### PHONE

<table>
<thead>
<tr>
<th>Playing messages</th>
<th>1 - 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unread messages</td>
<td></td>
</tr>
<tr>
<td>Read messages</td>
<td>1 - 2</td>
</tr>
<tr>
<td>Saved messages</td>
<td>1 - 3</td>
</tr>
</tbody>
</table>

#### Playback controls

- Hear message details: 5
- Message start: 1 - 1
- Message end: 3 - 3
- Skip to next message: #

#### Message options

- Delete message: 7
- Save message: 9
- Call sender during / after playback: 8 - 8

#### Replying to a message

1. Reply during / after playback: 8
2. Record reply, then press: #
3. Send message: #

#### Forwarding with an introduction

1. Forward after playback: 6
2. Record introduction, then press: #
3. Say / enter recipient
4. Send message: #

#### Sending a new message

1. From main menu: 2
2. Record message, then press: #
   - > Hear recording: 1
   - > Delete and re-record: *
3. Say / enter recipient
4. Send message: #

#### Selecting recipients

- Say recipient name or distribution list
- Enter a mailbox / personal list number
- To spell recipient name or distribution list: #
- Add more recipients: 6

#### Delivery options

- Specify delivery options: 0

### PHONE (Continued)

<table>
<thead>
<tr>
<th>Future delivery</th>
<th>4 - 1</th>
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</thead>
<tbody>
<tr>
<td>By date</td>
<td></td>
</tr>
<tr>
<td>By week day</td>
<td></td>
</tr>
</tbody>
</table>

#### Future delivery by date

- Enter day, month, and time: 1 / 2
- Specify AM / PM

#### Transferring to a mailbox

To transfer an incoming call to a mailbox, without the mailbox owner’s phone ringing:
1. Press **Transfer > Message > ***
2. Enter recipient mailbox number

#### Recording a call

To record an incoming call as a voice message:
1. To begin recording, press **audix-rec**
2. To end recording, press **audix-rec**

#### Hints and tips

- Help: 0
- Cancel / previous menu: *
- Bypass a greeting or interrupt a prompt: #

### MANAGING USER PREFERENCES

#### Features

- Notify Me on/off: 4 - 1 - 1
- Reach Me on/off: 4 - 1 - 2

#### Administrative options

- Change password: 4 - 2 - 1
- Date, time playback on/off: 4 - 2 - 4

#### Greetings

- Personal greeting on/off: 4 - 3 - 1
- Set extended absence greeting: 4 - 3 - 2
- Set / change name: 4 - 3 - 3
- Set away-from-phone greeting: 4-3-1-2-1
- Set busy greeting: 4-3-1-2-2

#### Web user preferences link

As specified by your administrator

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**Aria**

Telephone User Interface for Avaya Aura Messaging

**QUICK REFERENCE**

**AAM**

Access Telephone Numbers:

- On Campus: Extension 19000
- Off Campus: (213) 821-9000

User Preferences Web Page:

[https://aam.usc.edu/user](https://aam.usc.edu/user)

Transfer to Voicemail Number:

- On Campus: Extension 13007
- Off Campus: (213) 821-3007

Email address:

user.name@aam.usc.edu

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To reach the Help Desk:

- On Campus: Extension 04357
- Off Campus: (213) 740-4357

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Some of these features may not be available in your organization. For details, contact your administrator.
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