RECORDING AND SENDING MESSAGES

Sending voice or voice-fax messages
- From the activity menu [1]
- Record voice message [0]
- When finished [8]
- Specify delivery address (see below) [8]
- When finished [8]
- Specify delivery options (see below) [8]
- Send message [8]

Sending fax-only messages from fax machine
- From the activity menu [1]
- Bypass voice recording [8]
- Specify delivery address (see below) [8]
- When finished [8]
- Specify delivery options (see below) [8]
- Load document into fax machine [8]
- Press Start key on fax machine [8]

Sending voice-fax messages by forwarding a fax
To send a fax to your own mailbox:
- Log in to mailbox [8]
- From the activity menu [2]
- Forward fax with optional voice message [1] [2]
- Record voice message [8]
- When finished [8]
- Specify delivery address (see below) [8]
- When finished [8]
- Specify delivery options (see below) [8]
- Send message [8]

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 [8]
- When finished [8]
- Specify delivery options [8]
- Send message [8]

Printing fax/e-mail messages
- From the activity menu [2]
- Listen to message header [8]
- Print fax or e-mail portions [*] [1]
- Print to default machine [8]

OR
- To print to machine attached to your telephone [*] [6]

OR
- To print to other machine you specify:
  - Press [*] [7] [5]
  - Enter outside line number (if needed) and telephone number [8]
  - Press [8]

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 listing [6]

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

Specify delivery address
- For voice user:
  - Enter user’s mailbox number, and press [8]
- For voice user name addressing: Press [*] [2], spell user’s name or name of personal list, and press [8]
- 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 [8]
  - 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]

CREATING MULTIPLE PERSONAL GREETINGS

Listening to your greetings
- From the activity menu [3]
- Listen to greetings [0]
- Enter greeting number [1–4]
- When finished [8]

Creating or changing greetings
- From the activity menu [3]
- Record greetings [1]
- Enter greeting number [1–4]
- When finished [8]

Deleting greetings
- From the activity menu [3]
- Delete greeting [3]
- Enter greeting number [1–4]
- When finished [8]

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 [8]

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 [8]

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.

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**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.*

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### 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 [#].

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### ACTIVITY MENU

#### 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 (4) [3]
- End recording & approve (5)

#### MESSAGE ADDRESSING OPTIONS

- Enter destination mailbox number, and then press [#].
- To “spell” name (person or list) using touchtone keys, press [*] [2].
- “Spell” full or partial name
- Select name from list
- To send to personal list, then personal list number (5)[*]
- To address to fax machine, press [*] [1][#][5]

#### OTHER OPTIONS

- List all recipients [*][1]
- Delete current address [[*]] [3]
- To delete the entire message, clear all addresses, then press [#][#][#][#][#]
- When finished, press [#].

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### GET MESSAGES

#### GET MESSAGE OPTIONS

- Listen to message (0)
- Respond to or forward message (1)
- Skip to next category (2)* [5]
- Skip to next header (6)
- Keep message in current category (7)* [4]
- Delete message (8) [3]
- Print fax / e-mail (9) [*] [1]
- Undelete message (9) [*][8]

#### RESPOND / FORWARD OPTIONS

- Call the sender (0)
- Reply to sender by voice mail (1)
- Forward with comment (2)
- Record new message (3)
- Reply to all recipients (5)

#### PRINT OPTIONS

- Print to default fax/printer (6)
- Print to other fax machine:
  - Press [*] [*] [5]
  - Enter outside line number and full telephone number.
  - Press [#]
- OR
  - Print to this fax machine [*][6]

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### 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]

#### PERSONAL OPTIONS

- Administer mailing lists (1)
- Set fax preferences (2)
- Change password (3)
- Record name (5)

#### PERSONAL LIST OPTIONS

- Create list (1)
- Scan lists (2)
- Review & modify list (3)

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### CALL ME OPTIONS

- Turn Call Me on (9)
- Turn Call Me off (6)
- Hear current status (0)

### SCAN OPTIONS

- Scan headers & messages (1)
- Scan headers only (2)
- Scan message body (3)

### SEND OPTIONS

- Send immediately (7)
- Toggle private / not private (1)
- Toggle priority / not priority (2)
- Mark for future delivery (3)

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**PRINT OPTIONS**

- Print to default fax/printer (6)
- Print to other fax machine:
  - Press [*] [*] [5]
  - Enter outside line number and full telephone number.
  - Press [#]
- OR
  - Print to this fax machine [*][6]

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**GENERAL TIPS**

- Need help? Press [*][4]
- To return to the Activity Menu, press [*][7]
- See other side for more tips and options.