



# **Modular Messaging**

Release 3

Telephone User Interface Guide

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Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of) your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that can be accessed by this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who might be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions might be either to/through synchronous (time-multiplexed and/or circuit-based), or asynchronous (character-, message-, or packet-based) equipment, or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there might be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it might result in a variety of losses to your company (including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

#### Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you — Avaya's customer system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

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- Your Avaya-provided telecommunications systems and their interfaces
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# Chapter 1: Getting started

You can use the Avaya Modular Messaging telephone user interfaces (TUIs) to communicate in three different ways: voice mail, e-mail, and fax.

Use the TUIs:

- As a voice messaging system for sending, reviewing, and replying to voice and fax messages. Modular Messaging e-mail readers convert text to speech and allow you to listen to the header or envelope information of fax messages. Modular Messaging also allows you to print fax messages on a fax machine.
- As a way to review and reply to e-mail messages that you may receive across a unified messaging network, intranet, or Internet. Modular Messaging e-mail readers convert text to speech and allow you to listen to Modular Messaging e-mail messages.
- As an automated attendant that controls call handling. If callers call your extension directly, the Automated Attendant options do not apply.

Modular Messaging offers three separate TUIs:

- The Aria<sup>®</sup> TUI for Modular Messaging  
This TUI, referred to as the Aria TUI in this guide, supports many of the features and menus of traditional Octel<sup>®</sup> Aria<sup>®</sup> systems.
- The AUDIX<sup>®</sup> TUI for Modular Messaging  
This TUI, referred to as the AUDIX TUI in this guide, supports many of the features and menus of traditional AUDIX<sup>®</sup> and INTUITY<sup>™</sup> AUDIX<sup>®</sup> systems.
- The Serenade<sup>®</sup> TUI for Modular Messaging  
This TUI, referred to as the Serenade TUI in this guide, supports many of the features and menus of traditional Octel<sup>®</sup> Serenade systems.

The Aria TUI for Modular Messaging, the AUDIX TUI for Modular Messaging, and Serenade TUI for Modular Messaging are similar to, but not exactly the same as, the traditional Aria, AUDIX, and Serenade TUIs.

The Class-of-Service (COS) that your administrator assigns to you determines which TUI you can use to perform such operations as message creation and retrieval, use of personal greetings, and mailbox management. If you are not sure which TUI your account uses, contact your system administrator.

The Modular Messaging TUIs are convenient to use. Menus are read out and you select an option by pressing a number or letter on your telephone keypad. You can interrupt or skip voice prompts as you become more familiar with using the system.

Depending on how your system and your COS is configured, some of the options described in this guide may not be available to you. For more information, contact your system administrator.

## Getting started

For additional information on using the Modular Messaging TUIs, consult the following documents:

- *Aria Telephone User Interface for Avaya Modular Messaging Quick Reference Guide*
- *AUDIX Telephone User Interface for Avaya Modular Messaging Quick Reference Guide*
- *Serenade Telephone User Interface for Avaya Modular Messaging Quick Reference Guide*

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## Logging in to your mailbox

This section provides instructions on logging in to your Modular Messaging mailbox. The procedures for logging in to the mailbox are the same for subscribers of the AUDIX telephone user interface (TUI), the Aria TUI, and the Serenade TUI.

Before you dialing into your mailbox, your system administrator must provide you with the following information:

- The access number. This is the telephone number you use to dial in to your mailbox.
- Your mailbox number.
- Your mailbox password.
- A list of special features that your system administrator has authorized you to use.

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## Accessing your mailbox

Your mailbox stores your messages and some configuration options. You can dial in to your mailbox to:

- Listen to, reply to, and forward messages.
- Compose and send messages.
- Change your greetings and personalize your mailbox.

 **Important:**

Depending on the telephone system of your organization, you might access your mailbox differently from the way described here. If you cannot access your mailbox, contact your system administrator.

### To access your mailbox from your office extension

1. Dial the voice mail internal access number for your organization.

If you do not have this number, contact your system administrator.

2. Enter your password followed by the pound key [#].

Press the pound key (#) only if your administrator instructs you to do so. For more information about this option, see *Modular Messaging Software Messaging Application Server Administration Guide*.

**Note:**

If you enter password incorrectly, the system restarts the login sequence again.

**To access your mailbox from the office extension of someone else who has a mailbox on the system**

1. Dial the voice mail internal access number for your organization.
2. Press the star key [\*], followed by the pound key [#].
3. Enter your mailbox number.
4. Enter your password, followed by the pound key [#].

Press the pound key (#) only if your administrator instructs you to do so.

**Note:**

If you enter either the mailbox number or the password incorrectly, the system restarts the login sequence and prompts you to enter both the mailbox number and the password again. The system does not indicate which one was entered incorrectly.

**To access your mailbox from the extension of someone else who does not have a mailbox on the system or from an outside telephone**

1. Dial the voice mail outside access number for your organization.  
If you do not have this number, contact your system administrator.
2. Press the pound key [#].
3. Enter your mailbox number.
4. Enter your password, followed by the pound key [#].

Press the pound key (#) only if your administrator instructs you to do so.

**Note:**

If you enter either the mailbox number or the password incorrectly, the system restarts the login sequence and prompts you to enter both the mailbox number and the password again. The system does not indicate which one was entered incorrectly.

---

## Mailbox Initialization

When you dial in to your mailbox for the first time, you may hear " *You must change your password.*" This means that your system administrator has activated the Mailbox Initialization, which helps to guide you through the process of personalizing your mailbox. You hear this message only the first time you dial in to your mailbox.

The Mailbox Initialization prompts you to change your password and record your name. This ensures that your mailbox is set up the way you want it. You should know, though, that even after you have set up your mailbox, you can change these settings at any time.

**Note:**

Subscribers using the Aria TUI can also record the Please Hold prompt and Personal greeting.

## Playback controls when using the Mailbox Initialization

If you are using the Mailbox Initialization, use the following commands:

### When recording prompts and greetings

Use the following options when recording prompts and greetings:

To do this	Press
	All TUIs
Accept the recording	1
Re-record	2
Skip the recording <b>Note:</b> You cannot use the star key [*] when you are changing your password or recording your name.	*

---

## Working with the Extended Absence Greeting

The Extended Absence Greeting (EAG) is a special greeting you can use for those times when you will be away from your workplace for an extended period of time, for example, when you are on vacation. When it is active, this greeting overrides any other greetings you may have recorded for your mailbox. The EAG remains the only active greeting until you delete it.

When you log in to your mailbox, and if an EAG is active, the system informs you that an EAG is active for your mailbox. You can then choose to either delete or retain the EAG.

Use the following options to retain or to delete the EAG:

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Retain Extended Absence Greeting (EAG) after logging in	1	1	4 2 4 (toggle)
Delete EAG after logging in	2	2	4 2 4 (toggle)

## General commands

The following table lists some frequently-used general commands that you can access from most of the menus.

**Note:**

The key presses for certain general commands are represented using either the **number** convention or the **symbol letter** convention. For example, \* 4 or \* H for Help.

