RECORDING AND SENDING MESSAGES

Sending voice or voice-fax messages
- From the activity menu [1]
- Record voice message
- When finished [#]
- Specify delivery address (see below)
- When finished [#]
- Specify delivery options (see below)
- Send message [#]

Sending fax-only messages from fax machine
- From the activity menu [1]
- Bypass voice recording [#]
- Specify delivery address (see below)
- When finished [#]
- Specify delivery options (see below)
- Load document into fax machine
- Send message [#]
- Press **Start** key on fax machine

Sending voice-fax messages by forwarding a fax
To send a fax to your own mailbox:
- Log in to mailbox
- From the activity menu [2]
- Forward fax with optional
  voice message [1] [2]
- Record voice message
- When finished [#]
- Specify delivery address (see below)
- When finished [#]
- Specify delivery options (see below)
- Send message [#]

Specify delivery address
- For voice user:
  Enter user's mailbox number, and press [#]
- For voice user name addressing:
  Press [*] [2], spell user's name
  or name of personal list, and press [#]
- For personal list, press [*] [5], then list number.
- For fax user:
  Press [*] [*] [5], enter outside line number
  (if needed) and telephone number,
  and then press [#]
- To cancel address: press [*] [3]
- To cancel another address: press [*] [1] [*] [3]
- To list all recipients: press [*] [1]

Specify delivery options
- Make private/not private (toggle) [1]
- Make priority/not priority (toggle) [2]
- Schedule for future delivery [3]
- Attach a fax [5]

GETTING MESSAGES YOU RECEIVED

Listening to voice/e-mail messages
- From the activity menu [2]
- Listen to voice or e-mail message [0]

Responding to messages (optional)
After listening to your message, press [1] to respond to
or forward the message. Then select one of the following:
- Call sender (exits mailbox) [0]
- Reply to sender by voice mail [1]
- Forward with comment at beginning [2]
- Record and address a new message [4]
- Reply to all recipients [5]
If you select any key from the above except 0:
- Record and address your message
- When finished [#]
- Specify delivery options
- Send message [#]

Printing fax/e-mail messages
- From the activity menu [2]
- Listen to message header
- Print fax or e-mail portions [*] [1]
- Print to default machine [#]
  OR
- To print to machine attached
  to your telephone [*] [6]
  OR
- To print to other machine you specify:
  – Press [*] [*] [5]
  – Enter outside line number (if needed) and
    telephone number
  – Press [#]

GENERAL TIPS

Not sure which key to press?
- Listen to Help at any time [*] [4]
- Go back to activity menu [*] [7]

Want to save time?
- Bypass greeting when recording [1]
- Bypass header when listening [0]

Want to adjust the way your messages are played?
- Faster [9]
- Slower [8]
- Louder [4]
- Softer [7]
- Skip forward [6]
- Skip backward [5]

Other options
- Transfer to covering extension [*] [0]
- Transfer to another mailbox [*] [8]
- Make system wait [*] [9]
- Access names or numbers directory [*] [*] [6]
- Disconnect [*] [*] [9]

CREATING MULTIPLE PERSONAL GREETINGS

Listening to your greetings
- From the activity menu [3]
- Listen to greetings [0]
- Enter greeting number [1–4]
- When finished [#]

Creating or changing greetings
- From the activity menu [3]
- Record greetings [1]
- Enter greeting number [1–4]
- When finished [#]

Deleting greetings
- From the activity menu [3]
- Delete greeting [3]
- Enter greeting number [1–4]
- When finished [#]

Changing call types
- From the activity menu [3]
- Administer call types [4]
- Differentiate
  - Busy/no-answer calls (toggle) [1]
  - Personal greeting for all calls (toggle) [1]
- When finished [#]

Assigning greetings to call types
- From the activity menu [3]
- Activate greeting [2]
- Enter optional greeting number
  (only if the call type is Busy or No Answer) [1–2]
- Select one of the following:
  - Use greeting for busy calls [1]
  - Use greeting for no-answer calls [2]
- When finished [#]

NOTE: *Your system may not support all features.*

NOTE: *This Quick Reference Guide should be printed only on 8½ x 14 inch stock. Printing it on stock of other sizes (such as 8½ x 11) makes the print too small to read.*

**AUDIX® Telephone
User Interface for
Avaya™ Modular Messaging**

QUICK REFERENCE GUIDE

**1 1 - 3 0 0 0 4 5
ISSUE 2, MAY 2004**

ABOUT THIS GUIDE

Voice messaging gives you the ability to communicate effectively with one person or many from any touchtone telephone 24 hours a day. The faster you become familiar with Avaya Modular Messaging, the sooner you can put it to work for you.

