Modular Messaging Quick Reference Guide (QRG)
Any Telephone – Modular Messaging/Aria Voice Mail

Transfer a Call into Voice Mail:

- **For Calls Answered Through Coverage, Call Pickup, or Bridged Line**
  1. Verify the caller dialed the number of the desired party
  2. Use the normal Transfer Process for your phone and Enter (#89) as the number to which you are transferring
  3. Complete the transfer and hang up

- **For Calls to Another Party Answered on Your Line**
  1. Use the normal Transfer Process for your phone
  2. Dial the Express Messaging number for the Voice Mail system of the desired party
  3. Follow the prompts, complete the transfer and hang up

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**Voice Mail**

How to Use Voicemail (Modular Messaging):
- Uses the same Telephone User Interface (TUI) as many Cell Phone Voice Mail Systems (called ARIA)
- ARIA is Identified by the Voice Mail basic commands
- 1 – Retrieve, 7 – Delete, 9 - Save

Accessing Modular Messaging
- Press **Message/Voice Mail** if your phone has a button for this OR
  - Dial
    - ECLH Users 6-7300
    - University & All 8-7300
    - Other Users
- and at the prompt, Enter Password and press (#) - OR -

  From outside the office telephone system, dial:
  - ECLH Users 404-686-7300
  - University & All 404-778-7300
  - Other Users

  » Press #
  » Enter your 5-digit extension number and press # followed by your password and press #

**NOTE:** The first time you access Voice Mail, you will be prompted to:

- Change your password (required)
  - The initial Password is 111762, then press #
- Receive prompt to change your password
- Password Requirements are:
  - Between 6 and 15 Digits
  - Cannot begin with zero
  - Cannot be the same as your extension
  - Cannot be consecutive digits
  - Cannot be a single repeated digit
- Record your name (recommended)
- Record a greeting (recommended)
- Record your “Please Hold” greeting (optional)
Recording and Sending a Message
1. Access Modular Messaging
2. Press 2
3. Record your message at the tone
4. When finished recording the message, press #
5. Enter the person’s extension or listen to the prompts for other options.
6. The name of the individual and his/her extension is supplied
7. If this is the correct individual, press #
8. Repeat steps 5-7 for each addressee
9. When finished addressing:
   • Press #, # and listen to options – OR -
   • Press #, #, # if options are not needed

Listening to Messages
1. Access Modular Messaging
2. Press 1, 1 (Press 1, 2 to review E-mail)
3. When you have heard the message, select one of the following options:

<table>
<thead>
<tr>
<th>Option</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>#</td>
<td><strong>Skip</strong> the message. <em>Your Message Waiting Lamp will remain on</em></td>
</tr>
<tr>
<td>9</td>
<td><strong>Save</strong> the message and turn off the Message Waiting Lamp once all new messages are saved or deleted</td>
</tr>
<tr>
<td>4</td>
<td><strong>Replay</strong> the message</td>
</tr>
<tr>
<td>5</td>
<td><strong>Play Message Header</strong> - Date, Time, etc.</td>
</tr>
<tr>
<td>7</td>
<td><strong>Delete</strong> the message - You must be at the end of a message to delete it. See Option (33) below</td>
</tr>
<tr>
<td>33</td>
<td><strong>Skip</strong> to the End of the Message</td>
</tr>
</tbody>
</table>
| 6      | **Forward** the message  
   • Press 2 to **forward** the message with a comment at the beginning of the message  
   • Press 1 to **forward** the message without a comment |
| 8      | **Reply** to the sender without the original attached  
   • Press 1 to reply only to the sender  
   • Press 2 to reply to all recipients  
   • Press # when finished recording  
   • Press 8 to call the sender  
   • Press 9 to hear a list of recipients |

To Record or Change Your Greetings, Password, Distribution Lists, & Special Features
1. Access Modular Messaging
2. Select one of the following options:

<table>
<thead>
<tr>
<th>Press</th>
<th>To Listen to, Record, or Re-Record:</th>
</tr>
</thead>
<tbody>
<tr>
<td>411</td>
<td>Personal greeting</td>
</tr>
<tr>
<td>412</td>
<td>Extended Absence greeting</td>
</tr>
<tr>
<td>413</td>
<td>Optional Greetings (1-9)</td>
</tr>
<tr>
<td>415</td>
<td>Please Hold prompt</td>
</tr>
<tr>
<td>416</td>
<td>Spoken Name</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Options when Listening:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press 1 to accept a recording</td>
</tr>
<tr>
<td>Press 2 to re-record</td>
</tr>
<tr>
<td>Press 3 to delete</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Options when Recording:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press 1 to Replay</td>
</tr>
<tr>
<td>Press 2 to Pause/Continue</td>
</tr>
<tr>
<td>Press # when finished</td>
</tr>
<tr>
<td>Press * to Re-record</td>
</tr>
<tr>
<td>Press 3 to Delete</td>
</tr>
</tbody>
</table>

To Cancel Extended Absence Greeting:
• 4123 To Delete the greeting - OR -
   To save but cancel, Login to mailbox and respond to prompt by Pressing 2

<table>
<thead>
<tr>
<th>Special Features (See Modular Messaging Web Subscriber Options for more choices and administration details)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press 3 to Activate/Cancel Call-me (Previously called Outcalling)</td>
</tr>
</tbody>
</table>

Activate Call Handling & Greetings:
• Press 1 Block Calls to your extension
• Press 4 Activate Optional Greetings
• Press 8 Review Greeting Rules
• Press 9 Delete All Greeting Rules

To Change Fax Destination

Distribution/Mailing Lists
• Press 1 to create a new list
• Press 2 to edit an existing list
• Press 3 to delete a list
• Press 4 to browse the lists

To Change Personal Operator

Password change
Transfer Out of Voicemail

1. Press 9
2. Dial the extension of the person to whom you wish to speak -OR- if you do not know the person’s extension, press * and enter the person’s last name followed by #

To Administer Out Calling & Other Subscriber Options

1. If you have Windows Explorer
2. Browse to http://mmweb.emory.edu/wso
3. Login using:
   - Your Voice Mailbox Extension
   - Your Voice Mailbox Password
3. Administer Options or see “Modular Messaging Web Subscriber Options” for details

Voicemail Shortcuts

<table>
<thead>
<tr>
<th>Key</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>Backs-up a level in the menu/command tree</td>
</tr>
<tr>
<td></td>
<td>Exits voice mail when entered at the Main Menu</td>
</tr>
<tr>
<td></td>
<td>Accesses Name Addressing when entering an address</td>
</tr>
<tr>
<td>#</td>
<td>Advances a level in the command tree</td>
</tr>
<tr>
<td>0</td>
<td>Help menu for currently selected task</td>
</tr>
<tr>
<td>1</td>
<td>Rewind a message a few seconds</td>
</tr>
<tr>
<td>11</td>
<td>Rewind to the beginning of a message</td>
</tr>
<tr>
<td>3</td>
<td>Fast-forward a message a few seconds</td>
</tr>
<tr>
<td>33</td>
<td>Fast-forward to End of a message</td>
</tr>
<tr>
<td>5</td>
<td>Play Message Header</td>
</tr>
<tr>
<td>9</td>
<td>Transfers out of voicemail to any extension when entered from the main menu</td>
</tr>
</tbody>
</table>

Miscellaneous Telephone Options

Forward an Extension

1. Get Dial Tone on the extension to be forwarded
2. Press *2 and the extension to where the phone will be forwarded (typically interoffice only)
3. To deactivate forwarded calls, get Dial Tone on the line that was forwarded
4. Press #22

Note: If your calls are not answered at the forwarded-to station or if the forwarded-to station is busy, your calls will be re-directed to your Coverage Path, e.g. to Voice Mail or to Assistant then Voice Mail.

Telecommuting & Mobility Features

To obtain the following features, please contact the Customer Care Center:
- EC500 (Extension to Cellular)
- IP-Softphone
- Personal Meet-Me Conference (6-Party Maximum)
- Remote control of Send-Calls, Forwarding, & EC500

Important Phone Numbers

Customer Care Center – 404-727-2323