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Get help	Not available	* 4 or * H	0
Transfer to another extension, if applicable. <b>Note:</b> If the extension being transferred to has the EAG turned on, the call does not ring at that extension. Instead, the caller hears the EAG for that extension.	<b>9</b> (System prompts you to enter the mailbox number of the person you are calling.)	* 8 or * T	<b>9 0</b> (System prompts you to enter the mailbox number of the person you are calling.)
Transfer to the operator or to the covering extension, if applicable.	Not available	* 0	Not available
Use directory assistance. You can access the names and numbers directories. By default, the system opens the names directory.	Not available	* * 6 or * * N	Not available
Exit from the names and numbers directory.	Not available	#	Not available
Use the Dial by Name feature to enter a mailbox address by spelling out the name of the individual or personal distribution list.	#	* 2 or * A	0 0
Make the system wait for a few seconds.	Not available	* 9 or * W	Not available

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Access the Main Menu, also known as the Activity Menu.	* repeatedly	* 7 or * R	* or # The Main Menu is known as Ready menu.
Disconnect.	— <b>Note:</b> Press the star key [*] repeatedly till you reach the Main Menu, then press the star key [*] again to disconnect	* * 9 or * * X	9 9

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## Using the Main Menu

The Main Menu, also known as the Activity Menu, provides access to all activities that can be performed from the TUI.

The Main Menu contains the following options:

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Get or review messages.	1	2	5
Record and send messages.	2	1	6
Search for specific messages.	3	Not available	Not available
Administer personal greetings.	4 1	3	4
Administer personal options.	4	5	1 6
Enable/disable Call Me.	4 2 3	6	1 6 1
Autoscan, to scan messages quickly and automatically.	Not available	7	1 9 5 (NameScan)
Restart session with new login sequence.	9	* * 7	9 0
Exit.	*	* * 9	9 9

## Chapter 2: Reviewing and responding to messages

From the Modular Messaging Telephone User Interface (TUI), you can review, reply to, and forward voice, e-mail, or fax messages stored in your mailbox.

**Note:**

Modular Messaging—MSS subscribers cannot retrieve corporate e-mail messages using the Modular Messaging TUIs.

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### Reviewing messages

Modular Messaging messages are stored in message categories such as New and Saved. The Aria TUI and Serenade TUI also supports a Deleted message category.

Before playing any messages, the TUIs play a header message that tells the subscriber how many new messages there are in the mailbox. If there are any broadcast messages for the mailbox, the system plays them before playing other message types.

## Reviewing and responding to messages

To review messages, access your mailbox and use the following options:

### Reviewing messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Listen to all messages.	—	<b>2<sup>1</sup></b> Press <b>0</b> to interrupt the playback of a message header and play the message body from the beginning	<b>5<sup>1</sup></b>
Listen to voice messages.	<b>1 1<sup>1</sup></b>	<b>2<sup>1</sup></b> Press <b>0</b> to interrupt the playback of a message header and play the message body from the beginning	<b>5<sup>1</sup></b>
Listen to new voice messages.	<b>1 1 1</b>	—	<b>1 9 1<sup>2</sup></b>
Listen to saved voice messages.	<b>1 1 2</b>	—	<b>1 9 2<sup>2</sup></b>
Listen to deleted voice messages.	<b>1 1 3</b>	—	<b>1 9 4<sup>2</sup></b>
Listen to e-mail messages.	<b>1 2<sup>1</sup></b>	<b>2<sup>1</sup></b> Press <b>0</b> to interrupt the playback of a message header and play the message body from the beginning	<b>5<sup>1</sup></b>
Listen to new e-mail messages.	<b>1 2 1</b>	—	<b>1 9 1<sup>2</sup></b>
Listen to saved e-mail messages.	<b>1 2 2</b>	—	<b>1 9 2<sup>2</sup></b>
Listen to deleted e-mail messages.	<b>1 2 3</b>	—	<b>1 9 4<sup>2</sup></b>

## Reviewing messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Listen to fax messages.	1 3 <sup>1</sup>	2 <sup>1</sup> Press 0 to interrupt the playback of a message header and play the message body from the beginning	5 <sup>1</sup>
Listen to new fax messages.	1 3 1	—	1 9 1 <sup>2</sup>
Listen to saved fax messages.	1 3 2	—	1 9 2 <sup>2</sup>
Listen to deleted fax messages.	1 3 3	—	1 9 4 <sup>2</sup>

1. The system plays messages of all types (voice, fax, or e-mail) and categories (New and Saved).

2. The system plays messages of all types (Voice, fax, or e-mail).

## Skipping messages

When reviewing messages, use the following options to skip to the next message in the same category or to the first message in the next category:

**Note:**

These options are available only after you press **1** for the Review Messages menu in the Aria TUI or **2** for the Get Messages menu in the AUDIX TUI.

## Options for skipping messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Skip to the next message in the same category.	#	#	5
Skip to the next message category.	## The Aria TUI has three message categories: New, Saved, and Deleted.	* # The AUDIX TUI has two message categories: New and Saved.	—

## Review message options

You can use different options during and after review of messages.

### When listening to messages

Use the following options and playback controls when listening to a message:

#### Options and playback controls when listening to messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Rewind a message by a set number of seconds.	1	5	2
Rewind to the start of a message.	1 1	0	2 2
Rewind to the start of the previous message part.	Not available	* 5	Not available
Pause/resume a message.	2 (toggle)	3 (toggle)	—
Fast-forward a message by a set number of seconds.	3	6	4
Fast-forward to the end of the current message part.	—	* 6	—
Fast-forward to the end of a message.	3 3	* 6 for each message part	4 4
Decrease the playback speed.	4	8	* 3
Play header (or envelope) information.	5	2 3	8
List all recipients to whom the message was sent. <b>Note:</b> Recipients receiving blind carbon copies (BCC) are not voiced	5 5	Not available	Not available
Increase the playback speed.	6	9	* 8
Decrease the playback volume.	7	7	* 4
Return playback volume to normal, if multilingual e-mail readers have not been installed.	8	—	—

### Options and playback controls when listening to messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Change language in which e-mail message is voiced using e-mail readers.	8	Not available	8 8
Increase the playback volume.	9	4	* 9
Return playback speed to normal.	0	—	—
Skip message.	#	#	5

### After listening to messages

Use the following messages after listening to a message:

**Note:**

From the AUDIX TUI, you can use the following options even when listening to messages.

#### Options after listening to messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Play the last five seconds of a voice message.	1	5	2
Print fax and e-mail to a fax device, depending on your system configuration.	2	* 1	1 9 8
Replay the message.	4	0	2 2
Play header information.	5	2 3	8
Forward the message. See <a href="#">Forwarding messages</a> on page 25.	6	1	1 3
Erase the message.	7 <b>Note:</b> This option is valid only for new and saved messages	* 3	3

## Reviewing and responding to messages

### Options after listening to messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Reply to the message. See <a href="#">Replying to messages</a> on page 22. You cannot reply to messages from external callers.	8	1	1 7
Save the message.	9 <b>Note:</b> This option is valid only for new messages	— <b>Note:</b> The message is automatically saved when you press the pound key [#] to skip message	7
List all recipients to whom the message was sent. <b>Note:</b> Recipients receiving blind carbon copies (BCC) are not voiced.	5 5	Not available	Not available
Hold message in current category.	—	* * 4	—
Restore last deleted message when reviewing messages.	—	* * 8	1 9 4 7
Skip message.	#	#	5

---

## Scanning messages automatically

Using the AUDIX TUI or Serenade TUI, you can scan messages automatically. When you scan messages, you automatically play all messages in your mailbox, just by pressing two or three buttons.

To scan messages, access your mailbox and use the following options:

### Scanning messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Scan headers and messages.	Not available	<b>7 1</b>	Not available
Scan headers only.	Not available	<b>7 2</b>	<b>1 9 5</b>
Scan messages only.	Not available	<b>7 3</b>	Not available

## Replying to messages

After listening to a message, you can reply with a voice message to the sender or to all recipients of the message. You can also include a copy of the original message in the reply.

