



Modular Messaging
Release 2
Telephone User Interface Guide

11-300240
Issue 1
September 2004

Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Avaya Web Page

The world wide web home page for Avaya is:
<http://www.avaya.com>

Preventing Toll Fraud

Toll Fraud is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there is a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical assistance or support, call the Technical Service Center's Toll Fraud Intervention Hotline at 1.800.643.2353.

Providing Telecommunications Security

Telecommunications security of voice, data, and/or video communications is the prevention of any type of intrusion to, that is, either unauthorized or malicious access to or use of, your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is Anyone, including someone who may be otherwise authorized, who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company, including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Your Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you – an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents and anti-virus patches
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:

- Avaya provided telecommunications systems and their interfaces
- Avaya provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

Avaya does not warrant that this product is immune from or will prevent unauthorized use of telecommunication services or facilities accessed through or connected to it. Avaya is not responsible for any damages or charges that result from either unauthorized uses or from incorrect installations of the security patches that are made available from time to time. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to securityalerts@avaya.com.

Federal Communications Commission Statement

Part 15: Class A Statement. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Industry Canada (IC) Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of Industry Canada.

Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A prescrites dans le règlement sur le brouillage radioélectrique édicté par le Industrie Canada.

Trademarks

All trademarks identified by ® and ™ are registered trademarks or trademarks of Avaya Inc. All other trademarks are the property of their respective owners.

Ordering Information

Call: Avaya Publications Center
Voice 1 800 457-1235 International Voice +1 207 866 6701
Fax 1 800 457-1764 International Fax +1 207 626 7269

Write: GlobalWare Solutions
200 Ward Hill Avenue
Haverhill, MA 01835 USA
Attn: Avaya Account Management

Email: totalware@gwsmail.com

Obtaining Products

To learn more about Avaya products and to order products, visit www.avaya.com.

European Union Declaration of Conformity

The "CE" mark affixed to the equipment means that it conforms to the referenced European Union (EU) Directives listed below:
EMC Directive 89/336/EEC
Low-Voltage Directive 73/23/EEC
For more information on standards compliance, contact your local distributor.

Warranty

Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language as well as information regarding support for this product, while under warranty, is available through the following web site: www.avaya.com/support.

Contents

Chapter 1 Getting started

| | |
|--|-----|
| Logging in to your mailbox | 1-3 |
| Accessing your mailbox | 1-3 |
| The setup tutorial | 1-5 |
| Working with the Extended Absence Greeting | 1-6 |
| General commands | 1-7 |
| Using the Main Menu | 1-9 |

Chapter 2 Reviewing and responding to messages

| | |
|---|------|
| Reviewing messages | 2-2 |
| Review message options | 2-4 |
| Scanning messages automatically | 2-7 |
| Replying to messages | 2-8 |
| Forwarding messages | 2-11 |
| Searching for specific messages | 2-13 |

Chapter 3 Recording and sending messages

| | |
|---|-----|
| Recording voice messages | 3-2 |
| Recording options | 3-2 |
| Specifying delivery options | 3-3 |
| Sending fax messages from a fax machine | 3-4 |
| Creating and sending a fax to a recipient's mailbox | 3-4 |
| Creating and sending a fax to your mailbox and then forwarding the fax | 3-4 |
| Creating and sending a fax by logging in to your mailbox (AUDIX TUI only) | 3-5 |
| Addressing messages | 3-8 |

Addressing messages options 3-9

Chapter 4 Printing messages to a fax device

Printing new fax messages 4-1
Printing fax and e-mail messages after reviewing 4-2
Printing your inbox listing 4-3
 Printing inbox listing showing all messages 4-3
 Printing inbox listing showing only new messages 4-3

Chapter 5 Working with greetings, prompts, and personalization options

Greetings and prompts 5-2
 Listening to greetings 5-2
 Recording or changing greetings 5-3
 Activating greetings 5-5
 Deleting greetings 5-5
Personalizing options 5-6
Administering call types and call handling 5-12

Chapter 6 Using special features

Enabling special features 6-2
Receiving Call Me calls 6-3

Chapter 7 Understanding caller options

Calling through the Automated Attendant 7-2
 Options when there is no answer at an extension 7-2
 Options when an extension is busy 7-3
Using the Common Caller Interface 7-4
 Options of the Common Caller Interface 7-4
Transferring callers to a mailbox 7-10
Calling Find Me 7-11

Index

1

Getting started

The Avaya Modular Messaging telephone user interfaces (TUIs) provide an easy way to stay in touch and communicate with people.

Use the TUIs:

- As a voice messaging system for sending, reviewing, and replying to voice and fax messages. The Modular Messaging e-mail readers provide conversion of text to speech and allow you to listen to the header or envelope information of fax messages. Modular Messaging also allows you to print fax messages on a fax machine.
- As a way to review and reply to e-mail messages that you may receive across a unified messaging network, intranet, or Internet. The Modular Messaging e-mail readers provide conversion of text to speech and allow you to listen to Modular Messaging e-mail messages.
- As an automated attendant that controls call handling. If callers call your extension directly, the Automated Attendant options do not apply.

Modular Messaging offers two separate TUIs:

- The Aria[®] TUI for Modular Messaging

This TUI, referred to as the Aria TUI in this guide, supports many of the features and menus of legacy Octel[®] Aria[®] systems.

- The AUDIX[®] TUI for Modular Messaging

This TUI, referred to as the AUDIX TUI in this guide, supports many of the features and menus of legacy AUDIX[®] and INTUITY[™] AUDIX[®] systems.

Important: The Aria TUI for Modular Messaging and the AUDIX TUI for Modular Messaging are similar to, but not exactly the same as the legacy Aria and AUDIX TUIs.

The Class-of-Service (COS) that your administrator assigns to you determines which TUI you can use to perform such operations as message creation and retrieval, use of personal greetings, and mailbox management. If you are not sure which TUI your account uses, contact your system administrator.

The Modular Messaging TUIs are easy to use. Menus are read out and you select an option by pressing a number or letter on your telephone keypad. You can interrupt or skip voice prompts as you become more familiar with using the system.

Depending on how your system and your COS is configured, some of the options described in this guide may not be available to you. For more information, contact your system administrator.

For additional information on using the Modular Messaging TUIs, consult the following documents:

- *Aria Telephone User Interface for Avaya Modular Messaging Quick Reference Guide, 11-300046*
- *AUDIX Telephone User Interface for Avaya Modular Messaging Quick Reference Guide, 11-300045*

Logging in to your mailbox

This section provides instructions on logging in to your Modular Messaging mailbox. The procedures for logging in to the mailbox are common to subscribers of both the AUDIX telephone user interface (TUI) and the Aria TUI.

Before you can dial in to your mailbox, your system administrator must provide you with the following information:

- The access number. This is the telephone number you use to dial in to your mailbox.
- Your mailbox number.
- Your mailbox password.
- A list of special features that your system administrator has authorized you to use.

Accessing your mailbox

Your mailbox stores your messages and some configuration options. You can dial in to your mailbox to:

- Listen to, reply to, and forward messages.
- Compose and send messages.
- Change your greetings and personalize your mailbox.

Important: Depending on the telephone system of your organization, you might access your mailbox differently from the way described here. If you cannot access your mailbox, contact your system administrator.

To access your mailbox from your office extension

1. Dial the voice mail internal access number for your organization.

This number should have been provided to you with your personal mailbox information. If you do not have this number, contact your system administrator.

2. Enter your password followed by the pound key (#).

You need to press the pound key (#) only if your administrator has selected the **Enable Extended Password Security** option when configuring properties of subscribers in a voice mail domain. For more information about this option, see *Modular Messaging Software Messaging Application Server Administration Guide*.

Note: If you enter either the mailbox number or the password incorrectly, the system restarts the login sequence and prompts you to enter both the mailbox number and the password. It does not indicate which one was entered incorrectly.

To access your mailbox from the office extension of someone else who has a mailbox on the system

1. Dial the voice mail internal access number for your organization.
2. Press the star key (*), followed by the pound key (#).
3. Enter your mailbox number.
4. Enter your password, followed by the pound key (#).

You need to press the pound key (#) only if your administrator has selected the **Enable Extended Password Security** option when configuring properties of subscribers in a voice mail domain. For more information about this option, see *Modular Messaging Software Messaging Application Server Administration Guide*.

Note: If you enter either the mailbox number or the password incorrectly, the system restarts the login sequence and prompts you to enter both the mailbox number and the password. It does not indicate which one was entered incorrectly.

To access your mailbox from the extension of someone else who does not have a mailbox on the system or from an outside telephone

1. Dial the voice mail outside access number for your organization.

This number should have been provided to you with your personal mailbox information. If you do not have this number, contact your system administrator.

2. Press the pound key (#).
3. Enter your mailbox number.
4. Enter your password, followed by the pound key (#).

You need to press the pound key (#) only if your administrator has selected the **Enable Extended Password Security** option when configuring properties of subscribers in a voice mail domain. For more information about this option, see *Modular Messaging Software Messaging Application Server Administration Guide*.

