

AVAYA Aura Messaging Web Interface - User Preferences Tutorial

You can configure options for various Messaging features in the User Preferences Web pages. To go to User Preferences Web pages, use a web browser and on the address bar type the following web address: voicemail.gac.edu/user

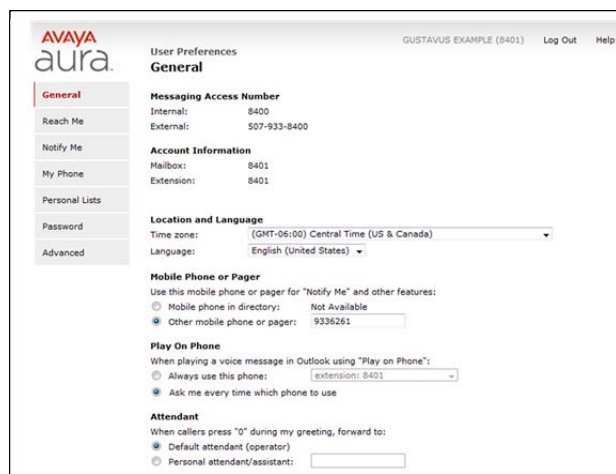


Log In

- **Mailbox number** – Enter your mailbox number. (4-digit number)
- **Messaging password** – Enter your 6 to 10 digit nonconsecutive numbered password normally used to enter the Voice Mail system on your phone.
- Click **Log In** button.

A screenshot of the AVAYA aura messaging User Preferences login page. The page has a white background with the AVAYA logo in red and 'aura | messaging' in grey. Below this is the title 'User Preferences'. There are two input fields: 'Mailbox number:' and 'Messaging password:'. Below these fields is a 'Log In' button. At the bottom, it says '© 2010 Avaya Inc. All Rights Reserved.'

Once logged in, you will see the Log Out link on the top right of the screen and the menu options on the left side of the screen.

A screenshot of the AVAYA aura messaging User Preferences General settings page. The page has a light grey background. On the left is a sidebar with a 'General' tab selected, and other tabs like 'Reach Me', 'Notify Me', 'My Phone', 'Personal Lists', 'Password', and 'Advanced'. The main content area is titled 'User Preferences' and 'General'. It contains sections for 'Messaging Access Number' (Internal: 8400, External: 507-933-8400), 'Account Information' (Mailbox: 8401, Extension: 8401), 'Location and Language' (Time zone: (GMT-05:00) Central Time (US & Canada), Language: English (United States)), 'Mobile Phone or Pager' (Use this mobile phone or pager for "Notify Me" and other features: Mobile phone in directory: Not Available, Other mobile phone or pager: 9336261), 'Play On Phone' (When playing a voice message in Outlook using "Play on Phone": Always use this phone: extension: 8401, Ask me every time which phone to use), and 'Attendant' (When callers press "0" during my greeting, forward to: Default attendant (operator), Personal attendant/assistant:).

General Preferences – Options to be customized for personal use.

Voice messaging access number

- **Internal number** – Displays the voice mail access number that can be dialed from your desk phone.
- **External number** – Displays the voice mail access number that can be dialed from an external phone to reach voice mail.

| | |
|--------------------------------|--------------|
| Messaging Access Number | |
| Internal: | 6330 |
| External: | 507-933-6330 |

Account information

- **Mailbox** – Displays your voice mailbox number.
- **Extension** – Displays your phone extension.

| | |
|----------------------------|------|
| Account Information | |
| Mailbox: | xxxx |
| Extension: | xxxx |

Time zone and language

- Select a time zone from the drop down list.

This setting affects:

- The date and time announcement that is played when you listen to a voice message using the telephone messaging.
- The *Reach Me* schedule
- Select the preferred language you want to use in the voice messaging system. If this is grayed out, then only the default language is available.

