RECORDING AND SENDING MESSAGES

Sending voice or voice-fax messages
- ◗ From the main menu `1`
- ◗ Record voice message
- ◗ When finished `#`
- ◗ Specify delivery address (see below)
- ◗ When finished `#`
- OR
- ◗ Attach a fax `5`
- ◗ Send message `#`

Sending fax-only messages from fax machine
- ◗ From the main menu `1`
- ◗ Bypass voice recording `#`
- ◗ Specify delivery address (see below)
- ◗ Load document into fax machine
- ◗ Send message `#`
- ◗ Press "Start" key on fax machine

Sending voice-fax messages by forwarding a fax
- ◗ Send a fax to your own mailbox
- ◗ Log in to mailbox
- ◗ From the main menu `2`
- ◗ Forward fax with optional
  voice message `1` `2`
- ◗ Record voice message
- ◗ When finished `#`
- ◗ Specify delivery address (see below)
- ◗ When finished `#`
- ◗ Send message `#`

Specify Delivery Address
For voice user: enter user's extension and press `#`
For voice user name addressing: press `2`, spell user's name, and press `#`
For voice users enhanced list: enter an enhanced list extension and press `#`
For fax user: press your location's fax code, then the telephone number and `#` OR press `*` `*` `5`, enter outside line number and full phone number, then press `#`.

- Listen to help at any time `*` `4`
- Go back to previous menu `*` `7`

Want to save time?
- Bypass greeting `1`

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

GETTING MESSAGES YOU RECEIVED

Listening to voice/text messages
- ◗ From the main menu `2`
- ◗ Listen to voice or text message `0`

Printing fax/text messages
- ◗ From the main menu `2`
- ◗ Listen to message header
- ◗ Print fax or text portions `*` `1`
- ◗ Print to default machine `#`
- OR
- ◗ Print to machine
  attached to your telephone `*` `6`
- OR
- ◗ Print to machine you specify: enter fax
  prefix and number, and then press `#`
- OR
- ◗ Print to machine you specify: press `*` `*` `5`,
  enter outside line number and full phone
  number, and then press `#`.

Printing all new faxes
- ◗ From the main menu `7`
- ◗ Print all new faxes `4`

Downloading faxes or text
to a modem-equipped computer
- ◗ Set up modem and fax software
- ◗ Place a call to your mailbox from telephone
- ◗ From the main menu `2`
- ◗ Print `*` `1`
- ◗ Download to computer `*` `6`
- ◗ Select "Manual Receive" from
  fax-software dialogue

Responding to messages (optional)
After listening to your message, select one of following:
- ◗ Respond or forward `1`
- ◗ Call sender/exit mailbox `0`
- ◗ Reply to sender by voice mail `1`
- ◗ Forward with comment at beginning `2`
- ◗ Forward with comment at end `3`
- ◗ Record and address a new message `4`
If you choose any key from the above except 0:
- ◗ Record and address your message
- ◗ When finished `#`
- ◗ Send message `#`
- OR
- ◗ Enter a delivery option, and then press `#`

Note: FAX prompts will only be heard if Fax Options is enabled on the administration page OR the "change sys fax" is enabled for the system. Also, subscriber or class of service must have FAX permissions. Out-of-hours is only available after you choose internal/external or busy/no-answer call type.

CREATING MULTIPLE PERSONAL GREETINGS

Listening to your greetings
- ◗ From the main menu `3`
- ◗ Listen to greetings `0`
- ◗ Enter greeting number (1-9)
- ◗ When finished `#`

Creating or changing greetings
- ◗ From the main menu `3`
- ◗ Record greetings `1`
- ◗ Enter greeting number (0-9)
- ◗ When finished `#`
- OR
- *If greeting is not already active, select one:*
  - Activate for all calls `1`
  - *OR, if other call type(s) are defined:*
  - Use for each call type `0`
  - Use for internal (or busy) calls `1`
  - Use for external (or no answer) calls `2`
  - Use for out-of-hours calls `3`
- ◗ When finished `#`

Changing call types
- ◗ From the main menu `3`
- ◗ Administer call types `4`
- ◗ Differentiate
  - – Internal/external calls `1`
  - – Busy/no-answer calls `2`
  - – Out-of-hours calls `3`
  - – No out-of-hours calls `4`
  - – Single greeting for all calls `5`
- ◗ When finished `#`

Assigning greetings to call types
- ◗ From the main menu `3`
- ◗ Listen to summary of active greetings
- ◗ Activate greeting `3`
- ◗ Enter greeting number (0-9)
- ◗ Select one of the following:
  - – Use greeting for all call types `0`
  - – Use greeting for internal (or busy) calls `1`
  - – Use greeting for external
    (or no-answer) calls `2`
  - – Use greeting for out-of-hours calls `4`
- ◗ When finished `#`

Note: Your system may not support all features.