This quick reference guide provides step-by-step instructions on how to perform important tasks when using the Modular Messaging system through the AUDIX® telephone user interface (TUI). For additional information, consult the Modular Messaging TUI guide.

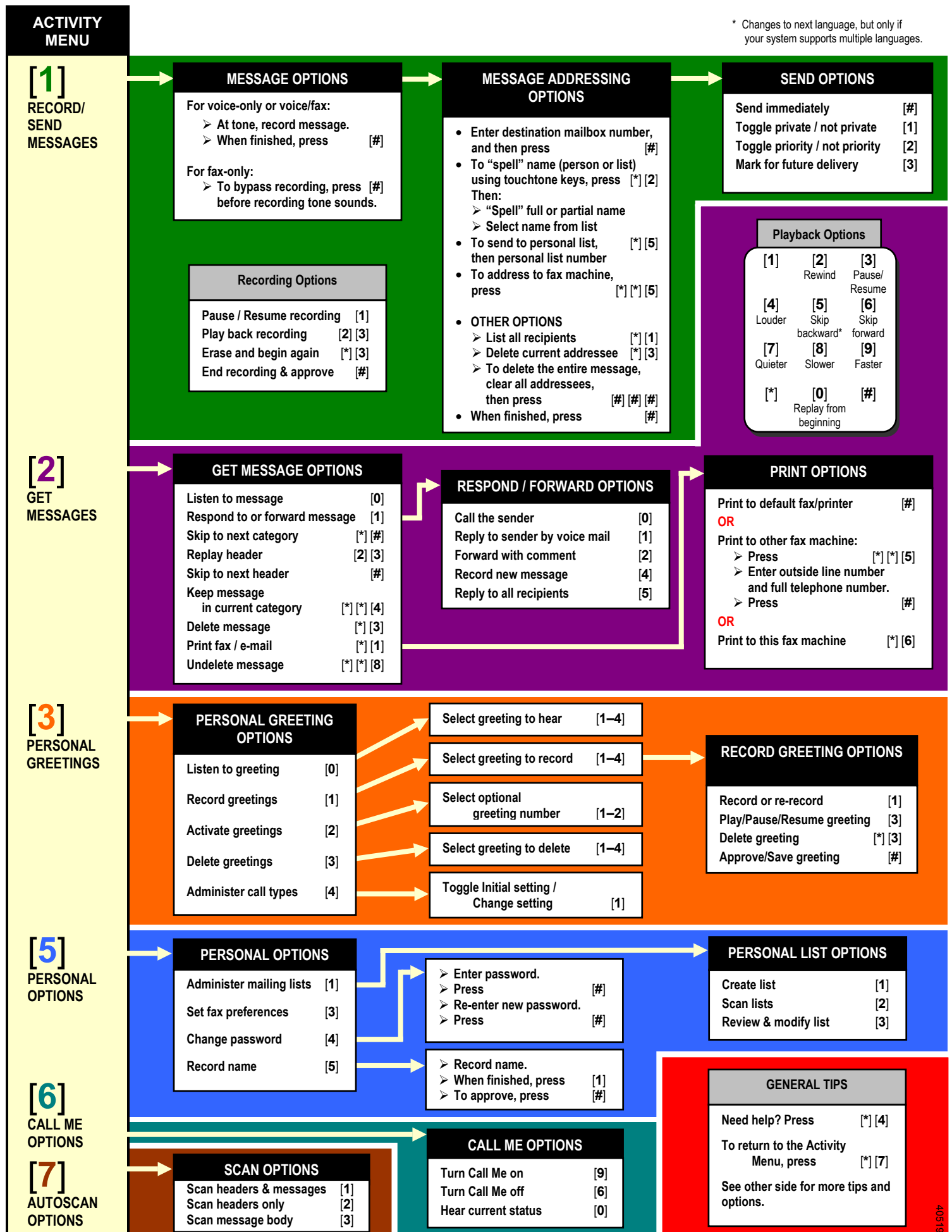*Note: Depending on the way your system is set up, some features in this guide may not be available.*

ENTERING THE SYSTEM

From your office extension:
➢ Call the system access number.
➢ Enter your password followed by [**#**].

