



Lucent Technologies
Bell Labs Innovations



MAILBOX TRANSITION GUIDE

INTUITY™ AUDIX™, INTUITY™ ARIA™, OCTEL® ARIA™

Welcome to your new Lucent mailbox! Learning to use a different mailbox really isn't difficult, especially if you listen to the spoken prompts and use the Help feature. You will discover some new capabilities and will soon be using the power of messaging to accomplish more in less time.

ABOUT THIS GUIDE

This guide translates what you already know about using messaging into the corresponding capabilities in your new mailbox.

- Page 2 highlights how to use this guide.
- Pages 3–18 cover most of the features of your current and former mailboxes.

IMPORTANT NUMBERS

Calling the system
from within the company _____

Calling the system
from outside the company _____

Your mailbox number _____

Number to call
if you have questions _____

HOW TO USE THIS GUIDE

This Mailbox Transition Guide includes a matrix that covers main features offered in three Lucent mailboxes: INTUITY AUDIX, INTUITY ARIA, OCTEL ARIA.

With the help of this guide, you can quickly identify features of your new mailbox and discover how they are different from those of your previous mailbox. This guide supplements spoken prompts and Help. It also enhances training for transitioning from one Lucent mailbox to another.

CONVENTIONS

- ◆ Features marked with the symbol ◆ are optional features that might not currently be available in your current mailbox. Some features must be enabled by the system administrator; others can be enabled by you.
- Features marked with the symbol — are unavailable in the corresponding mailbox.
- 1 Numbers appearing in solid boxes are choices you select from the Main Menu/Activity Menu.

USER INTERFACE

Audience: System Subscribers

	INTUITY AUDIX		INTUITY ARIA		OCTEL ARIA	
ENTERING YOUR MAILBOX/ LOGGING ON	When calling from outside the company	*7 and extension number and password	When calling from outside the company	# and mailbox number and password~	When calling from outside the company	# and mailbox number and password
	When calling from your office phone	# and password	When calling from your office phone ♦	Enter password	When calling from your office phone ♦	Enter password
MESSAGING	Record/Send Messages	1	Record a Message	2	Record a Message	2
Options During Recording	—	1	Rewind	1	Rewind	1
	Stop Recording/ Restart	1/1	Pause/Restart	2/2	Pause/Restart	2/2
	—		Continue recording (after Pause or Rewind)	5	Continue recording (after Pause or Rewind)	5

~Depending on your system setup, you can skip “#” and enter the mailbox number directly.

INTUITY AUDIX			INTUITY ARIA		OCTEL ARIA	
Addressing Options	Play Back	2-3	Rewind to beginning	1-1	Rewind to beginning	1-1
	Approve	#	End recording	#	End recording	#
	Names Directory	*2 (*A)	Dial-by-Name	#	Dial-by-Name	#
	Delete previous entry	*3	Cancel address	*	Cancel address	*
	Use Mailing List	*5 (*L) and list number	Group List	Enter list number	Group List	Enter list number
	Cancel message	* - 7	Cancel message (don't send)	* - *	Cancel message (don't send)	* - *
	—		When finished addressing ♦	#-#	—	

INTUITY AUDIX			INTUITY ARIA		OCTEL ARIA	
Delivery Options	Mark Private	1	Private	1	Private	1
	Mark Priority♦	2	Urgent	2	Urgent	2
	Schedule Delivery	3	Future Delivery	4	Future Delivery	4
	—		Review address list ♦	5	—	
	File a Copy	4	—		—	
	—		—		Confirm Receipt	3-1
	—		—		Notify of non-receipt	3-2
	Send	#	Send	#	Send	#
Sending						

		INTUITY AUDIX	INTUITY ARIA		OCTEL ARIA	
HEARING MESSAGES						
Listening (from Main Menu/ Activity Menu)	Get messages and listen	2 -0	Review	1	Review	1
	—		—		Review unheard messages	1 -1
	—		—		Review all messages	1 -2
	—		—		Review archived messages	1 -2-#-#
	—		—		Review fax messages	1 -3
	—		—		Print all faxes	1 -3-4
While Listening	Replay Header	2-3	Envelope information	5	Envelope information	5
	Play/Pause	3	Pause/Restart	2-2	Pause/Restart	2-2

