AVAYA

Avaya Aura® Messaging Audix® Quick Reference

Phone menu

Phone menu	Key press
Playing messages	
1. From activity menu, press	2
2. Listen to message header	
3. Play message	0
Message options	
Skip message	#
Delete / Restore	* - D
Call sender	1 - 0
Replying to a message	
Select message	
1. Reply	1
2. Reply by voicemail	1
3. a. Reply with original message attached OR	9
3. b. Reply without original message attached	6
4. Record message, then press	#
Sending a new message	
1. From activity menu, press	1
2. Record message	
Pause / continue recording	1
Playback recording	2 - 3
Delete and re-record	* - D

Phone menu	Key press
Approve recording	#
Selecting recipients	
1. Enter recipient, then	# - #
2. Mark private	1
3. Mark priority	2
Future Delivery	3
Send	#
Broadcast messages	
Review	9 - 1
Record	9 - 2
Delete	9 - 3
Manage greetings	
Play personal greeting	3 - 0 - 1
Play extended absence greeting	3 - 0 - 2
Play optional greeting N (1 — 9)	3 - 0 - 3 - N
Record personal greeting	3 - 1 - 1
Record extended absence greeting	3 - 1 - 2
Record optional greeting N (1-9)	3 - 1 - 3 - N
Delete personal greeting	3 - 3 - 1
Delete extended absence greeting	3 - 3 - 2
Delete optional greeting N (1 – 9)	3 - 3 - 3 - N
Set rules for optional greeting N (1 – 9)	3 - 5 - 3 - N
Activate greeting	3 - 5
Set EAG expiry option when activating greeting	3 - 5 - 2 - 7
Set EAG expiry option after playing greeting, if EAG is activated	3 - 0 - 2 - 7
Set EAG expiry option when scanning greeting, if EAG is activated	3 - 2 - 7
Set no EAG expiry	3 - (0 / 5) - 2 - 7 - # - #

Phone menu	Key press
Set EAG expiry date	3 - (0 / 5) - 2 - 7 - time - # - mmdd - #
Changing password	
1. From activity menu, press	5 - 4
2. Enter new password, then	#
3. Re-enter new password, then	#
Auto login	
Turn on	5 - 6 - 1
Turn off	5 - 6 - 2
Block messages	
Turn on Always	5 - 7 - 1
Turn off	5 - 7 - 2
Turn On while EAG	5 - 7 - 3
Continue	5 - 7 - #
Transfer after greeting	5 - 7 - # - 1
Disconnect after greeting	5 - 7 - # - 2
Complete setup	5 - 7 - # - #

Key press input	Key press values
mmdd	The supported values are: • mm is month with a value between 1 to 12. • dd is day with a value between 1 to 31. To enter the current day, press #.

time	Indicates the time. The supported formats are:
	• 12–h format as hhmmM, where:
	  - hh is hour with a value between 0 to 12.
	  - mm is minute with a value between 0 to 59.
	  - M is meridian with the following values:
	    • A for a.m. and P for p.m for English language.
	    • 1 for a.m. and 2 for p.m for other languages.

Table continues…

Key press input	Key press values
	• 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 **#**.

Recording a call	Key Press
To record an incoming call as a voice message	
1. To begin recording, press	`audix — rec`
2. To end recording, press	`audix — rec`
User preferences in a Web browser	
As specified by your administrator	

Some of these features may not be available 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.
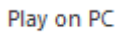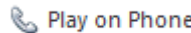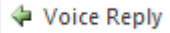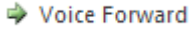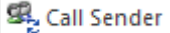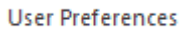
Transferring a call to a Messaging mailbox from a telephone that does not have a Messaging mailbox

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.

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.
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 Audix®

Log in to Messaging
1. Call voice mail number
2. Enter your password

Activity menu

Send messages	1
Play messages	2
Manage greetings	3
Personal options	5
Manage features	6
Autoscan	7
Administer broadcast messages	9

Record message

Pause / resume	1
Playback	2 3
Delete and rerecord	* D
Approve	#

Message options

Play	0
Replay header	2 3
Delete / restore	* D
Skip message	#
Skip category	* #
Replay / forward	1

Options

Password	4
Record name	5
Auto log in	6
Block message	7

Features

Reach me on / off	2
Notify me on / off	3
Finish	#

Autoscan

Scan headers & messages	1
Scan headers	2
Scan messages	3

Administer broadcast messages

Review	1
Record	2
Delete	3

Select recipients

Enter mailbox-number, or system list ID, then press	#
List recipients	* 1
Name addressing	* 2
Personal distribution list addressing	* 5
Options	#

Reply / Forward

Reply	1
Reply all	5
Forward with comment	2
Record with message	4
Call sender	0

Greeting options

Listen	0
Record	1
Scan a greeting	2
Delete	3
Activate	5
Review optional greeting rule	6
Finish	#

Greeting types

Personal	1
Extended absence	2
Optional greeting N (1-9)	3 N

Scan options

See **message options** and **playback control keys**

Set options

Option list	0
Private on / off	1
Important on / off	2
Future delivery	3
Send	#

Playback control keys during message review

Rewind	2
Play / pause	3
Back up	5
Advance	6
Slower	8
Faster	9
Listen / replay	0
Go to end of message	* 6

Greeting types

Personal	1
Extended absence	2
Optional greeting N (1-9)	3 N

EAG expiry option

Set EAG expiry option	7

Greeting rules

All calls	0
Internal / external calls	1
During / outside work hours	2
Busy / no answer	3
Deactivate	9
Approve	#

Common commands

Help	*	H
Activity menu	*	R
Wait	*	W
Transfer	*	T
Relog in	* *	R
Exit system	* *	X
Delete	*	D

Record greeting

Replay	0
Record / rerecord	1
Return to previous greeting	2
Activate	3
Delete	* D
Skip to next greeting	#
Review from beginning	* 1
Finish	* #

Scan greeting

Replay	0
Record / rerecord	1
Return to previous greeting	2
Activate	3
Set EAG expiry option, if EAG is activated	7
Delete	* D
Skip to next greeting	#
Review from beginning	* 1
Finish	* #