AVAYA

Using Avaya Aura® Messaging Web Access

Contents

Chapter 1: Getting started

Avaya Aura® Messaging Web Access

Avaya Aura® Messaging Web Access is a secure web client to access and manage voice mail messages in your Messaging mailbox. Using Messaging Web Access, you can perform the following functions:

- Play voice messages on a telephone or personal computer.
- Record and send voice messages from a telephone or computer.

  > **✳ Note:**
  >
  > To play, record, and send voice messages through your computer, you need a headset or a microphone and speakers.

- Forward voice messages.
- Reply to voice messages.
- Call the sender of a voice message.
- Delete voice messages.
- Record, change, and manage your greetings.
- Change the status and subject of a voice message.
- Edit your mailbox account settings.

Because Messaging Web Access is a secure web client, you cannot:

- Capture and save a copy of a voice message to a file on your computer.
- Send or forward voice messages to local or remote subscribers outside the Messaging system.
- Send or forward voice messages to email addresses.

Requirements

You must get the following:

- An account or mailbox on Messaging 6.3 FP1 or later

- A personal computer with one of the following operating systems:
  - Microsoft® Windows® 7 or later
  - Apple Mac OS X 10.7 or later
- One of the following web browsers:
  - Microsoft® Windows® Internet Explorer 9 or later
  - Mozilla Firefox 30 or later
  - Google Chrome 35 or later
  - Apple Safari 6 or later
- Adobe Flash Player 14 or later
- A headset or a microphone and speakers for playing and recording voice messages from your computer.

Logging in to Messaging Web Access

Before you begin

- Ensure that your computer meets the Messaging Web Access requirements. For more information, see Requirements on page 5.
- The URL for Messaging Web Access is:
  https://aam01.msu.montana.edu:10100
- Get the mailbox and password of your Messaging account.
- Initialize your mailbox using a phone. For more information, see *Using Avaya Aura® Messaging* on the Avaya Support website: http://support.avaya.com/.

😊 **Note:**

- To use Messaging Web Access, the system administrator must enable Messaging Web Access for your mailbox.
- If you are unable to gain access to the URL for Messaging Web Access, contact the IT Service Desk at 994-1777 or helpdesk@montana.edu.

❗ **Important:**

- You must not log in to your Messaging account simultaneously with Messaging Web Access and the telephone user interface (TUI).
- You can log in to Messaging Web Access when the Messaging storage server is offline, but cannot send or receive messages.

Procedure

1. Using any of the supported operating systems and browsers, go to the Messaging Web Access address https://aam01.msu.montana.edu:10100.

The system displays the Welcome dialog box.

2. In the **Mailbox** field, type your mailbox number.

3. In the **Password box** field, type your password.

4. If you want to log in to Messaging Web Access without entering your mailbox number and password for the next 8 hours, select **Remember me**.

   ✳ **Note:**

   - To use the **Remember me** option, the system administrator must enable the option for your mailbox.

   - The system administrator can change the number of hours after which the Messaging Web Access session expires. The default number of hours is 8 hours.

5. Click **Log in**.

   The system displays the Avaya Aura® Messaging Web Access Messages page.

Welcome field description

Name	Description
Mailbox	The Messaging mailbox number is your Messaging telephone number.
Password	The Messaging password.
Remember me	The system remembers your Messaging Web Access login credentials for the next 8 hours.

Avaya Aura® Messaging Web Access Messages view

Use this page to view and manage your voice messages.

After logging into Messaging Web Access, for every voice message you receive, the system displays a notification at the bottom of the Messages page.

✳ **Note:**

Microsoft® Windows® Internet Explorer 9 does not display the new message notifications if the Messaging Web Access browser is inactive.

The top of the page displays one of the following connection status of Messaging Web Access.

- Connected: Indicates that Messaging Web Access can connect to the Messaging system notification server and is receiving updates from the Messaging system.

• Disconnected: Indicates that Messaging Web Access cannot gain access to the Messaging system notification service.

> **❗ Important:**
>
> You can not receive or send messages in Disconnected state.

> **✳ Note:**
>
> Messaging Web Access tries to gain access to the Messaging system notification server every 60 seconds until it connects successfully. If Messaging Web Access cannot gain access to the Messaging system notification server for an extended time, contact your system administrator.

Messages field description

Name	Description
From	The name of the sender of a voice message. Sorts the messages by sender in ascending or descending order.
Subject	The information about a voice message. For example, this field displays the name and telephone number of the sender of a message. Sorts the messages by subject in ascending or descending order.
Received	The date and time of reception of a voice message. Sorts the messages by date and time in ascending or descending order.
Duration	The duration of a voice message including all attachments. Sorts the messages by duration in ascending or descending order.