Note: If you enter either the mailbox number or the password incorrectly, the system restarts the login sequence and prompts you to enter both the mailbox number and the password. It does not indicate which one was entered incorrectly.

The setup tutorial

If you are using the Aria TUI, when you dial in to your mailbox for the first time, you may hear *"Hello. This Avaya messaging system can help you increase your communications efficiency. Your system manager has assigned you a temporary password..."* This means that your system administrator has activated the setup tutorial, which helps guide you through the process of personalizing your mailbox. You hear it only the first time you dial in to your mailbox.

The setup tutorial prompts you to change your password and to record your personalized prompts and greetings. This ensures that your mailbox is set up the way you want it. You should know, though, that even after you have set up your mailbox, you can change these settings at any time.

Note: Subscribers using the AUDIX TUI do not have a setup tutorial.

Playback controls when using the tutorial

If you are using the tutorial, you can use the following commands:

When listening to instructions

Use the following options when listening to instructions:

Table 1-1. Options when listening to instructions

| To do this | Press |
|--------------------|---------------|
| | Aria TUI only |
| Continue | 1 |
| Repeat information | 2 |

When recording prompts and greetings

Use the following options when recording prompts and greetings:

Table 1-2. Options when recording prompts and greetings

| To do this | Press |
|----------------------|---------------|
| | Aria TUI only |
| Accept the recording | 1 |

Table 1-2. Options when recording prompts and greetings

| To do this | Press |
|--|---------------|
| | Aria TUI only |
| Re-record | 2 |
| Erase the recording | 3 |
| Exit from the tutorial Note: You cannot use the star key (*) to exit from the tutorial when you are changing your password | * |

Working with the Extended Absence Greeting

The Extended Absence Greeting (EAG) is a special greeting you can use for those times when you will be away from your workplace for an extended period of time, for example, when you are on vacation. When it is active, this greeting overrides any other greetings you may have recorded for your mailbox. It remains the only active greeting until you delete it.

If you have recorded the EAG, the system plays it when you log in to your mailbox. You can then choose to either delete or retain the EAG.

Note: If you retain the EAG, thus keeping it active, you cannot transfer to another mailbox in the AUDIX TUI using the * T command.

Use the following options when acting on the EAG:

Table 1-3. Retaining and deleting EAG after logging in to your mailbox

| To do this | Press | |
|---|----------|-----------|
| | Aria TUI | AUDIX TUI |
| Retain Extended Absence Greeting (EAG) after logging in | 1 | 1 |
| Delete EAG after logging in | 2 | 2 |

General commands

[Table 1-4](#) lists some frequently-used general commands that you can access from any menu in the mailbox.

Note: The key presses for certain general commands are represented using either the **number number** convention or the **symbol letter** convention. For example, * 4 or * H for Help.

Table 1-4. General commands

| To do this | Press | |
|--|--|--------------------|
| | Aria TUI | AUDIX TUI |
| Get help | N/A | * 4 or * H |
| Transfer to another extension, if applicable. Note: If the extension being transferred to has the EAG turned on, the call does not ring at that extension. Instead, the caller hears the EAG for that extension. | 9 (to restart the session. System prompts you to enter the mailbox number of the person you are calling) | * 8 or * T |
| Transfer to the operator or to the covering extension, if applicable. | N/A | * 0 |
| Use directory assistance. You can access the names and numbers directories. By default, the system opens the names directory. | N/A | ** 6 or ** N |
| Exit from the names and numbers directory. | N/A | # |
| Use the Dial by Name feature to enter a mailbox address by spelling out the name of the individual or personal distribution list. | # | * 2 or * A |
| Make the system wait for a few seconds. | N/A | * 9 or * W |
| Access the Main Menu, also known as the Activity Menu. | * repeatedly | * 7 or * R |

Table 1-4. General commands

| To do this | Press | |
|-------------|---|--------------------|
| | Aria TUI | AUDIX TUI |
| Disconnect. | N/A Note: Press the star key (*) repeatedly till you reach the Main Menu, then press the star key (*) again to disconnect | ** 9 or ** X |

Using the Main Menu

The Main Menu, also known as the Activity Menu, provides access to all activities that can be performed from the TUI.

The Main Menu contains the following options:

Table 1-5. Main Menu or Activity Menu options

| To do this | Press | |
|---|----------|-----------|
| | Aria TUI | AUDIX TUI |
| Get or review messages. | 1 | 2 |
| Record and send messages. | 2 | 1 |
| Search for specific messages. | 3 | N/A |
| Administer personal greetings. | 4 1 | 3 |
| Administer personal options. | 4 | 5 |
| Change Call Me information. | 4 2 3 | 6 |
| Autoscan, to scan messages quickly and automatically. | N/A | 7 |
| Restart session with new login sequence. | 9 | * * 7 |
| Exit. | * | * * 9 |

2

Reviewing and responding to messages

From the Modular Messaging Telephone User Interface (TUI), you can review, reply to, and forward voice, e-mail, or fax messages stored in your mailbox.

Note: Retrieval of e-mail messages is not supported by all Modular Messaging configurations.

Reviewing messages

Modular Messaging messages are stored in message categories such as New and Saved. The Aria TUI also supports a Deleted message category.

Before playing any messages, both TUIs play a header message that tells the subscriber how many messages there are in the mailbox. If there are any broadcast messages for the mailbox, the system plays them before playing other message types.

Note: If there are no messages in the Saved and Deleted categories, you will not be able to listen to saved and deleted messages using the Aria TUI.

To review messages, access your mailbox and use the following options:

Table 2-1. Reviewing messages

| To do this | Press | |
|---------------------------------|---|--|
| | Aria TUI | AUDIX TUI |
| Listen to all messages. | N/A | 2 Note: The system plays messages of all types (voice, fax, or e-mail) and categories (New and Saved). Press 0 to interrupt the playback of a message header and play the message body from the beginning |
| Listen to voice messages. | 1 1 Note: The system plays all voice messages (in the order new, saved, and deleted) | 2¹ Press 0 to interrupt the playback of a message header and play the message body from the beginning |
| Listen to new voice messages. | 1 1 1 | N/A |
| Listen to saved voice messages. | 1 1 2 | N/A |

Table 2-1. Reviewing messages

| To do this | Press | |
|------------------------------------|--|---|
| | Aria TUI | AUDIX TUI |
| Listen to deleted voice messages. | 1 1 3 | N/A |
| Listen to e-mail messages. | 1 2 Note: The system plays all e-mail messages (in the order new, saved, and deleted) | 2¹ Press 0 to interrupt the playback of a message header and play the message body from the beginning |
| Listen to new e-mail messages. | 1 2 1 | N/A |
| Listen to saved e-mail messages. | 1 2 2 | N/A |
| Listen to deleted e-mail messages. | 1 2 3 | N/A |
| Listen to fax messages. | 1 3 Note: The system plays all fax messages (in the order new, saved, and deleted) | 2¹ Press 0 to interrupt the playback of a message header and play the message body from the beginning |
| Listen to new fax messages. | 1 3 1 | N/A |
| Listen to saved fax messages. | 1 3 2 | N/A |
| Listen to deleted fax messages. | 1 3 3 | N/A |

1. The system plays messages of all types (voice, fax, or e-mail) and categories (New and Saved).

Skiping messages

When you are reviewing messages, you can use the following options to skip to the next message in the same category or to the first message in the next category:

Note: These options are available only after you press **1** for the Review Messages menu in the Aria TUI or **2** for the Get Messages menu in the AUDIX TUI.

Table 2-2. Options for skipping messages

| To do this | Press | |
|--|--|--|
| | Aria TUI | AUDIX TUI |
| Skip to the next message in the same category. | # | # |
| Skip to the next message category. | ## The Aria TUI has three message categories—New, Saved, and Deleted. | * # The AUDIX TUI has two message categories—New and Saved. |

Review message options

You can use different options during and after review of messages.

When listening to messages

Use the following options and playback controls when listening to a message:

Table 2-3. Options and playback controls when listening to messages

| To do this | Press | |
|--|----------|------------------------------|
| | Aria TUI | AUDIX TUI |
| Rewind a message by a set number of seconds. | 1 | 5 |
| Rewind to the start of a message. | 1 1 | 0 |
| Rewind to the start of the previous message part. | N/A | * 5 |
| Pause/resume a message. | 2 | 3 |
| Fast-forward a message by a set number of seconds. | 3 | 6 |
| Fast-forward to the end of the current message part. | N/A | * 6 |
| Fast-forward to the end of a message. | 3 3 | * 6 for each message part |

Table 2-3. Options and playback controls when listening to messages

| To do this | Press | |
|---|----------|-----------|
| | Aria TUI | AUDIX TUI |
| Decrease the playback speed. | 4 | 8 |
| Play header information. | 5 | 2 3 |
| List all recipients to whom the message was sent. Note: Recipients receiving blind carbon copies (BCC) are not voiced | 5 5 | N/A |
| Increase the playback speed. | 6 | 9 |
| Decrease the playback volume. | 7 | 7 |
| Return playback volume to normal, if multilingual e-mail readers have not been installed. | 8 | N/A |
| Change language in which e-mail message is voiced using e-mail readers. | 8 | N/A |
| Increase the playback volume. | 9 | 4 |
| Return playback speed to normal. | 0 | N/A |
| Skip message. | # | # |

After listening to messages

Use the following messages after listening to a message:

Note: From the AUDIX TUI, you can use the following options even when listening to messages.