This setting affects:

- The language of the voice prompts you hear when accessing your Messaging mailbox through the telephone messaging system.
- The language used for your User Preferences Web page.

| | |
|------------------------------|--|
| Location and Language | |
| Time zone: | (GMT-06:00) Central Time (US & Canada) ▼ |
| Language: | English (United States) ▼ |

Mobile phone or pager preferences

- The Mobile Phone or Pager is used for several features such as:
 - *Notify Me* feature (if the *Notify Me* feature is enabled for you.)
 - *Reach Me* forwarding number.

| | |
|--|--|
| Mobile Phone or Pager | |
| Use this mobile phone or pager for "Notify Me" and other features: | |
| <input type="radio"/> | Mobile phone in directory: Not Available |
| <input checked="" type="radio"/> | Other mobile phone or pager: 1234567890 (10 digit) |

The available options for Mobile Phone or Pager are:

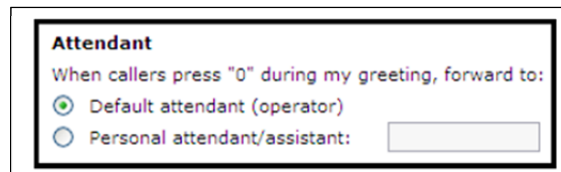
- Mobile phone in internal directory, which uses your mobile phone number stored in the internal directory.

- Other mobile phone or pager, which uses numbers other than the numbers present in the internal directory. This other number is manually entered in the mobile phone or pager. Enter the number as XXX-XXX-XXXX (Area Code +Number).

Play on phone preferences (NOT AVAILABLE)

Attendant forwarding preferences

- Attendant forwarding settings define where calls are forwarded when a caller presses 0 while listening to your voice message greeting. The options available for Attendant forwarding are:



- Default attendant (Campus Operator) – Calls are routed to the system attendant (Campus Operator).
- Personal attendant/administrative assistant – Calls are routed to another phone number. You must enter the phone number, which can be internal (typically a phone extension) or external (any phone number formatting is acceptable). Enter an external number as XXX-XXX-XXXXX (Area Code + Number). You must enter the “1” if the number is long distance.

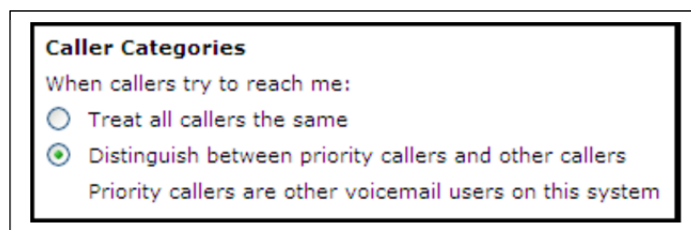
- - - PRESS “SAVE” TO RETAIN CHANGES MADE TO WEB PAGE- - -

***Reach Me Preferences* - (Not available to all users)**

The *Reach Me* feature manages how your incoming calls are forwarded. This feature is only offered to the users when there is no answer to the phone and not when the phone is busy.

Caller Categories

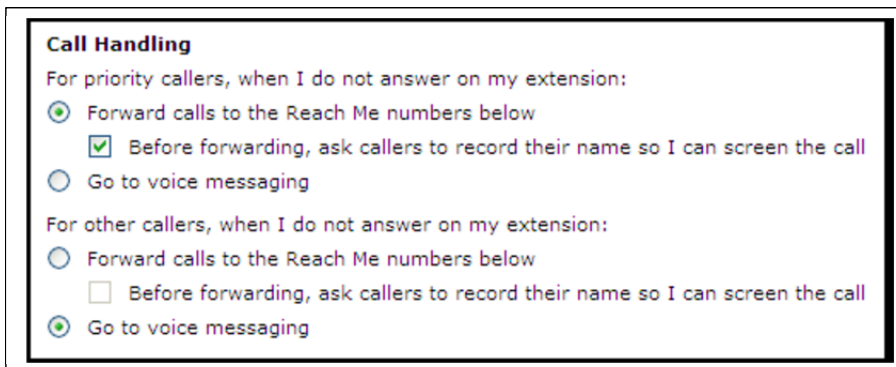
- Options for Call Handling differ depending on how you chose to categorize your users. If you select to distinguish between priority callers and other callers you must define call handling for both categories.



- Treat all callers the same – Callers are categorized as the same.
- Distinguish between priority callers and other callers – Priority callers are other voicemail users on this system. Priority callers and other callers can be handled differently.

Call Handling

- You can identify where you want callers to go to when they get to your voice mailbox.