**Note:**

Depending on how your system is configured, you may not be able to include a copy of the original message if the original message was marked as private.

You can reply to a message only if the sender of the message is a subscriber or has an e-mail account. You cannot reply to voice messages that were left in your mailbox by external callers.



**Tip:**

From the Aria TUI, press **1** for the Review Messages menu. From the AUDIX TUI, press **2** for the Get Messages menu. From the Serenade TUI, press **5** to listen to messages. For more information, see [Reviewing messages](#) on page 16.

After listening to a message, you can respond to the message using one of the following options:

### Replying to messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Reply to only the message sender, without the original message attached.	<b>8 1</b>	<b>1 1 6</b>	Not available
Reply to all message recipients, without the original message attached.	<b>8 2</b>	<b>1 5 6</b>	Not available
Reply to the message sender only, and include the original message. <b>Note:</b> You may not be able to include the original message if it was marked as private.	<b>8 3</b>	<b>1 1 9</b>	<b>1 7</b>
Reply to all message recipients, and include the original message. <b>Note:</b> You may not be able to include the original message if it was marked as private.	<b>8 4</b>	<b>1 5 9</b>	<b>1 1</b>
Finish recording.	<b>#</b>	<b>#</b>	<b>#</b>

**Replying to messages**

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Call the extension of the sender, provided that: <ul style="list-style-type: none"> <li>• The message was sent by an internal caller in the same voice mail domain.</li> <li>• Your PBX can handle extension number details.</li> </ul>	8 8	1 0	1 4
Listen to a list of all message recipients.	8 9	1 5 [6 or 9] # * 1 <b>Note:</b> This can only be done while replying to all recipients (either with or without the original message attached). Once initiated, the reply action cannot be canceled. Follow the prompts to review the entire list.	Not available

**Reply to message options**

After you finish recording a message, use one of the following delivery options:

**Delivery options when replying to messages**

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Listen to the available delivery options.	—	0	0
Mark message as urgent/high priority or normal/low priority.	2 (toggle)	2 (toggle)	6 (toggle)

## Reviewing and responding to messages

### Delivery options when replying to messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Request message confirmation.	<b>3</b> <b>Note:</b> This option applies only to Modular Messaging - Microsoft Exchange version	Not available	Not available
Delay delivery of a message until a future time. <b>Note:</b> Listen to the voice prompts for guidance on scheduling delivery.	<b>4</b>	<b>3</b>	<b>5</b>
Mark message as private/not private.	<b>5</b> (toggle)	<b>1</b> (toggle)	<b>4</b> (toggle)
Include/Exclude fax message.	Not available	<b>5</b> (toggle)	Not available
Send the reply immediately, without specifying delivery options. <b>Note:</b> If you do not specify delivery options, the message is sent as a normal message.	<b>#</b>	<b>#</b>	<b>#</b>
Cancel the reply.	<b>*</b>	—	<b>**</b>

## Forwarding messages

After you review a message, you can forward a copy of it to another subscriber.

**Note:**

Depending on how your system is configured, if the original message was marked as private, you may not be able to forward the message.

To forward a message, use the following options after listening to the message:

 **Tip:**

From the Aria TUI, press **1** for the Review Messages menu. From the AUDIX TUI, press **2** for the Get Messages menu. From the Serenade TUI, press **5** to listen to messages. For more information, see [Reviewing messages](#) on page 16.

### Forwarding messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
<ul style="list-style-type: none"> <li>Forward original message with voice comment.</li> </ul>	<b>6 2</b> <record comment>	<b>1 2</b> <record comment>	<b>1 3</b> <record comment>
1. Delete recording. 2. Approve recording. OR <ul style="list-style-type: none"> <li>Forward message without recording a comment.</li> </ul>	<b>*</b>  <b>#</b>  <b>6 1</b>	<b>* 3</b>  <b>#</b>  <b>1 2</b>	<b>3</b>  <b>#</b>  —
Complete addressing of messages. See <a href="#">Addressing messages</a> on page 36.	<b># #</b>	<b>#</b>	<b>#</b>
Send the message.	<b>#</b>	<b>#</b>	<b>#</b>

## Forward message options

Use the following options after addressing the forwarded message:

### Options when forwarding messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Listen to the available delivery options.	—	0	0
Mark message as urgent/high priority or normal/low priority.	2 (toggle)	2 (toggle)	6 (toggle)
Request message confirmation.	3 <b>Note:</b> This option applies only to Modular Messaging - Microsoft Exchange version.	Not available	Not available
Delay delivery of a message until a future time. <b>Note:</b> Listen to the voice prompts for guidance on scheduling delivery.	4	3	5
Mark message as private/not private.	5 (toggle)	1 (toggle)	4 (toggle)
Send the message immediately, without specifying delivery options. <b>Note:</b> If you don't specify delivery options, the message is sent as a normal message.	#	#	#
Cancel the message.	*	* 3 <b>Note:</b> Do this before approving and addressing the message.	**

---

## Searching for specific messages

Using the Aria TUI, you can search your mailbox for messages sent by a specific sender. The search facility lists all messages from this sender, regardless of whether the messages are new or saved.

To search for specific messages, access your mailbox and use the following options:

### Searching for specific messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Search for sender by local mailbox number or numeric address.	<b>3</b>	Not available	Not available
Search for a sender who is an external caller.	<b>3 1 #</b>	Not available	Not available
Use Dial-by-Name.	<b>3 #</b>	Not available	Not available



## Chapter 3: Recording and sending messages

You can compose and send messages by dialing in to your mailbox using a telephone. You can send voice-only messages, voice and fax messages, and fax-only messages.

If you have been authorized to do so, you can also send broadcast messages by following the procedures for creating a message and then sending the message to an Enhanced -List Application (ELA) that has been set up to send broadcast messages.

**Note:**

You cannot send fax messages if your mailbox is not fax-enabled.

---

## Recording voice messages

Access your mailbox and use the following options:

### Recording voice or voice-fax messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Record or send a message. See <a href="#">Recording options</a> on page 30.	<b>2</b> <i>&lt;record message at prompt&gt;</i>	<b>1</b> <i>&lt;record message at prompt&gt;</i>	<b>6</b> <i>&lt;record message at prompt&gt;</i>
Finish or approve voice recording and start addressing message. See <a href="#">Addressing messages</a> on page 36.	<b>#</b>	<b>#</b>	<b>#</b>
Finish addressing message and set message options or delivery options. See <a href="#">Specifying delivery options</a> on page 31.	<b># #</b>	<b>#</b>	<b>#</b>
Send the message.	<b>#</b>	<b>#</b>	<b>#</b>

---

## Recording options

Use the following options when recording a message:

### Options when recording messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Rewind to the start of the message.	—	<b>2</b>	<b>2 2</b>
Play recording.	—	<b>3</b>	—
Replay recorded message.	<b>1</b>	<b>2 3</b>	—
Step message back a few seconds.	—	<b>5</b>	<b>2</b>
Step message forward a few seconds.	—	<b>6</b>	<b>4</b>

## Options when recording messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Pause recording. <b>Note:</b> Press again to continue recording.	2 <sup>1</sup>	1	*
Delete recording.	*	* 3	3

1. Aria TUI pauses only for a set number of seconds and once the pause time is reached recording restarts automatically.

---

## Specifying delivery options

After recording and addressing a voice message, you can set message options (AUDIX TUI) or specify delivery options (Aria TUI or Serenade TUI), using the following:

### Specifying delivery options

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Listen to the available delivery options.	—	0	0
Mark message as urgent/high priority or normal/low priority.	2 (toggle)	2 (toggle)	6 (toggle)
Request message confirmation	3 <b>Note:</b> This option applies only to Modular Messaging - Microsoft Exchange version.	Not available	Not available
Delay delivery of a message until a future time <b>Note:</b> Listen to the voice prompts for guidance on scheduling delivery.	4	3	5
Mark message as private/not private.	5 (toggle)	1 (toggle)	4 (toggle)
Approve delivery options and send the message	#	#	#

## Sending fax messages from a fax machine

Depending on the TUI you are using, you can do the following:

- From a fax machine, call the intended recipient to create and send a voice and fax message or a fax-only message to the mailbox of the recipient (Aria TUI, AUDIX TUI, and Serenade TUI)
- From a fax machine, call your own telephone number to create and send a voice and fax message or a fax-only message to your own mailbox and then forward the fax to other users (Aria TUI, AUDIX TUI, and Serenade TUI)
- Call and log in to your mailbox from a fax machine, create a voice and fax message or a fax-only message, and send it to the intended recipients (AUDIX TUI)

---

## Creating and sending a fax to a recipient's mailbox

To send a fax from a fax machine to the mailbox of a recipient or your own mailbox:

1. Place the document in the fax machine.
2. Call the mailbox number of the recipient, using the handset of the fax machine.
3. Do one of the following:
  - To send a fax-only message, at the mailbox greeting, press **START** on your fax machine and hang up the handset.
  - To send a voice and fax message, record your message after you hear the record prompt, then press **START** on your fax machine and hang up the handset.

**Note:**

The AUDIX TUI prompts you to press **5** to activate the fax option, after you record your message.

---

## Creating and sending a fax to your mailbox and then forwarding the fax

To send a fax from a fax machine to your own mailbox, and then forward the fax to other recipients:

1. Place the document in the fax machine.
2. Call your mailbox number using the handset of the fax machine.
3. Do one of the following:

- To send a fax-only message, at the mailbox greeting, press **START** on your fax machine and hang up the handset.
- To send a voice and fax message, record your message after you hear the record prompt, then press **START** on your fax machine and hang up the handset.

**Note:**

The AUDIX TUI prompts you to press **5** to activate the fax option, after you record your message.

4. Log in to your mailbox and perform the following actions in order:

**Options when forwarding fax messages to the recipient**

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Listen to new fax message.	1 3 1	2	5
Forward the fax with comment. OR Forward the fax without recording a comment.	6 2  6 1	1 2  1 2	1 3  1 3
Approve recording of comment, if any, and start addressing message.	#	#	#
Complete addressing.	# #	#	#
Send message.	#	#	#

## Creating and sending a fax by logging in to your mailbox (AUDIX TUI only)

Using the AUDIX TUI, you can log in to your mailbox and create and send a voice and fax message or a fax-only message.

### Sending a fax-only message

To record and send a fax-only message from a fax machine, log in to your mailbox and use the following options:

#### Sending fax-only messages by logging in to your mailbox

To do this	Press
	<b>AUDIX TUI only</b>
Record fax message.	<b>1 #</b> (bypass recording)
Address the message and specify the delivery options. See <a href="#">Addressing messages</a> on page 36. See <a href="#">Specifying fax message delivery options</a> on page 35.	--
Send fax message. <b>Note:</b> Press START on the fax machine when prompted, and then disconnect.	<b>#</b>

### Sending a voice-and-fax message

To record and send a voice-and-fax message from a fax machine, log in to your mailbox and use the following options:

#### Recording and sending a voice-fax message

To do this	Press
	<b>AUDIX TUI only</b>
Record a message. See <a href="#">Recording options</a> on page 30.	<b>1</b> <record message at prompt>
Finish or approve voice recording and start addressing message. See <a href="#">Addressing messages</a> on page 36.	<b>#</b>

### Recording and sending a voice-fax message

To do this	Press
	<b>AUDIX TUI only</b>
Finish addressing message and set message options or delivery options. See <a href="#">Specifying delivery options</a> on page 31.	#
Send the message.	# <b>Note:</b> If you have selected the fax option, press START on the fax machine.

### Specifying fax message delivery options

After addressing the message, you can set the following message delivery options:

#### Setting message options

To do this	Press
	<b>AUDIX TUI only</b>
Listen to the available delivery options.	<b>0</b>
Mark message as private (toggle).	<b>1</b>
Toggle priority status.	<b>2</b>
Schedule message for future delivery.	<b>3</b>
Select fax option (toggle).	<b>5</b> <b>Note:</b> You can select fax option even when the voice component is not present.
Complete specifying delivery options.	#

## Addressing messages

You can address a message to one or more recipients. You can address messages using the local mailbox number, numeric address, network address, or the name of the recipient.

After you have approved the recording, use the following options to address messages:

**Note:**

If you have been authorized to do so, you can send broadcast messages by following the procedures for creating a message and then sending the message to an Enhanced -List Application (ELA) that has been set up to send broadcast messages. To do so, use the number (similar to a mailbox number) assigned to the ELA when addressing the message.

### Addressing messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Enter address.	<mailbox number> # OR <numeric address> # OR <network address> # OR <personal list address>	<mailbox number> # OR <numeric address> # OR <network address> # OR <personal list address>	<mailbox number> # OR <numeric address> # OR <network address> # OR <personal list address>
(Only if an address has been entered) Delete the last entered address.	*	* 3	*
Switch to addressing by name of the recipient (Dial by Name feature). <b>Note:</b> The Dial by Name feature can be used to "spell out" names either of individuals or of personal distribution lists.	# Press again for numeric addressing.	* 2 Press again for numeric addressing.	0 0 Press again for numeric addressing.
Enter the name of the recipient (individual or list).	<name> #	<name> #	<name> #

## Addressing messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Cancel message (or list creation): <ul style="list-style-type: none"> <li>● If no addresses have been entered</li> <li>● If one or more addresses have been entered</li> </ul>	* **	Hang up with no addresses specified.	**
Complete addressing.	##	#	#

---

## Addressing messages options

When addressing messages, use the following options to review and modify the list of addressees.

### Options when addressing messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Review addressee list when addressing message.	Not available	* 1	Not available
Skip to next address in list.	—	#	—
Delete an address.	—	* 3	—
Add an address.	—	1	—
Exit from address list.	—	* #	—

You can use directory assistance to verify the addresses of the recipients or to search for addresses of recipients. See [Chapter 1: Getting started](#) for information on using directory assistance.



# Chapter 4: Printing messages to a fax device

Modular Messaging Telephone User Interface (TUI) enables you to print e-mail and fax messages to a fax device.

**Note:**

Only TIFF file attachments and Modular Messaging e-mail messages are printed.

Using the Aria TUI, you can also print your Inbox listing, showing all messages or showing only new messages.

---

## Printing new messages

To save time, you can print all new messages to a fax device at once without reviewing them.

To print new fax messages, use the following options:

### Printing new fax messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Print all new fax messages to default fax destination, if set.	1 8 1 1	—	—
Print all new fax messages to alternate fax destination.	1 8 1 2	—	—
Print all new printable messages to default fax destination, if set.	Not available	Not available	1 9 7 3 <sup>1</sup>
Print all new printable messages to the fax from which you are calling.	Not available	Not available	1 9 7 1 <sup>1</sup>

1. To print all new printable messages, first press 1 9 1 to go to new message menu.

 **CAUTION:**

Messages you send to a printer are marked as saved. Do not delete the message until you confirm that printing is successful because printing can fail after the print job has queued.

