AVAYA

Avaya Aura® Messaging Aria Quick Reference

Release 7.2.0
October 2020
© 2016-2020, Avaya Inc.
All Rights Reserved.

Phone menu

Phone menu	Key press
Playing messages	
Unread messages	1 — 1
Read messages	1 — 2
Saved messages	1 — 3
Pending delete messages	1 — 4
Playback controls	
Hear message details	5
Message start	1 — 1
Message end	3 — 3
Skip envelope information	3 — 4
Skip to next message	#
Message options	
Delete messages after playback	7
Save / Preserve pending delete message	9
Replying to a message	
Reply	8 — 1
Reply to all	8 — 2
Reply to sender with original message	8 — 3
Reply to all with original message	8 — 4
Call sender during / after playback	8 — 8
List recipients	8 — 9

Table continues…

Phone menu	Key press
Login announcements	
Review	9 — 1
Record	9 — 2
Delete	9 — 3
Forwarding with an introduction	
1. Forward after playback	6
2. Record introduction, then press	#
3. Say / enter recipient	
4. Send message	#
Sending a new message	
1. From main menu	2
2. Record message, then press	#
> Hear recording	1
> Delete and rerecord	*
3. Say / enter recipient	
4. Send message	#
Selecting recipients	
Say recipient name or distribution list	
Enter a mailbox / personal list number	
To spell recipient name or distribution list	#
Add more recipients	6
Delivery options	
Specify delivery options	0
Future delivery	
By date	4 — 1
By week day	4 — 2
Future delivery by date	
Enter day, month, and time	
Specify AM / PM	1/2
Unsent message options	
Send message	1
Record	2
Replay	4

Table continues…

Phone menu	Key press
Delete message	7
Skip message	#
Exit to main menu	*
Playing unsent messages	
Playback in normal speed	0
Rewind by 5 second	1
Rewind to start	1 — 1
Pause	2
Resume playback	2 — 1
Record	2 — 2
Fast forward by 5 second	3
Fast forward to end	3 — 3
Slower playback	4
Slowest playback	4 — 4
Faster playback	6
Fastest playback	6 — 6
Cancel review	*
Extended absence greeting	
Record EAG	4 — 3 — 2
Re- record EAG	4 — 3 — 2 — 2
Set EAG expiry option	4 — 3 — 2 — 9
EAG expiry option	
Set no EAG expiry	4 — 3 — 2 — 9 — # — # — #
Set EAG expiry date	4 — 3 — 2 — 9 — mm — dd — time

Key press input	Key press values
mm	Indicates the month. The supported values are 1 to 12 or #. # indicates the current month.
dd	Indicates the day. The supported values are 1 to 31 or #. # indicates the current day.

Table continues…

Key press input	Key press values

`time`	Indicates the time. The supported formats are:
	
	• 12–h format as hhmm — M, where:
	  - hh is hour with a value between 1 to 12.
	  - mm is minute with a value between 0 to 59.
	  - M is meridian with the value 1 for a.m. and 2 for p.m.
	• 24–h format as hhmm, where:
	  - hh is hour with a value between 0 to 23.
	  - mm is minute with a value between 0 to 59.
	
	To enter 1 minute after midnight, press #.

Some features might be unavailable in your organization. For details, contact your administrator.

Active call transfer to a Messaging mailbox

Transferring a call to a Messaging mailbox from a telephone that has a Messaging mailbox

The steps to transfer a call varies with the telephone system you use.

1. During an active call, press **TRANSFER** or dial the keys or codes to transfer the call.
2. Enter your Messaging access number or press a pre-configured or a speed-dial button that automatically dials your Messaging access number.

   Messaging access number is your pilot number.
3. When the system answers, press star (*****).
4. Enter the recipient's mailbox number.
5. To complete the transfer, press **TRANSFER** or hang-up.

Transferring a call to a Messaging mailbox from a telephone that does not have a Messaging mailbox

The steps to transfer a call varies with the telephone system you use.

1. During an active call, press **TRANSFER** or dial the keys or codes to transfer the call.

2. Enter your Messaging access number or press a pre-configured or a speed-dial button that automatically dials your Messaging access number.

   Messaging access number is your pilot number.
3. Enter the recipient's mailbox number.
4. To complete the transfer, press **TRANSFER** or hang-up.

