

Atlantic Cape CC - Avaya Aura Messaging Quick Reference Guide

AAM Access Number -- Inside the Office: **Ext 5101**
AAM Access Number -- Outside the Office: **609-343-5101**

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LOGIN

From Your Office Phone

- Press the **Message** button on your telephone.
- Or, dial the AAM Access Extension Number. **5101**
NOTE: For first time login, enter the temporary password **2580, #**

From Another Voice Mail User's Office Phone:

- Press the **Message** button on your telephone.
- Press [*] then [#] when the system answers
- Enter your mailbox number (same as your 5 digit extension).
- Enter your password and press [#].
NOTE: For first time login, enter the temporary password **2580, #**

From Outside the Office

- Dial the AAM Access Number. **609-343-5101**
- Press [#] when the AAM system answers.
- Enter your 5 digit mailbox number.
- Enter your password and press [#].
NOTE: For first time login, enter the temporary password **2580, #**

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, Avaya Aura Messaging will walk you through a tutorial to initialize your mailbox.

Follow the provided prompts to set up the following:

- 1) When prompted, enter a *New Password* of at least **4 digits**, followed by [#]. Press [#] again to confirm. *Passwords cannot have consecutive numbers (12345), sequential numbers (11111) or start with zero.
- 2) At the tone, *Record your Name*, followed by [#]. Press [#] to Approve, or Press [1] to Re-record.
Example: "Sarah Jones"
- 3) Record your *Personal Greeting*, followed by [#]. Press [#] to Approve, or Press [1] to Re-record.
- 4) Record your "*Please Hold*" Prompt. (Optional. Press [#] to skip this step.)
Example: "Please Hold for Sarah Jones"

MAIN MENU

- [1] Review Messages
- [2] Send Messages
- [4] User Preferences
- [5] Restart
- [0] Help
- [*] Exit

TIPS

To skip an action or go straight to the beep when listening to a greeting, press [#].

To cancel an action, go back a step, or initiate an exit from the system, press [*]

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. When finished, press [#].

Delivery options are:

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

CONFIGURE MAILBOX / RECORD GREETINGS, CHANGE PASSWORD

Press **[4]** for User Preferences (and follow prompts below).

1. Press **[1]** to Enable/Disable Features
2. Press **[2]** for Mailbox Administrative Options
 - a. Press **[1]** to change your password
 - b. Press **[4]** Date and Time Playback on/off
3. Press **[3]** to Activate and record greetings
 - a. Press **[1]** for Personal Greeting
 - b. Press **[2]** for Extended Absence Greeting
 - c. Press **[3]** for Name
4. Press **[*]** to go back to the previous menu

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 access number **5101**.
3. Press **[*]** and enter the desired extension number.
4. Immediately press **Complete** to transfer caller.

AURA USER PREFERENCES WEB PAGES

From your web browser, go to: To log in to your mailbox: **aam.atlantic.edu/admin**

1. Enter your mailbox number, which is your 4 digit extension, in the Mailbox number box.
2. Next, enter your Messaging (Voicemail) password in the corresponding box.
3. Once you've entered this information, click the Log In button.

Once you are 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.

Menus

Name	Description
General	To view and customize your general Messaging mailbox preferences.
Reach Me	To customize how callers connect with you in any of the following situations: <ul style="list-style-type: none">• You do not answer a call.• Your primary extension is busy. Messaging plays a prerecorded message to callers when forwarding calls to alternate phone numbers.
Notify Me	To send you a notification when you receive a new voice message.
My Phone	To customize your preferences when using the telephone user interface.
Personal Lists	To create multiple personal lists and add users as members in the lists to send a voice message to multiple recipients simultaneously
Enhanced Lists	To add and delete members of enhanced lists defined by the system administrator.
Greetings	To customize the greetings including prerecorded names and messages that the TUIs play to the callers when a call reaches your voice mail.
Password	To modify the Messaging password.
Advanced	To reset the association between your Messaging mailbox and your email identity.

The following is a preview of the screen while viewing / modifying the "General" tab:

User Preferences

General

- General**
- Reach Me
- Notify Me
- My Phone
- Personal Lists
- Greetings
- Password
- Advanced

Messaging Access Number

Internal: 5101
External: 5101

Account Information

Mailbox: 7777
 Enabled Auto Login for the following allowed numbers
 Extension: 7777 Auto login

Location and Language

Time zone: (GMT-04:00 DST) Eastern Time (US & Canada) ⌵
 Language: Choose One ⌵

Mobile Phone or Pager

Use this mobile phone or pager for "Notify Me" and other features:

Message Blocking Options

Block callers from leaving messages:
 ⌵

Blocked callers will be played the greeting, then
 Transferred to custom attendant (operator)
 Disconnected

Fax

Forward incoming fax messages to:
 Transmitting subscriber ID for outgoing fax messages:

Play On Phone

When playing a voice message in Outlook using "Play on Phone":
 Always use this phone: ⌵
 Ask me every time which phone to use

Attendant

When callers press "0" during my greeting, forward to:
 Default attendant (operator)
 Personal attendant/assistant:

Important features in this tab include:

- Mobile phone or pager number, for message notification "Notify me" "Reach me" features.
- Message Blocking Options, if you want voicemail to perform other actions during different scenarios.
- Attendant, to define your "0" person, for when a caller needs to reach someone immediately. Yours is defaulted to a main operator.