---

## Printing fax and e-mail messages after reviewing

To print individual messages to a fax device, listen to the message and use the following options:

 **Tip:**

From the Aria TUI, press **1** for the Review Messages menu. From the AUDIX TUI, press **2** for the Get Messages menu. From the Serenade TUI, press **5** to listen to messages. For more information, see [Reviewing messages](#) on page 16.

### Printing reviewed fax messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Print fax or e-mail message to your default fax device, if set.	<b>2 1</b>	<b>* 1 #</b>	<b>1 9 8 3</b>
Print fax or e-mail message to an alternate fax device.	<b>2 2</b>	<b>* 1 * * 5</b>	—
Print fax or e-mail message to the fax machine from which you are calling, using the current connection.	<b>2 3</b>	<b>* 1 * 6</b>	<b>1 9 8 1</b>
Send a fax message to someone else.	<b>2 4</b>	—	—

**Note:**

After you print a fax message or an e-mail message with a TIFF attachment, using either the Aria TUI or the AUDIX TUI, press **2** to print the fax or e-mail message again.

---

## Printing your inbox listing

Using the Aria telephone user interface (TUI), you can print to a fax device, your inbox listing showing all messages or showing only new messages.

---

### Printing inbox listing showing all messages

Access your mailbox and use the following options:

#### Print inbox listing showing all messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Print inbox listing, showing all messages, to your default fax device, if set.	1 8 2 1	Not available	Not available
Print inbox listing, showing all messages, to an alternate fax device.	1 8 2 2	Not available	Not available

---

### Printing inbox listing showing only new messages

Access your mailbox and use the following options:

#### Print inbox listing showing only new messages

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Print inbox listing showing only new messages to your default fax device, if set.	1 8 3 1	Not available	Not available
Print inbox listing showing only new messages to an alternate fax device.	1 8 3 2	Not available	Not available



# Chapter 5: Working with greetings, prompts, and personalization options

You can set up the telephone user interface (TUI) to play personalized prompts and greetings. Prompts are used when callers are transferred to your extension and you are unable to answer calls.

Greetings assure callers that although you are unable to take their calls at the moment, you are checking your mailbox regularly and will return their calls.

You can personalize your mailbox to customize call handling to meet your requirements. The system default is to answer calls when your extension is busy or when there is no answer. You can also choose to use separate greetings for busy or no answer calls.

---

## Greetings and prompts

You can make use of the following greetings and prompts:

- Personal greeting

Use the personal greeting to add a personal touch when callers are transferred to your mailbox.

- Extended Absence Greeting (EAG)

Record an EAG to advise callers that you are away from the office and might be checking your mailbox infrequently or not at all. The EAG overrides all call handling and Intercom paging options.

- Optional greetings

Use your mailbox as a personalized answering system by recording Optional greetings. You can choose to play these greetings if your extension is busy or unanswered.

**Note:**

You can use Optional greetings only if Call Handling is supported by your telephone system and your system administrator has enabled Call Handling.

- Please Hold prompt

The Please Hold prompt informs callers of the extension they selected when they are being transferred to the extension for this mailbox. For example, "*Please hold for John Doe*".

## Working with greetings, prompts, and personalization options

- The Name prompt

The Name prompt consists of only your first and last name. The system uses this prompt for telephone answering, if you have not recorded a personal greeting. The Name prompt identifies you as the message sender when you send a message to other subscribers, and also identifies you when other subscribers address a message to you.

For more information, see Avaya Modular Messaging Caller Applications, available in the Messaging White Papers Resource Library on the Avaya Web site (<http://www.avaya.com/support>).

---

## Listening to greetings

From the Modular Messaging TUI, you can listen to personal greetings, Extended Absence Greetings, and Optional Greetings.

To listen to recorded greetings, access your mailbox and use the following options:

### Listening to greetings

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Listen to the personal greeting.	4 1 1	3 0 1	4 1 1
Listen to the Extended Absence Greeting.	4 1 2	3 0 2	4 2 1
Listen to Optional Greeting 1.	4 1 3	3 0 3	4 3 1
Listen to Optional Greeting 2.	4 1 4	3 0 4	4 4 1
Listen to the Please Hold prompt.	4 1 5	Not available	Not available
Listen to the Spoken name.	4 1 6	5 5	1 6 8

## Options when listening to greetings

After listening to a greeting, use the following options:

### Options you can use when listening to greetings

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Replay greeting.	—	0	1
Forward greeting a few seconds and play.	Not available	6	Not available
Rewind greeting a few seconds and play.	Not available	5	Not available
Accept existing recording.	1	—	—
Re-record existing greeting.	2	—	2
Delete greeting.	3	—	3
Select another greeting to listen to, record, change, or delete.	—	#	—

---

## Recording or changing greetings

To record or change greetings, access your mailbox and use the following options:

### Recording or changing greetings

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Record the personal greeting.	4 1 1	3 1 1	4 1 2
Record the Extended Absence Greeting.	4 1 2	3 1 2	4 2 2
Record Optional Greeting 1.	4 1 3	3 1 3	4 3 2
Record Optional Greeting 2.	4 1 4	3 1 4	4 4 2

**Recording or changing greetings**

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Record a Please Hold prompt.	4 1 5	Not available	Not available
Record the Spoken name.	4 1 6	5 5 <name> 1 <b>Note:</b> This option belongs to personalizing options (AUDIX TUI). See <a href="#">Personalizing options</a> on page 49.	1 6 8 1 <name> #

**Recording options**

Use the following options when recording greetings:

**Options when recording greetings**

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Rewind greeting a few seconds and play.	Not available	5	2
Forward greeting a few seconds and play.	Not available	6	4
Replay recording.	1	2 3	2 2
Pause recording and continue recording.	2	1 Append to the recording after pause.	*
Finish and approve recording.	#	#	#
Re-record greeting.	*	—	—
Delete recording.	3	* 3 (Before approving the recording)	3

---

## Activating greetings

To activate greetings, access your mailbox and use the following options:

**Note:**

When using the AUDIX TUI, before you activate an optional greeting, you must administer call handling to play the optional greeting for Busy or No Answer calls.

### Activating greetings

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Activate Optional Greeting 1 for No Answer calls.	4 3 2 1	3 2 1 2	4 5 2
Activate Optional Greeting 2 for No Answer calls.	4 3 2 2	3 2 2 2	4 5 1
Activate Optional Greeting 1 for Busy calls.	4 3 3 1	3 2 1 1	4 5 1
Activate Optional Greeting 2 for Busy calls.	4 3 3 2	3 2 2 1	4 5 2
Complete activating greeting.	—	#	—

---

## Deleting greetings

To delete greetings, access your mailbox and use the following options:

### Deleting greetings

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Delete the personal greeting.	4 1 1 3	3 3 1	4 1 3
Delete the Extended Absence Greeting.	4 1 2 3	3 3 2	4 2 3
Delete Optional Greeting 1.	4 1 3 3	3 3 3	4 3 3
Delete Optional Greeting 2.	4 1 4 3	3 3 4	4 4 3

---

## Recording Caller Application prompts

From the Modular Messaging TUI, you can record Caller Application prompts.