Icon description

Icon	Name	Description
▶	**Flag**	The voice message tags are, Broadcast, Private (🔒), or Important (⚠). Sorts the messages based on tagged or untagged.
🗑	**Delete**	Deletes a voice message.

Button description

Name	Description
Messages	Displays the Messaging Web Access Messages page and a list of voice messages.
Preferences	Displays the Avaya Aura® Messaging User Preferences page to customize the settings of your Messaging account.
Compose	Records a new voice message to send to the appropriate people.
Reply	Records and sends a reply voice message to the sender of a voice message.
Reply all	Records and sends a reply voice message to all addressees of a voice message.

Name	Description
Forward	Forwards a voice message to other people. You can also record and send a new message with a forwarded message.
Play message	Plays a voice message. You can specify whether you want to play a message using computer or telephone.
Call sender	Calls the sender of a voice message.

Playback devices

Messaging Web Access plays a voice message on a personal computer or on a telephone. You can select your playback device while performing any of the following functions :

- Composing a new message.
- Playing a message.
- Forwarding a message.
- Replying a message.

The available playback options are:

- **Play/record through desktop**: Messaging Web Access plays all your voice messages on your desktop. **Play/record through desktop** is the recommended option to gain access to all Messaging Web Access functions and for the better user experience.

- **Play/record through telephone**: Messaging Web Access plays all your voice messages on your phone. Depending on the function you perform, the system displays the following dialog boxes with the User Preference configuration for your Messaging account:

  - **Play on Phone**
  - **Voice Reply**
  - **Voice Forward**
  - **Voice Compose**
  - **Call Sender**

The dialog boxes prompt you to specify your telephone number.

To prevent the display of the dialog boxes, select the **Always use this phone** option on the **General** tab in User Preferences.

When using the telephone as your default playback device, you must log in to your Messaging mailbox using the telephone user interface (TUI).

Changing the default playback device

About this task

You can change the default playback device from any of the following buttons on the Messages page.

- **Play message**
- **Reply**
- **Reply all**
- **Forward**
- **Compose**

Procedure

1. On the Messages page, select a voice message and then click the appropriate button. Alternatively, you can right-click the voice message and select the function from the menu.

   Based on the button you click to perform a function, the system displays a dialog box, where you can select your default device.

2. Click the **Communication type** icon at the top of the dialog box.

   The system displays the following options:

   - **Play/record through telephone**
   - **Play/record through desktop**

3. Select the playback device you prefer.

   The system changes the **Communication type** icon based on your selection.

Logging out of Messaging Web Access

Procedure

At the top of the Avaya Aura® Messaging Web Access window, click **Log out**.

Chapter 2: Working with messages

Managing messages

On the Messages webpage you can perform any of the following functions:

- Listen to a voice message through your personal computer or a telephone.
- Forward a voice message to other Messaging users.
- Reply to the sender or all Messaging users to whom the selected voice message is addressed.
- Delete a voice message.
- Call the sender of a voice message.

⊛ **Note:**

- After selecting a message you can play, replay, forward, delete, or call the sender of that message.
- You must have a voice message from a Messaging user in your mailbox before you can play, replay, forward, delete, or call the sender of that message.

Listening to a message

Before you begin

You must have a voice message from a Messaging user in your mailbox.

Procedure

1. On the Messages page, click the voice message that you want to play, and then click **Play message**.

   Alternatively, you can perform any of the following steps:

   - Right-click the voice message that you want to play, and click **Play message** from the pop-up menu.
   - Double-click the voice message that you want to play.

   The system displays the Play message dialog box, and your default device.

2. Depending on the **Communication type**, Messaging performs one of the following tasks.

   - Plays the message on computer.
   - The system displays Play on Phone dialog box.

3. In the Play on Phone dialog box, click **Call**.

   To play voice messages on a telephone, you must specify the appropriate telephone number.

   Messaging calls your phone.

4. When your telephone rings, lift the receiver and log in to your mailbox.

   Messaging plays the message.

   🛈 **Important:**

   After listening to the message and hanging up the receiver, you must close the Play on Phone and Play message dialog boxes.

Preserving a message

About this task

Use this procedure to restart the retention timer and preserve a message before Messaging automatically deletes the message.

Procedure

1. In the Play message dialog box, click [...] **More options**.

   The system displays the following options:

   • **Call sender**

   • **Preserve**

2. Click **Preserve**.

   The system retains the message by restarting the retention timer.

