



# **IP Office 4.0**

## **IMS Mailbox User Guide**



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# Introduction

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## About this Guide

This guide describes how to use the Integrated Messaging service (IMS) to deal with your voicemail messages through your normal email application. This guide is for anyone who uses the Integrated Messaging service.

This guide assumes that you are familiar with Microsoft Outlook.

Further information about Avaya IP Office is available from [www.avaya.com/support](http://www.avaya.com/support) and also from [www.avaya.com/ipoffice/knowledgebase](http://www.avaya.com/ipoffice/knowledgebase).

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## What is the Integrated Messaging Service?

The Integrated Messaging Service (IMS) enables you to deal with your voicemail messages through your normal email user interface. When you use the telephone to read, forward, or delete a voicemail message from your email inbox or voicemail mailbox, the status of the message is reflected in both locations.

IMS notifies you of new voicemail messages. In your IMS email mailbox, voicemail messages are presented just like email messages. When you open a voicemail message, a special form is displayed which enables you to play back the message through your telephone or preferred media interface, for example PC speakers. The form includes controls to fast forward, rewind, and so on. The voicemail message itself remains in your voicemail mailbox.

If required, the Integrated Messaging Service can be set up by your system administrator, to send voicemail messages as embedded or attached .wav files. This enables you to play back a message on a PC that has sound capabilities.

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## System Limitations

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

### General Limitations:

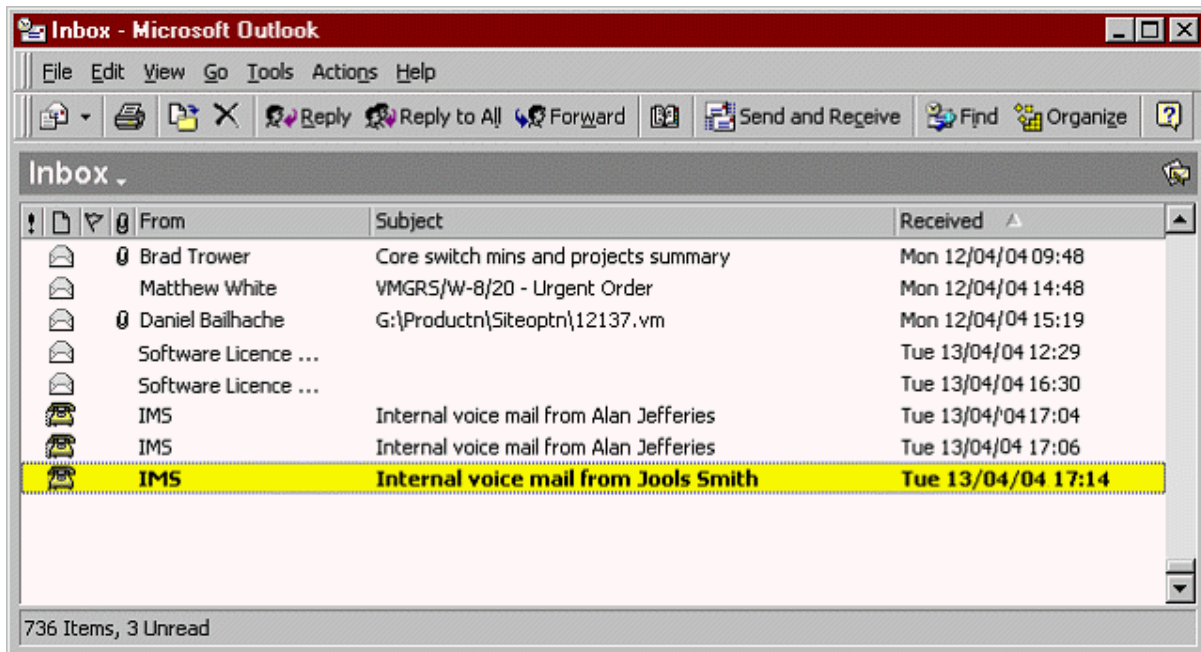
- Sending voicemail messages as embedded or attached .wav files causes a heavy load on the PC network and Exchange server. Therefore this is not recommended. Typically one minute of speech generates a file that requires about 1Mbyte of storage space.
- You cannot play back voicemail messages to an analog telephone using the Pick up automatically facility. Since this is on by default, you need to turn it off. If you have an analog extension, ensure that Pick up automatically is not checked. For information, see Changing IMS Settings.
- IMS cannot be used to:
  - Compose a new voicemail message.
  - Reply to a voicemail message.
  - Add comments to a forwarded voicemail message.
- Voicemail messages should not be placed in public folders.