	INTUITY AUDIX		INTUITY ARIA		OCTEL ARIA	
While Listening (continued)	Back Up	5	Rewind	1	Rewind	1
	Rewind	2	Rewind to beginning	1-1	Rewind to beginning	1-1
	Advance	6	Forward	3	Forward	3
	Advance to end	6-6	Forward to end	3-3	Forward to end	3-3
	Louder	4	Louder	9	Louder	9
	Softer	7	Normal volume	8	Normal volume	8
	Faster	9	Faster	6	Faster	6
	Slower	8	Slower	4	Slower	4
	Delete	*3 (*D)	Erase	7	Erase	3-3-7
	—		Save	3-3-9	Save	3-3-9
	Skip to Next Message	#	Skip to Next Message	#	Skip to Next Message	#

	INTUITY AUDIX		INTUITY ARIA		OCTEL ARIA	
While Listening (continued)	Skip to Next Category	*-#	Skip to Next Queue	#-#	Skip to Next Queue	#-#
	Step Back	2	Listen to previous message	1	Listen to previous message	1
	Return to Activity Menu	*7	Return to Main Menu	*	Return to Main Menu	*
End-of-Message Options	At the end of a message, you have all the playback options PLUS:		At the end of a message, you have all the playback options of 1, 1-1, 5, PLUS:		At the end of a message, you have all the playback options PLUS:	
	Delete	*3 (*D)	Erase	7	Erase	7
	Save	*-#	Save	9	Save	9
	Skip to Next Category	*-#	Skip to Next Queue	#-#	Skip to Next Queue	#-#

INTUITY AUDIX			INTUITY ARIA		OCTEL ARIA	
End-of-Message Options (continued)	Skip Message	#	Skip Message	#	Skip Message	#
	Reply by Voice Mail	1-1	Reply	8	Reply	8
	—		Cancel Reply	* - *	Cancel Reply	* - *
	Call Sender	1-0	Call Sender◆	8-8	Call Sender◆	8-8
	Forward with comment at beginning	1-2	Send copy with your introduction	6	Send copy with your introduction	6
	Send to someone else	1-4	—		Send copy (remove other introductions)	6-6
	Replay Header	2-3	Replay Message	4	Replay Message	4
	—		Envelope Information	5	Envelope Information	5
	Return to previous menu◆	1-#	Return to previous menu	*	Return to previous menu	*

INTUITY AUDIX			INTUITY ARIA		OCTEL ARIA	
Printing a Fax Received◆	Print to default printer number◆	*-1-#	Print to primary fax destination◆	2-1	Print to primary fax destination◆	3-4-2-1
	Specify destination◆	*-1	Print to alternate fax destination◆	2-2	Print to alternate fax destination◆	3-4-2-2
	Print to current location◆	*-1-#-6	Print to current location◆	2-3	Print to current location◆	3-4-2-3
	—		—		Send fax to non-subscriber◆	3-4-2-4
MANAGING YOUR MAILBOX						
Greetings	Create or change greeting	3-1	Record or change greeting	4-3-1	Record or change greeting	4-3-1

INTUITY AUDIX		INTUITY ARIA		OCTEL ARIA		
Greetings (continued)	—		Record or change greeting callers hear <i>when you don't answer your phone</i>	4 -3-1-2-1	Record or change greeting callers hear <i>when you don't answer your phone</i>	4 -3-1-2-1
	—		Record or change greeting callers hear <i>when you're on the phone</i>	4 -3-1-2-2	Record or change greeting callers hear <i>when you're on the phone</i>	4 -3-1-2-2
	Administer Call Types	3-4	—		—	
	—		Record Extended Absence Greeting♦	4 -3-2 ♦	Record Extended Absence Greeting♦	4 -3-2 ♦

INTUITY AUDIX			INTUITY ARIA		OCTEL ARIA	
Name	Re-record name	5 -5	Record or Change Name	4 -3-3	Record or Change Name	4 -3-3
Message Notification	Set Outcalling Time	6 -2	Outcall Notification Schedule◆	4 -4	Outcall Notification Schedule◆	4 -4
	Set Outcalling on/off	6	Turn Outcall Notification on/off◆	4 -1	Turn Outcall Notification on/off◆	4 -1
Security Code	Change password	5 -4	Change password	4 -2-1-1	Change password	4 -2-1-1
Group List	Mailing lists	5 -1	Personal distribution lists	4 -2-1-2 (extension or Dial-by-Name)	Personal distribution lists	4 -2-1-2 (extension or Dial-by-Name)
Prompt Levels	—		—		Change prompt level	4 -2-1-3
Forwarding Messages (to a remote mailbox)	—		Mailbox forwarding◆	4 -5	Mailbox forwarding◆	4 -5

