



Department of Public Safety

Modular Messaging Aria First-Time User

MM Access Number -- Inside the Office: 5555
MM Access Number -- Outside the Office: 802-241-5555

LOGIN

From Your Office Phone

- Press the **Message** button on your telephone.
 - Or, dial the MM Access Extension Number. 5555
- NOTE: For first time login, enter the temporary password 37747#

From Another Voice Mail User's Office Phone:

- Press [*] then [#] when the system answers
 - Enter your mailbox number (same as your 4 digit extension).
 - Enter your password and press [#].
- NOTE: For first time login, enter the temporary password 37747#

Outside the Office

- Dial the MM Access Number. **802-241-5555.**
 - Press [#] when the MM system answers.
 - Enter your 4 digit mailbox number.
 - Enter your password and press [#].
- NOTE: For first time login, enter the temporary password 37747#
- OR**
- Dial your DID (direct inward dial) telephone number.
 - When your greeting answers, press [*]-[*].
 - Enter your password and press [#].

INITIAL MAILBOX SETUP / FIRST TIME USER TUTORIAL

As a new user, Modular Messaging will walk you through a tutorial to initialize your mailbox. Follow the provided prompts to set up the following:

- 1) Enter a New Password of at least **4 digits** (15 maximum).
Passwords cannot have consecutive numbers (1234), sequential numbers (1111) or start with zero.
- 2) Record your Name Greeting.
Example: "Sarah Jones"
- 3) Record your Personal Greeting.
- 4) Record your "Please Hold" Prompt.
Example: "Please Hold for Sarah Jones"

REVIEW MESSAGES

Press **[1][1]** to listen to New Voice messages.

While listening, options are:

- [1] Rewind
- [2] Pause / Resume
- [3] Forward
- [4] Slower
- [5] Envelope (date/time)
- [6] Faster
- [7] Quieter
- [8] Reset Volume
- [9] Louder
- [*] Cancel
- [0] Reset Speed
- [#] Skip

After listening, options are:

- [4] Replay
- [5] Envelope (date/time/sender/length)
- [5] [5] List All Recipients
- [6] [1] Forward Message no comment
- [6] [2] Forward Message with comment
- [7] Erase
- [8] Reply
 - * Press 1 to reply to sender
 - * Press 2 to reply to all
 - * Press 3 to reply to sender with original
 - * Press 4 to reply to all with original
- [9] Save

NOTE: Press 1-1 to rewind to the beginning or 3-3 to fast-forward to the end of a message WHILE LISTENING.

SEND MESSAGES

Press **2** to Record and Send a New Message.

1. At the tone, record your message and press #.
2. To replay recorded message Press 1.
3. When finished press #.
4. Enter desired mailbox address (extension number) and press #.
5. Enter an additional address (if desired) and press #.
6. To spell name, press #.
7. When finished, press #.

Delivery options are:

- [2] Urgent
- [2] [2] Low Priority
- [4] Future Delivery

CONFIGURE MAILBOX / RECORD GREETINGS, CHANGE PASSWORD

Press **4** for Personal Configuration (and follow prompts below).

1. Press **11** to record your Personal Greeting.
2. Press **12** to record your Extended Absence Greeting.
3. Press **15** to record your "Please Hold" Greeting.
4. Press **16** to record you Name Greeting.
5. Press **9** to change your Password.

EXIT MAILBOX

Press ***** to initiate an exit from within your mailbox.

TRANSFER A CALLER DIRECTLY TO VOICE MAIL (without ringing phone)

1. Initiate the transfer process on your telephone by pressing **Transfer**.
2. Press **Message** button or Dial the Modular Messaging access number.
3. Press *, #, #, and enter the desired extension number.
4. Immediately press **Complete** to transfer caller.

USEFUL TIPS / SHORTCUTS

Leave a Message for a User Without Ringing Their Phone:

- Dial the MM access number and press [#], [#].
- Enter the desired extension number.

While Listening to Messages: Skip Listening and Delete Message

- Press **3, 3** (fast-forward to end), and **7** (erase).

While Listening to Messages: Skip Listening and Dial Another Extension

- Press **3, 3** (fast-forward to end), * (return to main menu), and **9** (call another).

While at Main Menu of Your Mailbox: Call Another Extension

- Press **9** (call another).

To Access Your Mailbox from Another User's Phone:

- Dial the MM access number.
- Press *, then #, and enter your mailbox number.

When calling a user and rolling into their mailbox: Bypass Personal Greeting

- Press # (bypass user's personal greeting) and begin recording your message.

When calling a user and rolling into their mailbox: Cancel the Message and Dial Another User

- If recording has started, press * and wait for "message cancelled" prompt.
- Press * again and wait for "message cancelled" prompt.
- Press **2** (dial another user).

When calling a user and rolling into their mailbox: Leave a Message and Dial Another User

- Press # when finished leaving message, press **1 1** to send the message, then press **2** to enter another number.