**AUDIX® Telephone
User Interface for
Avaya™ Modular Messaging**

QUICK REFERENCE GUIDE

NOVEMBER 2009

RECORDING AND SENDING MESSAGES

Sending voice or voice-fax messages
1. From the activity menu [1]
2. Record voice message
3. When finished [#]
4. Specify delivery address (see below)
5. When finished [#]
6. Specify delivery options (see below)
7. Send message [#]

Sending fax-only messages from fax machine
1. From the activity menu [1]
2. Bypass voice recording [#]
3. Specify delivery address (see below)
4. When finished [#]
5. Specify delivery options (see below)
6. Load document into fax machine
7. Send message [#]
8. Press **Start** key on fax machine

Sending voice-fax messages by forwarding a fax
To send a fax to your own mailbox:
1. Log in to mailbox
2. From the activity menu [2]
3. Forward fax with optional
   voice message [1] [2]
4. Record voice message
5. When finished [#]
6. Specify delivery address (see below)
7. When finished [#]
8. Specify delivery options (see below)
9. Send message [#]

Specifying delivery address
- For voice user:
  Enter user's mailbox number, and press [#]
- For voice user name addressing:
  Press [*] [2], spell user's name
  or name of personal list, and press [#]
- For personal list, press [*] [5]
  and 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]

Specifying delivery options
- Make private/not private (toggle) [1]
- Make priority/not priority (toggle) [2]
- Schedule for future delivery [3]
- Attach a fax [5]

GETTING MESSAGES YOU RECEIVED

Listening to voice/e-mail messages
1. From the activity menu [2]
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]:
1. Record and address your message
2. When finished [#]
3. Specify delivery options
4. Send message [#]

Printing fax/e-mail messages
1. From the activity menu [2]
2. Listen to message header
3. Print fax or e-mail portions [*] [1]
4. Print to default machine [#]

OR
- To print to the fax machine from
  which you are calling [*] [6]

OR
- To print to other fax machine you specify:
  – Press [*] [*] [5]
  – Enter outside line number (if needed) and
    telephone number
  – Press [#]

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 [0]

Want to adjust the way your messages are played?
- Faster [9]
- Slower [8]
- Louder [4]
- Softer [7]
- Skip forward [6]
- Skip backward [5]

Want to configure Personal Operator?
- To set up or change Personal Operator [5] [6]

Other options
- Transfer to covering extension [*] [0]
- Transfer to another mailbox [*] [8]
- Make system wait [*] [9]
- Access names or numbers directory [*] [*] [6]
- Disconnect [*] [*] [9]

CREATING MULTIPLE PERSONAL GREETINGS

Creating, changing, deleting greetings
1. From the activity menu [3]
2. Do one of the following:
   - Listen to a greeting [0]
   - Record or re-record a greeting [1]
   - Delete a greeting [3]

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3. Enter greeting number [1-3]
4. For optional greetings only, enter the
   optional greeting number [1-9]
5. If Multilingual Call Answer is enabled, select
   a language [1-3]
6. When finished [#]

Scanning greetings
1. From the activity menu [3]
2. Scan greetings [2]

Activating greetings
1. From the activity menu [3]
2. Activate greeting [5]
3. Enter greeting number [1-3]
4. For personal greeting only, you may need
   to confirm your choice [1]
5. For optional greetings only, enter the
   optional greeting number [1-9]

Setting up rules for optional greetings
- Activate for all calls [0]
- Activate for internal calls → external
  calls → all calls (rotate) [1]
- Activate for business hours → out of
  business hours → any time (rotate) [2]
- Activate for busy → no answer → busy
  or no answer (rotate) [3]
- Deactivate for all calls [9]

Reviewing optional greeting rules
1. From the activity menu [3]
2. Review optional greeting rules (in the order
   they will be evaluated) [6]

Setting up Call Me/Find Me/Notify Me options
1. From the activity menu [6]
2. Select one of the following:
   - Call Me [1]
   - Find Me [2]
   - Notify Me [3]
3. Select one of the following:
   - Enable Call Me/Find Me [9]
   - Disable Call Me/Find Me [6]

**Allow/disallow callers to leave a message when
Extended Absence greeting is active [3] [7] [1]**

NOTE: *Your system may not support all features.*

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 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.*

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 [#].

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[1] RECORD/ SEND MESSAGES

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

Recording Options

Pause / Resume recording	[1]
Play back recording	[2] [3]
Erase and begin again	[*] [3]
End recording & approve	[#]

MESSAGE ADDRESSING OPTIONS

- Enter destination mailbox number, and then press   **[#]**
- To spell name (person or list) using touchtone keys, press   **[*] [2]**
- To send to personal list, press   **[*] [5]** Then enter the personal list number
- To address to fax machine, press   **[*] [*] [5]**
- OTHER OPTIONS
  - ➢ List all recipients   **[*] [1]**
  - ➢ Delete current addressee   **[*] [3]**
- When finished, press   **[#]**

SEND OPTIONS

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

Playback Options

[1]	**[2]** Rewind	**[3]** Pause/ Resume
[4] Louder	**[5]** Skip backward	**[6]** Skip forward
[7] Quieter	**[8]** Slower	**[9]** Faster
[*]	**[0]** Replay from beginning	**[#]**

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[2] GET MESSAGES

GET MESSAGE OPTIONS

Listen to message	[0]
Respond to or forward message	[1]
Skip to next category	[*] [#]
Replay header	[2] [3]
Skip to next header	[#]
Keep message in current category	[*] [*] [4]
Delete message	[*] [3]
Print fax / e-mail	[*] [1]
Undelete message	[*] [*] [8]

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]

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[3] PERSONAL GREETINGS

PERSONAL GREETING OPTIONS

Listen to greeting	[0]
Record greetings	[1]
Scan greetings	[2]
Delete greetings	[3]
Activate greetings	[5]
Review greeting rules	[6]
Extended Absence options	[7]

Select greeting   [1–3]

Personal greeting	[1]
Extended Absence greeting	[2]
Optional greeting	[3]

Allow/disallow callers to leave a message when Extended Absence greeting is active   [1]

RECORD GREETING OPTIONS

Record or re-record	[1]
Play/Pause/Resume greeting	[3]
Delete greeting	[*] [3]
Approve/Save greeting	[#]

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[5] PERSONAL OPTIONS

PERSONAL OPTIONS

Administer mailing lists	[1]
Caller Application Announcements	[2]
Set fax preferences	[3]
Change password	[4]
Record name	[5]
Personal Operator	[6]

Listen to announcement	[0]
Record or re-record	[1]
Delete announcement	[3]

- ➢ Enter password
- ➢ Press   **[#]**
- ➢ Re-enter new password
- ➢ Press   **[#]**

PERSONAL LIST OPTIONS

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

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

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[6] CALL ME/ FIND ME/ NOTIFY ME

CALL ME/FIND ME/NOTIFY ME

Call Me	[1]
Find Me	[2]
Notify Me	[3]

Enable Call Me/Find Me/Notify Me	[9]
Disable Call Me/Find Me/Notify Me	[6]

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[7] AUTOSCAN OPTIONS

SCAN OPTIONS

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