Call Handling

For priority callers, when I do not answer on my extension:

- ☒ Forward calls to the Reach Me numbers below
 - ☒ Before forwarding, ask callers to record their name so I can screen the call
- ☐ Go to voice messaging

For other callers, when I do not answer on my extension:

- ☐ Forward calls to the Reach Me numbers below
 - ☐ Before forwarding, ask callers to record their name so I can screen the call
- ☒ Go to voice messaging

- Forward calls to the reach me numbers below – Select this option to send the call to your Reach Me numbers.
 - Screen call – Check this box to have caller state their name to allow you to screen the call. The recorded name is played when you receive the forwarded call, and you can accept or reject the call.
- Go to voice messaging – Select this option to send the caller to your voice mailbox.

Reach Me Numbers

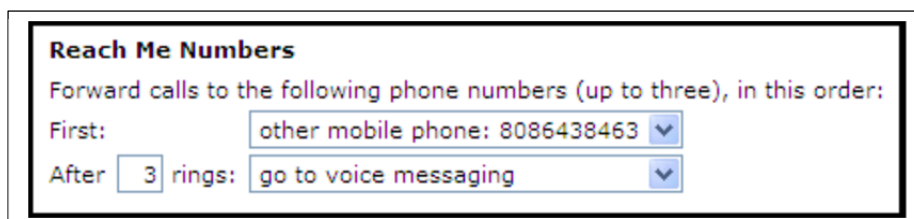
- Incoming calls can be forwarded to up to three numbers^{*}. The system tries to reach you using all your **Reach Me** numbers before forwarding a call to your voicemail box. Use the drop down menu choices to select your preferences.

*** ATTENTION! If you enter a phone number that would be considered long distance from St. Peter/Gustavus, you will incur long distance charges every time the number is accepted/answered when used to Reach/Notify you! You will be responsible for payment of these charges. No charges will be incurred if you deny the call**

- First – Select an option from the drop down menu. You can either choose a reach me number or go to voice messaging.
- After X rings* – Enter the ring duration in the field provided. Take note of when your Reach Me numbers go to voice mail.

*This needs to be at least 1 ring less than your regular pick-up to allow the system to work properly in this option.

From the drop down list, select an option from the menu.



Reach Me Numbers

Forward calls to the following phone numbers (up to three), in this order:

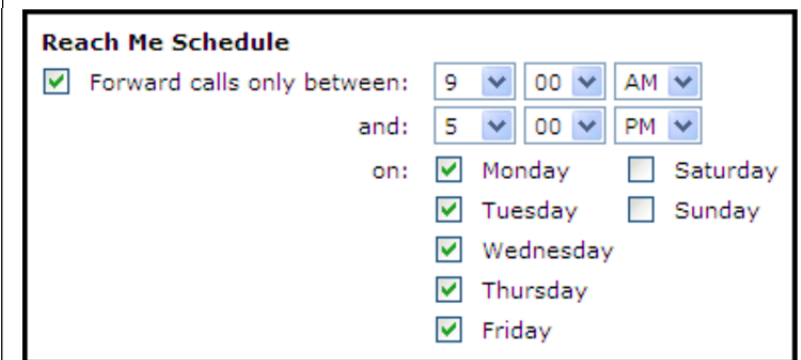
First: ▼

After rings: ▼

Reach Me Schedule

You can set up a *ReachMe* schedule if you only want calls forwarded during a certain time period. By default, *Reach Me* forwards calls at all times.

- Check the checkbox to enable the *Reach Me* schedule. Use the Time and Day options to select when you want calls to be forwarded to your reach me numbers.



The screenshot shows a web form titled "Reach Me Schedule". It contains a checkbox labeled "Forward calls only between:" which is checked. To the right of the checkbox are two time selection fields: "9:00 AM" and "5:00 PM", each with a dropdown arrow. Below these is an "and:" label. Underneath, there is a section for selecting days of the week. The days are listed as Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday. Monday through Friday are each preceded by a checked checkbox, while Saturday and Sunday are preceded by unchecked checkboxes.

NOTE: Caller ID will display “507-933-6330 GUSTAVUS”.

