Using Text Messaging on Avaya IP Phones

Text Messaging enables you to send text messages from the screen of your Avaya IP Phone to other Avaya IP phones and to mobile phones (if configured by your administrator). When you send a text message, the phone number (or addressee) and the message are both saved so that you never have to type the same phone number or message a second time.

- To send a message to a saved number or name, select the number or name from the Addresses list.
- To send a saved message, select it from the My Messages list.
- To send a message that your system administrator saved, select it from the System Messages list.

Sending and Viewing Text Messages

To start Text Messaging, press the Web soft key and select "Text Messaging" from the Voice Office menu. A new text message is indicated by an "*" in front of a message listed in the Inbox. For example, "* 17:50 4081234567" indicates a new message from (408) 123 - 4567.

You can receive and reply to text messages during a phone call.

If you do not know your number for Text Messaging, please contact your administrator.

To send a stored message to a stored phone number	Press the **New Text Message** soft key. Press the **Addresses** soft key and select a phone number or name from the list. Press either the **My Messages** or **System Messages** soft key, select a message from the list, and press the **Send** soft key. (You might need to scroll the screen to see My Messages or System Messages.)
To make it easy for others to send text messages to your mobile number	The first time that a text message is sent to a mobile number, the carrier for that number must be associated with the number. For example, if your mobile number is 800-555-1234 and your carrier is Verizon (vtext.com), the first time that a message is sent to your number from any IP phone, the "To" field needs to include the carrier domain, such as : 8005551234@vtext.com. By sending a message to your mobile phone, you ensure that all IP phone users can send you a text message simply by entering your mobile number.
To send a new message to a new recipient	To create a new message (256-character maximum) and send it to a new recipient, press the **New Text Message** soft key. Press the soft key for the field below "To", type the phone number, and press the **Done** soft key. Press the soft key for the field below "Message", type the message, and press the **Send** soft key. The first time that you try to send a message to a new recipient you might be prompted for the domain (carrier). You can enter the domain (for example, userName@yahoo.com.), select a domain from the list, or select a domain from the Default Domain List (which is supplied by your administrator). For any name or phone number, you will need to specify the carrier domain only once. After that, Text Messaging remembers the domain and you will not be prompted for it. Ask your system administrator if you need additional help with carrier domains.
To enter numbers, symbols, and capital letters	When you are typing a phone number or text, key presses, by default, result in the lowercase letter associated with the key that you press. To type other characters, press the **alpha** soft key and choose one of the alternates: ALPHA, Num, or Symbol.
To put a space between words	Press the **Space** soft key twice.

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To view your Inbox	Press the **Inbox** soft key. Use the up and down arrows to scroll the list. To read a message, press the soft key beside it. After you read a message, you can delete it, reply to it, call the sender, or press **Back** to return to the Inbox.
To view your Outbox	Press the **Outbox** soft key. Use the up and down arrows to scroll the list. To read a message, press the soft key beside it. After you read a message, you can delete it, reply to it, or press **Back** to return to the Inbox.

Your Text Messaging Inbox and Outbox can contain a total of 100 messages. If your mailboxes are full:

- And you receive a message, the message will display on your phone but it will not be saved.
- And you try to create a message, you will be prompted to delete messages before creating a new one.

If you send a text message to someone whose mailbox is full, you will receive a text message to let you know that the recipient's mailbox is full and your message will not be saved in the recipient's Inbox.

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