Table 2-4. Options after listening to messages

| To do this | Press | |
|---|----------|-----------|
| | Aria TUI | AUDIX TUI |
| Play the last five seconds of a voice message. | 1 | N/A |
| Print fax and e-mail to a fax device, depending on your system configuration. | 2 | * 1 |
| Replay the message. | 4 | 0 |
| Play header information. | 5 | 2 3 |

Table 2-4. Options after listening to messages

| To do this | Press | |
|---|--|---|
| | Aria TUI | AUDIX TUI |
| Forward the message. See Forwarding messages on page 2-11. | 6 | 1 |
| Erase the message. | 7 Note: This option is valid only for new and saved messages | * 3 |
| Reply to the message. See Replying to messages on page 2-8. You cannot reply to messages from external callers. | 8 | 1 |
| Save the message. | 9 Note: This option is valid only for new messages | N/A Note: The message is automatically saved when you press the pound key (#) to skip message |
| List all recipients to whom the message was sent. Note: Recipients receiving blind carbon copies (BCC) are not voiced. | 5 5 | N/A |
| Hold message in current category. | N/A | ** 4 |
| Restore last deleted message when reviewing messages. | N/A | ** 8 |
| Skip message. | # | # |

Scanning messages automatically

Using the AUDIX TUI, you can scan messages automatically. When you scan messages, you automatically play all messages in your mailbox, just by pressing two buttons.

To scan messages, access your mailbox and use the following options:

Table 2-5. Scanning messages

| To do this | Press | |
|----------------------------|----------|------------|
| | Aria TUI | AUDIX TUI |
| Scan headers and messages. | N/A | 7 1 |
| Scan headers only. | N/A | 7 2 |
| Scan messages only. | N/A | 7 3 |

Replying to messages

After listening to a message, you can reply with a voice message to the sender or to all recipients of the message. You can also include a copy of the original message in the reply.

Note: Depending on how your system is configured, you may not be able to include a copy of the original message if the original message was marked as private.

You can reply to a message only if the sender of the message is a subscriber or has an e-mail account. You cannot reply to voice messages that were left in your mailbox by external callers.

Tip:

- From the Aria TUI, press **1** for the Review Messages menu. For more information, see [Table 2-1](#).
- From the AUDIX TUI, press **2** for the Get Messages menu. For more information, see [Table 2-1](#)

After listening to a message, you can respond to the message using one of the following options:

Table 2-6. Replying to messages

| To do this | Press | |
|--|------------|--------------|
| | Aria TUI | AUDIX TUI |
| Reply to only the message sender, without the original message attached. | 8 1 | 1 1 6 |
| Reply to all message recipients, without the original message attached. | 8 2 | 1 5 6 |
| Reply to the message sender only, and include the original message. Note: You may not be able to include the original message if it was marked as private. | 8 3 | 1 1 9 |
| Reply to all message recipients, and include the original message. Note: You may not be able to include the original message if it was marked as private. | 8 4 | 1 5 9 |
| Finish recording. | # | # |

Table 2-6. Replying to messages

| To do this | Press | |
|---|------------|---|
| | Aria TUI | AUDIX TUI |
| Call the extension of the sender, provided that: <ul style="list-style-type: none"> ■ The message was sent by an internal caller in the same voice mail domain. ■ Your PBX can handle extension number details. | 8 8 | 1 0 |
| Listen to a list of all message recipients. | 8 9 | 1 5 [6 or 9] # * 1 Note: This can only be done while replying to all recipients (either with or without the original message attached). Once initiated, the reply action cannot be canceled. Follow the prompts to review the entire list. |

Reply to message options

After you finish recording a message, use one of the following delivery options:

Table 2-7. Delivery options when replying to messages

| To do this | Press | |
|--|--------------------|--------------------|
| | Aria TUI | AUDIX TUI |
| Listen to the available delivery options. | N/A | 0 |
| Mark message as urgent/high priority or normal/low priority. | 2 (toggles) | 2 (toggles) |

Table 2-7. Delivery options when replying to messages

| To do this | Press | |
|--|---|--------------------|
| | Aria TUI | AUDIX TUI |
| Request message confirmation. | 3 Note: This option applies only to Modular Messaging—Microsoft Exchange version | N/A |
| Delay delivery of a message until a future time. Notes: <ul style="list-style-type: none"> ■ This option is not applicable to Modular Messaging—IBM Lotus Domino version. ■ Listen to the voice prompts for guidance on scheduling delivery. | 4 | 3 |
| Mark message as private/not private. | 5 (toggles) | 1 (toggles) |
| Include/Exclude fax message. | N/A | 5 (toggles) |
| Send the reply immediately, without specifying delivery options. Note: If you do not specify delivery options, the message is sent as a normal message. | # | # |
| Cancel the reply. | * | N/A |

Forwarding messages

After you review a message, you can forward a copy of it to another subscriber.

Note: Depending on how your system is configured, if the original message was marked as private, you may not be able to forward the message.

To forward a message, use the following options after listening to the message:

Tip:

- From the Aria TUI, press **1** for the Review Messages menu. For more information, see [Table 2-1](#).
- From the AUDIX TUI, press **2** for the Get Messages menu. For more information, see [Table 2-1](#)

Table 2-8. Forwarding messages

| To do this | Press | |
|---|--------------------------------|--------------------------------|
| | Aria TUI | AUDIX TUI |
| 1. Forward original message with voice comment. | 6 2 <record comment> | 1 2 <record comment> |
| a. Delete recording. | * | * 3 |
| b. Approve recording. | # | # |
| OR | | |
| 1. Forward message without recording a comment. | 6 1 | 1 2 |
| 2. Complete addressing of messages. See Addressing messages on page 3-8. | # # | # |
| 3. Send the message. | # | # |

Forward message options

Use the following options after addressing the forwarded message:

Table 2-9. Options when forwarding messages

| To do this | Press | |
|--|--------------------|--------------------|
| | Aria TUI | AUDIX TUI |
| Listen to the available delivery options. | N/A | 0 |
| Mark message as urgent/high priority or normal/low priority. | 2 (toggles) | 2 (toggles) |

Table 2-9. Options when forwarding messages

| To do this | Press | |
|--|--|---|
| | Aria TUI | AUDIX TUI |
| Request message confirmation. | 3 Note: This option applies only to Modular Messaging—Microsoft Exchange version. | N/A |
| Delay delivery of a message until a future time. Notes: <ul style="list-style-type: none"> ■ This option is not applicable to Modular Messaging—IBM Lotus Domino version. ■ Listen to the voice prompts for guidance on scheduling delivery. | 4 | 3 |
| Mark message as private/not private. | 5 (toggles) | 1 (toggles) |
| Send the message immediately, without specifying delivery options. Note: If you don't specify delivery options, the message is sent as a normal message. | # | # |
| Cancel the message. | * | * 3 Note: Do this before approving and addressing the message. |

Searching for specific messages

Using the Aria TUI, you can search your mailbox for messages sent by a specific sender. The search facility lists all messages from this sender, regardless of whether the messages are new or saved.

To search for specific messages, access your mailbox and use the following options:

Table 2-10. Searching for specific messages

| To do this | Press | |
|---|--------------|-----------|
| | Aria TUI | AUDIX TUI |
| Search for sender by local mailbox number or numeric address. | 3 | N/A |
| Search for a sender who is an external caller. | 3 1 # | N/A |
| Use Dial-by-Name. | 3 # | N/A |

3

Recording and sending messages

You can compose and send messages by dialing in to your mailbox using a telephone. You can send voice-only messages, voice and fax messages, and fax-only messages.

If you have been authorized to do so, you can also send broadcast messages by following the procedures for creating a message and then sending the message to an Enhanced -List Application (ELA) that has been set up to send broadcast messages.

Note: You cannot send fax messages if your mailbox is not fax-enabled.

