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**

![Web interface screenshot]

**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.

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.
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.

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

**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.

**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.

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.

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**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.

- 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 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.

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

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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>

* 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.

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**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.
  - 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.

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- **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.

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**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.

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**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.

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**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.

- 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.

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

**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.

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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.

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

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