Reach Me

Reach Me is an optional feature by which Messaging plays a prerecorded message to callers when forwarding calls to alternate phone numbers. Using the user preferences on the Reach Me webpage, you can customize how callers connect with you in any of the following situations:

- You do not answer a call.

- Your primary extension is busy.

If Messaging does not display the Reach Me option on the User preferences webpage, contact your system administrator.

Using the following Reach Me criteria, you can customize Messaging to forward incoming calls:

- Caller priority: Forward incoming calls based on caller categories, such as internal callers and other callers.
- Call screening: Forward incoming calls after screening the calls by caller name.
- Forwarding numbers: Forward incoming calls to up to three numbers.
- Schedule: Forward incoming calls on specific days and hours.

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Nicki Instructor (7777) Log Out Help

User Preferences
Reach Me

General

Reach Me

Notify Me

My Phone

Personal Lists

Greetings

Password

Advanced

Caller Categories
When callers try to reach me:
 Treat all callers the same
 Distinguish between internal callers and other callers
 Internal callers are other voicemail users on this system

Call Handling
For all 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

Reach Me Numbers
Forward calls to the following phone numbers (up to three), in this order:
 First:
 After rings:

Reach Me Schedule
 Forward calls only between:
 and:
 on: Monday Saturday
 Tuesday Sunday
 Wednesday
 Thursday
 Friday

Save

Notify Me

Notify Me settings are located on the Notify Me Web page in your User Preferences.

The Notify Me feature sends you a notification when you receive a new voice message. You receive the notification by: Text message to your mobile phone. or a Phone call to your mobile phone.

Customizing Messaging

- Page notification to your pager.
- Email notification to your email address.

You can also configure the Notify Me settings to send an email notification to your email address after each successful outbound fax.

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User Preferences
Notify Me

General
Reach Me
Notify Me
My Phone
Personal Lists
Greetings
Password
Advanced

To enable phone notifications, you must define a mobile phone or pager number to use. To set up your mobile phone or pager number, go to the Mobile Phone or Pager section in the General preferences.

Phone Notifications

Notify me when a new voice message arrives

With a phone call to:

With a text message or page to:
Mobile provider:

Only for important messages

Ignore broadcast messages

Voice Email Notifications

Email me a notification for each voice message

Custom subject:

Default subject

To email addresses:

Include the recording

Only for important messages

Ignore broadcast messages

Fax Email Notifications

Email me a notification for each fax message sent

To email address:

Save

My Phone

User preferences on the My Phone Web page allows you to customize your preferences when using the telephone user interface.

The following user preference features are found on the My Phone Web page:

- Auto play
- Message Playback Order
- Message Playback Speed
- Prompt Level
- Date and Time Announcement
- Voice Recognition for Addressing Preferences

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User Preferences
My Phone

General

Reach Me

Notify Me

My Phone

Personal Lists

Greetings

Password

Advanced

Message Playback Order

Use default message playback sequence: Yes

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

Message Playback Speed

Use default message playback speed configuration: Yes

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

Date and Time Announcement

When reviewing voice messages using the phone:

- Announce date and time for each message

Voice Recognition for Addressing

When addressing a new voice message, let me select recipients:

- Using voice or keypad
- Using keypad only

Save

Personal Lists

Personal lists are voice message distribution lists. You can use a personal list to send a voice message to multiple recipients simultaneously.

You can create multiple personal lists and add users as members in the lists. You can also delete members from your personal lists. Note that the personal list displays the name and mailbox number of some members in red. These names are of users who are no longer in the system.

The screenshot shows the Avaya Aura User Preferences interface. At the top left is the Avaya Aura logo. On the right, the user is identified as 'Nicki Instructor (7777)' with links for 'Log Out' and 'Help'. The main heading is 'User Preferences Personal Lists'. Below this, there is a section for 'Personal Lists' with the instruction: 'Use personal distribution lists to send voice messages to multiple recipients.' A 'Personal list:' label is followed by a dropdown menu currently showing 'Choose One'. Below the dropdown are three buttons: 'Edit', 'Delete', and 'Add New List'. A horizontal line separates this section from a table. The table has a 'Members:' label on the left and two columns: 'Member Name:' and 'Mailbox:'. The table content shows 'No Records Found'.

Creating a personal list Procedure

1. In the User Preferences webpage, click **Personal list**.
2. In the Personal Lists webpage, click **Add New List**. In the **List name** text box, specify a name for your personal list. You can use this name when addressing an outgoing message. From the **List number** drop-down list, select a list number. The list number ranges from 11 to 99.
3. In the **New member (mailbox)** text box, enter the mailbox number of the member that you want to add to your personal list, and then click **Add**.

The system displays the **Member Name** and **Mailbox** of the newly added member.

