

## Transfer a Call into Voice Mail:

- For Calls Answered Through Coverage, Call Pickup, or Bridged Line
  1. Verify the caller dialed the number of the desired party
  2. Use the normal Transfer Process for your phone and Enter (**#89**) and the number to which you are transferring
  3. Complete the transfer and hang up
- For Calls to Another Party Answered on Your Line
  1. Use the normal Transfer Process for your phone
  2. Dial 7-5454
  3. Dial the extension/mailbox number of the desired party
  4. Complete the Transfer

**NOTE:** The first time you access Voice Mail, you will be prompted to:

- Change your password (required)
  - The initial Password is **2580**, then press #
  - Receive prompt to change your password
  - Password Requirements are:
    - Between 4 and 15 Digits
    - Cannot begin with zero
    - Cannot be the same as your extension
    - Cannot be consecutive digits
    - Cannot be a single repeated digit
- Record your name (required)
- Select a greeting (required)
  - Press **1** to use system greeting
  - Press **2** to record a greeting
- When calling voicemail from an extension, the system automatically defaults to the login for the extension you are calling from. To login to a different mailbox:
  - At the prompt asking for your password, Press (\* and # follow the prompts to login)

## Voice Mail

### How to Use Voicemail (Aura Messaging):

- ◆ Uses the same Telephone User Interface (TUI) as many Cell Phone Voice Mail Systems (called ARIA)
- ◆ ARIA is Identified by the Voice Mail basic commands
- ◆ 1 – Retrieve, 7 – Delete, 9 – Save

## Accessing Aura Messaging

- Press **Message/Voice Mail** if your phone has a button for this **OR**
  - Dial **7-5400**
- **and at the prompt, Enter Password and press (#) - OR -**

From outside the office telephone system:

  - Dial **701-777-5400**
  - Press #
  - Enter your **5-digit extension number** and press # followed by your **password** and press #

## General Instructions

- Press **\*** to cancel or back-up a level in the menu
- Press **#** to move forward in the menu or skip
- Press **0** for help
- Press **5** to restart (login to another mailbox or leave a message for someone)

## Transfer Out of Voicemail

1. Press **599 995** (Wait for the System Attendant)
2. Speak the name or extension of, or dial the **extension** of the person to whom you wish to speak

## Zero Out of Voicemail (Web Options - Attendant)

- When a caller reaches a mailbox and presses zero for assistance, the system transfers the caller to the extension administered by the user for the *Attendant* using the Web User Preferences portal
- The call will follow the coverage path of the administered extension if not answered and will eventually reach the voice mail of the administered extension if that extension has voice mail

## Listening to Messages/Message Review

1. Access Aura Messaging and login
2. Message Review – Press **1**, then:
  - Press **1** for unread messages
  - Press **2** for read/accessed messages
  - Press **3** for saved messages

Press	Action – While Listening to a Message
#	<b>Skip</b> the message. <i>Your Message Waiting Lamp will remain on unless you listened to the entire message</i>
7	<b>Delete</b> the message – You may delete it at any point while listening to it
9	<b>Save</b> the message and turn off the Message Waiting Lamp once all new messages are saved, deleted, or completely listened-to
1	<b>Rewind</b> a few seconds
11	<b>Rewind to the beginning</b> of the message
2	<b>Pause/Resume</b>
3	<b>Fast Forward</b> a few seconds
33	<b>Skip to the End</b> of the Message
4	<b>Slower</b> playback speed
44	<b>Slowest</b> playback speed
5	<b>Play Message Header</b> – Date, Time, etc.
6	<b>Faster</b> playback speed
66	<b>Fastest</b> playback speed
<b>Action – At the End of a Message</b>	
4	<b>Replay</b> the message
5	<b>Play Message Header</b> – Date, Time, etc.
6	<b>Forward</b> a non-private msg. with comment
61	<b>Forward</b> a non-private msg. without comment
66	<b>Forward</b> the msg. removing the previous comments
8	<b>Reply</b> to the sender of a non-private message without the original attached
88	<b>Call</b> the Sender (Press ** to cancel)
7	<b>Delete</b> the message – You may delete it at any point while listening to it
9	<b>Save</b> the message and turn off the Message Waiting Lamp once all new messages are saved, deleted, or completely listened-to