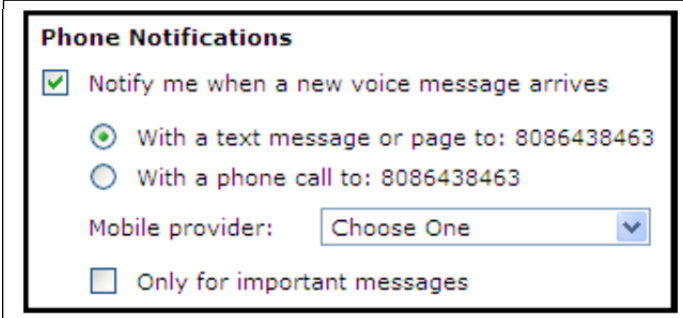
- - - PRESS “SAVE” TO RETAIN CHANGES MADE TO WEB PAGE- - -

Notify Me Preferences

The *Notify Me* feature sends you a notification when you receive a new voice message. You can receive the notification by text message, phone call, or Email.

Phone Notifications

- Notify me when a new voice message arrives – Check this box if you want to get a text message, page, or phone call*.
 - With a text message or page to: < Your mobile or pager number is displayed>
 - With a phone call* to: <Your mobile number is displayed>



The screenshot shows a web form titled "Phone Notifications". It contains a checked checkbox labeled "Notify me when a new voice message arrives". Below this are two radio button options: "With a text message or page to: 8086438463" (which is selected) and "With a phone call to: 8086438463". Below these is a label "Mobile provider:" followed by a dropdown menu currently showing "Choose One". At the bottom is an unchecked checkbox labeled "Only for important messages".

*** ATTENTION! If you enter a phone number that would be considered long distance from St. Peter/Gustavus, you will incur long distance charges every time the number is accepted/answered when used to Reach/Notify you! You will be responsible for payment of these charges. No charges will be incurred if you deny the call.**

NOTE: Caller ID will display “507-933-6330 GUSTAVUS”.

- If you chose to receive text message or pager notifications, select your provider from the Mobile provider drop-down list. If your provider is not shown, contact your administrator.

- Only for important messages – Select this check box if you only want to receive notifications when a caller marks a voice message as High Importance.

Email Notifications

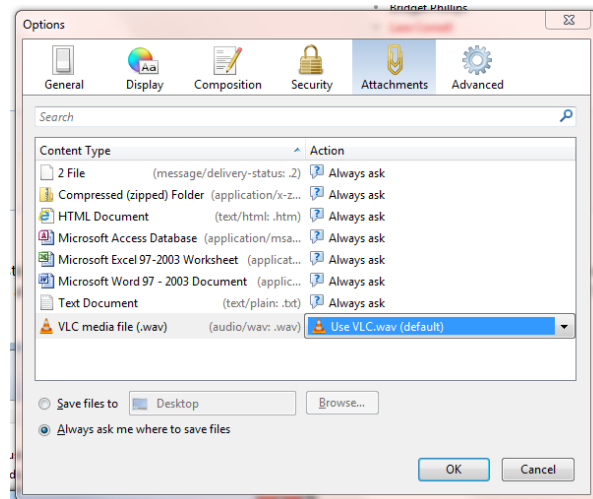
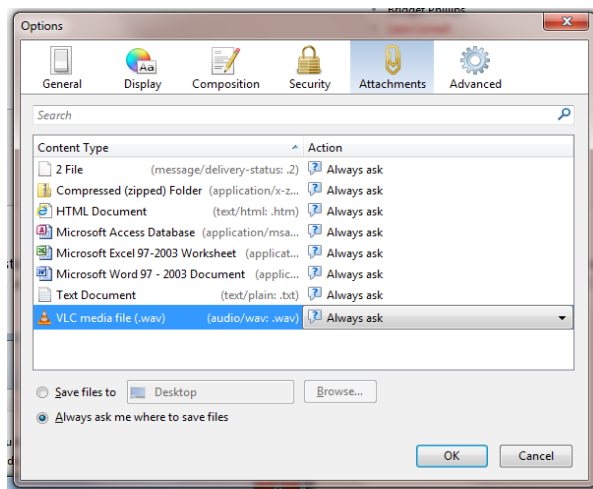
- Email me a notification for each voice message – Check this box if you want to get an e-mail for every voice message.
 - To email address – Enter your e-mail address in the space provided.
 - Include the recording – Select this checkbox if you want to include the recording of the voice message.