Play message field description

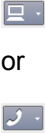| Name	Description
Received	The date and time when you received the selected voice message.
From	The name of the person who sent the selected voice message.
To	The name of the receiver of the voice message.
Subject	The subject of this voice message. You can change the subject information for any message, except broadcast messages and delivery status notifications.

Button description

Button	Name	Description
⚪━━━━	Message play slider	Plays the part of a message that you select using the slider. You can move the slider right or left to play an earlier or a later part of a message.
▶	Play	Plays a voice message.

Button	Name	Description
	Pause	Pauses the voice message that you are playing.
	Stop	Stops playing the voice message.
	Volume control slider	Increases or decreases the volume of the playing message.

Icon description

Icon	Name	Description
	Number of recordings	If a voice message has multiple recordings, the number of recordings displays at the top of the dialog box. You can click the left arrow or the right arrow to select the message that you want to play.
	Delete	Deletes a voice message.
	Reply	Records and sends a reply to the person who sent you the selected voice message.
	Reply all	Records and sends a reply to all Messaging users addressed on a voice message.
	Forward	Forwards the selected voice message to other Messaging users. You can also record and send a new message with the forwarded message.
	More options	Displays the following options: • **Call sender**: Calls the sender of the voice message. • **Preserve**: Restarts the retention timer and preserves a message before Messaging automatically deletes the message.
or	Communication type	Specifies the device to record and listen to the voice message. The options are: • **Play/record through desktop** • **Play/record through telephone** The system displays the icon corresponding to your selection.

Replying to a message

Replying to a message using a personal computer

Procedure

1. On the Messages page, click a voice message.
2. Select either **Reply** or **Reply all**.

Alternatively, you can right-click the voice message and select the function from the menu.

The system displays the RE: dialog box.

3. Click **Start recording** to record a voice message. Alternatively, you can click **Re-record** to re-record your voice message.

You can perform the following tasks:

- Click **High importance** to set the priority status of a voice message.

- Click **Private** to set the privacy status of a voice message.

4. Click **Send**.

Replying to a message using a telephone

Procedure

1. On the Messages page, click a voice message.

2. Select **Reply**.

Alternatively, you can right-click the voice message and select the function from the menu.

The system displays the RE: dialog box.

3. Click **Call**.

Messaging displays the Voice Reply dialog box.

4. Click **Call**.

Messaging calls your telephone.

5. When your telephone rings, lift the receiver and log in to your mailbox. Use the appropriate TUI commands to perform the following tasks:

- Record your voice message using the telephone user interface (TUI).

- Re-record your voice message.

- Select the recipients for your voice message.

- Set the priority status of the voice message.

- Set the voice message as private.

6. Send the message using the appropriate TUI command.

> **Important:**
>
> After sending the message and hanging up the receiver, you must close the Voice Reply and RE: dialog boxes.

Reply field description

Name	Description
To	The name or mailbox number of the person to whom you want to send the voice message. By default, this field displays the name of the sender.

Name	Description
	You can remove a person from the To list by clicking **X** for that person.
Subject	The subject of the voice message. You can change the subject of a voice message.
High importance	The priority status of a voice message. You can assign **High importance** as the priority status of a voice message.
Private	The privacy status of a voice message. You can mark the voice message as private.
Send	Sends the recorded voice message to the specified person.

Icon description

Icon	Name	Description
or	Communication type	Specifies the device to record and listen to the voice message. The options are: • **Play/record through desktop** • **Play/record through telephone** The system displays the icons corresponding to your selection.
	Add recipient	Adds recipients. The system displays the Choose a Contact dialog box. You can select a contact from the Enterprise contacts or Personal distribution list.
	Start recording	Records a voice message through your personal computer. The system displays **Adobe Flash Player Settings** dialog box and prompts you to confirm that you are using microphone. In the **Adobe Flash Player Settings** dialog box, click **Allow**. Speak your voice message into your microphone. When you finish, click **Stop** or remain quiet. The recording stops after 4 seconds of silence. After the recording stops, the system plays your voice message.
	Stop recording	Stops recording your voice message.

Button description

Button	Name	Description
	Message play slider	Plays the part of a message that you select to play. You can move the slider right or left to play an earlier or a later part of a message.
	Re-record	Re-records your voice message.
	Play	Plays the voice message you recorded.
	Pause	Pauses the voice message you are playing.

Button	Name	Description
	Stop	Stops playing the voice message.

Forwarding a message

Forwarding a message using a personal computer

About this task

You cannot forward private messages.

Procedure

1. On the Messages page, select a message and then click **Forward**. Alternatively, you can right-click the message that you want to forward and click **Forward**.