To record Caller Application prompts, access your mailbox and use the following options:

### Recording Caller Application prompts

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Record Caller Application menu	<b>4 5</b> <i>&lt;prompt number&gt;</i> #	<b>5 2 1</b> <i>&lt;prompt number&gt;</i> #	<b>1 6 3</b> <i>&lt;prompt number&gt;</i> #
Approve recording.	#	#	#

## Personalizing options

To personalize your mailbox, access your mailbox and use the following options:

**Note:**

Although they share many of the same menus, special features, such as Find Me, Call Me, automatic notification, and Intercom Paging are not considered personal options in this guide. For information about these features, see [Enabling special features](#) on page 57.

### Personalizing options

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Record name.	4 1 6	5 5 <name> 1	1 6 8
Turn call screening on/off.	4 2 5	—	—
Review active Special Feature options.	4 2 9	—	—
Block all incoming calls.	4 3 1	Not available	Not available
Add a default fax destination.	4 4 <number> #	5 3 <number> #	1 6 9 <number> #
Change the default fax telephone number.	4 4 2	5 3 1	1 6 9 <number> #
Record/Review Caller Application announcements.	4 5	5 2	1 6 3
Set personal distribution list options - see <a href="#">Administering personal distribution lists</a> on page 50.			
Change password.	4 9	5 4	1 6 2

**Note:**

The 'Block all incoming calls', 'Screen your calls', and 'Set intercom paging' options are only available for calls that are routed through the Automated Attendant. These options do not apply to calls that are made directly to your extension.

## Administering personal distribution lists

When administering personal distribution lists (PDLs), you have different options, depending on your TUI.

- For options and procedures for the Aria TUI, see the table [Administering PDLs in the Aria TUI](#) on page 50.
- For options and procedures for the AUDIX TUI, see the table [Administering PDLs in the AUDIX TUI](#) on page 52.
- For options and procedures for the Serenade TUI, see the table [Administering PDLs in the Serenade TUI](#) on page 53.

For more information on personal distribution lists, including procedures and tips for creating and using them, see "Personal Distribution Lists" in the *Avaya Modular Messaging Concepts and Planning Guide*.

### Administering PDLs in the Aria TUI

To do this (Aria TUI only)	Press
Access PDL administration menu.	4 6
Create a list. <ul style="list-style-type: none"> <li>● Assign ID number to list.</li> <li>● (Optional) Record name of list.                             <ul style="list-style-type: none"> <li>- Accept recording.</li> <li>- Re-record list name.</li> <li>- Delete recording.</li> </ul> </li> <li>● (Optional) Enter list members:  <b>Note:</b> It is possible for a list to have no members.</li> </ul>	1 <1- to 32-digit number> # <name> # 1 2 3 (See the table <a href="#">Adding members to lists.</a> )

**Administering PDLs in the Aria TUI**

To do this (Aria TUI only)	Press
<p>Edit a list.</p> <ul style="list-style-type: none"> <li>● Review list members. <ul style="list-style-type: none"> <li>- Delete member.</li> <li>- Keep member.</li> <li>- Exit.</li> </ul> </li> <li>● Add or delete list members. <ul style="list-style-type: none"> <li>- To add, enter new address.</li>   <li>- To delete, enter existing address.</li> </ul> </li>   <li>● Change number for list.</li> <li>● Re-record name for list. <ul style="list-style-type: none"> <li>- Accept recording.</li> <li>- Re-record list name.</li> <li>- Delete recording.</li> </ul> </li> <li>● Exit.</li> </ul>	<p style="text-align: center;"><b>2</b></p> <p style="text-align: center;"><b>1</b></p> <p style="text-align: center;"><b>7</b></p> <p style="text-align: center;"><b>9 or #</b></p> <p style="text-align: center;">*</p> <p style="text-align: center;"><b>2</b></p> <p>(See the table <a href="#">Adding members to lists.</a>)</p> <p>(See the table <a href="#">Adding members to lists.</a>)</p> <p><b>3</b> &lt;new list number&gt; #</p> <p style="text-align: center;"><b>4</b></p> <p style="text-align: center;"><b>1</b></p> <p style="text-align: center;"><b>2</b></p> <p style="text-align: center;"><b>3</b></p> <p style="text-align: center;">*</p>

**Administering PDLs in the Aria TUI**

To do this (Aria TUI only)	Press
Delete a list. <ul style="list-style-type: none"> <li>● Enter list ID.</li> <li>● Delete list.</li> <li>● Exit.</li> </ul>	3 <list number> OR # <list name> 2 or 7 *
Browse active lists. <ul style="list-style-type: none"> <li>● Review list members.                             <ul style="list-style-type: none"> <li>- Delete member</li> <li>- Keep member</li> <li>- Exit</li> </ul> </li> <li>● Add or delete list members.                             <ul style="list-style-type: none"> <li>- To add, enter new address.</li> <li>- To delete, enter existing address.</li> </ul> </li> <li>● Change number for list.</li> <li>● Re-record name for list.                             <ul style="list-style-type: none"> <li>- Accept recording.</li> <li>- Re-record list name.</li> <li>- Delete recording.</li> </ul> </li> <li>● Delete list.</li> <li>● Skip list.</li> <li>● Exit.</li> </ul>	4 1 7 9 or # * 2 (See the table <a href="#">Adding members to lists.</a> ) (See the table <a href="#">Adding members to lists.</a> ) 3 <new list number> # 4 1 2 3 7 # *

**Administering PDLs in the AUDIX TUI**

To do this (AUDIX TUI only)	Press
Access PDL administration menu.	5 1
Create a list. <ul style="list-style-type: none"> <li>● Assign ID number to list.</li> <li>● (Optional) Record name of list.                             <ul style="list-style-type: none"> <li>- Accept recording.</li> <li>- Re-record list name.</li> <li>- Delete recording.</li> </ul> </li> <li>● (Optional) Enter list members:  <b>Note:</b> It is possible for a list to have no members.</li> </ul>	1 <1- to 32-digit number> # <name> 1 # 1 — (See the table <a href="#">Adding members to lists.</a> )

### Administering PDLs in the AUDIX TUI

To do this (AUDIX TUI only)	Press
Scan active lists. <ul style="list-style-type: none"> <li>● Skip to next list.</li> <li>● Review list members.</li> <li>● Change list name.</li> <li>● Change list ID number.</li> <li>● Delete list.</li> </ul>	2 # 0 5 6 * 3
Review and modify lists. <ul style="list-style-type: none"> <li>● Enter list ID.                             <ul style="list-style-type: none"> <li>- Review list members.</li> <li>- Change list name.</li> <li>- Change list ID number.</li> <li>- Delete list.</li> </ul> </li> </ul>	3 <list ID number> # 0 5 6 * 3

### Administering PDLs in the Serenade TUI

To do this (Serenade TUI only)	Press
Access PDL administration menu.	1 6 6
Create a list. <ul style="list-style-type: none"> <li>● Assign ID number to list.</li> <li>● (Optional) Record name of list.                             <ul style="list-style-type: none"> <li>- Accept recording.</li> <li>- Re-record list name.</li> </ul> </li> <li>● (Optional) Enter list members:  <b>Note:</b> It is possible for a list to have no members.</li> </ul>	1 <1- to 32-digit number> # <name> # 1 (See the table <a href="#">Adding                      members to lists.</a> )
Review lists. <ul style="list-style-type: none"> <li>● Enter list ID.</li> </ul>	3 <list ID number> #
Delete lists. <ul style="list-style-type: none"> <li>● Enter list ID.</li> </ul>	2 <list ID number> #
Re-record name of list. <ul style="list-style-type: none"> <li>● Enter list ID.                             <ul style="list-style-type: none"> <li>- Record name of list.</li> <li>- Accept recording.</li> <li>- Re-record list name.</li> </ul> </li> </ul>	4 <list ID number> # <name> # 1