INTUITY AUDIX		INTUITY ARIA		OCTEL ARIA	
Access Security	—		—		Security options 4 -6
LOCATING MESSAGES	Outgoing/ Filed messages	4	Check message sent (by destination)	3 -1	Check message sent (by destination) 3 -1
	Scan Headers	7 -2	Locate message from specific senders	3 -2	Locate message from specific senders 3 -2
OTHER	Help	*4	Get Help	0	Get Help 0
	Return to Activity Menu	*7	Return to Main Menu	*-*	Return to Main Menu *-*
	—		—		Initiate Exit (you can hear any new messages received during session by pressing 1-1) *

INTUITY AUDIX			INTUITY ARIA		OCTEL ARIA	
OTHER (continued)	Exit system	**9	Exit mailbox	Press * until system says "Good-bye"	Exit mailbox	Press * until system says "Good-bye"
	Transfer	*8	Exit and enter another number	Press * until system greeting plays or press 6 from Main Menu	Exit and enter another number	Press * until system greeting plays or press 6 from Main Menu

CALLER INTERFACE

Audience: outside callers or subscribers calling from outside the company

Important note for the INTUITY ARIA users and callers: Please check with your system administrator to find out which caller interface your system is set up for. Depending on your system setup, the caller interface for your messaging system can be either INTUITY AUDIX or INTUITY ARIA. In other words, even if your mailbox has an INTUITY ARIA user interface, callers can still

encounter either the INTUITY AUDIX or the INTUITY ARIA caller interface. Depending on which caller interface your system is set up for, please refer to the appropriate caller and/or user interface information to perform messaging tasks. You can also refer to Chapter 9 in the *Aria User Interface on INTUITY Messaging Solutions User Reference Guide* for more information.

		INTUITY AUDIX	INTUITY ARIA		OCTEL ARIA	
MESSAGING						
Hear greeting	Bypass personal greeting	1	Bypass personal greeting	#	Bypass personal greeting	#
	Bypass greeting to send a fax	#	Bypass greeting to send a fax	4	Bypass greeting to send a fax	4

INTUITY AUDIX		INTUITY ARIA		OCTEL ARIA	
Record message	Pause	1	—		—
	—		Satisfied with message	1-1	Satisfied with message 1-1
	Play Back	2-3	Listening to message	1-2	Listening to message 1-2
	—		Erase and re-record message	1-3	Erase and re-record message 1-3
			Continue recording	1-4	Continue recording 1-4
Finish recording message	Confirm message	Hang up or press #	End recording	Hang up or press 1 for more options	End recording Hang up or press 1 for more options
Delivery options	—		Normal delivery	1	Normal delivery 1
	Mark Private	1	Private delivery	3	—

INTUITY AUDIX			INTUITY ARIA		OCTEL ARIA	
Delivery options (continued)	Mark Priority	2	Urgent delivery	2	Urgent delivery	2
	To include a fax	5	Send a fax	4	Send a fax	4
Send message	Send	#	Send	#	Send	#
OUTCALL NOTIFICATION						
After receiving outcall notification from system	Listen to messages and administer other mailbox features	Continue to administer mailbox tasks using the AUDIX user interface	Listen to messages and administer other mailbox features	Hang up and dial back into the system OR Cancel outcall notification	Listen to messages and administer other mailbox features	Continue to administer mailbox tasks using the Aria user interface
TRANSFERS/LOG IN	Transfer to operator	*0	Transfer to operator	0	Transfer to operator	0
	Transfer to another extension	*8	Enter another extension to leave message	*2	Transfer to another extension	2

INTUITY AUDIX			INTUITY ARIA		OCTEL ARIA	
TRANSFERS/LOG IN (continued)	Log in again	**7	Enter your own mailbox	2-#	Enter your own mailbox	2-#
OTHERS	Help	*4	Help	0	Help	0
	Return to Activity Menu	*7	—		—	
	Exit system	**9	Exit system	Press * until you hear “Good-bye”	Exit system	Press * until you hear “Good-bye”
	—		—		Extended Absence Notification	Yes

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