- - - PRESS “SAVE” TO RETAIN CHANGES MADE TO WEB PAGE- - -

Audio Playback Information for Your Computer

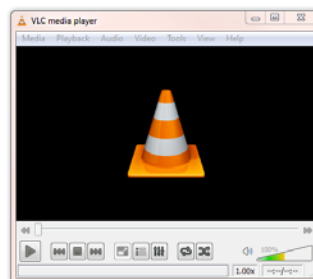
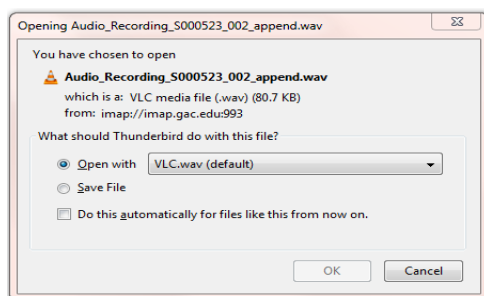
Telecommunications recommends using VLC media player with this feature on your campus computer. To access this feature on your computer:

1. Start Menu -> E-mail -> Tools -> Options -> Attachments -> VLC media file(.wav)
2. In the Action portion “Always ask” selection bar, choose “Use VLC.wav (default)” if not already chosen.
3. Press OK to save your selection.



Then choose to open Audio Recordings with VLC.wav as seen on the screen below if asked when you open your e-mail message.

When the VLC media player opens, you will see and orange/white cone icon on the screen.



My Phone Preferences

This page allows you to customize your preferences when using the telephone user interface (TUI).

- **Message Playback Order**
When reviewing messages using the phone, you can change the order in which you hear messages. By default, messages are played starting with the newest message. You can set the Message playback order independently for unread, read, and saved messages.

Message Playback Order

When reviewing voice messages using the phone:

For unread messages: ☒ Play newest first
☐ Play oldest first
☐ Play important messages before others

For read messages: ☒ Play newest first
☐ Play oldest first
☐ Play important messages before others

For saved messages: ☒ Play newest first
☐ Play oldest first
☐ Play important messages before others

- Play newest first – to hear messages starting with the newest message first.
- Play oldest first – to hear messages starting with the oldest message first.
- Play important messages before others – to hear urgent messages first.

Message Playback Speed

You are able to adjust the default Message Playback Speed (slower or faster) if needed

- Default speed level for playing back messages – Use the drop down menu to select the default message speed.

Message Playback Speed

Default speed level for playing back messages: 100 % of normal speed

- - - PRESS “SAVE” TO RETAIN CHANGES MADE TO WEB PAGE- - -

Prompt Level

You are able to choose standard prompts or a set of short, condensed phone prompts to direct your phone use options.

- Select Rapid Prompt if you wish to use the shortened version prompts. This selection is only recommended if you are familiar with the standard prompts and do not need to hear instructions in detail each time to use the Messaging system.

Prompt Level
☐ Use Rapid Prompts

- - - PRESS **“SAVE”** TO RETAIN CHANGES MADE TO WEB PAGE- - -

Date and Time Announcement

You are able to add/remove the date and time stamp for each message.

- Announce date and time for each message – Select this box to hear the date and time that a message was received before reviewing it from the telephone user interface. If you don't want to get the date and time stamp, deselect the box.

Date and Time Announcement
When reviewing voice messages using the phone:
☒ Announce date and time for each message

- - - PRESS **“SAVE”** TO RETAIN CHANGES MADE TO WEB PAGE- - -

Voice Recognition for Addressing

You are able to configure if you want to use voice recognition and/or the keypad to address messages.

- Using voice or keypad – Allows you to use both voice recognition and the telephone keypad to select voice message recipients.
- Using keypad only – Allows you to use only the telephone keypad to select voice message recipients.

