GETTING MESSAGES YOU RECEIVED

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

Responding to messages (optional)
After listening to your message, press [1] to respond to or forward the message. Then select one of the following:
• Call sender (exits mailbox) [0]
• Reply to sender by voice mail [1]
• Forward with comment at beginning [2]
• Record and address a new message [4]
• Reply to all recipients [5]
If you select any key from the above except 0:
• Record and address your message
• When finished
• Specify delivery options
• Send message [9]

Printing fax/e-mail messages
• From the activity menu [2]
• Listen to message header [*] [1]
• Print fax or e-mail portions [6]
OR
• To print to machine attached to your telephone [*] [6]
OR
• To print to other machine you specify:
  – Enter outside line number (if needed) and telephone number
  – Press [9]

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

Want to save time?
• Bypass greeting when recording [1]
• Bypass header when listening [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 [*] [*] [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 [9]

Creating or changing greetings
• From the activity menu [3]
• Record greetings [1]
• Enter greeting number [1–4]
• When finished [9]

Deleting greetings
• From the activity menu [3]
• Delete greeting [3]
• Enter greeting number [1–4]
• When finished [9]

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 [9]

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 [9]

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.
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.

**ABOUT THIS GUIDE**

**ENTERING THE SYSTEM**

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

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

**ACTIVITY MENU**

**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.

**MESSAGE ADDRESSING OPTIONS**

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

**OTHER OPTIONS**

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

**SEND OPTIONS**

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

**GET MESSAGE OPTIONS**

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

**RESPOND / FORWARD OPTIONS**

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

**PRINT OPTIONS**

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

**PERSONAL GREETING OPTIONS**

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

**PERSONAL LIST OPTIONS**

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

**PERSONAL OPTIONS**

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

**GENERAL TIPS**

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

**SCAN OPTIONS**

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

**CALL ME OPTIONS**

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

**SEND OPTIONS**

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

**PLAYBACK OPTIONS**

- Forward [3].
- Pause/Resume [*] [5].
- Skip backward [*] [5].
- Skip forward [*] [5].
- Louder [*] [6].
- Quieter [*] [9].
- Replay from beginning [*] [#].

**RECORD GREETINGS OPTIONS**

- Record or re-record [1].
- Play/Pause/Resume greeting [3].
- Delete greeting [7] [3].
- Approve/Save greeting [9].

**ACTIVITY OPTIONS**

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

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

**PERSONAL OPTIONS**

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

**GENERAL TIPS**

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