   The system displays the FW: dialog box.

2. Type the name or the extension of the person to whom you want to forward the message, and click **Add recipient**.

   The system displays the Choose a Contact dialog box.

3. Select the contact, and click **OK**.

4. Click **Start recording** to record a voice message. Alternatively, you can click **Re-record** to re-record your voice message.

   You can perform the following tasks:

   • Click **High importance** to set the priority status of the voice message.
   • Click **Private** to set the privacy status of the voice message.

5. Click **Send**.

Forwarding a message using a telephone

About this task

You cannot forward private messages.

Procedure

1. On the Messages page, select a message and then click **Forward**. Alternatively, you can right-click the message that you want to forward, and click **Forward**.

   The system displays the FW: dialog box.

2. Click **Call**.

   Messaging displays the Voice Forward dialog box.

3. Click **Call**.

   Messaging calls your telephone.

4. When your telephone rings, lift the receiver and log in to your mailbox. Use the appropriate TUI commands to perform the following tasks:

    - Record your voice message using the telephone user interface (TUI).

    - Re-record your voice message.

    - Select the recipients for your voice message.

    - Set the priority status of the voice message.

    - Set the voice message as private.

5. Send the message using the appropriate TUI command.

    > ⓘ **Important:**

    > After sending the message and hanging up the receiver, you must close the Voice Forward and FW: dialog boxes.

Forward page description

Name	Description
To	The name or mailbox number of the person to whom you want to send the voice message. By default, this field displays the name of the sender.
	You can remove a person from the To list by clicking **X** for that person.
Subject	The subject of this voice message. You can change the subject of a voice message.
High importance	The priority status of the voice message. You can assign **High importance** as the priority status of a voice message.
Private	The privacy status of a voice message. You can assign a voice message with Private status.
Send	Sends the recorded voice message to the specified person.

Icon description

Icon	Name	Description
or	**Communication type**	Specifies the device to record and send the voice message. The options are: • **Play/record through desktop** • **Play/record through telephone** The system displays the icons corresponding to your selection.
	Add recipient	Add recipients. The system displays the Choose a Contact dialog box. You can select a contact from the Enterprise contacts or Personal distribution list.
	Start recording	Records a voice message through a personal computer.

Icon	Name	Description
		The system displays **Adobe Flash Player Settings** dialog box and prompts you to confirm that you are using microphone. In the **Adobe Flash Player Settings** dialog box, click **Allow**. Speak your voice message into your microphone. When you finish, click **Stop** or remain quiet. The recording stops after 4 seconds of silence. After the recording stops, the system plays your voice message.
	Stop recording	Stops recording your voice message.

Button description

Button	Name	Description
	Message play slider	Plays the part of a message that you select to play. You can move the slider right or left to play an earlier or a later part of a message.
	Re-record	Re-records your message.
	Play	Plays the message you recorded.
	Pause	Pauses the message you are playing.
	Stop	Stops playing the voice message.

Choose a Contact field description

Name	Description
Contact	The name or telephone number of the contact that you want to find.
View	The search locations. The options are: • **Enterprise contacts** • **Personal distribution list**
First name	The first name of the contact that matches your search criteria.
Last name	The last name of the contact that matches your search criteria.
Display name	The display name of the contact that matches your search criteria.
Mailbox	The mailbox number of the contact that matches your search criteria.
TO	The name and the mailbox number of the selected contact. This contact is the receiver of the voice message.

Icon description

Icon	Name	Description
	Search	Searches for the information specified in the Contact box.

Composing a new message

Composing a new message using a personal computer

Procedure

1. On the Messages page, click **Compose**.

   The system displays the Compose New Message dialog box.

2. Type the name or the extension of the person to whom you want to send the message, and click 📇 **Add recipient**.

   The system displays the Choose a Contact dialog box.

3. Select the contact, and click **OK**.

4. Click 🔴 **Start recording** to record a voice message. Alternatively, you can click **Re-record** to re-record your voice message.

   You can perform the following tasks:

   • Type a subject of the voice message in the **Subject** field.
   • Click **High importance** to set the priority status of the voice message.
   • Click **Private** to set the privacy status of the voice message.

5. Click **Send**.

Composing a new message using a telephone

Procedure

1. On the Messages page, click **Compose**.

   The system displays the Compose New Message dialog box.

2. Click **Call**.

   Messaging displays the Voice Compose dialog box.

3. Click **Call**.

   Messaging calls your telephone.

