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M E M O R A N D U M

March 18, 2020

TO: All Agencies

FROM: Dave Haws, Administrator

SUBJECT: State Phone System Guidance in Response to COVID-19

We are currently experiencing an overwhelming high volume of calls coming through the state phone system, and we are restricting the use of call forwarding of office phones to increase the capacity of the system.

When a phone line is forwarded, it actually "ties up" two lines in our limited-line system. There are currently 308 lines available in the north and 166 in the south. When we experience the kind of high call volumes we are experiencing now, there is often not a line available for incoming or outgoing calls, resulting in busy signals for users.

Given the situation around COVID-19, and the state's required social distancing measures, we understand and appreciate that call forwarding is a tool that employees want to use to continue to do their work effectively and respond to customers and colleagues. **As an alternative to call forwarding, the state phone manager recommends that staff update the personal greeting on their work phone to provide callers with the alternate phone number (e.g., work cell phone number for employees that have them) or an email address to reach you.** You can find instruction below for how to access your voicemail and update your personal greeting from outside the office.

As a result of the volume constraints on the phone system, we are taking two steps.

First, we are suspending all new requests to forward a phone.

Second, we request that staff currently using call forwarding deactivate it.

We appreciate your understanding and cooperation in helping us free up state phone lines so

employees across the state can continue to carry out the essential work of their agencies in this difficult time.

You can also find Avaya phone messaging system reference guide attached to this message.

<u>To access voicemail from outside the office</u>
North Voicemail: Dial 684-4999
South Voicemail: Dial 486-5200

Press #, then enter your mailbox number (5-digit extension number) followed by #, then password followed by #. Follow the prompts.

<u>To change your greeting, log into voicemail and press 3, then follow the prompts.</u>

<u>To check your email from outside the office</u>
If you are on O365, go to Outlook.com, sign in, then complete the second authentication.
If you are not on office 365, go to https://mail.state.nv.us, and sign in.

AVAYA

Avaya Aura® Messaging Audix® Quick Reference

Phone menu

Phone menu	Key press
Playing messages	
1. From activity menu, press	2
2. Listen to message header	
3. Play message	0
Message options	
Skip message	#
Delete / Restore	* - D
Call sender	1 - 0
Replying to a message	
Select message	
1. Reply	1
2. Reply by voicemail	1
3. a. Reply with original message attached	9
3. b. Reply without original message attached	6
4. Record message, then press	#
Sending a new message	
1. From activity menu, press	1
2. Record message	
Pause / continue recording	1
Playback recording	2 - 3
Delete and re-record	* - D

Phone menu	Key press
Approve recording	#
Selecting recipients	
1. Enter recipient, then	# - #
2. Mark private	1
3. Mark important	2
Future Delivery	3
Send	#
Login announcements	
Review	9 - 1
Record	9 - 2
Delete	9 - 3
Manage greetings	
Play personal greeting	3 - 0 - 1
Play extended absence greeting	3 - 0 - 2
Play optional greeting N (1-9)	3 - 0 - 3 - N
Record personal greeting	3 - 1 - 1
Record extended absence greeting	3 - 1 - 2
Record optional greeting N (1-9)	3 - 1 - 3 - N
Delete personal greeting	3 - 3 - 1
Delete extended absence greeting	3 - 3 - 2
Delete optional greeting N (1-9)	3 - 3 - 3 - N
Set rules for optional greeting N (1-9)	3 - 5 - 3 - N
Activate greeting	3 - 5
Set EAG expiry option when activating greeting	3 - 5 - 2 - 7
Set EAG expiry option after playing greeting, if EAG is activated	3 - 0 - 2 - 7
Set EAG expiry option when scanning greeting, if EAG is activated	3 - 2 - 7
Set no EAG expiry	3 - (0 / 5) - 2 - 7 - # - #

Phone menu	Key press
Set EAG expiry date	3 - (0 / 5) - 2 - 7 - time - # - mmdd - #
Changing password	
1. From activity menu, press	5 - 4
2. Enter new password, then	#
3. Re-enter new password, then	#
Auto login	
Turn on	5 - 6 - 1
Turn off	5 - 6 - 2
Block messages	
Turn on Always	5 - 7 - 1
Turn off	5 - 7 - 2
Turn On while EAG	5 - 7 - 3
Continue	5 - 7 - #
Transfer after greeting	5 - 7 - # - 1
Disconnect after greeting	5 - 7 - # - 2
Complete setup	5 - 7 - # - #

Key press input	Key press values
mmdd	The supported values are: • mm is month with a value between 1 to 12. • dd is day with a value between 1 to 31. To enter the current day, press #.

time	Indicates the time. The supported formats are:
	
	• 12–h format as hhmmM, where:
	  - hh is hour with a value between 0 to 12.
	  - mm is minute with a value between 0 to 59.
	  - M is meridian with the following values:
	    • A for a.m. and P for p.m for English language.
	    • 1 for a.m. and 2 for p.m for other languages.

Key press input	Key press values
	• 24–h format as hhmm, where: - hh is hour with a value between 0 to 23. - mm is minute with a value between 0 to 59. To enter 1 minute after midnight, press **#**.
To record an incoming call as a voice message	
1. To begin recording, press	`audix — rec`
2. To end recording, press	`audix — rec`
As specified by your administrator	

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

Active call transfer to a Messaging mailbox

Transferring a call to a Messaging mailbox from a telephone that has a Messaging mailbox

The steps to transfer a call varies with the telephone system you use.