4. Continue adding members until you have all the names you would like to include in your personal list. The maximum number of members that you can add in a personal list is 100.
5. Click **Save**.

The maximum number of personal lists that you can create is 89.

Greetings

Greetings include prerecorded names and messages that the TUIs play to the callers when a call reaches your voice mail. If you do not want the TUIs to play the default Messaging system greetings, you can customize the following:

- Names: You can record your name to replace the system-generated version of your name.
- Standard Greetings: You can record the following standard greetings for the phone to play to the callers:
 - - Personal Greeting: To reply to callers when you cannot answer a call. For example, when you are away or when your line is busy.
 - - Extended Absence Greeting (EAG): To inform callers of the reason for not responding to the calls immediately. For example, when you are away from the office. You can configure EAG expiry date and time on the Greetings webpage of User Preferences and through the TUIs. .
- Optional Greetings: You can record optional greetings that the phone plays based on a set of optional rules. For example, you can set up an optional greeting to play during office hours to all internal callers who get no answer on your phone.

Important:

You can set either the Standard Greetings or the Optional Greetings for the TUI to play.

Rules for optional greetings

You can record maximum 9 optional greetings and set individual rule for each recorded greeting. Messaging directs a call based on the following parameters:

- Internal or external call.
- Business in-hours or out-of-hours call.

You can configure the settings related to business hours on the Greetings page in User Preferences.

- Call remains unanswered or the phone is busy.

Messaging selects a greeting based on the order list. Last activated greeting becomes first in the list. Last deactivated greeting becomes last in the list.

Example: For an incoming call for which Messaging plays optional greetings, Messaging:

- First, checks for the matched parameter.

- Second, looks for the first matched rule in the list of greeting rules.



If appropriate greeting is recorded then Messaging plays the greeting to the caller. If Messaging does not find any matching rules but finds a personal greeting, Messaging plays the personal greeting. Otherwise, system greeting is played.

User Preferences


Greetings

- General
- Reach Me
- Notify Me
- My Phone
- Personal Lists
- Greetings
- Password
- Advanced



















Names

Description	Play	Record
Recorded Name	N/A	 

Standard Greetings

Description	Play	Record	Active	Enable Expiry	Expiration Date/Time
Personal	N/A	 	<input type="checkbox"/>	<input type="checkbox"/>	
Extended Absence	N/A	 	<input type="checkbox"/>	<input type="checkbox"/>	May 23, 2019 1 00 PM

Optional Greetings

Greeting number	Description	Play	Record	Active	Optional Greeting Rules		
					All/ Internal/ External	All/ Office Hours/ Out of Office Hours	All/ Busy/ No Answer
1		N/A	 	<input type="checkbox"/>	All	All	All
2		N/A	 	<input type="checkbox"/>	All	All	All
3		N/A	 	<input type="checkbox"/>	All	All	All
4		N/A	 	<input type="checkbox"/>	All	All	All
5		N/A	 	<input type="checkbox"/>	All	All	All
6		N/A	 	<input type="checkbox"/>	All	All	All
7		N/A	 	<input type="checkbox"/>	All	All	All
8		N/A	 	<input type="checkbox"/>	All	All	All
9		N/A	 	<input type="checkbox"/>	All	All	All

Defining business hours

You can customize your business hours and set up the time period on each day, for specific days of the week. By default, business hours are between 8:00 AM and 6:00 PM, Monday through Friday.

1. On the Greetings tab, set the start and end times for the **Business Hours Between** fields.
2. Define the days of your work week, by individually selecting the check box adjacent to each day of the week.

Business Hours

Business Hours Between: 8 00 AM

and: 6 00 PM

on: Monday Saturday
 Tuesday Sunday
 Wednesday
 Thursday
 Friday

Save

Password

You can change your Messaging password using:

- User Preferences
- TUI
- Messaging Web Access

Messaging displays the password rules on the Password webpage. If your new password does not comply with the password rules, Messaging displays an error message.

1. On the User Preferences webpage, click **Password**.
2. In **New password**, enter a new password.
3. In **Confirm new password**, re-enter the password to confirm.
4. Click **Change**.

The screenshot shows the Avaya Aura Messaging User Preferences interface. At the top left is the Avaya Aura logo. On the right, it says "Nicki Instructor (7777) Log Out Help". The main heading is "User Preferences Password". A green box contains the following password rules:

- Password length must be between 4 and 15 digits.
- Password cannot be same digit repeated.
- Password cannot consist solely of consecutively decreasing digits.
- Password cannot be the same as your mailbox number or the reverse of your mailbox number.
- Your mailbox number or the reverse of your mailbox number cannot involve your password.
- Password cannot involve your mailbox number or the reverse of your mailbox number.

Below the rules is the "Messaging Password" section with the instruction "Change the password for voice messaging." It includes two input fields: "New password:" and "Confirm new password:". A "Change" button is located below the second input field. On the left side, there is a navigation menu with options: General, Reach Me, Notify Me, My Phone, Personal Lists, Greetings, Password (highlighted in red), and Advanced.