GETTING MESSAGES YOU RECEIVED

Listening to voice/e-mail messages
- From the activity menu
- Listen to voice or e-mail message

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)
- Reply to sender by voice mail
- Forward with comment at beginning
- Record and address a new message
- Reply to all recipients

If you select any key from the above except 0:
- Record and address your message
- When finished
- Specify delivery options
- Send message

Printing fax/e-mail messages
- From the activity menu
- Listen to message header
- Print fax or e-mail portions
- Print to default machine

OR
- To print to machine attached to your telephone

OR
- To print to other machine you specify:
  - Press
  - Enter outside line number (if needed) and telephone number

Want to adjust the way your messages are played?
- Faster
- Slower
- Louder
- Softer
- Skip forward
- Skip backward

Specify delivery options
- Make private/not private (toggle)
- Make priority/not priority (toggle)
- Schedule for future delivery
- Attach a fax

GENERAL TIPS
Not sure which key to press?
- Listen to Help at any time
- Go back to activity menu

Want to save time?
- Bypass greeting when recording
- Bypass header when listening

Want to adjust the way your messages are played?
- Faster
- Slower
- Louder
- Softer
- Skip forward
- Skip backward

Options
- Transfer to covering extension
- Transfer to another mailbox
- Make system wait
- Access names or numbers directory
- Disconnect

NOTE: Your system may not support all features.

CREATING MULTIPLE PERSONAL GREETINGS

Listening to your greetings
- From the activity menu
- Listen to greetings

Creating or changing greetings
- From the activity menu
- Record greetings
- Enter greeting number
- When finished

Deleting greetings
- From the activity menu
- Delete greeting
- Enter greeting number
- When finished

Changing call types
- From the activity menu
- Administer call types
- Differentiate:
  - Busy/no-answer calls (toggle)
  - Personal greeting for all calls (toggle)
- When finished

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

Specify delivery address
- For voice user:
  - Enter user’s mailbox number, and press
- For voice user name addressing:
  - Press [*], spell user’s name
  - For personal list, press [*][5], then list number.
  - For fax user:
    - Press [*][*][5], enter outside line number (if needed) and telephone number, and then press

TO cancel address:
- Press [*][3]
- To cancel another address: press [*][1][*][3]
- To list all recipients:
- Press [*][1]

Specify delivery options
- Make private/not private (toggle)
- Make priority/not priority (toggle)
- Schedule for future delivery
- Attach a fax
# 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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## CALL ME OPTIONS

1. **Turn Call Me on**
   - Press [* 1]
2. **Turn Call Me off**
   - Press [0]
3. **Hear current status**
   - Press [9]

## PERSONAL OPTIONS

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

## SCAN OPTIONS

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

## PERSONAL LIST OPTIONS

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

## GENERAL TIPS

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

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## PERSONAL GREETINGS OPTIONS

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

## MESSAGE OPTIONS

1. **For voice-only or voice/fax:**
   - Press [ at tone, record message.]
   - When finished, press [#]
2. **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 [*] twice.
- When finished, press [#]
- To send to personal list, then personal list number
- To address to fax machine, press [*] twice
- OTHER OPTIONS:
  - List all recipients
  - Delete current addresser
  - To delete the entire message, clear all addressers, then press [#] twice
  - When finished, press [#]

## SEND OPTIONS

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

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## PRINT OPTIONS

1. **Print to default fax/printer**
   - Press [#]
2. **Print to other fax machine:**
   - Press [#] twice
   - Enter outside line number and full telephone number.
   - Press [#]
3. **Print to this fax machine**
   - Press [*] twice

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## PLAYBACK OPTIONS

1. **Rewind**
   - Press [2]
2. **Pause/resume**
   - Press [3]
3. **Loudier**
   - Press [4]
4. **Skip backward* forward**
   - Press [5]
5. **Quieter**
   - Press [6]
6. **Play from beginning**
   - Press [*] twice

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

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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 [*] twice.
    - 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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## AUDIX® Telephone User Interface for Avaya Modular Messaging Quick Reference Guide