## To Record or Change Your Greetings, Password, Distribution Lists, & Special Features

1. Access Aura Messaging and login
2. Select one of the following options:

Press	To Listen to, Record, or Re-Record:
4311	<b>Use</b> System Greeting
4312	<b>Record</b> Personal Greeting
434x2	<b>Record</b> Optional Greeting (x = 1-9)
434x3	<b>Delete</b> Optional Greeting (x = 1-9)
435xy	<b>Activate</b> Optional Greeting (x = 1-9)
435x1	<ul style="list-style-type: none"> <li>• Internal or External Calls</li> </ul>
435x2	<ul style="list-style-type: none"> <li>• Business Hours or Out of Hours</li> </ul>
435x3	<ul style="list-style-type: none"> <li>• Busy/On-Phone or No Answer</li> </ul>
435x7	<ul style="list-style-type: none"> <li>• Delete Current Greeting</li> </ul>
436	<ul style="list-style-type: none"> <li>• Review Optional Greetings</li> </ul>
432	<b>Record</b> Extended Absence Greeting Recording this overrides other greetings and the caller cannot leave a message To turn-off this greeting, re-login to your mail box. You will be prompted to keep it or turn it off
433	<b>Record</b> Spoken Name
<b>Features</b> (See <i>Aura Messaging Web User Preferences</i> for more choices and administration details at <a href="http://avayamsq.und.edu/user">http://avayamsq.und.edu/user</a> )	
411	<ul style="list-style-type: none"> <li>• <b>Turn-On/Off</b> Notify Me</li> </ul>
412	<ul style="list-style-type: none"> <li>• <b>Turn-On/Off</b> Reach Me</li> </ul>
413	<ul style="list-style-type: none"> <li>• <b>Turn-On/Off</b> Auto Log-in</li> </ul>
4141	<ul style="list-style-type: none"> <li>• <b>Turn-On</b> Block Messages Always</li> </ul>
4142	<ul style="list-style-type: none"> <li>• <b>Turn-Off</b> Block Messages Always</li> </ul>
4143	<ul style="list-style-type: none"> <li>• <b>Turn-On</b> Block Messages when Extended Absence Greeting is active</li> </ul>
414x1	<ul style="list-style-type: none"> <li>• <b>Block Message</b> &amp; Transfer After Greeting (x = 1 or 3)</li> </ul>
414x2	<ul style="list-style-type: none"> <li>• <b>Block Message</b> &amp; Disconnect After Greeting (x = 1 or 3)</li> </ul>
<b>Administrative Options</b>	
421	<ul style="list-style-type: none"> <li>• <b>Change</b> Password</li> </ul>
424	<ul style="list-style-type: none"> <li>• <b>Date, Time</b> Playback on/off</li> </ul>

## Recording and Sending a Message

1. Access Aura Messaging as instructed above and login
2. Press **2**
3. Record your message at the tone
4. When finished recording the message, press **#**
5. Address the recipient(s) of the message:
  - Enter a mailbox number
  - Spell a name or distribution list using the dial pad
  - Say a name or distribution list
6. Confirm the recipient(s)
  - Press **0** for delivery options
  - Press **6** to add recipients
  - Press **#** to confirm list and send

## To Administer Features & Other Subscriber Options

- Aura Messaging provides the following User Options administered through a Web portal:
  - General Options
    - Location Time Zone for Message Receipt
    - Zero-Out/Assistant (Attendant) Extension
    - Mobile Phone Number
    - Forward Fax Messages to Email
  - Notify Me
    - The System sends a text messages to a Mobile Phone notifying you of new voicemail and/or
    - The System sends a copy of the voicemail to your email inbox with file attachment of the voicemail
      - To avoid receiving two email notifications, do not use this if you receive Speech to Text notifications
  - Messages marked as private receive an email notification without the attached file

- Reach Me
  - For callers when you don't answer your extension, the system will try up to reach you at up to three numbers before sending the caller to your mailbox
    - Optionally, callers can be asked to record their name and the system will play that to you when you answer the call
    - The system will allow you to accept the call and be connected or reject the call and send the caller to your mailbox stating to the caller that you could not be reached
      - Depending on Mobile device settings, the call may go to your Mobile's Voicemail rather than your Desk Phone's Voicemail

- My Phone
  - Message Playback Order
  - Message Playback Speed
  - Date and Time Announcement
  - Voice Recognition for Addressing

- Personal Distribution Lists
- Password Change
- Advanced Options

- To access the User Preferences portal:
  - Browse to: <http://avayamsq.und.edu/user>
  - Login using:
    - Your Voice Mailbox Extension
    - Your Voice Mailbox Password
- 3. Administer Options or see the document *Aura Messaging Web User Preferences* for details
- 2. Login using:
  - Your Voice Mailbox Extension
  - Your Voice Mailbox Password
- 3. Administer Options or see the document *Aura Messaging Web User Preferences* for details

## Speech to Text (STT)

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### Mutare STT

- Mutare STT is an option that provides an email of each voicemail with an MP3 file attachment of the message which can be clicked and played through the desktop media player
  - If you don't want to play the message on your desktop, you can retrieve the message using the phone
  - **Opening a Mutare voicemail email does not automatically turn off your telephone's Message Waiting Lamp (MWI)**
- In addition, it converts the speech of the voicemail into text which is provided in the email
  - This STT conversion is an approximation and typically will not be 100% accurate
  - It is intended to provide enough information for you to determine if it will be necessary to actually listen to the voicemail
- The email provides options for you to click:
  - When you select one of the below options, you will be prompted to enter the password used when logging in to voicemail from your phone – You can indicate that the system is to remember you on this computer
  - **Mark this message read in my voicemail box**
    - Your phone's message waiting lamp (MWI) will not extinguish until all messages are read
  - **Delete this message from my voicemail box**
    - The message is deleted from access by the telephone and the (MWI) is extinguished – It will remain in email until you delete the associated email
  - **Delete this and all prior messages from my voicemail box – Subsequent Messages Remain**
    - **Use this feature with care**
    - Once deleted, the messages are not retrievable using your phone

## Miscellaneous Telephone Options

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### Forward an Extension

1. Get Dial Tone on the extension to be forwarded
2. Press \*2 and the extension to where the phone will be forwarded (typically interoffice only)
3. To **deactivate forwarded calls**, get Dial Tone on the line that was forwarded
4. Press #22

**Note: If your calls are not answered at the forwarded-to station or if the forwarded-to station is busy, your calls will be re-directed to your Coverage Path, e.g. to Voice Mail or to Assistant then Voice Mail.**

### Telecommuting & Mobility Features

To obtain the following features, please contact your Telephone Administrator:

- EC500 (Extension to Cellular)
- IP-Softphone
- Personal Meet-Me Conference (6-Party Maximum)
- Remote control of Send-Calls, Forwarding, & EC500

## Important Phone Numbers

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**Telephone Help – 701-777-4111**