Recording voice messages

Access your mailbox and use the following options:

Table 3-1. Recording voice or voice-fax messages

| To do this | Press | |
|---|--|--|
| | Aria TUI | AUDIX TUI |
| 1. Record or send a message. See Recording options on page 3-2. | 2 <record message at prompt> | 1 <record message at prompt> |
| 2. Finish or approve voice recording and start addressing message. See Addressing messages on page 3-8. | # | # |
| 3. Finish addressing message and set message options or delivery options. See Specifying delivery options on page 3-3. | # # | # |
| 4. Send the message. | # | # |

Recording options

Use the following options when recording a message:

Table 3-2. Options when recording messages

| To do this | Press | |
|---|----------|------------|
| | Aria TUI | AUDIX TUI |
| Rewind to the start of the message. | N/A | 2 |
| Play recording. | N/A | 3 |
| Replay recorded message. | 1 | 2 3 |
| Step message back a few seconds. | N/A | 5 |
| Step message forward a few seconds. | N/A | 6 |
| Pause recording. Note: Press again to continue recording. | 2 | 1 |
| Delete recording. | * | * 3 |

Specifying delivery options

After recording and addressing a voice message, you can set message options (AUDIX TUI) or specify delivery options (Aria TUI), using the following:

Table 3-3. Specifying delivery options

| To do this | Press | |
|---|---|-------------|
| | Aria TUI | AUDIX TUI |
| Listen to the available delivery options. | N/A | 0 |
| Mark message as urgent/high priority or normal/low priority. | 2 (toggles) | 2 (toggles) |
| Request message confirmation | 3 Note: This option applies only to Modular Messaging—Microsoft Exchange version. | N/A |
| Delay delivery of a message until a future time Notes: <ul style="list-style-type: none"> ■ This option is not applicable to Modular Messaging—IBM Lotus Domino version ■ Listen to the voice prompts for guidance on scheduling delivery | 4 | 3 |
| Mark message as private/not private. | 5 (toggles) | 1 (toggles) |
| Approve delivery options and send the message | # | # |

Sending fax messages from a fax machine

Depending on the TUI you are using, you can do the following:

- From a fax machine, call the intended recipient to create and send a voice and fax message or a fax-only message to the mailbox of the recipient (Aria TUI and AUDIX TUI)
- From a fax machine, call your own telephone number to create and send a voice and fax message or a fax-only message to your own mailbox and then forward the fax to other users (Aria TUI and AUDIX TUI)
- Call and log in to your mailbox from a fax machine, create a voice and fax message or a fax-only message, and send it to the intended recipients (AUDIX TUI)

Creating and sending a fax to a recipient's mailbox

To send a fax from a fax machine to the mailbox of a recipient or your own mailbox:

1. Place the document in the fax machine.
2. Call the mailbox number of the recipient, using the handset of the fax machine.
3. Do one of the following:
 - To send a fax-only message, at the mailbox greeting, press **START** on your fax machine and hang up the handset.
 - To send a voice and fax message, record your message after you hear the record prompt, then press **START** on your fax machine and hang up the handset.

Note: The AUDIX TUI prompts you to press **5** to activate the fax option, after you record your message.

Creating and sending a fax to your mailbox and then forwarding the fax

To send a fax from a fax machine to your own mailbox, and then forward the fax to other recipients:

1. Place the document in the fax machine.
2. Call your mailbox number using the handset of the fax machine.
3. Do one of the following:

- To send a fax-only message, at the mailbox greeting, press **START** on your fax machine and hang up the handset.
- To send a voice and fax message, record your message after you hear the record prompt, then press **START** on your fax machine and hang up the handset.

Note: The AUDIX TUI prompts you to press **5** to activate the fax option, after you record your message.

4. Log in to your mailbox and do the following:

Table 3-4. Options when forwarding fax messages to the recipient

| To do this | Press | |
|--|--------------|------------|
| | Aria TUI | AUDIX TUI |
| 1. Listen to new fax message. | 1 3 1 | 2 |
| 2. Forward the fax with comment. OR | 6 2 | 1 2 |
| 2. Forward the fax without recording a comment. | 6 1 | 1 2 |
| 3. Approve recording of comment, if any, and start addressing message. | # | # |
| 4. Complete addressing. | # # | # |
| 5. Send message. | # | # |

Creating and sending a fax by logging in to your mailbox (AUDIX TUI only)

Using the AUDIX TUI, you can log in to your mailbox and create and send a voice and fax message or a fax-only message.

Sending a fax-only message

To record and send a fax-only message from a fax machine, log in to your mailbox and use the following options:

Table 3-5. Sending fax-only messages by logging in to your mailbox

| To do this | Press |
|--|----------------------------------|
| | AUDIX TUI only |
| 1. Record fax message. | 1 # (bypass recording) |
| 2. Address the message and specify the delivery options. See Addressing messages on page 3-8. See Specifying fax message delivery options on page 3-7. | — |
| 3. Send fax message. Note: Press START on the fax machine when prompted, and then disconnect. | # |

Sending a voice-and-fax message

To record and send a voice-and-fax message from a fax machine, log in to your mailbox and use the following options:

Table 3-1. Recording and sending a voice-fax message

| To do this | Press |
|---|--|
| | AUDIX TUI only |
| 1. Record a message. See Recording options on page 3-2. | 1 <record message at prompt> |
| 2. Finish or approve voice recording and start addressing message. See Addressing messages on page 3-8. | # |
| 3. Finish addressing message and set message options or delivery options. See Specifying delivery options on page 3-3. | # |
| 4. Send the message. | # Note: If you have selected the fax option, press START on the fax machine. |

Specifying fax message delivery options

After addressing the message, you can set the following message delivery options:

Table 3-2. Setting message options

| To do this | Press |
|--|--|
| | AUDIX TUI only |
| Listen to the available delivery options. | 0 |
| Mark message as private (toggle). | 1 |
| Toggle priority status. | 2 |
| Schedule message for future delivery. Note: This option is not applicable to Modular Messaging—IBM Lotus Domino version. | 3 |
| Select fax option (toggle). | 5 Note: You can select fax option even when the voice component is not present. |
| Complete specifying delivery options. | # |

Addressing messages

You can address a message to one or more recipients. You can address messages using the local mailbox number, numeric address, network address, or the name of the recipient.

After you have approved the recording, use the following options to address messages:

Note: If you have been authorized to do so, you can send broadcast messages by following the procedures for creating a message and then sending the message to an Enhanced -List Application (ELA) that has been set up to send broadcast messages. To do so, use the number (similar to a mailbox number) assigned to the ELA when addressing the message.

Table 3-3. Addressing messages

| To do this | Press | |
|--|--|--|
| | Aria TUI | AUDIX TUI |
| Enter address. | <mailbox number> # OR <numeric address> # OR <network address> # OR <personal list address> | <mailbox number> # OR <numeric address> # OR <network address> # OR <personal list address> |
| (Only if an address has been entered) Delete the last entered address. Note: (For PDLs only) To delete a member of the list other than the last one entered, enter the address again. | * | * 3 |
| Switch to addressing by name of the recipient (Dial by Name feature). Note: The Dial by Name feature can be used to “spell out” names either of individuals or of personal distribution lists. | # Press again for numeric addressing. | * 2 Press again for numeric addressing. |
| Enter the name of the recipient (individual or list). | <name> # | <name> # |

Table 3-3. Addressing messages

| To do this | Press | |
|--|----------|-----------|
| | Aria TUI | AUDIX TUI |
| Cancel message (or list creation): <ul style="list-style-type: none"> ■ If no addresses have been entered ■ If one or more addresses have been entered | * ** | |
| Complete addressing. | ## | # |

Addressing messages options

When addressing messages, use the following options to review and modify the list of addressees.

Table 3-4. Options when addressing messages

| To do this | Press | |
|--|----------|-----------|
| | Aria TUI | AUDIX TUI |
| Review addressee list when addressing message. | N/A | * 1 |
| Skip to next address in list. | N/A | # |
| Delete an address. | N/A | * 3 |
| Add an address. | N/A | 1 |
| Exit from address list. | N/A | * #} |

You can use directory assistance to verify the addresses of the recipients or to search for addresses of recipients. See [Table 1-4](#), General commands, on page 1-7 for information on using directory assistance.

4

Printing messages to a fax device

Modular Messaging Telephone User Interface (TUI) enables you to print e-mail and fax messages to a fax device.

Note: Only TIFF file attachments and Modular Messaging e-mail messages are printed.

Using the Aria TUI, you can also print your Inbox listing, showing all messages or showing only new messages.

Printing new fax messages

To save time, you can print all new messages to a fax device at once without reviewing them.

To print new fax messages, use the following options:

Table 4-1. Printing new fax messages

| To do this | Press | |
|--|----------|-----------|
| | Aria TUI | AUDIX TUI |
| Print all new fax messages to default fax destination, if set. | 1 8 1 1 | N/A |
| Print all new fax messages to alternate fax destination. | 1 8 1 2 | N/A |

**CAUTION:**

Messages you send to a printer are marked as saved. Do not delete the message until you confirm that printing is successful because printing can fail after the print job has queued.

Printing fax and e-mail messages after reviewing

To print individual messages to a fax device, listen to the message and use the following options:

Tip:

- From the Aria TUI, press **1** for the Review Messages menu. For more information, see [Table 2-1](#).
- From the AUDIX TUI, press **2** for the Get Messages menu. For more information, see [Table 2-1](#).