Voice Recognition for Addressing
When addressing a new voice message, let me select recipients:
☒ Using voice or keypad
☐ Using keypad only

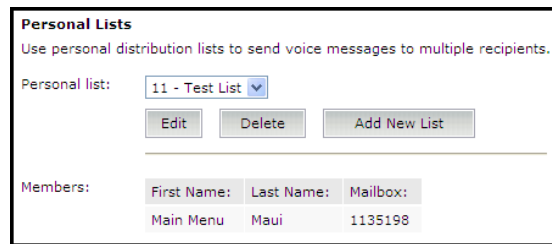
- - - PRESS **“SAVE”** TO RETAIN CHANGES MADE TO WEB PAGE- - -

Personal Lists Preferences

The Personal Lists screen allows you to create personal distribution lists (up to 89 lists) to send one message to many voicemail users (up to 99 users).

Personal Lists

- Select a list from the drop down menu and click the Edit button to edit an existing list.
- Click the Add New List button to create a new list.



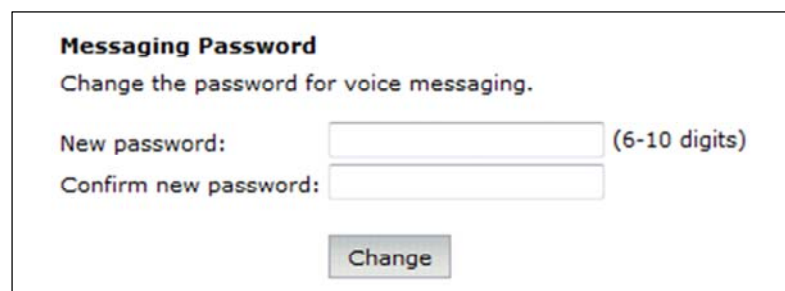
The screenshot shows a web interface titled "Personal Lists" with the instruction "Use personal distribution lists to send voice messages to multiple recipients." Below this, there is a "Personal list:" label followed by a dropdown menu currently showing "11 - Test List". To the right of the dropdown are three buttons: "Edit", "Delete", and "Add New List". A horizontal line separates this section from the "Members:" section below. The "Members:" section contains a table with three columns: "First Name:", "Last Name:", and "Mailbox:". The first row of the table has the values "Main Menu", "Maui", and "1135198" respectively.

- Select a list from the drop down menu and click the Delete button to delete an existing list.
- In the New member (mail box) text box, enter the mailbox number of the member that you want to add to your personal list, and then click the Add button. The system displays the First Name, Last Name, and Mailbox of the newly added member.
- Click Save to save the list.

- - - PRESS "SAVE" TO RETAIN CHANGES MADE TO WEB PAGE- - -

Password Preferences

The Password screen allows you to change your password after you have initialized your voice mailbox through your phone.



The screenshot shows a web interface titled "Messaging Password" with the instruction "Change the password for voice messaging." Below this, there are two text input fields. The first is labeled "New password:" and has "(6-10 digits)" to its right. The second is labeled "Confirm new password:". Below these fields is a "Change" button.

Messaging Password

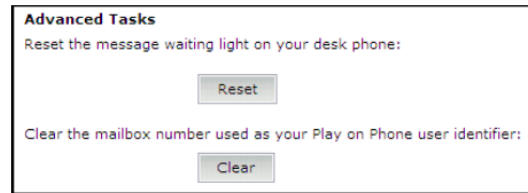
- New password – Enter a new 6 to 10 digit nonconsecutive numbered password in this field.
- Confirm new password – Re-enter your password to confirm.

- - - PRESS "CHANGE" TO RETAIN CHANGES MADE TO WEB PAGE- - -

Advanced Preferences

Advanced Tasks

- Reset the message waiting light on your desk phone if it is lit in error – Press the **Reset** button to reset the Message Waiting Indicator (MWI) light on your desk phone. Use this feature when the MWI light does not correctly reflect the state of your voice messages. This feature will not work to turn your light off if all messages have not been read.

A screenshot of a web-based dialog box titled "Advanced Tasks". It contains two sections. The first section is titled "Reset the message waiting light on your desk phone:" and features a "Reset" button. The second section is titled "Clear the mailbox number used as your Play on Phone user identifier:" and features a "Clear" button. The dialog box has a thin black border and a light gray background.

Advanced Tasks

Reset the message waiting light on your desk phone:

Clear the mailbox number used as your Play on Phone user identifier:

- Clear the mailbox number used as your Play on Phone user identifier – (NOT AVAILABLE)

- - - PRESS **“SAVE”** TO RETAIN CHANGES MADE TO WEB PAGE- - -