## 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 — `#`

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### 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 `#`.

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<table>
<tr><td colspan="2">GENERAL TIPS</td></tr>
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**Not sure which key to 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`

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## 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 — `#`

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## 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.*

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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)

### RECORDING OPTIONS

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

### 1 Record/Send Messages

**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 |
| Record greetings | 1 |
| Scan greetings | 2 |
| Activate greetings | 3 |
| Administer call types | 4 |

Enter greeting number and listen

**RECORD GREETINGS OPTION**

Create new
Change/delete

Listen to greeting number and status

Enter greeting number

Initial setting
Change setting

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

### 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 |
| Personal directory | 2 |
| Fax/text print options | 3 |
| Password | 4 |
| Record name | 5 |
| Address before record on/off | 6 |
| Call answer on/off | 7 |
| Message media sequence | 8 |

**LIST ADMIN OPTIONS**

| | |
|---|---|
| Create list | 1 |
| Summary of lists | 2 |
| Review/modify list | 3 |

- Enter list owner extension
- When finished #

- Enter list ID
- When finished #

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

| | |
|---|---|
| Add entries | 1 |
| Review all | 2 |
| Review specific | 3 |
| Return to previous | # |

Default fax number 1
Autoprint on 9
Autoprint off 6

Autodelete on 9
Autodelete off 6

- Enter new password
- When finished #

- Record name
- When finished 1

| | |
|---|---|
| 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
Set number & outcalling on/off 1
Set outcalling time 2

Listen to number & status

- Enter outcalling number
- When finished #

**OPTIONS**

Outcalling on 9
Outcalling off 6

**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 | 7 |
| Softer | 4 |
| 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 |