Table 4-2. Printing reviewed fax messages

| To do this | Press | |
|--|------------|------------------|
| | Aria TUI | AUDIX TUI |
| Print fax or e-mail message to your default fax device, if set. | 2 1 | * 1 # |
| Print fax or e-mail message to an alternate fax device. | 2 2 | * 1 * * 5 |
| Print fax or e-mail message to the fax machine from which you are calling, using the current connection. | 2 3 | * 1 * 6 |
| Send a fax message to someone else. | 2 4 | N/A |

Note: After you print a fax message or an e-mail message with a TIFF attachment, using either the Aria TUI or the AUDIX TUI, press **2** to print the fax or e-mail message again.

Printing your inbox listing

Using the Aria telephone user interface (TUI), you can print to a fax device, your inbox listing showing all messages or showing only new messages.

Printing inbox listing showing all messages

Access your mailbox and use the following options:

Table 4-3. Print inbox listing showing all messages

| To do this | Press | |
|--|----------------|-----------|
| | Aria TUI | AUDIX TUI |
| Print inbox listing, showing all messages, to your default fax device, if set. | 1 8 2 1 | N/A |
| Print inbox listing, showing all messages, to an alternate fax device. | 1 8 2 2 | N/A |

Printing inbox listing showing only new messages

Access your mailbox and use the following options:

Table 4-4. Print inbox listing showing only new messages

| To do this | Press | |
|---|----------------|-----------|
| | Aria TUI | AUDIX TUI |
| Print inbox listing showing only new messages to your default fax device, if set. | 1 8 3 1 | N/A |
| Print inbox listing showing only new messages to an alternate fax device. | 1 8 3 2 | N/A |

5

Working with greetings, prompts, and personalization options

You can set up the telephone user interface (TUI) to play personalized prompts and greetings.

Prompts are used when callers are transferred to your extension and you are unable to answer calls.

Greetings assure callers that although you are unable to take their calls at the moment, you are checking your mailbox regularly and will return their calls.

You can personalize your mailbox to customize call handling to meet your requirements. The system default is to answer calls when your extension is busy or when there is no answer.

Greetings and prompts

You can make use of the following greetings and prompts:

- Personal greeting

Use the personal greeting to add a personal touch when callers are transferred to your mailbox.

- Extended Absence Greeting (EAG)

Record an EAG to advise callers that you are away from the office and might be checking your mailbox infrequently or not at all. The EAG overrides all call handling and Intercom paging options.

- Optional greetings

Use your mailbox as a personalized answering system by recording Optional greetings. You can choose to play these greetings if your extension is busy or unanswered.

Note: You can use Optional greetings only if Call Handling is supported by your telephone system and your system administrator has enabled Call Handling.

- Please Hold prompt

The Please Hold prompt informs callers of the extension they selected when they are being transferred to the extension for this mailbox. For example, "*Please hold for John Doe*".

- The Name prompt

The Name prompt consists of only your first and last name. The system uses this prompt for telephone answering, if you have not recorded a personal greeting. The Name prompt identifies you as the message sender when you send a message to other subscribers, and also identifies you when other subscribers address a message to you.

Listening to greetings

From the Modular Messaging TUI, you can listen to personal greetings, Extended Absence Greetings, and Optional Greetings.

To listen to recorded greetings, access your mailbox and use the following options:

Table 5-1. Listening to greetings

| To do this | Press | |
|--|----------|-----------|
| | Aria TUI | AUDIX TUI |
| Listen to the personal greeting. | 4 1 1 | 3 0 1 |
| Listen to the Extended Absence Greeting. | 4 1 2 | 3 0 2 |
| Listen to Optional Greeting 1. | 4 1 3 | 3 0 3 |
| Listen to Optional Greeting 2. | 4 1 4 | 3 0 4 |
| Listen to the Please Hold prompt. | 4 1 5 | N/A |
| Listen to the Spoken name. | 4 1 6 | 5 5 |

Options when listening to greetings

After listening to a greeting, use the following options:

Table 5-2. Options you can use when listening to greetings

| To do this | Press | |
|--|----------|-----------|
| | Aria TUI | AUDIX TUI |
| Replay greeting. | N/A | 0 |
| Forward greeting a few seconds and play. | N/A | 6 |
| Rewind greeting a few seconds and play. | N/A | 5 |
| Accept existing recording. | 1 | N/A |
| Re-record existing greeting. | 2 | N/A |
| Delete greeting. | 3 | N/A |
| Select another greeting to listen to, record, change, or delete. | N/A | # |

Recording or changing greetings

To record or change greetings, access your mailbox and use the following options:

Table 5-3. Recording or changing greetings

| To do this | Press | |
|-------------------------------|----------|-----------|
| | Aria TUI | AUDIX TUI |
| Record the personal greeting. | 4 1 1 | 3 1 1 |

Table 5-3. Recording or changing greetings

| To do this | Press | |
|---------------------------------------|----------|--|
| | Aria TUI | AUDIX TUI |
| Record the Extended Absence Greeting. | 4 1 2 | 3 1 2 |
| Record Optional Greeting 1. | 4 1 3 | 3 1 3 |
| Record Optional Greeting 2. | 4 1 4 | 3 1 4 |
| Record a Please Hold prompt. | 4 1 5 | N/A |
| Record the Spoken name. | 4 1 6 | 5 5 <name> 1 Note: This option belongs to personalizing options (AUDIX TUI). See Table 5-7 . |

Recording options

Use the following options when recording greetings:

Table 5-4. Options when recording greetings

| To do this | Press | |
|--|----------|---|
| | Aria TUI | AUDIX TUI |
| Rewind greeting a few seconds and play. | N/A | 5 |
| Forward greeting a few seconds and play. | N/A | 6 |
| Replay recording. | 1 | 2 3 |
| Pause recording and continue recording. | 2 | 1 Append to the recording after pause. |
| Finish and approve recording. | # | # |
| Re-record greeting. | * | N/A |
| Delete recording. | 3 | * 3 (Before approving the recording) |

Activating greetings

To activate greetings, access your mailbox and use the following options:

Note: When using the AUDIX TUI, before you activate an optional greeting, you must administer call handling to play the optional greeting for Busy or No Answer calls.

Table 5-5. Activating greetings

| To do this | Press | |
|---|----------|-----------|
| | Aria TUI | AUDIX TUI |
| Activate Optional Greeting 1 for No Answer calls. | 4 3 2 1 | 3 2 1 2 |
| Activate Optional Greeting 2 for No Answer calls. | 4 3 2 2 | 3 2 2 2 |
| Activate Optional Greeting 1 for Busy calls. | 4 3 3 1 | 3 2 1 1 |
| Activate Optional Greeting 2 for Busy calls. | 4 3 3 2 | 3 2 2 1 |
| Complete activating greeting. | N/A | # |

Deleting greetings

To delete greetings, access your mailbox and use the following options:

Table 5-6. Deleting greetings

| To do this | Press | |
|---------------------------------------|----------|-----------|
| | Aria TUI | AUDIX TUI |
| Delete the personal greeting. | 4 1 1 3 | 3 3 1 |
| Delete the Extended Absence Greeting. | 4 1 2 3 | 3 3 2 |
| Delete Optional Greeting 1. | 4 1 3 3 | 3 3 3 |
| Delete Optional Greeting 2. | 4 1 4 3 | 3 3 4 |

Personalizing options

To personalize your mailbox, access your mailbox and use the following options:

Note: Although they share many of the same menus, special features, such as Find Me, Call Me, automatic notification, and Intercom Paging are not considered personal options in this guide. For information about these features, see [Enabling special features](#) on page 6-2.

Table 5-7. Personalizing options

| To do this | Press | |
|---|-------------------|--------------------|
| | Aria TUI | AUDIX TUI |
| Record name. | 4 1 6 | 5 5 <name> 1 |
| Turn call screening on/off. | 4 2 5 | N/A |
| Review active Special Feature options. | 4 2 9 | N/A |
| Block all incoming calls. | 4 3 1 | N/A |
| Add a default fax destination. | 4 4 <number> # | 5 3 <number> # |
| Change the default fax telephone number. | 4 4 2 | 5 3 1 |
| Record/Review announcements. | 4 5 | N/A |
| Set personal distribution list options—see Administering personal distribution lists on page 5-7. | | |
| Change password. | 4 9 | 5 4 |

Note: The 'Block all incoming calls', 'Screen your calls', and 'Set intercom paging' options are only available for calls that are routed through the Automated Attendant. These options do not apply to calls that are made directly to your extension.

Administering personal distribution lists

When administering personal distribution lists (PDLs), you have different options, depending on your TUI.

- For options and procedures for the Aria TUI, see [Table 5-8](#), Administering PDLs in the Aria TUI, on page 5-7.
- For options and procedures for the AUDIX TUI, see [Table 5-9](#), Administering PDLs in the AUDIX TUI, on page 5-9.

For more information on personal distribution lists, including procedures and tips for creating and using them, see “Personal Distribution Lists” in the *Avaya Modular Messaging Concepts and Planning Guide*.

