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Avaya Messaging Systems... The benchmark of the Industry - Worldwide

Resources!

- **AURA - CM r 6.2**
- **Partner ACS Updates**
- **one-X Agent** NEW!
- **one-X Desktop**
- **one-X Mobility**
- **one-X Portal**
- **User Guides**
- **Guides for Dummies**
- **Messaging**
- **Conference Bridges**
- **Wireless Phones**

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AVAYA
Business Partner

Messaging Platforms - Voice Mail

Avaya's popular Messaging and Voice Mail Solutions span four generations of communication systems. Since the earliest beginnings of Voice Mail in the 1980's to the latest Messaging and Integrated Solutions, Avaya has been the leader in this ever important field. On this page you will find the most current systems to the earliest Legacy systems. Please take a moment to read the document TOLL FRAUD SECURITY. This information from Avaya explains what you should do to keep your system safe from unauthorized use.

Purchasing your Messaging Server is only the beginning. Implementation of the System from the initial planning stages through Cutover and subsequent Training and tuning is just as critical to your success.Whether they are "bring your own" or corporate issued, devices define a large part of the user's experience — and much of the rest is wrapped in the UI. Make a variety of devices available to enable the tech savvy as well as the tech slacker to adopt and use messaging solutions. With this strategy, training costs and adoption is guaranteed – as employees can use their favorite devices. Assuming that users will flock to new messaging solutions and mandating adoption are tactics that won't work. A clear communication of the benefits and advantages of messaging solutions will generally get early adopters and empowered employees to try the solutions. Executives are the group most likely to have access to messaging technologies today. They are more mobile than most workers and are likely to have larger and more distributed teams; they need to be able to connect with the office, their team, and their processes from wherever they are located. More than half of sales teams, field forces, and even office workers also have access to messaging technologies. Many of these workers have defined business processes that require mobile solutions. Others are finding creative ways to use consumer mobile technologies to make them more efficient, and some just like the freedom and flexibility that mobility and messaging allows them. Few organizations have fully deployed mobile technologies across the board, but the majority are at least evaluating and piloting mobile messaging technologies or rolling them out in limited production for users.

Eighty-eight percent of decision-makers surveyed report that functionality is a key criterion in evaluating mobile solutions. What functionalities do they favor? Email access ranks the highest, followed by business applications, corporate directory access, and IM/presence. More than one-third of businesses report implementing, or plans to implement within a year, mobile applications for network and systems management, sales force, help desk, or emergency and critical response applications. Businesses want to connect their mobile workers to processes at the office. Because mobile email, messaging and calendar are generally available and keep workers connected and on schedule while on the road, deeper business applications are now the target. Just because workers have mobile messaging solutions doesn't mean that they will all work 24x7. Allow your users the permission and latitude to "turn off work" and recharge their batteries by immersing themselves in their personal lives. Mobility by definition blurs the line between work time and personal time:

Make sure you respect that division.Vendors are making browser-based and smartphone-specific interfaces to enable mobile access from multiple devices — and businesses are anxious to adopt. -Forrester Consulting

Messaging Documents and Software are now on this Page!!!

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Modular Messaging - Overview

Modular Messaging is all about delivering more flexibility and choice in the best messaging productivity tools to improve customer satisfaction, lower costs, and drive revenue for an enterprise or organization. Not all businesses and organizations are alike, so messaging systems should have no limitations for managing messages. With Modular Messaging, enterprises can add new IP-based messaging capabilities while preserving current messaging infrastructure and capital investments. It combines the power of Avaya messaging systems into a single, highly scalable platform that seamlessly integrates with existing Avaya Octel 250/350, Avaya Octel 200/300 and Intuity AUDIX systems via the Message Networking system without any changes to current voice and data infrastructures.

