



Visual Desktop Messaging Suite

Manage messages in your

INTUITY™ AUDIX® mailbox—on any computer

With today's flood of messages—voice mail, e-mail, fax, and more—message management takes an ever-growing amount of time, and essential communication can get lost in the clutter.

The Visual Desktop Messaging Suite is the perfect solution. The Suite combines two powerful desktop clients in one package, providing flexibility for your users and for your enterprise. The Suite includes Avaya INTUITY™ Message Manager, allowing users to visually manage and prioritize messages in their multimedia INTUITY AUDIX mailbox via their PC desktops, and [www.messenger™](#), enabling web browser-based message management via IP networks.

The Visual Desktop Messaging Suite bridges voice and data networks to optimize your communications effectiveness. With your existing INTUITY AUDIX message servers and PBX, you can evolve towards unified messaging, providing access to voice and fax messages as well as e-mail in an INTUITY messaging mailbox through either telephone or desktop interfaces. The Suite also gives users the opportunity to manage e-mail messages concurrently with voice and fax messages, depending on your overall messaging communication environment.

The Visual Desktop Messaging Suite increases productivity throughout your organization. Employees spend less time managing messages and information, and more time on important business. Employees can access and identify urgent or important messages faster, and respond sooner.





The applications in the Visual Desktop Messaging Suite are easy to deploy and manage, setting up in minutes and allowing end users to perform most common messaging and administration functions. In addition you can count on the kind of implementation support and long-term service only Avaya and our partners can offer.

A complete solution for more effective, efficient message management

The Visual Desktop Messaging Suite includes:

- **INTUITY Message Manager software** extends all the features and functionality of your messaging system from the telephone to a visual interface on the desktop. It offers a robust set of user options and is ideal for users who primarily work in an office.
- **www.messenger software** allows your users to access and manage their messages through a web browser from a mix of computers. It is ideal for organizations with mixed computing environments, for enterprises that are standardizing applications on their IP networks instead of the desktop, and for supporting mobile workers.
- **Client licenses** allow you to deploy both products throughout your organization.



Using the applications in the Suite, on one computer screen, you can:

- Access and manage voice and fax messages as well as e-mail from anywhere
- View a clearly organized summary of all your messages and system broadcasts
- Point and click to hear, prepare, and address voice messages
- Privately view and send fax messages as well as e-mail
- Add voice message annotations to fax messages and e-mail
- Move voice and fax messages from the mailbox to your hard drive for long-term archiving
- Perform key mailbox administration functions
- Add subject line to voice and fax messages as well as e-mail

On your networked computers, you can also use Message Manager to:

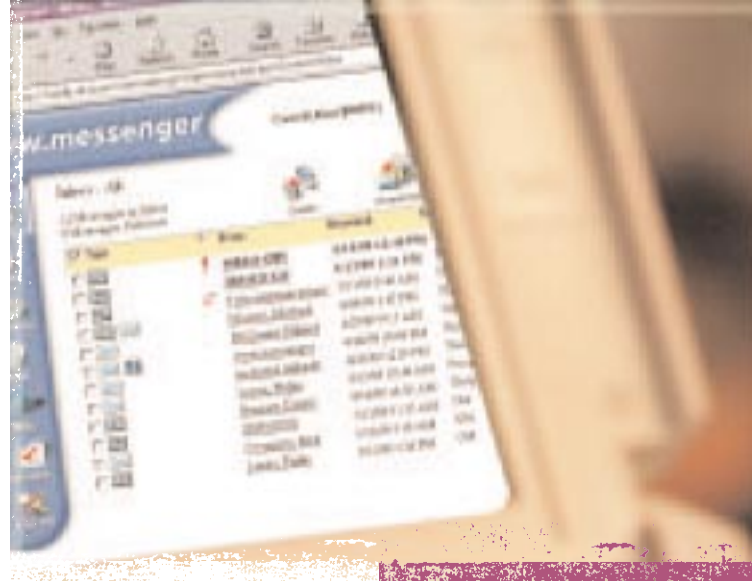
- File your voice and fax messages as well as e-mail into folders
- Create faxes right from your computer via the INTUITY AUDIX messaging server

Open, standards-based architecture integrates with your existing environment.

- Both of the applications in the Suite use an open, standards-based architecture that can be implemented enterprise-wide on most

computers. In most cases, this means that the applications in the Suite can be used today, with no required upgrades to computers, operating systems or networks.

- Message Manager and www.messenger connect clients on your desktop computers to your INTUITY AUDIX messaging servers via TCP/IP.



