### 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>
<tr>
<td>Playback controls</td>
<td></td>
</tr>
<tr>
<td>Hear message details</td>
<td>5</td>
</tr>
<tr>
<td>Message start</td>
<td>1 - 1</td>
</tr>
<tr>
<td>Message end</td>
<td>3 - 3</td>
</tr>
<tr>
<td>Skip to next message</td>
<td>#</td>
</tr>
<tr>
<td>Message options</td>
<td></td>
</tr>
<tr>
<td>Delete message</td>
<td>7</td>
</tr>
<tr>
<td>Save message</td>
<td>9</td>
</tr>
<tr>
<td>Call sender during / after playback</td>
<td>8 - 8</td>
</tr>
</tbody>
</table>

### PHONE (Continued)

<table>
<thead>
<tr>
<th>Future delivery</th>
<th>4 - 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>By date</td>
<td></td>
</tr>
<tr>
<td>By week day</td>
<td>4 - 2</td>
</tr>
<tr>
<td>Future delivery by date</td>
<td></td>
</tr>
<tr>
<td>Enter day, month, and time</td>
<td>1 / 2</td>
</tr>
<tr>
<td>Specify AM / PM</td>
<td></td>
</tr>
<tr>
<td>Transferring to a mailbox</td>
<td></td>
</tr>
<tr>
<td>To transfer an incoming call to a mailbox, without the mailbox owner’s phone ringing</td>
<td></td>
</tr>
<tr>
<td>1. Press **Transfer &gt; Message &gt; ***</td>
<td></td>
</tr>
<tr>
<td>2. Enter recipient mailbox number</td>
<td></td>
</tr>
<tr>
<td>Recording a call</td>
<td></td>
</tr>
<tr>
<td>To record an incoming call as a voice message</td>
<td></td>
</tr>
<tr>
<td>1. To begin recording, press</td>
<td></td>
</tr>
<tr>
<td>2. To end recording, press</td>
<td></td>
</tr>
</tbody>
</table>

### Hints and tips

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

### MANAGING USER PREFERENCES

<table>
<thead>
<tr>
<th>Features</th>
<th>4 - 1 - 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notify Me on/off</td>
<td></td>
</tr>
<tr>
<td>Reach Me on/off</td>
<td>4 - 1 - 2</td>
</tr>
<tr>
<td>Administrative options</td>
<td></td>
</tr>
<tr>
<td>Change password</td>
<td>4 - 2 - 1</td>
</tr>
<tr>
<td>Date, time playback on/off</td>
<td>4 - 2 - 4</td>
</tr>
<tr>
<td>Greetings</td>
<td></td>
</tr>
<tr>
<td>Personal greeting on/off</td>
<td>4 - 3 - 1</td>
</tr>
<tr>
<td>Set extended absence greeting</td>
<td>4 - 3 - 2</td>
</tr>
<tr>
<td>Set / change name</td>
<td>4 - 3 - 3</td>
</tr>
<tr>
<td>Set away-from-phone greeting</td>
<td>4-3-1-2-1</td>
</tr>
<tr>
<td>Set busy greeting</td>
<td>4-3-1-2-2</td>
</tr>
</tbody>
</table>

### Delivery options

- Specify delivery options: 0

### 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

### Sending a new message

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

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

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**Aria**

**Telephone User Interface for Avaya Aura Messaging**

**QUICK REFERENCE**

**AAM**

**Access Telephone Numbers:**

- On Campus: Extension 09500
- Off Campus: (213) 740-9500

**User Preferences Web Page:**

- [https://clv-aam-mss-msg.usc.edu/user](https://clv-aam-mss-msg.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
Navigation Menu (Aria)

LOG IN TO MESSAGING
1. Call voicemail number
2. Enter your password

POWER KEYS use anytime
Skip/Enter
Help
Cancel

MAIN MENU
Play messages
Send messages
User preferences
Restart
Exit

PLAY MESSAGES
Unread messages
Read messages
Saved messages

PLAYBACK CONTROL during playback
Rewind
Rewind to start
Pause / Resume
Fast-forward
Fast-forward to end
Slower playback
Slowest playback
Faster playback
Fastest playback

MESSAGE OPTIONS after playback
Reply
Message details
Forward (with introduction)
Forward (without introduction)
Forward (remove introductions)
Delete
Replay
Call sender
Save

SELECT RECIPIENT after recording a message
Enter mailbox number
Spell name or distribution list
Say name or distribution list

CONFIRM
Hear delivery options
Add more recipients
Send

DELIVERY OPTIONS
Private
Important
Future delivery

SEND MESSAGE
Send

FEATURES
Notify Me on/off
Reach Me on/off

USER PREFERENCES
Features
Administrative options
Greetings

ADMINISTRATIVE OPTIONS
Password
Date, time playback on/off

GREETINGS
Personal greeting
Extended absence
Name

PERSONAL GREETING
Standard system greeting
Away from phone
Busy greeting

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