Aura® Messaging Quick Reference Guide (QRG)

Any Telephone – Aura Messaging 6.1-Aria Voice Mail

Transfer a Call into Voice Mail:

1. For Calls Answered Through Coverage, Call Pickup, or Bridged Line
   • Verify the caller dialed the number of the desired party
   • Use the normal Transfer Process for your phone and Enter (#89) as the number to which you are transferring
   • Complete the transfer and hang up

2. For Calls to Another Party Answered on Your Line
   • Use the normal Transfer Process for your phone
   • Dial 1-9191
   • Dial the extension/mailbox number of the desired party
   • Complete the Transfer

Voice Mail

♦ 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

1. Press Message/Voice Mail if your phone has a button for this OR
   • Dial 1-9100
2. and at the prompt, Enter Password and press (#) - OR -
   From outside the office telephone system:
   • Dial 701-231-9100
   • Press #
   • Enter your 5-digit extension number and press # followed by your password and press #

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)

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
### 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

<table>
<thead>
<tr>
<th>Press</th>
<th>Action – While Listening to a Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>#</td>
<td>Skip the message. <strong>Your Message Waiting Lamp will remain on unless you listened to the entire message</strong></td>
</tr>
<tr>
<td>7</td>
<td>Delete the message – You may delete it at any point while listening to it</td>
</tr>
<tr>
<td>9</td>
<td>Save the message and turn off the Message Waiting Lamp once all new messages are saved, deleted, or completely listened-to</td>
</tr>
<tr>
<td>1</td>
<td>Rewind a few seconds</td>
</tr>
<tr>
<td>11</td>
<td>Rewind to the beginning of the message</td>
</tr>
<tr>
<td>2</td>
<td>Pause/Resume</td>
</tr>
<tr>
<td>3</td>
<td>Fast Forward a few seconds</td>
</tr>
<tr>
<td>33</td>
<td>Skip to the End of the Message</td>
</tr>
<tr>
<td>4</td>
<td>Sloower playback speed</td>
</tr>
<tr>
<td>44</td>
<td>Slowest playback speed</td>
</tr>
<tr>
<td>5</td>
<td>Play Message Header – Date, Time, etc.</td>
</tr>
<tr>
<td>6</td>
<td>Faster playback speed</td>
</tr>
<tr>
<td>66</td>
<td>Fastest playback speed</td>
</tr>
</tbody>
</table>

**Action – At the End of a Message**

| 4     | Replay the message |
| 5     | Play Message Header – Date, Time, etc. |
| 6     | Forward a non-private msg. with comment |
| 61    | Forward a non-private msg. without comment |
| 66    | Forward the msg. removing the previous comments |
| 8     | Reply to the sender of a non-private message without the original attached |
| 88    | Call the Sender (Press ** to cancel) |
| 7     | Delete the message – You may delete it at any point while listening to it |
| 9     | Save 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:

<table>
<thead>
<tr>
<th>Press</th>
<th>To Listen to, Record, or Re-Record:</th>
</tr>
</thead>
<tbody>
<tr>
<td>4311</td>
<td>Use System Greeting Record Personal Greeting</td>
</tr>
<tr>
<td>43121</td>
<td>Away from Phone &amp; Send All Calls</td>
</tr>
<tr>
<td>43122</td>
<td>Busy/On-Phone</td>
</tr>
<tr>
<td>432</td>
<td>Record Extended Absence Greeting</td>
</tr>
<tr>
<td></td>
<td>o Recording this overrides other greetings)</td>
</tr>
<tr>
<td></td>
<td>o To turn-off this greeting, re-login to your mail box. You will be prompted to keep it or turn it off</td>
</tr>
<tr>
<td>433</td>
<td>Record Spoken Name</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Features (See Aura Messaging Web User Preferences for more choices and administration details at <a href="http://www.ndsu.edu/voicemail">www.ndsu.edu/voicemail</a></th>
</tr>
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<tbody>
<tr>
<td>411</td>
</tr>
<tr>
<td>412</td>
</tr>
<tr>
<td>421</td>
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<tr>
<td>424</td>
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### Administrative Options

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<td>421</td>
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<td>424</td>
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### Recording and Sending a Message

1. Access Aura Messaging 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
   - 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:
  
  o General Options
    - Location Time Zone for Message Receipt
    - Zero-Out/Assistant (Attendant) Extension
    - Mobile Phone Number
    - Forward Fax Messages to Email
    - Play-on-Phone for Outlook users with IMAP Voicemail-inbox allowing you to playback messaging on your phone rather than your desktop speakers while controlling message selection and playback using your PC and the IMAP Voicemail-inbox
      - This feature does not work for voicemail copies sent by Notify Me to your Outlook inbox
  
  o Notify Me
    - System sends a text messages to a Mobile phone notifying you of new voicemail and/or
    - System sends a copy of the voicemail to your email inbox with WAV file attachment of the voicemail
    - Messages marked as private receive an email notification without the attached WAV file
  
  o 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

  o Personal Distribution Lists
  
  o Password Change
  
  o Advanced Options

- To access the User Preferences portal:
  
  1. Browse to [www.ndsu.edu/voicemail](http://www.ndsu.edu/voicemail)
  2. Login using:
     - Your Voice Mailbox Extension
     - Your Voice Mailbox Password
  3. Administer Options or see “Aura Messaging Web User Options” for details

Miscellaneous Telephone Options

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 the Customer Care Center:

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

Important Phone Numbers

Telephone Help – 701-231-8401