## Options for adding list members

When adding members to list, use the following options:

### Adding members to lists

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Enter the address.	<mailbox number> # OR <numeric address> # OR <network address> # OR <personal list address>	<mailbox number> # OR <numeric address> # OR <network address> # OR <personal list address>	<mailbox number> # OR <numeric address> # OR <network address> # OR <personal list address>
(Only if an address has been entered) Delete the last entered address.	* <b>Note:</b> To delete a member of the list other than the last one entered, enter the address again.	* 3	*
Switch to addressing by name of the recipient (Dial by Name feature). <b>Note:</b> The Dial by Name feature can be used to "spell out" names either of individuals or of personal distribution lists.	# Press again for numeric addressing.	* 2 Press again for numeric addressing.	0 0 Press again for numeric addressing.
Enter the name of the recipient (individual or list).	<name> #	<name> #	<name> #
Cancel list creation: <ul style="list-style-type: none"> <li>● If no addresses have been entered</li> <li>● If one or more addresses have been entered</li> </ul>	* * *	—	—
Finish addressing and exit.	# #	#	#

## Options when recording names

When recording a name to use as part of the default system greeting, use the following options:

### Options you can use when recording a name

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Finish recording.	#	1	#
Accept recording.	1	#	#
Re-record.	2	1	1
Rewind and play.	—	2 3	2
Delete recording.	3	—	—

---

## Administering call types and call handling

In the Aria TUI, you use call handling to determine which optional greeting the system plays when your extension is busy or when you are not able to answer your calls.

In the AUDIX TUI and Serenade TUI, you administer call types to determine which of the following the system does:

- Play your personal greeting for all calls
- Play the optional greetings for Busy or No Answer calls

Busy calls are those that come in when you are already using your telephone line. No answer calls are those that come in when you do not answer.

To administer call types and call handling, access your mailbox and use the following options:

### Administering call types

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Review active call handling options or call types.	<b>4 3 8</b>	<b>3 4</b>	<b>4</b>
Administer call types to identify busy and no answer calls.	—	<b>3 4 1</b> (toggle)	<b>4 5</b>
Use call handling when your extension is not answered.	<b>4 3 2</b>	—	<b>4 5 1</b> or <b>4 5 2</b>
Use call handling when your extension is busy.	<b>4 3 3</b>	—	<b>4 5 1</b> or <b>4 5 2</b>
Return to default call handling, that is, the system or personal greeting for all calls.	<b>4 3 9</b>	<b>3 4 1</b> (toggle)	<b>4 1 4</b>

# Chapter 6: Using special features

You can enable special features, such as Notify Me, Call Me, and Find Me, from the telephone user interface (TUI).

For more information on Notify Me, Call Me, and Find Me, see *Avaya Modular Messaging Concepts and Planning Guide*.

---

## Enabling special features

Avaya Modular Messaging offers a number of special features that make the system even more powerful. Among these are Call Me, Find Me, automatic call notifications, and in-house Intercom Paging.

To enable special features, access your mailbox and use the following options:

### Enabling Find Me, Call Me, automatic notification, and Intercom Paging

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Enable Find Me.	4 2 2 1	6 2 9	1 6 1 2 1 <sup>1</sup>
Disable Find Me.	4 2 2 1	6 2 6	1 6 1 2 2
Hear Call Me options.	Not available	6 0	Not available
Enable Call Me.	4 2 3 1 <b>Note:</b> Toggle to disable Call Me.	6 1 9	1 6 1 1 1
Disable Call Me.	4 2 3 1 <b>Note:</b> Toggle to disable Call Me.	6 1 6	1 6 1 1 2
Enable or disable caller-requested notification (toggle).	4 2 4 1	Not available	Not available
Disable automatic notification.	4 2 4 2 1	Not available	Not available
Enable automatic notification for all calls.	4 2 4 2 2	Not available	Not available

## Using special features

### Enabling Find Me, Call Me, automatic notification, and Intercom Paging

To do this	Press		
	Aria TUI	AUDIX TUI	Serenade TUI
Enable automatic notification for urgent calls only.	4 2 4 2 3	Not available	Not available
Disable Intercom Paging.	4 2 7 1	Not available	Not available
Enable Intercom Paging.	4 2 7 2	Not available	Not available
Turn on automatic Intercom Paging.	4 2 7 3	Not available	Not available

1. Call Me and Find Me features are administered on a Class of Service (COS) basis. Depending on the COS assigned to your mailbox, the key presses may differ.

**Note:**

You cannot use any of the Call Me options if your mailbox is not enabled for Call Me.

## Receiving Call Me calls

When you receive a Call Me call, Modular Messaging introduces the call by stating that the call is from an automated system and by identifying the called subscriber.

When Modular Messaging makes a Call Me outcall, it plays military tones (A, B, C, and D) as part of the outcalling announcement. If the call is answered by another Modular Messaging system or an AUDIX system, the answering system disconnects without recording anything.

When you receive a Call Me call, you can use the following options:

### Options when receiving Call Me calls

To do this	Press
	All TUIs
Log in to your mailbox.	#
Disconnect the call and continue calling a few minutes later. <b>Note:</b> The system makes calls to the telephone numbers specified in the Call Me rule. The time interval after which the system tries again is specified in the Call Me rule.	1
Cancel further notifications for the current message. <b>Note:</b> The system keeps the Call Me rule active for the next new incoming message.	2
Block Call Me. <b>Note:</b> This option cancels all future calls to the called number.	*

## Using special features

# Chapter 7: Understanding caller options

If your telephone system supports Direct Inward Dialing (DID or DDI), callers will dial your extension directly. If your extension is busy or unanswered, callers can leave a message directly in your mailbox.

If your telephone system does not support DID, external callers must dial the access number of your organization to access the Automated Attendant. For more information, see [Calling through the Automated Attendant](#) on page 61

---

## Calling through the Automated Attendant

If your telephone system does not support Direct Inward Dialing (DID), external callers must dial in to the access number of your organization. The Automated Attendant then guides callers to enter your mailbox number, that is, the mailbox number of the subscriber they wish to reach.

If your extension is busy or you are not available to answer the call, and if your telephone system is *not* configured to support supervised transfer, the caller will be prompted to leave a message in your mailbox.

If your extension is busy or you are not available to answer the call, and if your telephone system is configured to support supervised transfers, the caller returns to the Automated Attendant. Using the following options of the Automated Attendant, the caller can leave a message in your mailbox.

---

## Options when there is no answer at an extension

If there is no answer at your extension, the Automated Attendant presents callers the following options:

### Options when there is no answer at an extension

To do this	Press
	All TUIs
Dial a new extension.	1
Leave a voice message.	2
Request operator assistance, if applicable.	3 or 0

## Understanding caller options

### Options when there is no answer at an extension

To do this	Press
	<b>All TUIs</b>
Page the subscriber, if the subscriber has turned on intercom paging.	<b>4</b>
Notify the subscriber.	<b>9</b>
Cancel the selection.	<b>*</b>

---

### Options when an extension is busy

If your extension is busy, the Automated Attendant presents callers the following options:

#### Options when an extension is busy

To do this	Press
	<b>All TUIs</b>
Dial a new extension.	<b>1</b>
Leave a voice message.	<b>2</b>
Dial the same extension.	<b>3</b>
Request operator assistance, if applicable.	<b>0</b>
Page the subscriber, if the subscriber has turned on intercom paging.	<b>4</b>
Notify the subscriber.	<b>9</b>
Cancel the selection.	<b>*</b>

---

## Using the Common Caller Interface

When a caller reaches your mailbox, the caller is presented with Common Caller Interface (CCI) regardless of the specific TUI assigned to your mailbox. Messages that caller leaves are known as Call Answer messages.