Documents - Modular Messaging

- **Modular Messaging AMS Installation --- 9-2011**
- **Modular Messaging MAS-AMS Administration Guide 5.2 --- 12-2011**
- **Modular Messaging Concepts --- 12-2011**
- **Modular Messaging MSS Configuration 5.2 --- 12-2011**
- **Modular Messaging Outlook Client User Guide --- 12-2011**
- **Modular Messaging Solution Fact Sheet --- 12-2009**
- **Modular Messaging Customer Preparation Fact Sheet ---12-2011**
- **Modular Messaging NSPI Connection Requirements --- 12-2011**
- **Modular Messaging - Maintaining HP ProLiant DL360 G7 Server --- 9-2011**
- **Modular Messaging - Maintaining S8730 Server --- 9-2011**
- **Modular Messaging - Maintaining S8800 Server --- 10-2011**
- **Modular Messaging Configuration Notes Master Index --- 12-2011**
- **Modular Messaging Implementing Survivable AMS 5.2 --- 4-2012**
- **Modular Messaging Installation Upgrade Migration Checklist --- 12-2011**
- **Modular Messaging Integrations --- 9-2009**
- **Modular Messaging MAS-Exchange Administration Guide 5.2 --- 12-2011**
- **Modular Messaging Single Server Installation and Configuration --- 4-2011**
- **Modular Messaging Survivable MSS Configuration 5.2 --- 4-2011**
- **Modular Messaging Upgrade Guideline [Up to 5.2] --- 11-2009**
- **Modular Messaging Web Client Administratiion --- 11-2009**
- **Web Client Server Installation 5.2 ---11-2009**

Aura CM Messaging - Overview

Avaya Aura Communication Manager Messaging is a server-based messaging solution designed to bring the full power of voice and text messaging to help improve communications and simplify information exchange within an enterprise. Aura Communication Manager Messaging provides a low-cost and easy-to-install solution that includes call answering and messaging capabilities on the Avaya S8xxx Server.

Aura Communication Manager Messaging supports up to 5,000 mailboxes.Aura Communication Manager Messaging is the next generation of the dependable Avaya IA770 Messaging Application, providing call answering and messaging capabilities. It integrates voice, fax, and email messages, and offers advanced flexibility to manage messages from telephones or personal computers. For end users of the INTUITY AUDIX family of messaging applications, it gives users a seamless transition for their messaging experience.

Documents - Aura Messaging

- **Aura Messaging Fact Sheet --- 9-2011**
- **Aura Messaging User Quick Guide--- 1-2009**
- **Aura Messaging User Quick Reference --- 1-2009**

Documents - Partner Messaging

- **MSG R7 Administration --- 5-2004**
- **MSG R7 Manager Quick Reference --- 5-2004**
- **MSG R7 Quick Reference --- 5-2004**
- **MSG R7 Unified Messaging Configuration --- 5-2004**
- **MSG R7 User Reference --- 5-2004**
- **Partner Messaging Comparison --- 11-04**
- **Partner Messaging Overview --- 05-04**
- **MSG R7 Remote Software {.zip}--- 5-2004**
- **MSG R7 Unified Messaging Software {.zip}--- 5-2004**

Documents - Audix

- **Message Manager Administration --- 6-2002**
- **Message Manager Quick Reference --- 11-2002**
- **Audix LX C-LAN Connectivity Note {Legacy} --- 2-2010**
- **Audix LX Mode Code Configuration Note {Legacy} --- 2-2010**
- **Audix LX Mode Code -Magix Configuration Note {Legacy} --- 2-2010**
- **Audix LX Release 2.0 Getting Started --- 5-2007**
- **Intuity AUDIX LX 2.0 Installation Checklist --- 5-2007**
- **Intuity AUDIX LX 2.0 Installation Guide --- 5-2007**
- **Audix LX2 Document Library {.zip} --- 5-2007**

Quick Links

Aura	Contact Center	Contents	Design Service
for Dummies	Guestworks	Installation	Main Page
Messaging	One-X Agent	One-X Desktop	One-X Mobility
One-X Portal	Partner	Products	Search
Services	User Guides	Wireless	Avaya Support

Avaya is the former Business Equipment Division of Lucent Technologies (2000) which was the former Business Products Division of AT&T (1996).