AVAYA
communication

Communication Manager Messaging

QUICK REFERENCE GUIDE

ENTER THE SYSTEM

- Call the system access number
- Enter your extension
- Press #
- Enter your password
- Press #

MAIN MENU (ACTIVITY MENU)

1 Record/Send Messages

RECORDING OPTIONS

Pause	1
Play back	2 3
Delete and begin again	* 3

MESSAGE OPTIONS

Voice or voice-fax →
- Record voice message at the tone
- When finished #

Fax only →
Press # (bypass recording)

2 Get Messages

GET MESSAGE OPTIONS

Listen to message	0
Respond	1
Skip to next category	* #
Replay header	2 3
Skip to next header	#
Hold message in current category	* * 4
Delete	* 3
Print fax & e-mail	* 1
Undelete	* * 8

RESPOND OPTIONS

Call sender	0
Reply by voice mail	1
Forward w/comment at beginning	2
Forward w/comment at end	3
Record new message	4

PRINT FAX OPTIONS

Print to default fax/printer #
Print to other fax machine:
- Enter fax print prefix
  Enter fax machine number
- Press #
OR
- Press * * 5
- Enter outside line number and full phone number
- Press #

Print to this fax machine * 6
Then, press "Start" on fax machine

3 Personal Greetings

PERSONAL GREETING OPTIONS

Listen to greeting 0 →
Enter greeting number and listen →

Play or replay	0
Record or re-record	1
Review status	2
Delete	* 3
Approve/save	#

Record greetings 1 →
RECORD GREETINGS OPTION
Create new
Change/delete

Scan greetings 2 →
Listen to greeting number and status

Activate greetings 3 →
Enter greeting number

Administer call types 4 →
Initial setting
Change setting

4 Outgoing and Filed Messages

Listen to first category & message header →

MESSAGE OPTIONS

Listen to message	0
Modify/resend	1
Playback header	2 3
Delete & skip to next	* 3
Return to previous	2 2
Save & skip to next	#
Skip to next category	* #

5 Personal Options

PERSONAL OPTIONS

Mailing list 1 →
LIST ADMIN OPTIONS
Create list	1
Summary of lists	2
Review/modify list	3

- Enter list ID
- When finished #

- Enter list owner extension
- When finished #

- Enter list ID
- Press #
- Listen to first name

Personal directory 2 →
Add entries	1
Review all	2
Review specific	3
Return to previous	#

Fax/text print options 3 →
Default fax number	1
Autoprint on	9
Autoprint off	6
→
| Autodelete on | 9 |
| Autodelete off | 6 |

Password 4 →
- Enter new password
- When finished #

Record name 5 →
- Record name
- When finished 1

Address before record on/off 6

Call answer on/off 7

Message media sequence 8 →
No preferred media	0
Voice first	1
Fax first	2
Text first	3
Binary files first	4

6 Outcalling

Hear outcalling options 0 →

OUTCALLING OPTIONS

Set outcalling only on/off →
Listen to number & status →

OPTIONS
| Outcalling on | 9 |
| Outcalling off | 6 |

Set number & outcalling on/off 1 →
- Enter outcalling number
- When finished #

Set outcalling time 2 →
OUTCALLING TIME OPTIONS
Set system to call you at any time	1
Set system to call you during business hours	2
Set times for system to call you	3
Listen to summary of predefined business hours	4

GENERAL TIPS

NOT SURE WHICH KEY TO PRESS?
| Listen to help at any time | * 4 |
| Go back to previous menu | * 7 |

WANT TO SAVE TIME?
| Bypass the greeting | 1 |

WANT TO ADJUST THE WAY YOUR MESSAGES ARE PLAYED?
Faster	9
Slower	8
Louder	4
Softer	7
Skip forward	6
Skip backward	5

7 Autoscan/Autoprint

SCAN OPTIONS

Scan headers & messages	1
Scan headers only	2
Scan messages only	3
Print all new faxes	4

PRINT OPTIONS

Print to default machine	#
Print to other machine	
Print to machine you're calling from	* 6