

Lucent Technologies
Bell Labs Innovations



Message Manager
QUICK REFERENCE GUIDE



MESSAGE MANAGER BASICS

MEDIA COMPONENTS

You can include the following types of media in Message Manager messages.



Create, send, receive, and store **voice messages**.



Create, send, receive, and store **faxes**.



Create, send, receive, and store **text** messages.



Attach, send, and receive multiple **binary files**.

FOLDERS AND STORAGE SPACE

Messages in your Personal folders, Workbench, and Wastebasket are located on your PC. All the other folders and the messages they contain are located on the AUDIX server.

You control the messages stored on your PC. Messages stored on the server decrease your available mailbox storage space and will be deleted after a time determined by your AUDIX administrator.



GETTING HELP AND ADDITIONAL INFORMATION

For task-based online help, select **Contents** from the Help menu, click the **Help** button, or press **F1**.

MESSAGE MANAGER QUICK STEPS



CREATING A MESSAGE

1. Click the **Create a Message** button.
2. In the **Subject** field, enter a brief description, if you wish.
3. In the **Enter Address** field, type the name or telephone number of a recipient, and press **Enter**. Repeat for each recipient.
4. Click the component you want to include. (See *Media Components* above.)
5. Click **Send**, **Schedule Delivery**, **Save in Workbench**, or **Cancel**.



PLAYING OR VIEWING A MESSAGE

1. Click any folder to see a list of messages.
2. Select the message description to highlight it.
3. Click the component you want to play or view. (See *Media Components* above.)

For voice messages, the message plays. For text or fax messages, the viewer displays. For file attachments, the Attached file(s) dialog box displays.



REPLYING TO A MESSAGE

1. Click the **Reply to Sender** button.
2. On the **Create Message** screen, select which original components to include in your reply.
3. Follow the *Creating a Message* steps.



FORWARDING A MESSAGE

1. Click the **Forward Message** button.
2. On the **Create Message** screen, the original components are selected to forward. You may de-select one or more components.
3. Follow the *Creating a Message* steps.



CREATING A FAX

This feature may not be available on all systems. Contact your system administrator if you have questions.

Although Message Manager receives, sends, and stores faxes, new faxes are created in other Windows applications that have print capabilities.

1. Use any other Windows application to create the document you want to fax.
2. On the application's **File** menu, select **Print**.
3. In the Print dialog box, select the **Message Manager Fax Print Driver**, and click **OK**.
The Message Manager application launches.
4. Follow the *Creating a Message* steps.



CHANGING YOUR PERSONAL GREETINGS

1. Click the **Manage Personal Greetings** button.
2. On the **Personal Greetings** screen, click the button next to the greeting you want to change.
3. When the audio palette displays, record the new greeting.
4. Type a description for the greeting, and click **OK**.



CHECKING THE STATUS OF OUTGOING MESSAGES

1. Click the **Outgoing** folder to see a list of the messages sent from your AUDIX account.
The Status column indicates whether each message is Scheduled, Delivered, Accessed, or Failed.
2. Double-click any message to view or print the Message Delivery Report.



USING THE WORKBENCH FOLDER

If you begin to create a message but want to finish it later, save it to the **Workbench** folder. If you lose your AUDIX connection while creating a message, the message is automatically saved to the **Workbench** folder.

1. Click the **Workbench** folder to see a list of saved messages.
2. Select the message you want to edit or send.
3. Click the **Edit Workbench Messages** button.
4. Follow the *Creating a Message* steps.

BENEFITS OF MESSAGE MANAGER RELEASE 4.5

More flexibility

Message Manager is now designed specifically for Windows '95 and Windows NT. You can use the right mouse button to access mini-menus of common tasks, roll the cursor over buttons and messages for immediate help, and use long file names for attached files.

Enhanced fax features

With these great new fax features you can send a fax to many recipients with a personalized cover page for each person, forward selected pages of a multipage fax, and customize the default cover page with your company's name and logo.

Easier to use

Now you can quickly change Message Manager settings on the Options form, print text messages and faxes with the Quick Print button, and change the names of Personal Folders just by clicking on them.

Send multiple Workbench messages

If you're working offline, you can create several messages, store them in your **Workbench** folder, and then send them all at once next time you log in.



SITE-SPECIFIC INFORMATION

Contact your system administrator for this information.

AUDIX Server ID _____

Extension _____

Default Password _____

Fax Prefix _____

Help Number _____

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