



## Modular Messaging



### Helpful Hints for users moving from INTUITY AUDIX to Modular Messaging AUDIX

New Modular Messaging AUDIX users who have moved from INTUITY AUDIX will notice a few differences in the product's user interface. This document provides some helpful tips to help you acclimate yourself to the new system.

Feature/Function	Differences
Log in	<ul style="list-style-type: none"> <li>When you call the main number from your own phone, you will not be prompted for a mailbox number. You only need to enter your password and press #.</li> <li>When you call in from a phone that is not associated with an MM mailbox, you need to first press # to indicate you want to login, then you must enter your mailbox number and your password followed by a pound.</li> <li>If you call in from another subscriber's phone and want to login to your own mailbox, you must press * when you are prompted for a password, then pound. Then you must enter your mailbox number and your password, followed by a pound.</li> </ul>
Greetings	<p>Greetings work very differently on Modular Messaging:</p> <ul style="list-style-type: none"> <li>You no longer have the ability to record and use multiple personal greetings as and when you need them. You can only have one Personal Greeting recorded at any time.</li> <li>If you are leaving your office for an extended period of time, you may record an Extended Absence Greeting (EAG), which will be played to callers before your regular greeting. Note that the EAG is activated when you record it and is deleted when you deactivate it. Whenever you login to your mailbox and an EAG is on, you will be prompted if you want to remove it.</li> <li>You can use Optional Greeting 1 &amp; Optional Greeting 2 if you want different greetings for busy and no-answer situations. In this case, you must administer your mailbox to use these call types and then use these optional greetings. When you do this, you cannot use your Personal Greeting.</li> <li>If you do not record any greeting, the System Greeting is used. Note that this system greeting is different than the one INTUITY AUDIX uses; it does not tell callers whether you are busy or whether there is no answer.</li> <li>You cannot have different greetings for internal/external calls or out-of-hours calls.</li> <li>When you record a personal greeting, Modular Messaging appends instructions to your greeting ("At the tone, please record your message. When you are finished recording, hang up or press # for more options.")</li> </ul>
Call answer	<p>The call answer prompts and operations are different from the INTUITY AUDIX call answer prompts and operations.</p> <p>Some prominent differences:</p> <ul style="list-style-type: none"> <li>Callers press 5 to mark a message as private.</li> <li>Personal greetings have some system instructions appended to them. These instructions tell callers to press # for more options after they finish recording. However, the options to delete the message, listen to it, and so on are accessible only if callers press 1 after recording. If they press #, the message is already approved and will be sent when they hang up.</li> <li>After approving a message, callers can mark it as urgent by pressing 2.</li> <li>After approving a message, callers can send it immediately by pressing 1 (not #).</li> </ul>

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	<ul style="list-style-type: none"> <li>• There is no system wait feature.</li> </ul>
Transfers	<p>During call answer, you may transfer using *T, after which you press * to transfer by name, not *A. However, as a logged in subscriber, you can press *T, then *A to transfer by name.</p> <p>If you attempt to transfer to a subscriber with an EAG activated, the transfer is not attempted and you hear the subscriber's greeting instead.</p>
Name Addressing	Name addressing provides options for nine matches.
Send Message	Subscriber can now mark a broadcast message as priority. This was not allowed in INTUITY AUDIX.
Get Messages	<ul style="list-style-type: none"> <li>• The prompt "Message marked private" is now uninterruptible.</li> <li>• Based on the system configuration, subscribers might be permitted to reply to or forward a private message.</li> </ul>
Personal Distribution Lists	<ul style="list-style-type: none"> <li>• When you include a Personal Distribution List as a member of another Personal Distribution List (referred to as a nested list), it is considered a single list entry. Therefore, you cannot review the members of the nested Personal Distribution List.</li> <li>• You can now select a Personal Distribution List by name.</li> <li>• You can now record names for Personal Distribution Lists.</li> <li>• All Personal Distribution Lists are private. There are no longer any public lists.</li> </ul>
Features that are no longer supported	<p>The following features are not supported in Modular Messaging:</p> <ul style="list-style-type: none"> <li>▪ There is no longer an unopened folder—messages are either new or saved (old).</li> <li>▪ There is no sent folder—you cannot get delivery information on messages you send out. However, you still receive delivery failure notices if the message cannot be delivered.</li> <li>▪ You cannot specify FIFO or LIFO ordering for your messages if you want your urgent messages first (they are always presented as most recently received first).</li> <li>▪ You can no longer use the telephone user interface (TUI) to configure the outcalling number and options, including outcall message priority. However, you can configure these using the Subscriber Options application. Note that outcalling is referred to as Call Me on Modular Messaging.</li> <li>▪ You cannot specify media preferences; that is, you cannot choose the order in which voice mail, text messages or faxes are presented to you.</li> <li>▪ You cannot specify the address before recording (you must always record a message, then address it).</li> <li>▪ You cannot record custom voice prompts through the TUI.</li> <li>▪ Auto printing and auto deletion of faxes is not supported.</li> <li>▪ While reviewing messages, returning to the previous message by pressing *2 or 2-2 is not supported.</li> <li>▪ Attaching a comment to the end of a forwarded message is not supported.</li> </ul>