

THE VOICE OF MESSAGING

Voice messaging gives you the ability to communicate effectively from any touchtone phone 24 hours a day, with one person or many. The faster you become familiar with the Avaya Modular Messaging (MM), the sooner you can put it to work for you. This guide provides step-by-step instructions on how to perform important tasks when using the system through the Telephone User Interface (TUI). For more detailed information, consult the MM Online Telephone User Interface Guide.

Note: Depending on the way your system is set up, some features in this guide may not be available.

ENTERING THE SYSTEM

From your office extension

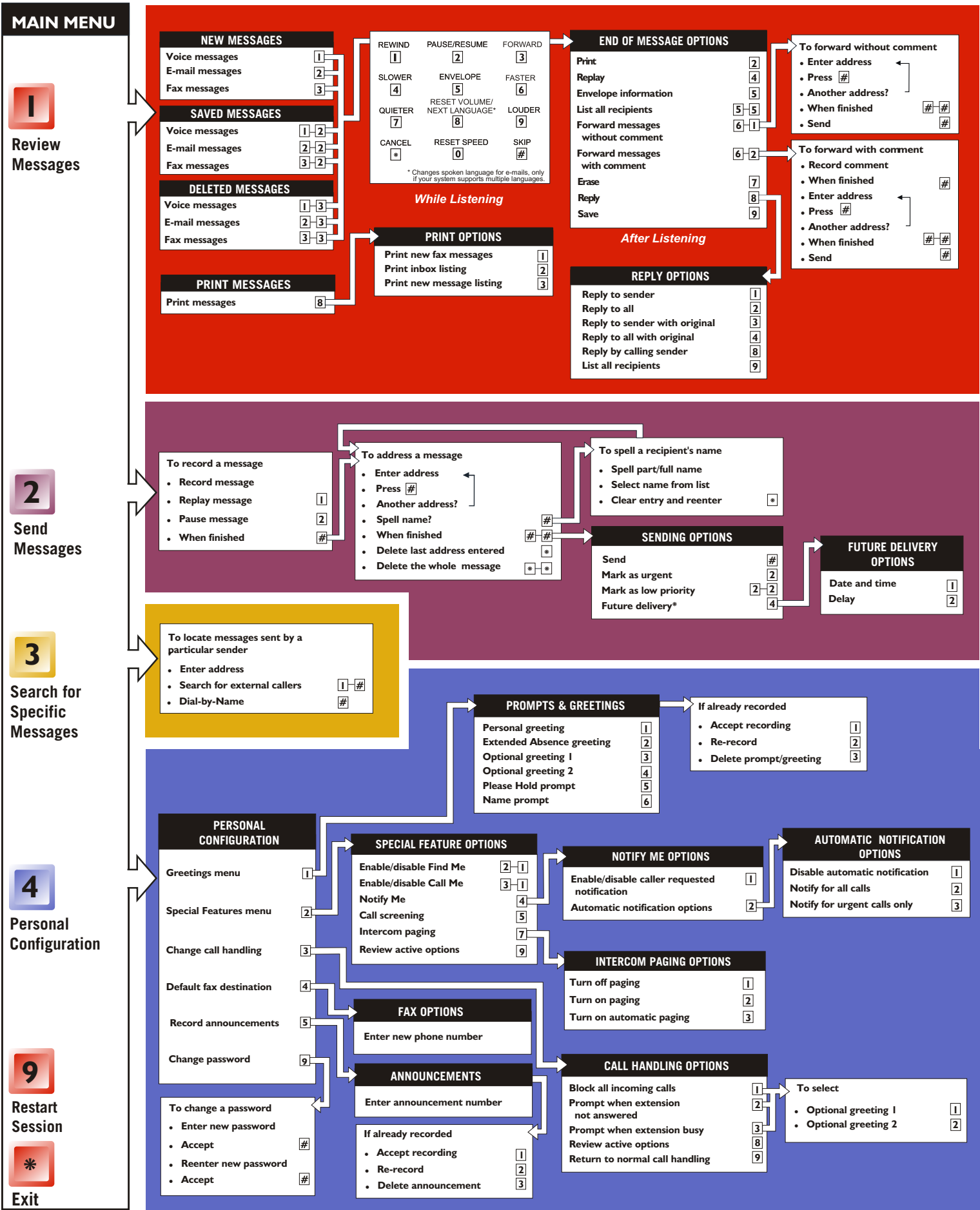
- Call the MM access number
- Enter your password followed by #

From someone else's office extension or from outside your organization

- Call the MM access number
- Do one of the following:
 - if the extension does not have an associated MM mailbox, press #
 - if the extension has an associated MM mailbox, press * then #
- Enter your mailbox number
- Enter your password followed by #



Avaya™ Modular Messaging At-A-Glance



LISTENING AND RESPONDING

Reviewing messages

Review:

- new voice messages
- saved voice messages
- new e-mail messages
- saved e-mail messages
- new fax messages
- saved fax messages

💡 Use playback controls as needed

Forwarding a message

- At end of message
- To forward message:
- When finished
- Enter address, followed by
- After entering all addresses
- Send

Replying to a message

- At the end of message:
- Record reply
- When finished

Replying by calling internal caller

At end of message

PRINTING A FAX OR E-MAIL*

Printing a message after reviewing

- At the end of message, choose:

Printing messages before reviewing

- Print:
- Choose:

PERSONALIZING YOUR MAILBOX

Recording/changing prompts and greetings

Record prompt/greeting:

- Personal greeting
- Extended Absence greeting
- Optional greeting 1*
- Optional greeting 2*
- Please Hold prompt
- Name prompt

💡 If prompt/greeting is already recorded:

- Accept recording
- Rerecord
- Delete prompt/greeting

Using special features

To set:

- Find Me on/off*
- Call Me on/off*
- caller requested Notify Me on/off
- automatic Notify Me
 - off
 - on
 - urgent only
- call screening
- Intercom paging*
 - off
 - on
 - automatic

💡 To review active options

Changing call handling

- Choose:
- Select:

💡 To review active options

💡 To return to normal call handling

Setting a default fax number*

Enter the new phone number

Recording/changing announcements*

Enter the announcement number

💡 If announcement is already recorded:

- Accept recording
- Rerecord
- Delete announcement

Changing your password

- Enter new password, followed by
- Reenter new password, followed by

RECORDING AND SENDING

Creating a new voice message

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

💡 To cancel recording

💡 To spell name

Delivery options

Mark as urgent

Mark as low priority

Mark for future delivery

CALL ANSWERING

When answering Find Me, Call Me or Screened calls:

- to accept a call
- to reject a call
- to replay a Find Me or Call Me message

SHORTCUTS

Bypass welcome greeting

When reviewing messages, skip:

- from New to Saved to Deleted
- to start of message
- to end of message

TIPS

Pressed the wrong key?

Cancel or back

Go back to Main menu?

Press repeatedly

Entering an address

When finished, press to continue

Exiting your mailbox

Return to the Main menu and press again

Restart the session

From the Main menu

Want to hear the menu again?

While listening to a menu

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At-A-Glance



* This option may not be available to you. For more information, check with your System Administrator.