---

## Options of the Common Caller Interface

Callers can use the options of the CCI to leave voice or fax messages in the mailbox of a subscriber.

When presented with the CCI, callers can:

1. Select the language for prompts
2. Listen to the active greeting
3. Listen to the instructions for recording messages
4. Record and send a voice message or send a fax message
5. Set delivery options
6. Exit from the CCI

## General commands of the Common Caller Interface

Callers can use the following options from any menu of the CCI:

### General commands of the CCI

To do this	Press
	<b>CCI</b>
Log in to a different mailbox.	<b>* 7</b> <mailbox> <password>
Transfer to another mailbox. <b>Note:</b> If you want to use the Dial by Name feature to enter the mailbox address, press the star key [*] again after pressing * 8, then "spell out" the recipient's name using the touchtone keys.	<b>* 8</b> <number> OR <b>* 8 *</b> <name>

### Selecting the language for prompts

Administrators can configure the system such that:

- Only one language is defined for the mailbox

The system plays all prompts and system announcements of the CCI in the default system language

- Multiple languages are defined for the mailbox

The system presents a list of language options to callers as the first prompt they hear when calling in to the system. Callers can select the desired language by pressing the appropriate key on their touchtone keypads. All subsequent prompts are played in the selected language.

The subscriber can set up to three different language options for callers. For more details on setting up multiple languages for call answers, see *Avaya Modular Messaging Release 2 Subscriber Options User Guide*.

To select a language, a caller uses the following procedure:

1. Listen to the system prompt "*Welcome to Avaya Messaging*" in the default system language.

The system announces the keys that the caller has to press in order to select a language. Each option is played in the language of selection. For example, "*For English, press 1. Pour Français, appuyez sur le deux...*".

2. Press the key to select a language.

After the caller selects a language, all system prompts and announcements are played in the selected language for the duration of the Call Answer session.

The system plays one of the following:

- If the subscriber has recorded a greeting, the system plays the greeting
- If the subscriber has not recorded a greeting, the system plays the system greeting "*Please leave a message for <name>*", in the selected language.

The system plays all subsequent system prompts in the selected language.

3. Listen to the greeting and use the options available to leave a message. For more information, see [Listening to the active greeting](#) on page 64.

### Listening to the active greeting

When presented with the CCI, callers can listen to the greeting that is active for the mailbox.

When listening to the greeting, callers can use the following options:

#### Options when listening to greetings

To do this	Press
	<b>CCI</b>
Log in to the mailbox.	* * <password>
Interrupt greeting to record a message. <b>Note:</b> Callers cannot interrupt an Extended Absence Greeting.	<b># or 1</b>
Leave a voice and fax message. <b>Note:</b> Applicable only to Modular Messaging - MSS.	<b>4 2</b>
Leave a fax-only message.	<b>4 1</b>
Transfer the call to the system operator, if applicable.	<b>0</b>
Leave a notification message for the subscriber, if applicable.	<b>9</b>

#### Note:

Callers can press the **START** button on the fax machine they are calling from to send a fax message to the called subscriber. The call is disconnected upon successful transmission of the fax message.

## Listening to instructions for recording messages

After listening to the active mailbox greeting, callers can listen to instructions about recording messages.

When listening to recording instructions, callers can use the following options:

#### Options when listening to record instructions

To do this	Press
	<b>CCI</b>
Leave a voice and fax message. <b>Note:</b> Applicable only to Modular Messaging - MSS.	<b>4 2</b>
Leave a fax-only message.	<b>4 1</b>

## Understanding caller options

### Options when listening to record instructions

To do this	Press
	<b>CCI</b>
Log in to the mailbox.	* * <password>
Transfer the call to the system operator, if applicable.	<b>0</b>

**Note:**

Callers can press the **START** button on the fax machine from which they are calling to leave a fax message for the called subscriber.

## Recording messages

Callers can use the following options when recording messages:

### Options when recording messages

To do this	Press
	<b>CCI</b>
Deliver the recorded message and disconnect the call.	* * or hang up
Erase the recorded message and re-record at the prompt.	* <b>3</b>
Stop recording and listen to End Recording options. See <a href="#">End Recording options</a> on page 67.	Any key from <b>1</b> through <b>9</b>
Approve recording and listen to the delivery options. See <a href="#">Sending the message</a> on page 67.	<b>#</b>
Deliver the recorded message and transfer the call to the system operator, if applicable.	<b>0</b>

**Note:**

When recording messages, callers can press the **START** button on the fax machine from which they are calling to send a fax message to the called subscriber.

## End Recording options

When recording messages, callers can press any key from **1** through **9** to listen to the following End Recording options:

### End Recording options

To do this	Press
	<b>CCI</b>
Approve the message and listen to delivery options.	<b>1 or #</b>
Replay the message.	<b>2</b>
Erase the message and re-record at the prompt.	<b>3 or * 3</b>
Continue recording.	<b>4</b>
Cancel the message and go to the Automated Attendant.	<b>**</b>

## Sending the message

After approving a message, callers can press **1** to send the message the way it is, or they can set delivery options to the message.

## Setting delivery options

Callers can use the following options to set delivery options:

### Setting delivery options

To do this	Press
	<b>CCI</b>
Play the delivery options.	<b>0</b>
Send message with selected options.	<b>1 or #</b>
Mark message as urgent (toggle).	<b>2</b>
Include a fax (toggle).	<b>4</b>
Send message and disconnect.	Hang up

## Understanding caller options

**Note:**

Callers can press the **START** button on the fax machine from which they are calling to send a fax message to the called subscriber.

## Exiting from the Common Caller Interface

After setting the delivery options for the message, callers are presented with the following options, depending on the system setup:

**Exiting from the CCI**

To do this	Press
	<b>CCI</b>
Disconnect.	<b>1</b> or * * or Hang up
Call another subscriber.	<b>2</b>
Transfer the call to the operator, if applicable.	<b>0</b>

**Note:**

Callers can press the **START** button on the fax machine from which they are calling to send a fax message to the called subscriber.

---

## Transferring callers to a mailbox

When you pick up a call, you can transfer a caller directly to the mailbox of the subscriber.

To transfer callers to a mailbox:

1. Put the caller on hold.
2. If your telephone system provides a features access code (FAC) for call transfer, go directly to Step 7.

OR

3. If your telephone system does not provide feature access code (FAC), begin the transfer by pressing the transfer button on your telephone.
4. Dial the Modular Messaging access number.
5. Do one of the following:
  - If you are transferring from an extension that has an associated Modular Messaging mailbox, press the star key [\*], then go to Step 6.
  - If you are transferring from an extension without an associated Modular Messaging mailbox, press the pound key [#] twice, then go to Step 6.
6. Enter the number of the mailbox to which the caller wants to be transferred.
7. Complete the transfer and hang up. The caller remains on the line to leave a message.

## Calling Find Me

If you call a mailbox that is enabled for Find Me and the call is not answered, you hear an announcement telling you that the system is trying to locate the person you have called. You are asked for your name and given the option to leave a message. You are invited to hold while the system tries a list of alternative numbers to locate the person you are calling.

When you hold the call, you can use the following option:

### Calling Find Me

To do this	Press
	CCI
Cancel Find Me and leave a message.	*





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