Simplifies message management

The Visual Desktop Messaging Suite saves users time by giving them an at-a-glance overview of their messages, allowing them to quickly identify and respond to urgent or important communications and to perform mailbox management functions through a convenient point-and-click interface.

- **Provides quick, flexible message access.** By double-clicking any message header icon, you can instantly retrieve any message, in any order, without having to step through each message sequentially. You can then simply point and click to reply, forward a copy, erase, or store the message. Onscreen player controls make it easy to pause, jump forward, or rewind in the message.
- **Stores voice messages on computers.** Store voice messages on your hard drive and play them back when needed on your multimedia computer or send them to others.
- **Enhance your e-mail capabilities.** When integrated with Avaya Internet Messaging for INTUITY AUDIX, Message Manager or www.messenger can be your single point of access for sending and receiving messages to and from most leading e-mail systems. It extends the power of your e-mail capabilities across multiple e-mail systems, making message management easier and more flexible than ever before.

With Visual Desktop Messaging Suite, both e-mail messages and file attachments can be viewed and created on screen, annotated with a voice comment, forwarded and replied with a multimedia message; there is no faster way to reply, no better way to add emphasis. Visual Desktop Messaging Suite also lets you send all your e-mail messages to a printer or fax machine.

- **Brings telephone interface features to the desktop.** The simple point-and-click visual interface makes it ideal for performing basic mailbox administration and message management functions such as changing password, creating or editing distribution lists and forwarding (and adding public or private comments to) messages.
- **Improves mailbox administration.** Users can create and change passwords, record greetings, or create and edit personal distribution lists with minimal training or support.

Message Manager: Easy, full featured message management—right on the desktop

Working in a Windows environment, Message Manager turns any PC on your local or wide area network into a powerfully convenient visual environment for managing messages. With its full featured functionality, Message Manager is ideal for users who primarily work in the office.

- **Enables fast, easy PC-based faxing.** Networked users can use Message Manager for easy PC-based faxing, saving time and money and enhancing communications effectiveness. Users can create and send faxes instantly, with cover sheet and easy addressing; view fax messages before or in lieu of printing them, or print to any printer accessible to the computer; add voice or multimedia annotations and easily forward faxes to any number of parties.

In addition, users can send an image of any Microsoft® Windows application file as a fax, so that PC documents can be viewed by people who may not have e-mail or may not have the required

Visual Desktop Messaging Suite

- Brings voice, fax, and e-mail message management to the desktop
- Combines all messages (voice, fax, and e-mail) on a single convenient screen
- Includes easy computer-based faxing
- Allows web browser access to message management
- Bridges your voice and data networks
- Maximizes the value of your messaging investment



application. Users can create, send and receive faxes on their desktop, instead of leaving confidential messages at a shared fax machine. Organizations save the costs of fax resources such as fax machines, servers, and modems and users save time.

www.messenger:

Messaging convenience through a web browser

www.messenger delivers the benefits of the Visual Desktop Messaging Suite through a web browser.

- **Supports mobile users.** Mobile, remote, and home-based users have full access to—and all the benefits of—your corporate messaging system from anywhere on the corporate IP network. They can listen to, create, and reply to any voice message using a multimedia computer—eliminating the need for separate connections to check voice mail and e-mail. Users can also receive and forward faxes in their voice mailbox.
- **Requires zero desktop deployment.** www.messenger delivers messages through the web browser that's already on computers, with no need to install software at the desktop. Administrators save the trouble of installing and maintaining an additional application; laptop users gain full-featured message management without consuming limited hard disk space.

- **Supports standardized desktops and mixed environments.** www.messenger is ideal for organizations that want all secondary applications delivered to the desktop through the web browser. www.messenger also allows organizations to deliver a consistent message management interface to all their users, across mixed computing environments (including Windows and non-Windows platforms, such as Sun® UNIX® and Macintosh® -based platforms) and across most INTUITY AUDIX messaging servers.

Count on the industry's best support

When you choose Avaya messaging solutions, you get a system from the worldwide leader in messaging and communications technology. Avaya solutions and services enable your business to excel in the customer economy.

We can help get your Avaya messaging solution up and running with an array of consultation and installation services from Professional Services, including system design, project management and system installation. A variety of training plans are available including end-user, system administrator, installation and maintenance training.

Avaya's worldwide service organization—the industry's largest can provide whatever level of support you desire, including 24x7 toll-free telephone access for trouble reports, optional service levels (escalation and response time), software maintenance, and parts replacement.