4. When your telephone rings, lift the receiver and log in to your mailbox. Use the appropriate TUI commands to perform the following tasks:

   • Record your voice message using the telephone user interface (TUI).
   • Re-record your voice message.
   • Select the recipients for your voice message.
   • Set the priority status of the voice message.
   • Set the voice message as private.

5. Send the message using the appropriate TUI command.

> 🛈 **Important:**
>
> After sending the message and hanging up the receiver, you must close the Voice Compose and Compose New Message dialog boxes.

Compose New Message page description

Name	Description
To	The name or mailbox number of the person to whom you want to send the voice message. You can remove a person from the To list by clicking **X** for that person.
Subject	The subject of the voice message. You can change the subject of a voice message.
High importance	The priority status of the voice message. You can assign **High importance** as the priority status of a voice message.
Private	The privacy status of the voice message. You can mark the voice message as private.
Send	Sends the recorded voice message to the specified person.

Icon description

Icon	Name	Description
🖥 or ☎	**Communication type**	Specifies the device to record and listen to the voice message. The options are: • **Play/record through desktop** • **Play/record through telephone** The system displays the icons corresponding to your selection.
👤	**Add recipient**	Adds recipients. The system displays the Choose a Contact dialog box. You can select a contact from the Enterprise contacts or Personal distribution list.
🔴	**Start recording**	Records a voice message through your personal computer. The system displays **Adobe Flash Player Settings** dialog box and prompts you to confirm that you are using microphone. In the **Adobe Flash Player Settings** dialog box, click **Allow**. Speak your voice message into your microphone. When you finish, click **Stop** or remain quiet. The recording stops after 4 seconds of silence. After the recording stops, the system plays your voice message.
⏹	**Stop recording**	Stops recording your voice message.

Button description

Button	Name	Description
	Message play slider	Plays the part of a message that you select to play. You can move the slider right or left to play an earlier or a later part of a message.
	Re-record	Re-records your voice message.
▶	Play	Plays the voice message you recorded.
❚❚	Pause	Pauses the voice message you are playing.
■	Stop	Stops playing the voice message.

Deleting a message

Procedure

On the Messages page, perform one of the following steps:

- Click 🗑 **Delete** associated with the message that you want to delete.
- Click the voice message that you want to delete, and then click 🗑 **Delete** or press the **Delete** key on the keyboard.
- Right-click the voice message that you want to delete, and click **Delete**.
- Double-click the voice message that you want to delete. The system opens the Play message dialog box. Click 🗑 **Delete** .

The system deletes the selected voice messages from your mailbox.

Deleting multiple messages

Procedure

On the Messages page, press and hold the **Control** key on the keyboard, and click each voice message that you want to delete. When you finish selecting the voice messages, perform one of the following steps:

- Click 🗑 **Delete** or press the **Delete** key on the keyboard.
- Right-click one of the selected voice messages, and click **Delete**.

The system deletes the selected voice messages from your mailbox.

Changing the status of a message

About this task

Use this procedure to change the status of a voice message in your mailbox. Each voice message in your mailbox has a status of **played** or **unplayed**. When you receive a new voice message, Messaging Web Access displays the information for that message in **bold** font. The bold font indicates that you have not yet listened to or played this message. The status of this voice message is **unplayed.** After you play the voice message, the status of this message then changes to **played**.

Procedure

1. On the Messages page, right-click the voice message whose status you want to change .

2. From the pop-up menu, select the appropriate status option. The options are:

   • **Mark as unplayed**

   • **Mark as played**

Changing the subject of a message

Procedure

1. On the Messages page, right-click the voice message.

2. From the pop-up menu, click **Edit subject**.

   The system displays the **Change subject** dialog box.

3. In the **Change to** field, specify the new subject.

4. Click **Save**.

Calling the sender of a message

Procedure

1. On the Messages page, select a voice message, and then click **Call sender**.

   Alternatively, you can perform any of the following tasks:

   • Right-click the voice message, and then click **Call sender** from the pop-up menu.

   • Double-click the voice message. The system opens the Play message dialog box. Click **More options,** and then click **Call sender** from the list.

   Messaging displays the Call Sender dialog box.

2. Complete the phone details, and click **Call**.

   Messaging calls your telephone.

3. When your telephone rings, lift the receiver and log in to your mailbox.

   Messaging calls the voice message sender.

   ✱ **Note:**

   While listening to a voice message on Messaging Web Access on your desktop if you click **Call Sender**, the message continues to play even as Messaging calls the sender. To stop the voice message, press **Stop** or **Pause.** Or you can wait for the voice message to finish playing.

❗ Important:

After calling the sender and hanging up the receiver, you must close the Call Sender dialog box.