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Introduction

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.

Voicemail messages can still be handled conventionally using the telephone. IMS gives the added ability to Read, Delete and Forward voicemail messages through the Email interface of Outlook or Exchange Client.

Voicemail messages are presented just like Email messages in the Inbox. When a voicemail message is opened a special form is displayed which enables the user to play back the message on the handset of their telephone. The Voicemail message itself remains in the voicemail mailbox with the IMS system being used to notify the user of new Voicemail messages, allowing them to deal with their messages from within their email Inbox.

When a Voicemail message is Read, Forwarded or Deleted either from the email Inbox or by using the phone its status is reflected in both the voicemail mailbox and the email Inbox.

If required the IMS system can be set up, on a per user basis, to send voicemail messages as a file (.WAV) attached to the Email message notification. 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.

System Limitations

IMS is supported on several Avaya telephone systems. Contact your System Administrator is 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 analogue extension refer to "User Settings" on page 7 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.
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:

![Voicemail Message Interface](image)

- **Copy to folder**
- **Delete**
- **Previous**
- **Next**
- **Auto Play**
- **Forward**
- **Play / Stop**
- **Rewind**
- **Fast Forward**
- **Beginning**
- **End**
- **Position in message**
- **Message Length**
- **Speech**
- **Volume**

1. **File**
2. **View**
3. **Tools**
4. **Options**
5. **Help**

The interface allows you to control the playback of the message, including skipping to the beginning or end, rewinding or fast forwarding, and adjusting the volume.
Playing a Voicemail Message

To play the message click on the Play ((Dictionary) 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 ((Dictionary) 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 (Dictionary) 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 (Dictionary) 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 (×) or key, or by clicking on the **Delete** button (×) 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.
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 Mail Box:**
  This is your voice mailbox name (Avaya IP Office telephone system) or number (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 analogue extensions and should be unticked. 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.
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