From someone else's office extension or from outside your organization:
➢ Call the system access number.
➢ Do one of the following:
  • If the extension has an associated Modular Messaging mailbox, press [*****] [**#**].
  • If the extension does *not* have an associated Modular Messaging mailbox, press [**#**].
➢ Enter your mailbox number.
➢ Enter your password followed by [**#**].

ACTIVITY MENU

* Changes to next language, but only if your system supports multiple languages.

[1] RECORD/ SEND MESSAGES

MESSAGE OPTIONS

For voice-only or voice/fax:
➢ At tone, record message.
➢ When finished, press [**#**]

For fax-only:
➢ To bypass recording, press [**#**] before recording tone sounds.

Recording Options

Pause / Resume recording	[1]
Play back recording	[2] [3]
Erase and begin again	[*] [3]
End recording & approve	[#]

MESSAGE ADDRESSING OPTIONS

• Enter destination mailbox number, and then press [**#**]
• To "spell" name (person or list) using touchtone keys, press [*****] [**2**]
  Then:
  ➢ "Spell" full or partial name
  ➢ Select name from list
• To send to personal list, [*****] [**5**] then personal list number
• To address to fax machine, press [*****] [*****] [**5**]

• OTHER OPTIONS
  ➢ List all recipients [*****] [**1**]
  ➢ Delete current addressee [*****] [**3**]
  ➢ To delete the entire message, clear all addressees, then press [**#**] [**#**] [**#**]
• When finished, press [**#**]

SEND OPTIONS

Send immediately	[#]
Toggle private / not private	[1]
Toggle priority / not priority	[2]
Mark for future delivery	[3]

Playback Options

[1]	[2] Rewind	[3] Pause/ Resume
[4] Louder	[5] Skip backward*	[6] Skip forward
[7] Quieter	[8] Slower	[9] Faster
[*]	[0] Replay from beginning	[#]

[2] GET MESSAGES

GET MESSAGE OPTIONS

Listen to message	[0]
Respond to or forward message	[1]
Skip to next category	[*] [#]
Replay header	[2] [3]
Skip to next header	[#]
Keep message in current category	[*] [*] [4]
Delete message	[*] [3]
Print fax / e-mail	[*] [1]
Undelete message	[*] [*] [8]

RESPOND / FORWARD OPTIONS

Call the sender	[0]
Reply to sender by voice mail	[1]
Forward with comment	[2]
Record new message	[4]
Reply to all recipients	[5]

PRINT OPTIONS

Print to default fax/printer	[#]

OR

Print to other fax machine:
➢ Press [*****] [*****] [**5**]
➢ Enter outside line number and full telephone number.
➢ Press [**#**]

OR

Print to this fax machine	[*] [6]

[3] PERSONAL GREETINGS

PERSONAL GREETING OPTIONS

Listen to greeting	[0]
Record greetings	[1]
Activate greetings	[2]
Delete greetings	[3]
Administer call types	[4]

Select greeting to hear	[1–4]
Select greeting to record	[1–4]
Select optional greeting number	[1–2]
Select greeting to delete	[1–4]
Toggle Initial setting / Change setting	[1]

RECORD GREETING OPTIONS

Record or re-record	[1]
Play/Pause/Resume greeting	[3]
Delete greeting	[*] [3]
Approve/Save greeting	[#]

[5] PERSONAL OPTIONS

PERSONAL OPTIONS

Administer mailing lists	[1]
Set fax preferences	[3]
Change password	[4]
Record name	[5]

➢ Enter password.
➢ Press [**#**]
➢ Re-enter new password.
➢ Press [**#**]

➢ Record name.
➢ When finished, press [**1**]
➢ To approve, press [**#**]

PERSONAL LIST OPTIONS

Create list	[1]
Scan lists	[2]
Review & modify list	[3]

[6] CALL ME OPTIONS

[7] AUTOSCAN OPTIONS

SCAN OPTIONS

Scan headers & messages	[1]
Scan headers only	[2]
Scan message body	[3]

CALL ME OPTIONS

Turn Call Me on	[9]
Turn Call Me off	[6]
Hear current status	[0]

GENERAL TIPS

Need help? Press	[*] [4]
To return to the Activity Menu, press	[*] [7]

See other side for more tips and options.

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