Table 5-8. Administering PDLs in the Aria TUI

| To do this (Aria TUI only) | Press |
|---|--|
| Access PDL administration menu. | 4 6 |
| Create a list. <ul style="list-style-type: none"> ■ Assign ID number to list. ■ (Optional) Record name of list. <ul style="list-style-type: none"> — Accept recording. — Re-record list name. — Delete recording. ■ (Optional) Enter list members: Note: It is possible for a list to have no members. | <p style="text-align: center;">1</p> <p style="text-align: center;"><1- to 32-digit number> #</p> <p style="text-align: center;"><name> #</p> <p style="text-align: center;">1</p> <p style="text-align: center;">2</p> <p style="text-align: center;">3</p> <p>(See Table 5-10, Adding members to lists, on page 5-10.)</p> |

Table 5-8. Administering PDLs in the Aria TUI

| To do this (Aria TUI only) | Press |
|---|--|
| Edit a list. <ul style="list-style-type: none"> ■ Review list members. <ul style="list-style-type: none"> — Delete member. — Keep member. — Exit. ■ Add or delete list members. <ul style="list-style-type: none"> — To add, enter new address. — To delete, enter existing address. ■ Change number for list. ■ Re-record name for list. <ul style="list-style-type: none"> — Accept recording. — Re-record list name. — Delete recording. ■ Exit. | <p style="text-align: center;">2</p> <p style="text-align: center;">1</p> <p style="text-align: center;">7</p> <p style="text-align: center;">9 or #</p> <p style="text-align: center;">*</p> <p style="text-align: center;">2</p> <p style="text-align: center;">(See Table 5-10, Adding members to lists, on page 5-10.)</p> <p style="text-align: center;">(See Table 5-10, Adding members to lists, on page 5-10.)</p> <p style="text-align: center;">3 <new list number> #</p> <p style="text-align: center;">4</p> <p style="text-align: center;">1</p> <p style="text-align: center;">2</p> <p style="text-align: center;">3</p> <p style="text-align: center;">*</p> |
| Delete a list. <ul style="list-style-type: none"> ■ Enter list ID. ■ Delete list. ■ Exit. | <p style="text-align: center;">3</p> <p style="text-align: center;"><i><list number></i></p> <p style="text-align: center;">OR</p> <p style="text-align: center;"># <list name></p> <p style="text-align: center;">2 or 7</p> <p style="text-align: center;">*</p> |

Table 5-8. Administering PDLs in the Aria TUI

| To do this (Aria TUI only) | Press |
|---|--|
| Browse active lists. | 4 |
| <ul style="list-style-type: none"> ■ Review list members. <ul style="list-style-type: none"> — Delete member — Keep member — Exit ■ Add or delete list members. <ul style="list-style-type: none"> — To add, enter new address. — To delete, enter existing address. ■ Change number for list. ■ Re-record name for list. <ul style="list-style-type: none"> — Accept recording. — Re-record list name. — Delete recording. ■ Delete list. ■ Skip list. ■ Exit. | 1 7 9 or # * 2 (See Table 5-10 , Adding members to lists, on page 5-10.) (See Table 5-10 , Adding members to lists, on page 5-10.) 3 <new list number> # 4 1 2 3 7 # * |

Table 5-9. Administering PDLs in the AUDIX TUI

| To do this (AUDIX TUI only) | Press |
|---|---|
| Access PDL administration menu. | 5 1 |
| Create a list. <ul style="list-style-type: none"> ■ Assign ID number to list. ■ (Optional) Record name of list. <ul style="list-style-type: none"> — Accept recording. — Re-record list name. — Delete recording. ■ (Optional) Enter list members: Note: It is possible for a list to have no members. | 1 <1- to 32-digit number> # <name> 1 # 1 N/A (See Table 5-10 , Adding members to lists, on page 5-10.) |

Table 5-9. Administering PDLs in the AUDIX TUI

| To do this (AUDIX TUI only) | Press |
|--|---|
| Scan active lists. <ul style="list-style-type: none"> ■ Skip to next list. ■ Review list members. ■ Change list name. ■ Change list ID number. ■ Delete list. | 2 # 0 5 6 * 3 |
| Review and modify lists. <ul style="list-style-type: none"> ■ Enter list ID. <ul style="list-style-type: none"> — Review list members. — Change list name. — Change list ID number. — Delete list. | 3 <i><list ID number> #</i> 0 5 6 * 3 |

Options for adding list members

When adding lists to members, use the following options:

Table 5-10. Adding members to lists

| To do this | Press | |
|--|--|--|
| | Aria TUI | AUDIX TUI |
| Enter address. | <i><mailbox number> #</i> OR <i><numeric address> #</i> OR <i><network address> #</i> OR <i><personal list address></i> | <i><mailbox number> #</i> OR <i><numeric address> #</i> OR <i><network address> #</i> OR <i><personal list address></i> |
| (Only if an address has been entered) Delete the last entered address. | * Note: To delete a member of the list other than the last one entered, enter the address again. | * 3 |

Table 5-10. Adding members to lists

| To do this | Press | |
|--|--|--|
| | Aria TUI | AUDIX TUI |
| Switch to addressing by name of the recipient (Dial by Name feature). Note: The Dial by Name feature can be used to “spell out” names either of individuals or of personal distribution lists. | # Press again for numeric addressing. | * 2 Press again for numeric addressing. |
| Enter the name of the recipient (individual or list). | <name> # | <name> # |
| Cancel list creation: <ul style="list-style-type: none"> ■ If no addresses have been entered ■ If one or more addresses have been entered | * ** | N/A |
| Finish addressing and exit. | # # | # |

Options when recording names

When recording a name to use as part of the default system greeting, use the following options:

Table 5-11. Options you can use when recording a name

| To do this | Press | |
|-------------------|----------|-----------|
| | Aria TUI | AUDIX TUI |
| Finish recording. | # | 1 |
| Accept recording. | 1 | # |
| Re-record. | 2 | 1 |
| Rewind and play. | N/A | 2 3 |
| Delete recording. | 3 | N/A |

Note: If the system asks you to record your name as you log in, you must press **1** (AUDIX TUI) and record your name at the tone.

Administering call types and call handling

In the Aria TUI, you use call handling to determine which optional greeting the system plays when your extension is busy or when you are not able to answer your calls.

In the AUDIX TUI, you administer call types to determine which of the following the system does:

- Play your personal greeting for all calls
- Play the optional greetings for Busy or No Answer calls

Busy calls are those that come in when you are already using your telephone line. No answer calls are those that come in when you do not answer.

To administer call types and call handling, access your mailbox and use the following options:

Table 5-12. Administering call types

| To do this | Press | |
|--|--------------|--------------------------|
| | Aria TUI | AUDIX TUI |
| Review active call handling options or call types. | 4 3 8 | 3 4 |
| Administer call types to identify busy and no answer calls. | N/A | 3 4 1 (toggle) |
| Use call handling when your extension is not answered. | 4 3 2 | N/A |
| Use call handling when your extension is busy. | 4 3 3 | N/A |
| Return to default call handling, that is, the system or personal greeting for all calls. | 4 3 9 | 3 4 1 (toggle) |

6

Using special features

You can enable special features, such as Notify Me, Call Me, and Find Me, from the telephone user interface (TUI).

For more information on Notify Me, Call Me, and Find Me, see *Avaya Modular Messaging Concepts and Planning Guide*.

Enabling special features

Avaya Modular Messaging offers a number of special features that make the system even more powerful. Among these are Call Me, Find Me, automatic call notifications, and in-house Intercom Paging.

To enable special features, access your mailbox and use the following options:

Table 6-1. Enabling Find Me, Call Me, automatic notification, and Intercom Paging

| To do this | Press | |
|---|---|------------|
| | Aria TUI | AUDIX TUI |
| Enable or disable Find Me (toggle). | 4 2 2 1 | N/A |
| Hear Call Me options. | N/A | 6 0 |
| Enable Call Me. | 4 2 3 1 Note: Toggle to disable Call Me. | 6 9 |
| Disable Call Me. | 4 2 3 1 Note: Toggle to enable Call Me. | 6 6 |
| Enable or disable caller-requested notification (toggle). | 4 2 4 1 | N/A |
| Disable automatic notification. | 4 2 4 2 1 | N/A |
| Enable automatic notification for all calls. | 4 2 4 2 2 | N/A |
| Enable automatic notification for urgent calls only. | 4 2 4 2 3 | N/A |
| Disable Intercom Paging. | 4 2 7 1 | N/A |
| Enable Intercom Paging. | 4 2 7 2 | N/A |
| Turn on automatic Intercom Paging. | 4 2 7 3 | N/A |

Note: You will not be able to use any of the Call Me options if your mailbox is not enabled for Call Me.

Receiving Call Me calls

When you receive a Call Me call, Modular Messaging introduces the call by stating that the call is from an automated system and by identifying the called subscriber.

