

## LISTENING AND RESPONDING [1]

### Reviewing messages

Review:

- New voice messages [1]
- Saved voice messages [1] [2]
- New e-mail messages [2]
- Saved e-mail messages [2] [2]
- New fax messages [3]
- Saved fax messages [3] [2]
- Administrative messages [9]

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

### Forwarding a message

- At end of message [6]
- To forward message...
  - ...Without comment [1]
  - ...With comment [2]
- When finished [#]
- Specify address
- When finished [#]
- After entering all addresses [#] [#]
- Send message [#]

### Replying to a message

- At end of message
  - Reply to sender [8] [1]
  - Reply to all [8] [2]
  - Reply to sender with original [8] [3]
  - Reply to all with original [8] [4]
- Record reply
- When finished [#] [#]

### Replying by calling internal caller

- At end of message [8] [8]

## PRINTING A FAX OR E-MAIL [1]

### Printing a message after reviewing

At the end of the message, choose:

- To print to default fax number [2] [1]
- To print to alternate fax number [2] [2]
- To print from the fax machine you are using [2] [3]
- To send a fax to another recipient [2] [4]

### Printing messages before reviewing

Print:

- All new fax messages [8] [1]
- A list of all messages in inbox [8] [2]
- A list of all new messages in inbox [8] [3]

Choose:

- To print to default fax number [1]
- To print to alternate fax number [2]
- To print from the fax machine you are using [3]
- To send a fax to another recipient [4]

## PERSONALIZING YOUR MAILBOX [4]

### Recording or changing prompts or greetings [1]

1. Choose:

- Personal greeting [1]
- Extended Absence greeting [2]
- Optional greetings [3]
- Please Hold prompt [5]
- Name prompt [6]

2. For optional greetings only, enter the greeting number [1-9]

3. If Multilingual Call Answer is enabled, select a language [1-3]

4. If the prompt or greeting is already recorded:

- Accept recording [1]
- Rerecord [2]
- Delete prompt or greeting [3]

### Using special features [2]

To set:

- Find Me on or off [2] [1]
- Call Me on or off [3] [1]
- Caller requested notification on or off [4] [1]
- Automatic notification on or off [4] [2]
- Call screening [5]
- Intercom paging [7]

To review active options [9]

### Changing call handling [3]

- Block all incoming calls [1]
- Activate optional greetings [4]
- Review current greeting rules [8]
- Delete all greeting rules [9]

### Setting up rules for optional greetings

- Hear rule [0]
- Activate for internal calls → external calls → all calls (rotate) [1]
- Activate for busy → no answer → busy or no answer (rotate) [2]
- Activate for business hours → out of business hours → any time (rotate) [3]
- Delete current greeting rule [7]
- Accept greeting rule [#]

### Setting a default fax number [4]

Enter the new telephone number

- Confirm [1]
- Change [2]

### Recording or changing announcements [5]

Enter the announcement number

OR

If announcement is already recorded:

- Accept recording [1]
- Rerecord [2]
- Delete announcement [3]

### Managing personal distribution lists [6]

- Create list [1]
- Edit list [2]
- Delete list [3]
- Review active lists [4]

### Setting up Personal Operator [7]

- Change Personal Operator [1]
- Change Schedule [2]

### Changing your password [9]

- Enter new password, followed by [#]
- Reenter new password, followed by [#]

## RECORDING AND SENDING [2]

### Creating a new voice message

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

To cancel recording [\*]

To spell name [#]

### Delivery options

- Send immediately [#]
- Mark as priority/not priority [2]
- Mark for future delivery [4]
- Mark as private [5]

## CALL ANSWERING

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

- To accept a call [#]
- To reject a call [1]
- To replay a Find Me or Call Me message [3]

## SHORTCUTS

Bypass welcome greeting [#]

When reviewing messages, skip:

- From New to Saved to Deleted [#] [#]
- To start of message [1] [1]
- To end of message [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.



## Aria® Telephone User Interface for Avaya Modular Messaging QUICK REFERENCE GUIDE

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## 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 [#].

