Telecommunications

Quick Reference Guides



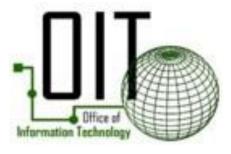


Table of Contents

Avaya Aura Voicemail Access	Page 3
Avaya Call Forwarding	Page 4
Avaya One X-Communicator	Page 5
Quick Tips to a Successful Audio Conference	Page 6
Avaya EC500 Pocket Reference Cards	Page 7

Avaya Guide Sheets

If you have questions or concerns feel free to email OIT-Telecom@co.pg.md.us or Nick Mielke at 301.883.4720

Avaya Aura Voicemail: Access





How to Dial and Access Your Voicemail

External Access: Dial 301-883-4700

- 1. Press #
- 2. Then enter your 5 digit telephone number and password

Internal Access: 14700

- At your desk telephone
- 1. Enter your voicemail password & Press #

At another internal users telephone

- 1. Press * then Press #
- 2. Enter your 5 digit telephone number and password

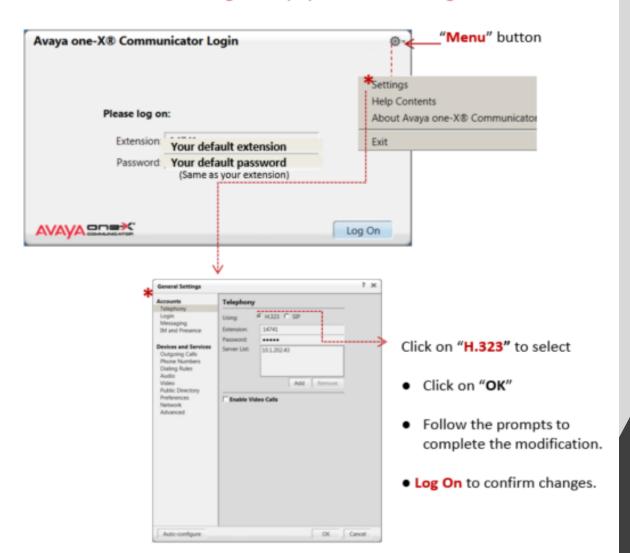
Avaya Call Forwarding

How to Forward Your Telephone Calls

Must be activated from your desk telephone

- To Activate
 - 1. Lift handset for dial tone
 - 2. Dial *22 or press call forward button
 - 3. Then enter the number you want to forward
 - 4. Must include 9 (XXX) XXX- XXXX
 - Then you will hear confirmation tones consisting of 3 beeps
- To Deactivate
 - 1. Lift handset for dial tone
 - 2. Dial #22 or press call forward button
 - 3. Then you will hear confirmation tones consisting of 3 beeps

- From your desktop, double-click on the Avaya One-X Communicator icon:
 - AVAVA-
- Locate the "Menu" button (see below) and click once to display.
 - Click on "Settings" to display the "General Settings " window



Avaya One-X Communicator

The One-X Communicator is reserved for the call center usage only.

Displaying and/or Modifying The General Settings



Quick Tips To A Successful Audio Conference

The Avaya Audio Conference Bridge feature includes the following options:

- Available 24/7
- Can also be used for reoccurring conferences
- With a capacity of 150
 participants (if a larger audience
 is required the request must be
 entered through an EasyVista
 ticket)
- Internal Dialing #: 16600
- External Dialing #: 301-883-6600

*Benefits of the Moderator PIN:

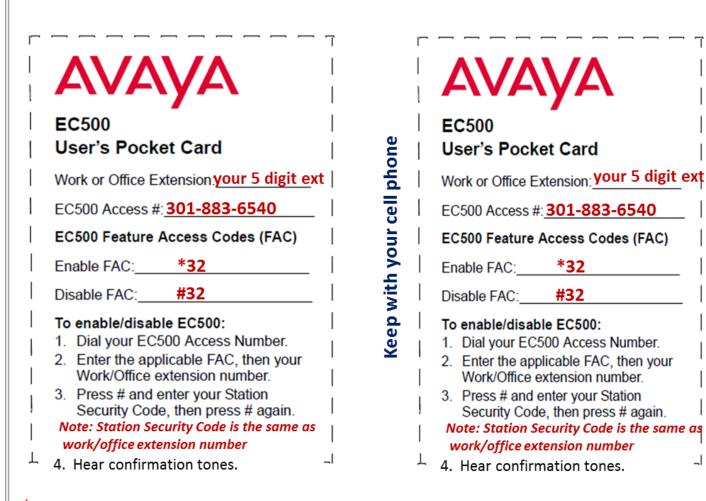
- Participant PIN #
- Moderator PIN #

The "Moderator PIN" is equipped with commands that "control" the conference. View the commands listed in the table to the right

Name	Description	Keys
Dial out to add a user to the conference	Dial out to a participant via telephone	*1
Toggle entry/exit tones	Entry tones off: The moderator and participants do not hear a tone when someone joins or leaves the conference	*4
	Entry tones on: The moderator and participants hear a tone when someone joins or leaves the conference (default)	
Toggle Lecture Mode	In Lecture Mode, audio is muted for all the participants except the moderator	*5
Toggle lock conference	Conference locked: When the conference is locked, participants cannot join the audio conference	*7
	Conference unlocked: When the conference is unlocked, participants can join the audio conference (default)	
Allow conference to continue after moderator leaves the conference	Continuation off: The conference ends within two (2) minutes after the last moderator leaves the conference	*98
	Continuation on: The conference does not end when the last moderator leaves (The default)	
End Conference	After you press ##, you hear a prompt: "Press 1 to confirm that you want the conference to end immediately" If you press 1, the conference ends	##
Count Participants	Counts the number of active participants in the audio 6 conference and announced to host via voice	*#

Reference Cards

EC500 Pocket Reference Cards An Easy Way to Remember EC500 Information



^{*}NOTE: Prior Administrator Programming and EasyVista Ticket Required to Access to Feature*