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 .... `#`
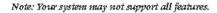

Specify Delivery Address
For voice user: enter user's extension and press `#`
For voice user name addressing: press `2`, spell user's name, and press `#`
For voice users enhanced list: enter an enhanced list extension and press `#`
For fax user: press your location's fax code, then the telephone number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

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 `#`

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

MESSAGE OPTIONS

- Voice or voice-fax → • Record voice message at the tone • When finished #
- Fax only → Press # (bypass recording)

RECORDING OPTIONS

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

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

- Listen to greeting → Enter greeting number and listen →

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

RECORD GREETINGS OPTION
- Create new
- Change/delete

- Scan greetings → Listen to greeting number and status
- Activate greetings → Enter greeting number
- Administer call types → 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
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

- Create list → • Enter list ID • When finished #
- Review/modify list → • Enter list owner extension • When finished # → • Enter list ID • Press # • Listen to first name

Personal directory →

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

Fax/text print options →

Default fax number	1
Autoprint on	9
Autoprint off	6

→

Autodelete on	9
Autodelete off	6

Password → • Enter new password • When finished #

Record name → • Record name • When finished 1

Message media sequence →

No preferred media	0
Voice first	1
Fax first	2
Text first	3
Binary files first	4

6 Outcalling

Hear outcalling options 0 →

- 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