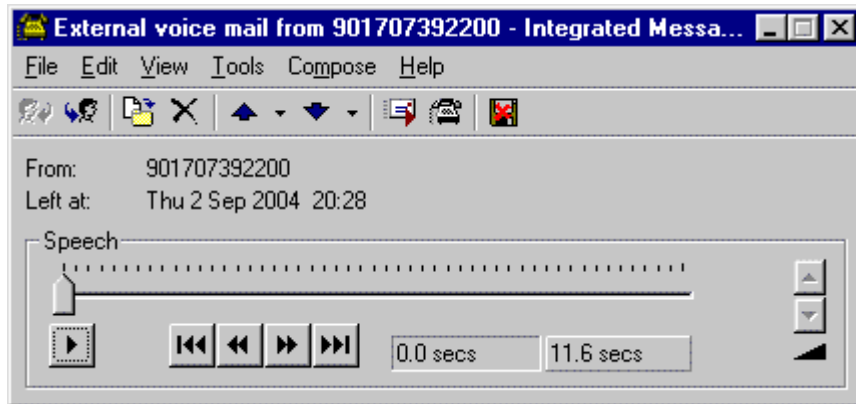
Click on the required user in the **Available Mailboxes** list to highlight them, then click on the **'To ->'** button to copy the user into the **Message Recipients** list. Repeat this for each recipient that you want to add. Once all recipients are listed click on **OK**, this will return you to the message dialogue with the recipients shown in the **'To:'** box.

Once the required recipients are displayed click on the **'Forward'** button (▶) to forward the message to the names listed.

Deleting a Voicemail Message

Deleting a Voicemail message from within Outlook is done in the same way as deleting a normal email message, except that once a voicemail message has been deleted it is permanently removed and cannot be recovered.

To delete a Voicemail message either select the message in the Outlook window and pressing the **Delete** button (X) or key, or by clicking on the **Delete** button (X) in the Voice mail message form. When you delete a voice message in this way you are prompted on whether you are sure that you wish to permanently delete the message.



Index

- A**
 - Access
 - voicemail 5
 - Access 5
 - Analogue 5
 - Auto Play button 8
 - Available Mailboxes list 8
 - Avaya 5
 - Avaya INDeX 5, 6
 - Avaya IP Office 5, 6
- B**
 - Beginning 8
- C**
 - Change
 - message's 7
 - Change 7
 - Clicking
 - Delete button 9
 - Forward button 8
 - Clicking 8, 9
 - Comments
 - Forwarded voicemail 5
 - Comments 5
 - Compose 5
 - Connecting
 - Integrated Messaging Server 6
 - Server 6
 - Connecting 6
 - Connection Options 6
- D**
 - Delete button
 - clicking 9
 - pressing 9
 - Delete button 9
 - Deleting
 - Voicemail 9
 - Voicemail
 - Message 9
 - Deleting 9
 - Divert 5
- E**
 - Email
 - forward 8
 - Email 5, 7, 8, 9
 - Email Inbox 5
 - End 8
 - Exchange 5
 - Exchange Client 6
- F**
 - Fast Forward 8
 - Forward button
 - clicking 8
 - Forward button 8
 - Forwarded voicemail
 - comments 5
 - Forwarded voicemail 5
 - Forwarding
 - Email 8
 - Voicemail Message 8
 - Forwarding 8
- G**
 - General Limitations 5
 - GMT 6
- H**
 - Handsfree 8
- I**
 - IMS 5, 6, 7
 - IMS on IP Office 6
 - Inbox 5, 7
 - Inbox window 8
 - INDeX 5, 6
 - INDeX Telephone System Limitations 5
 - INDeX Voice Manager 5
- Integrated Messaging 6
- Integrated Messaging Server
 - connect 6
- Integrated Messaging Server 6
- Integrated Messaging System 5
- M**
 - Message Playback 6
 - Message Recipients list 8
 - Message's
 - change 7
 - Message's 7
- O**
 - OK 8
 - Opening
 - Voicemail Message 7
 - Opening 7
 - Options 6
 - Outlook 6, 9
 - Outlook window 9
- P**
 - PC 5, 7
 - Pick 5
 - Play button 6
 - Playing
 - Voicemail Message 8
 - Playing 8
 - Pressing
 - Delete button 9
 - Pressing 9
 - Public Folders 5
- R**
 - Reply
 - voicemail 5
 - Reply 5
- Rewind 8
- S**
 - Save
 - voicemail 5
 - Save 5
 - Select Mailboxes 8
 - Server
 - connecting 6
 - Server 6
 - Stop button 8
 - System Administrator 5
 - System Limitations 5
- T**
 - Tools menu 6
- U**
 - Urgent 5
 - Use OLD date/time 6
 - User Settings 6
- V**
 - Voice 9
 - Voice Mailbox 6
 - Voice Manager 8
 - Voicemail
 - access 5
 - Deleting 9
 - Reply 5
 - Save 5
 - Voicemail 5, 7, 8, 9
 - Voicemail Message
 - Deleting 9
 - Forwarding 8
 - Opening 7
 - Playing 8
 - Voicemail Message 5, 7, 8, 9
- W**
 - WAV file 5

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Avaya
Sterling Court
15 - 21 Mundells
Welwyn Garden City
Hertfordshire
AL7 1LZ
England

Tel: +44 (0) 1707 392200

Fax: +44 (0) 1707 376933

Web: <http://www.avaya.com>