1. During an active call, press **TRANSFER** or dial the keys or codes to transfer the call.
2. Enter your Messaging access number or press a pre-configured or a speed-dial button that automatically dials your Messaging access number.

   Messaging access number is your pilot number.
3. When the system answers, press star (*****).
4. Enter the recipient's mailbox number.
5. To complete the transfer, press **TRANSFER** or hang-up.
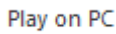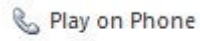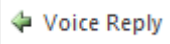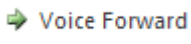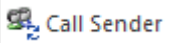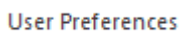
Transferring a call to a Messaging mailbox from a telephone that does not have a Messaging mailbox

The steps to transfer a call varies with the telephone system you use.

1. During an active call, press **TRANSFER** or dial the keys or codes to transfer the call.

2. Enter your Messaging access number or press a pre-configured or a speed-dial button that automatically dials your Messaging access number.

   Messaging access number is your pilot number.
3. Enter the recipient's mailbox number.
4. To complete the transfer, press **TRANSFER** or hang-up.

Outlook menu

Button	
Play on PC	Plays a voice message on your PC.
⏸ ⏹ ⬅ ➡	
📞 Play on Phone	Plays a voice message on your deskphone or any other phone.
⬅ Voice Reply	
➡ Voice Forward	Forwards an existing voice message.
🔗 Call Sender	
User Preferences	Opens the User Preferences webpage.

✳ Note:

For more information, visit http://support.avaya.com/

Navigation menu Audix®

Log in to Messaging

1. Call voice mail number
2. Enter your password

Activity menu

Send messages	1
Play messages	2
Manage greetings	3
Personal options	5
Manage features	6
Autoscan	7
Administer login announcements	9

Record message

Pause / resume		1
Playback	2	3
Delete and rerecord	*	D
Approve		#

Message options

Play		0
Replay header	2	3
Delete / restore	*	D
Skip message		#
Skip category	*	#
Reply / forward		1

Options

Password	4
Record name	5
Auto log in	6
Block message	7

Features

Reach me on / off	2
Notify me on / off	3
Finish	#

Autoscan

Scan headers & messages	1
Scan headers	2
Scan messages	3

Administer login announcements

Review	1
Record	2
Delete	3

Select recipients

Enter mailbox-number, or system list ID, then press		#
List recipients	*	1
Name addressing	*	2
Personal distribution list addressing	*	5
Options		#

Reply / Forward

Reply	1
Reply all	5
Forward with comment	2
Record with message	4
Call sender	0

Greeting options

Listen	0
Record	1
Scan a greeting	2
Delete	3
Activate	5
Review optional greeting rule	6
Finish	#

Greeting types

Personal		1
Extended absence		2
Optional greeting N (1-9)	3	N

Greeting types

Personal		1
Extended absence		2
Optional greeting N (1-9)	3	N

Scan options

See **message options** and **playback control keys**

Set options

Option list	0
Private on / off	1
Important on / off	2
Future delivery	3
Send	#

Playback control keys during message review

Rewind		2
Play / pause		3
Back up		5
Advance		6
Slower		8
Faster		9
Listen / replay		0
Go to end of message	*	6

Greeting types

Personal		1
Extended absence		2
Optional greeting N (1-9)	3	N

EAG expiry option

Set EAG expiry option	7

Greeting rules

All calls	0
Internal / external calls	1
During / outside work hours	2
Busy / no answer	3
Deactivate	9
Approve	#

Common commands

Help	*	H	
Activity menu	*	R	
Wait	*	W	
Transfer	*	T	
Relog in	*	*	R
Exit system	*	*	X
Delete	*	D	

Record greeting

Replay		0
Record / rerecord		1
Return to previous greeting		2
Activate		3
Delete	*	D
Skip to next greeting		#
Review from beginning	*	1
Finish	*	#

Scan greeting

Replay		0
Record / rerecord		1
Return to previous greeting		2
Activate		3
Set EAG expiry option, if EAG is activated		7
Delete	*	D
Skip to next greeting		#
Review from beginning	*	1
Finish	*	#

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

Customized navigation menu Audix

Login options	
Log in to Messaging from a phone without voicemail	Dial internal access number Or Press **Voice Mail**
Log in to Messaging from outside the office	Dial external access number
Log in to Messaging from a phone with voicemail	Dial internal access number Or Press **Voice Mail**

Welcome menu

Enter your mailbox number

Other options   *****

Entering password

Enter your password and   **#**

Cancel login and reach **Auto Attendant menu**   *****

Audix main menu

Auto Attendant menu

Enter the extension number of the person you are calling

Enter the name of the person you are calling   *****

Enter your mailbox number   **#**

Spelling the name

Enter the name using keypad, last name first

Cancel the spell mode   *****

Enter your mailbox number   **#**

Confirming the name

Confirm the name   **1**

Enter a different name   **2**

Hear the name again   **3**

Cancel the call   *****

Entering password

Enter your password and   **#**

Cancel login and reach **Welcome menu**   *****

Audix main menu

Entering another extentsion

Enter an extension number

Enter your mailbox number   **#**

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