# Using Outlook to Handle Voicemail

## Opening a Voicemail Message

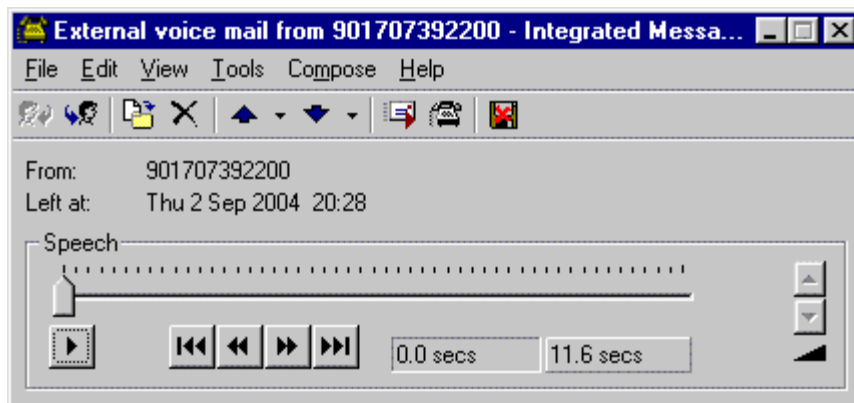
With IMS software installed on your PC your Voicemail messages are displayed in your Inbox along with your email messages. A Voicemail message is indicated by a telephone icon.



To open a message:

1. Double-click the message.

When a Voicemail message is opened it is displayed as shown here:



In addition to the controls for playing the message, the following buttons are available:

- 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.
- Switch between using the telephone or other multimedia output channel, for example PC speakers.
- This button indicates that the message is not saved. The voicemail system can remove messages with different statuses after periods set by your system administrator. Click the button to change the message status to saved, see below.
- This button indicates that the message is set as saved. If automatic deletion is being used, these messages are normally kept for longer than unsaved messages.

## Playing a Voicemail Message

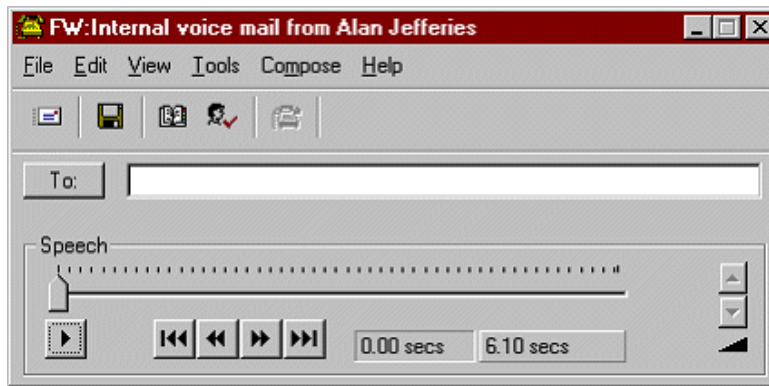
To play a message click the Play (▶) button. The Voicemail system calls your phone and plays the message to you. To listen to a message in private on a handsfree phone, pick up the handset when the phone rings.

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

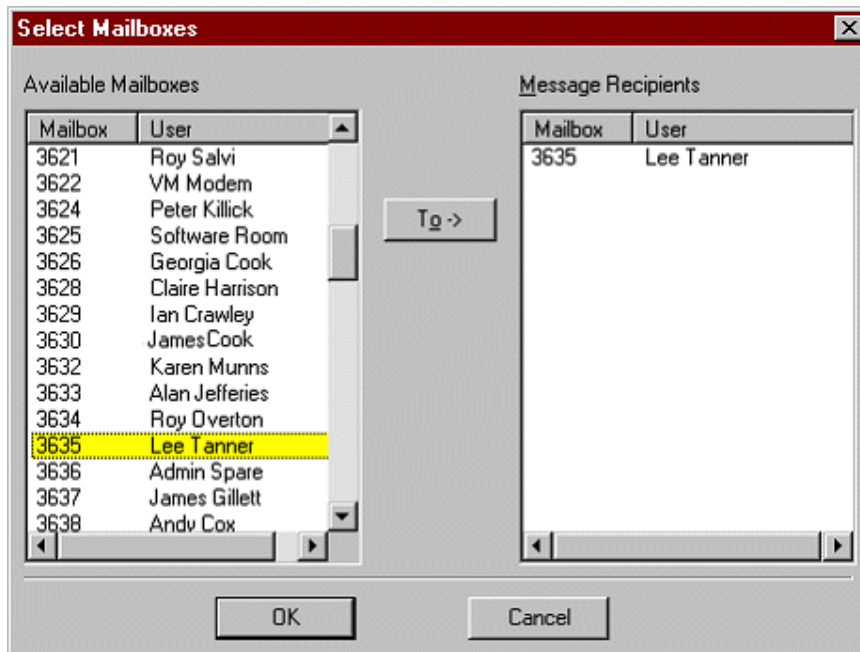
You cannot use the message playback controls, Beginning, End, Rewind and Fast Forward while the message is playing. You must click the Stop button first, reposition the message pointer and then click Play again to continue.