Managing user preferences

User preferences	Key press
Change personal greeting	4 — 3 — 1
Set extended absence greeting	4 — 3 — 2
Set / change name	4 — 3 — 3
Change / record optional greeting	4 — 3 — 4
Activate optional greeting	4 — 3 — 5
Delete optional greeting (OG)	4 — 3 — 4 — OG# — 3
Features	
Notify Me on / off	4 — 1 — 1
Reach Me on / off	4 — 1 — 2
Administrative options	
Change Password	4 — 2 — 1
Date, time playback on / off	4 — 2 — 4
Cancel / Previous menu	*
Web user preferences link	
As specified by your administrator	

Outlook menu
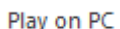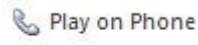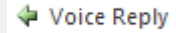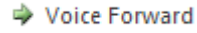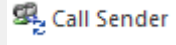
Button	Description
Play on PC	Plays a voice message on your PC.
⏸ ⏹ ← →	Pauses, stops, rewinds, and fast-forwards when the TUI plays the message.
Play on Phone	Plays a voice message on your deskphone or any other phone.

Table continues…

Button	Description
Voice Reply	Replies to a voice message with a voice recording using any phone.
Voice Forward	Forwards an existing voice message.
Call Sender	Calls the message sender from a phone. When you pick up the phone, the TUI dials the sender.
User Preferences	Opens the User Preferences webpage.

✱ **Note:**

For more information, visit http://support.avaya.com/

Navigation menu Aria

Log in to Messaging

1. Call voice mail number
2. Enter your password

Unsent Messages

Send message	1
Record	2
Replay	4
Delete message	7
Skip message	#
Exit to main menu	*

Main menu

Play messages	1
Send messages	2
User preferences	4
Restart	5
Administer login announcements	9
Exit	*

Play messages

Unread messages	1
Read messages	2
Saved messages	3
Pending delete messages	4

Select recipient after recording a message

Enter mailbox number
Spell name or distribution list
Say name or distribution list

User preferences

Features	1
Administrative options	2
Greetings	3

Greetings

Personal greeting	1
Extended absence	2
Name	3
Change / record optional greeting	4
Activate optional greeting	5

Administer login announcements

Review	1
Record / compose message	2
Delete	3

Playback control during playback

Rewind		1
Rewind to start	1	1
Pause / Resume		2
Fast Forward		3
Fast forward to end	3	3
Skip envelope playback	3	4
Slower playback		4
Slowest playback	4	4
Faster playback		6
Fastest playback	6	6

Confirm

Hear delivery options	0
Add more recipients	6
Send	#

Administrative options

Password	1
Date, time playback on / off	4

Personal greeting

Record personal greeting	2

Extended absence greeting

Re-record EAG	2
Set EAG expiry option	9

Message options

Replay		4
Message details		5
Forward after playback (with introduction)		6
Forward after playback (without introduction)	6	1
Forward after playback (remove introductions)	6	6
Delete after playback		7
Reply		8
Save / preserve message		9

Delivery option

Private	1
Important	2
Future delivery	4

Features

Notify me on / off	1
Reach me on / off	2
Auto log in	3
Block messages	4
Exit	*

Block messages

Turn on always	1
Turn off	2
Turn on while EAG	3
Continue	#

Power keys. Use anytime.

Skip / Enter	#
Help	0
Cancel / Previous menu	*

Replying to a message

Reply without original message	1
Reply to all without original message	2
Replay with original message	3
Reply to all with original message	4
Call sender	8
List recipients	9

Send message

Send	#

Auto log in

Turn on	1
Turn off	2

Block messages cont.

Transfer after greeting	1
Disconnect after greeting	2
Complete setup	#

Some of these features may not be available in your organization. For details, contact your administrator.

3

Customized navigation menu Aria

Login options	
Log in to Messaging from a phone without voicemail	Dial internal access number Or Press **Voice Mail**
Log in to Messaging from outside the office	Dial external access number
Log in to Messaging from a phone with voicemail	Dial internal access number Or Press **Voice Mail**

Welcome menu

Press # and enter your mailbox number

Other options   `*`

Entering password

Enter your password and   `#`

Aria main menu

Auto Attendant menu

Enter the extension number of the person you are calling

Enter the name of the person you are calling   `*`

Enter your mailbox number   `#`

Spelling the name

Enter the name using keypad, last name first

Cancel the spell mode   `*`

Enter your mailbox number   `#`

Confirming the name

Confirm the name   `1`

Enter a different name   `2`

Hear the name again   `3`

Cancel the call   `*`

Entering password

Enter your password and   `#`

Cancel login and reach Welcome menu   `*`

Aria main menu

Entering another extentsion

Enter an extension number

Enter your mailbox number   `#`

@ 2016 Avaya Inc. [4]