When Modular Messaging makes a Call Me outcall, it plays military tones (A, B, C, and D) as part of the outcalling announcement. If the call is answered by another Modular Messaging system or an AUDIX system, the answering system disconnects without recording anything.

When you receive a Call Me call, you can use the following options:

Table 6-2. Options when receiving Call Me calls

| To do this | Press |
|---|-----------------------------------|
| | Aria TUI and AUDIX TUI |
| Log in to your mailbox. | # |
| Disconnect the call and continue calling a few minutes later. Note: The system makes calls to the telephone numbers specified in the Call Me rule. The time interval after which the system tries again is specified in the Call Me rule. | 1 |
| Cancel further notifications for the current message. Note: The system keeps the Call Me rule active for the next new incoming message. | 2 |
| Block Call Me. Note: This option cancels all future calls to the called number. | * |

7

Understanding caller options

When callers call in to the telephone system of your organization, they are presented with either the Automated Attendant or the Common Caller Interface (CCI).

If your telephone system supports Direct Inward Dialing (DID or DDI), callers can dial your extension directly and bypass the Automated Attendant. If your extension is busy or unanswered, callers reach the CCI. Using the options of the CCI, callers can leave a message directly in your mailbox.

If your telephone system does not support DID, external callers must dial in to the access number of your organization. They are then presented with the Automated Attendant. For more information, see [Calling through the Automated Attendant](#) on page [7-2](#).

Calling through the Automated Attendant

If your telephone system does not support Direct Inward Dialing (DID), external callers must dial in to the access number of your organization. The Automated Attendant then guides callers to enter your mailbox number, that is, the mailbox number of the subscriber they wish to reach.

If your extension is busy or you are not available to answer the call, and if your telephone system is *not* configured to support supervised transfers, the caller reaches the Common Caller Interface (CCI). For more information on the CCI, see [Using the Common Caller Interface](#) on page 7-4.

If your extension is busy or you are not available to answer the call, and if your telephone system is configured to support supervised transfers, the caller returns to the Automated Attendant. Using the following options of the Automated Attendant, the caller can leave a message in your mailbox.

Options when there is no answer at an extension

If there is no answer at your extension, the Automated Attendant presents callers the following options:

Table 7-1. Options when there is no answer at an extension

| To do this | Press |
|---|-------------------------------|
| | Aria TUI and AUDIX TUI |
| Dial a new extension. | 1 |
| Leave a voice message. | 2 |
| Request operator assistance, if applicable. | 3 or 0 |
| Page the subscriber, if the subscriber has turned on intercom paging. | 4 |
| Notify the subscriber. | 9 |
| Cancel the selection. | * |

Options when an extension is busy

If your extension is busy, the Automated Attendant presents callers the following options:

Table 7-2. Options when an extension is busy

| To do this | Press |
|---|------------------------|
| | Aria TUI and AUDIX TUI |
| Dial a new extension. | 1 |
| Leave a voice message. | 2 |
| Dial the same extension. | 3 |
| Request operator assistance, if applicable. | 0 |
| Page the subscriber, if the subscriber has turned on intercom paging. | 4 |
| Notify the subscriber. | 9 |
| Cancel the selection. | * |

Using the Common Caller Interface

When a caller reaches your mailbox, either because your extension is busy or because you do not answer the call, the caller is presented with one of the following:

- The Common Caller Interface (CCI)

This interface is presented if your system setup does not support supervised transfer. Callers are presented with the CCI, regardless of your choice of TUI.

- The Automated Attendant

This interface is presented if system setup supports supervised transfer.

Messages that the caller leaves, using either the CCI or the Automated Attendant, are known as Call Answer messages.

Options of the Common Caller Interface

Callers can use the options of the CCI to leave voice or fax messages in the mailbox of a subscriber.

When presented with the CCI, callers can:

1. Select the language for prompts
2. Listen to the active greeting
3. Listen to the instructions for recording messages
4. Record and send a voice message or send a fax message
5. Set delivery options
6. Exit from the CCI

General commands of the Common Caller Interface

Callers can use the following options from any menu of the CCI:

Table 7-3. General commands of the CCI

| To do this | Press |
|--------------------------------|--------------------------------|
| | CCI |
| Log in to a different mailbox. | * 7 <mailbox> <password> |

Table 7-3. General commands of the CCI

| To do this | Press |
|---|---|
| | CCI |
| Transfer to another mailbox. Note: If you want to use the Dial by Name feature to enter the mailbox address, press the star key (*) again after pressing * 8, then “spell out” the recipient’s name using the touchtone keys. | * 8 <number> OR * 8 * <name> |

Selecting the language for prompts

Administrators can configure the system such that:

- Only one language is defined for the system Automated Attendant

The system plays all prompts and system announcements of the CCI in the default system language

- Multiple languages are defined for the system Automated Attendant

The system presents a list of language options to callers as the first prompt they hear when calling in to the system. Callers can select the desired language by pressing the appropriate key on their touchtone keypads. All subsequent prompts are played in the selected language.

To select a language, a caller uses the following procedure:

1. Listen to the system prompt “*Welcome to Avaya Messaging*” in the default system language.

The system announces the keys that the caller has to press in order to select a language. Each option is played in the language of selection. For example, “*For English, press 1. Pour Français, appuyez sur le deux...*”.

2. Press the key to select a language.

After the caller selects a language, all system prompts and announcements are played in the selected language for the duration of the Call Answer session.

The system plays one of the following:

- If the subscriber has recorded a greeting, the system plays the greeting
- If the subscriber has not recorded a greeting, the system plays the system greeting “*Please leave a message for <name>*”, in the selected language.

The system plays all subsequent system prompts in the selected language.

3. Listen to the greeting and use the options available to leave a message. For more information, see [Listening to the active greeting](#) on page 7-6.

Listening to the active greeting

When presented with the CCI, callers can listen to the greeting that is active for the mailbox.

When listening to the greeting, callers can use the following options:

Table 7-4. Options when listening to greetings

| To do this | Press |
|--|-------------------|
| | CCI |
| Log in to the mailbox. | * * <password> |
| Interrupt greeting to record a message. Note: Callers cannot interrupt an Extended Absence Greeting. | # or 1 |
| Leave a voice and fax message. Note: Applicable only to Modular Messaging—MSS. | 4 2 |
| Leave a fax-only message. | 4 1 |
| Transfer the call to the system operator, if applicable. | 0 |
| Leave a notification message for the subscriber, if applicable. | 9 |

Note: Callers can press the **START** button on the fax machine they are calling from to send a fax message to the called subscriber. The call is disconnected upon successful transmission of the fax message.

Listening to instructions for recording messages

After listening to the active mailbox greeting, callers can listen to instructions about recording messages.

When listening to recording instructions, callers can use the following options:

Table 7-5. Options when listening to record instructions

| To do this | Press |
|--|--------------------------|
| | CCI |
| Leave a voice and fax message. Note: Applicable only to Modular Messaging—MSS. | 4 2 |
| Leave a fax-only message. | 4 1 |
| Log in to the mailbox. | * * <password> |
| Transfer the call to the system operator, if applicable. | 0 |

Note: Callers can press the **START** button on the fax machine from which they are calling to leave a fax message for the called subscriber.

Recording messages

Callers can use the following options when recording messages:

Table 7-6. Options when recording messages

| To do this | Press |
|--|------------------------------------|
| | CCI |
| Deliver the recorded message and disconnect the call. | * * or hang up |
| Erase the recorded message and re-record at the prompt. | * 3 |
| Stop recording and listen to End Recording options. See End Recording options on page 7-8. | Any key from 1 through 9 |
| Complete recording and listen to the delivery options. See Sending the message on page 7-8. | # |

Table 7-6. Options when recording messages

| To do this | Press |
|---|------------|
| | CCI |
| Deliver the recorded message and transfer the call to the system operator, if applicable. | 0 |

Note: When recording messages, callers can press the **START** button on the fax machine from which they are calling to send a fax message to the called subscriber.

End Recording options

When recording messages, callers can press any key from **1** through **9** to listen to the following End Recording options:

Table 7-7. End Recording options

| To do this | Press |
|---|-----------------|
| | CCI |
| Approve the message and listen to delivery options. | 1 or # |
| Replay the message. | 2 |
| Erase the message and re-record at the prompt. | 3 or * 3 |
| Continue recording. | 4 |
| Cancel the message and go to the Automated Attendant. | ** |

Sending the message

After approving a message, callers can press **1** to send the message the way it is, or they can set delivery options to the message.

Setting delivery options

Callers can use the following options to set delivery options:

Table 7-8. Setting delivery options

| To do this | Press |
|-------------------------------------|---------------|
| | CCI |
| Play the delivery options. | 0 |
| Send message with selected options. | 1 or # |

Table 7-8. Setting delivery options

| To do this | Press |
|----------------------------------|------------|
| | CCI |
| Mark message as urgent (toggle). | 2 |
| Include a fax (toggle). | 4 |
| Send message and disconnect. | Hang up |

Note: Callers can press the **START** button on the fax machine from which they are calling to send a fax message to the called subscriber.