## Forwarding a Voicemail Message

You can forward a voicemail message to one or more people. You do this in the same way as you would forward an email message, that is by clicking on the Forward button (▶) in the Inbox window or in the open Voicemail message. When you press the Forward button the following window is displayed:



To select the recipient of the forwarded message, click the To: button. The Select Mailboxes window is displayed. It displays a list of the available Voicemail users to whom the message can be forwarded.



In the Available Mailboxes list, highlight the name of the required user.

Click the 'To ->' button to copy the user into the Message Recipients list.

Repeat this for each recipient that you want to add.

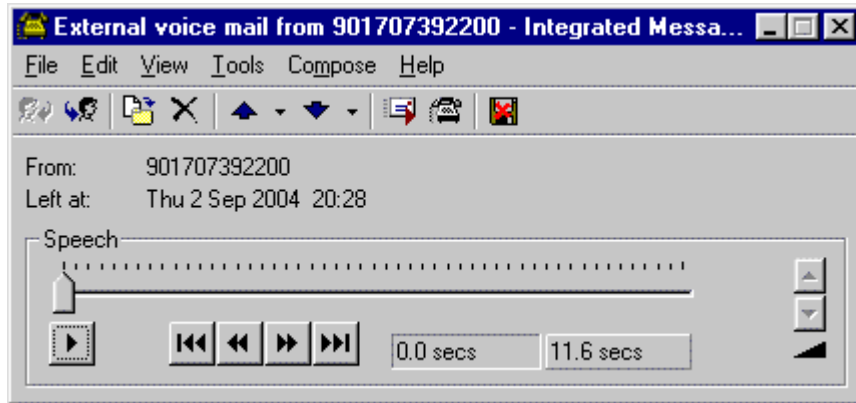
When all recipients are listed, click OK. You are returned to the message window with the recipients shown in the To: box.

When the required recipients are displayed, click the Forward button (▶) to forward the message to the names that are listed.

## Deleting a Voicemail Message

You delete a Voicemail message from Outlook in the same way as you delete a normal email message. The difference is that after 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 press the Delete button (X) or key, or click the Delete button (X) in the Voice mail message window. When you delete a voice message in this way you are prompted to confirm whether you are sure that you want to permanently delete the message.





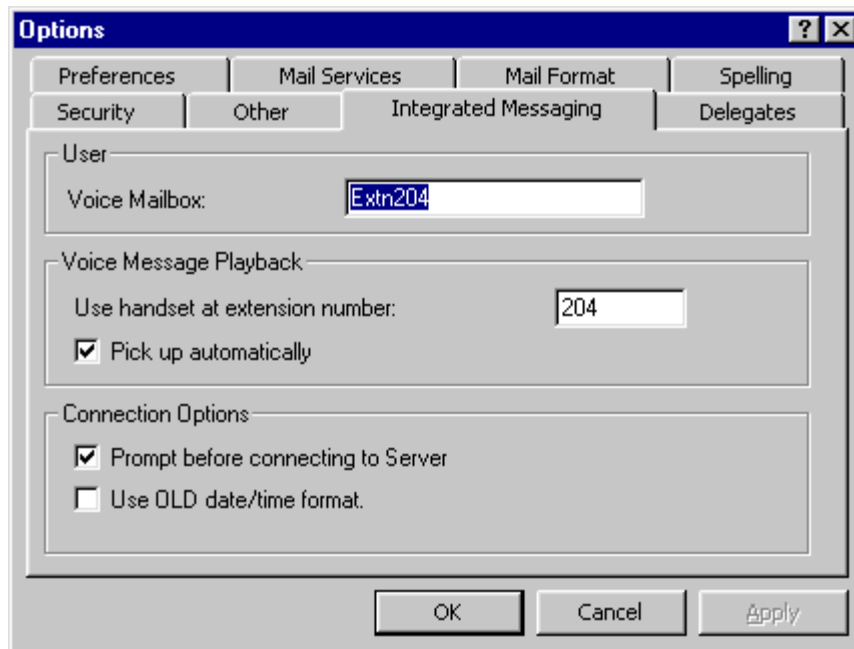
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# IMS Settings

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## Changing IMS Settings

You can check and change some of your IMS settings. To do this select Options from the Tools menu in Outlook, or Exchange Client. In the Options window click the **Integrated Messaging** tab to see the details.



### User section

- **Voice Mailbox**  
This is the name of your voice mailbox. By default it is your extension number.

### Voice Message Playback section

- **Use handset at extension number**  
This specifies the extension number that IMS should use to play back your messages.
- **Pick up automatically**  
When checked, this option allows your phone to be automatically answered whenever you click on the **Play** button. If this option is not checked you need to answer the phone manually every time you click the **Play** button.  
This option cannot be used with analog phones. If you have an analog phone, ensure that **Pick up automatically** is not checked.

### Connection Options Section

- **Prompt before connecting to Server**  
When checked, 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 telephone systems where the time provided is in GMT rather than local time. Not used for IMS on IP Office systems.



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