

LISTENING AND RESPONDING

Reviewing messages

Review:

- New voice messages
- Saved voice messages
- New e-mail messages
- Saved e-mail messages
- New fax messages
- Saved fax messages
- Administrative messages

[1]

TIP: Use playback controls as desired (see reverse).

Forwarding a message

- At end of message
- To forward message...
 - ...Without comment
 - ...With comment
- When finished
- Specify address
- When finished
- After entering all addresses
- Send message

[6]
[1]
[2]
[#]
[#]
[#]
[#]

Replying to a message

- At end of message
 - Reply to sender
 - Reply to all
 - Reply to sender with original
 - Reply to all with original
- Record reply
- When finished

[8] [1]
[8] [2]
[8] [3]
[8] [4]
[#] [#]

Replying by calling internal caller

- At end of message

[8] [8]

PRINTING A FAX OR E-MAIL

Printing a message after reviewing

At the end of the message, choose:

- To print to default fax number
- To print to alternate fax number
- To print from the fax machine you are using
- To send a fax to another recipient

[1]

[2] [1]
[2] [2]
[2] [3]

Printing messages before reviewing

Print:

- All new fax messages
- A list of all messages in inbox
- A list of all new messages in inbox

[8] [1]
[8] [2]
[8] [3]

Choose:

- To print to default fax number
- To print to alternate fax number
- To print from the fax machine you are using
- To send a fax to another recipient

[1]
[2]
[3]
[4]

PERSONALIZING YOUR MAILBOX

Recording or changing prompts or greetings

1. Choose:

- Personal greeting
 - Extended Absence greeting
 - Optional greetings
 - Please Hold prompt
 - Name prompt
2. For optional greetings only, enter the greeting number
3. If Multilingual Call Answer is enabled, select a language
4. If the prompt or greeting is already recorded:
- Accept recording
 - Rerecord
 - Delete prompt or greeting

[4]

[1]

[1]
[2]
[3]
[5]
[6]
[1-9]
[1-3]

Using special features

To set:

- Find Me on or off
- Call Me on or off
- Caller requested notification on or off
- Automatic notification on or off
- Call screening
- Intercom paging

To review active options

Changing call handling

- Block all incoming calls
- Activate optional greetings
- Review current greeting rules
- Delete all greeting rules

Setting up rules for optional greetings

- Hear rule
- Activate for internal calls → external calls → all calls (rotate)
- Activate for busy → no answer → busy or no answer (rotate)
- Activate for business hours → out of business hours → any time (rotate)
- Delete current greeting rule
- Accept greeting rule

[0]
[1]
[2]
[3]
[7]
[#]

Setting a default fax number

Enter the new telephone number

- Confirm
- Change

[4]

Recording or changing announcements

Enter the announcement number

OR

If announcement is already recorded:

- Accept recording
- Rerecord
- Delete announcement

[1]
[2]
[3]

Managing personal distribution lists

- Create list
- Edit list
- Delete list
- Review active lists

[6]
[1]
[2]
[3]
[4]

Setting up Personal Operator

- Change Personal Operator
- Change Schedule

[7]
[1]
[2]

Changing your password

- Enter new password, followed by
- Reenter new password, followed by

[9]
[#]
[#]

RECORDING AND SENDING

Creating a new voice message

- Record message
- When finished
- Enter destination address, followed by
- After entering all addresses
- Specify delivery options (see below)
- Send

[2]
[#]
[#]
[#] [#]

To cancel recording

[#]

To spell name

[*]

Delivery options

- Send immediately
- Mark as priority/not priority
- Mark for future delivery
- Mark as private

[#]
[2]
[4]
[5]

CALL ANSWERING

When answering Find Me, Call Me, or screened calls:

- To accept a call
- To reject a call
- To replay a Find Me or Call Me message

[#]
[1]
[3]

SHORTCUTS

Bypass welcome greeting

[#]

When reviewing messages, skip:

- From New to Saved to Deleted
- To start of message
- To end of message

[#] [#]
[1] [1]
[3] [3]

GENERAL TIPS

Pressed the wrong key?

To cancel or back up, press

[*]

Go back to Main menu?

Press [*] repeatedly until you hear "Main menu..."

Exiting your mailbox

Return to the Main menu, and press [*] again, or hang up.

Want to hear the menu again?

While listening to a menu, press

[0]

NOTE: Your system may not support all features. For more information, check with your system administrator.

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Aria® Telephone
User Interface for
Avaya Modular Messaging

QUICK REFERENCE GUIDE

DECEMBER 2008

ABOUT THIS GUIDE

This quick reference guide provides step-by-step instructions on how to perform important tasks when using the Modular Messaging system through the Aria® 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.

Accessing your mailbox

From your office extension:

- 1. Call the system access number.
- 2. Enter your password followed by [#].

From someone else's office extension or from outside of your office:

- 1. Call the system access number.
- 2. Do one of the following:
 - If you are prompted to enter the password for the extension from which you are calling, press [*] [#].
 - If you are prompted to enter the extension of the person you are calling, press [#].
- 3. Enter your mailbox number.
- 4. Enter your password followed by [#].

* Changes to next language only if your system supports multiple languages.