Exiting from the Common Caller Interface

After setting the delivery options for the message, callers are presented with the following options, depending on the system setup:

Table 7-9. Exiting from the CCI

| To do this | Press |
|---|-------------------------------------|
| | CCI |
| Disconnect. | 1 or ** or Hang up |
| Call another subscriber. | 2 |
| Transfer the call to the operator, if applicable. | 0 |

Note: Callers can press the **START** button on the fax machine from which they are calling to send a fax message to the called subscriber.

Transferring callers to a mailbox

When you pick up a call, you can transfer a caller directly to the mailbox of the subscriber.

To transfer callers to a mailbox:

1. Put the caller on hold.
2. If your telephone system provides a features access code (FAC) for call transfer, go directly to step 6.

OR

2. If your telephone system does not provide feature access code (FAC), begin the transfer by pressing the transfer button on your telephone.
3. Dial the Modular Messaging access number.
4. Do one of the following:
 - If you are transferring from an extension that has an associated Modular Messaging mailbox, press the star key (*), then go to Step 5.
 - If you are transferring from an extension without an associated Modular Messaging mailbox, press the pound key (#) twice, then go to Step 5.
5. Enter the number of the mailbox to which the caller wants to be transferred.
6. Complete the transfer and hang up. The caller remains on the line to leave a message.

Calling Find Me

If you call a mailbox that is enabled for Find Me and the call is not answered, you hear an announcement telling you that the system is trying to locate the person you have called. You are asked for your name and given the option to leave a message. You are invited to hold while the system tries a list of alternative numbers to locate the person you are calling.

When you hold the call, you can use the following option:

Table 7-10. Calling Find Me

| To do this | Press |
|-------------------------------------|------------------------|
| | Aria TUI and AUDIX TUI |
| Cancel Find Me and leave a message. | * |

Index

A

- accessing your mailbox, 1-3
 - from extension of someone else not in your system, 1-4
 - from office extension of someone else in your system, 1-4
 - from your office extension, 1-3
- activating optional greetings, 5-5
- Activity Menu, 1-9
- addressing messages, 3-8
- announcements
 - recording, 5-6
 - reviewing, 5-6
- Automated Attendant, 7-1 to 7-2
 - busy-line options for callers, 7-3
 - no-answer options for callers, 7-2
- automatic notification, setting options, 6-2

B

- blocking incoming calls, 5-6
- broadcast messages
 - receiving and reviewing, 2-2
 - sending, 3-8

C

- call handling, administering, 5-12
- Call Me
 - receiving calls, 6-3
 - setting options, 6-2
- call screening option, 5-6
- call types, administering, 5-12
- caller messages
 - delivery options, 7-8
 - end-of-recording options, 7-8
 - options for recording, 7-7

- caller options, 7-1
 - Automated Attendant, 7-2
 - exiting the call, 7-9
 - Find Me, 7-11
 - language selection, 7-5
 - sending caller messages, 7-8
 - transferring to mailbox, 7-10
- CCI, *see* Common Caller Interface
- commands, general, *see* general commands
- Common Caller Interface, 7-1
 - exiting, 7-9
 - general commands, 7-4
 - options, 7-4
 - transferring callers, 7-4

D

- default fax destination, 5-6
- deleting greetings, 5-5
- delivery options
 - for caller messages, 7-8
 - for fax messages, 3-7
 - forwarding messages, 2-11
 - replying to messages, 2-9
 - sending messages, 3-3
- directory assistance, 1-7

E

- e-mail
 - print options, 2-5
 - printing messages after reviewing, 4-2
 - printing to a fax device, 4-1
 - reviewing messages, 2-2

exiting the Common Caller Interface, 7-9
Extended Absence Greeting, 1-6, 5-2

F

fax

- creating and sending to recipient's mailbox, 3-4
- creating and sending to your mailbox for forwarding, 3-4
- delivery options, 3-7
- print options, 2-5
- printing messages after reviewing, 4-2
- printing messages to a fax device, 4-1
- printing new messages all at once, 4-1
- sending by logging in to your mailbox, 3-5
- sending fax-only messages, 3-6
- sending from a fax machine, 3-4
- sending voice-and-fax messages, 3-6
- setting default destination, 5-6

Find Me

- calling, 7-11
- setting options, 6-2

forwarding messages, 2-11

- delivery options, 2-11
- fax, 3-4

G

general commands, 1-7

- Common Caller Interface, 7-4
- directory assistance, 1-7
- disconnect, 1-7
- getting help, 1-7
- Main or Activity Menu, 1-7
- transfer to operator, 1-7
- use directory assistance, 1-7

getting help, 1-7

getting started, 1-1

greetings, 5-1

- activating optional, 5-5
- changing, 5-3
- deleting, 5-5
- Extended Absence Greeting, 5-2
- list and descriptions, 5-2
- listening options, 5-3
- listening to, 5-2
- listening to active greetings, 7-6
- optional, 5-2
- personal, 5-2
- recording, 5-3
- recording options, 5-4

H

help, getting, 1-7

I

inbox listing, printing, 4-3
Intercom Paging, setting options, 6-2

L

language selection for callers, 7-5
listening options

- greetings, 5-3
- messages, 2-4

listening to

- active greeting, 7-6
- greetings, 5-2
- instructions for recording caller messages, 7-7

logging in to mailbox, 1-3

M

mailbox

- accessing from extension of someone else not on your system, 1-4
- accessing from office extension of someone else on your system, 1-4
- accessing from your office extension, 1-3
- accessing your own, 1-3
- logging in, 1-3

Main Menu, 1-9

messages

- addressing, 3-8
- addressing options, 3-9
- broadcast, receiving and reviewing, 2-2
- broadcast, sending, 3-8
- delivery options for fax, 3-7
- delivery options for forwarding, 2-11
- delivery options for messages, 3-3
- delivery options for replies, 2-9
- fax, sending, 3-4
- forwarding, 2-11
- options after listening to, 2-5
- options for replying to, 2-8
- options while listening, 2-4
- printing fax and e-mail messages, 4-1
- recording, 3-2
- recording and sending, 3-1
- recording options, 3-2
- reviewing, 2-2
- reviewing and responding to, 2-1
- scanning options, 2-7
- searching for specific messages, 2-13
- skipping, 2-3

N

- Name prompt, 5-2
 - recording, 5-6
 - recording options, 5-11
- notification, automatic, setting options, 6-2

O

- optional greetings, 5-2
 - activating, 5-5

P

- passwords, changing, 5-6
- personal distribution lists, 5-6
- personal greetings, 5-2
- personal options, 5-1, 5-6
 - announcements, 5-6
 - blocking incoming calls, 5-6
 - call screening, 5-6
 - changing passwords, 5-6
 - default fax destination, 5-6
 - personal distribution lists, 5-6
 - record name, 5-6
 - reviewing special feature options, 5-6
- playback controls
 - after listening to messages, 2-5
 - during setup tutorial, 1-5
 - for recording messages, 3-2
 - while listening to greetings, 5-3
 - while listening to messages, 2-4
- Please Hold prompt, 5-2
- print options
 - e-mail, 2-5
 - fax, 2-5
- printing
 - e-mail messages after reviewing, 4-2
 - e-mail messages to a fax device, 4-1
 - fax messages after reviewing, 4-2
 - fax messages to a fax device, 4-1
 - inbox listing, 4-3
 - new fax messages all at once, 4-1
- prompts, 5-1
 - list and descriptions, 5-2
 - Name, 5-2
 - Name, recording, 5-11
 - Please Hold, 5-2

R

- recording
 - caller messages, 7-7
 - greetings, 5-3
 - listening to instructions for caller messages, 7-7

- messages, 3-1 to 3-2
- name, 5-6
- options at end of caller messages, 7-8
- options for greetings, 5-4
- options for Name prompt, 5-11
- playback controls, 3-2
- replying to messages
 - delivery options, 2-9
 - options, 2-8
- responding to messages, 2-1
- reviewing messages, 2-1 to 2-2

S

- scanning messages, 2-7
- searching for specific messages, 2-13
- sending
 - caller messages, 7-8
 - fax messages, 3-5
 - fax messages to recipient's mailbox, 3-4
 - fax messages to your mailbox for forwarding, 3-4
 - fax-only messages, 3-6
 - messages, 3-1
 - voice-and-fax messages, 3-6
- setup tutorial
 - about, 1-5
 - playback controls for, 1-5
- skipping messages, 2-3
- special features, 6-1
 - automatic notification, 6-2
 - Call Me, 6-2
 - Find Me, 6-2
 - Intercom Paging, 6-2

T

- transferring
 - callers to a mailbox, 7-10
 - from within the Common Caller Interface, 7-4
 - to another extension, 1-7
 - to operator, 1-7
- TUIs
 - listed and described, 1-1
 - using, 1-1
- tutorial, setup, see setup tutorial

U

- using TUIs, 1-1

V

- voice-and-fax messages, sending, 3-6

