Aura® Messaging – Web User Preferences
Notify/Reach Me and General Options
Quick Reference Guide (QRG)
Any Telephone – Aura Messaging 6.2

This Guide provides administration instructions for Notifications and Call Handling using the Aura Messaging Web User Options portal

Accessing the Web Portal

- The Web portal supports the following Internet Browsers minimums:
  - Internet Explorer 7.0 and 8.0
  - Mozilla Firefox v3.5
  - Safari v4

If you have none of the above, please contact your Telephone Administrator to have your options administered for you

- Browse to [www.ndsu.edu/voicemail](http://www.ndsu.edu/voicemail)
- Login using:
  - Your 5-digit Voice Mailbox Extension
    - Do not use dashes in the number
  - The Voice Mailbox numeric Password you use when logging in through your phone

General Preferences

- Provides the ability to administer:
  - Location Time Zone and Language
    - The time zone determines the time-stamp on messages you receive
  - Mobile Phone or Pager
    - This is used for Notify Me to send text notifications of receipt of a voicemail
    - The number is entered in the 10-digit format with Area Code and Number for US& Canada Numbers and in the +Country Code Number format for International Numbers
  - Fax
    - If you have subscribed to fax service, the fax options will display
    - Enter the Email Address where you wish to receive your faxes
      - The email address is automatically populated from the Notify Me / Email Notifications field if it has been previously administered. However, administration of Notify Me is not required for Fax and the Fax field can be independently administered
      - Changing the Notify Me / Email information does not automatically update the Fax information
  - Play on Phone
    - This feature is not available
    - You can play messages using your desktop media player or by logging in through your phone
  - Attendant
    - The extension to which a caller is transferred if they Press (0) after reaching your mailbox

Example of other General Preferences shown below:

<table>
<thead>
<tr>
<th>Field</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location and Language</td>
<td>Location: GMO/00 Central Time (US &amp; Canada) Language: English (United States)</td>
</tr>
<tr>
<td>Mobile Phone or Pager</td>
<td>Use this mobile phone or paper for “Notify Me” and other features: Mobile phone: Not Available Other mobile phone or pager: 2002299999</td>
</tr>
<tr>
<td>Fax</td>
<td>Forward fax messages to: Email address in directory: Not Available Other email address: <a href="mailto:john.doe@ndsu.edu">john.doe@ndsu.edu</a></td>
</tr>
<tr>
<td>Play On Phone</td>
<td>When playing a voice message in Outlook using “Play on Phone”: Always use this phone: extension: 19917 Ask me every time which phone to use</td>
</tr>
<tr>
<td>Attendant</td>
<td>When callers press “0” during my greeting, forward to: Default attendant (operator): 19917 Personal attendant/assistant:</td>
</tr>
</tbody>
</table>

If a call is not answered by your attendant, your voicemail will be sent to the attendant’s voicemail
### Notify Me

- **To have a text message sent to a PDA/Mobile Phone when a message is received or to receive an email notification:**
  - Requires that you first administer a Mobile Phone or Pager in the General options as detailed above
  - Select Notify Me from the left tree
  - **Phone Notifications:**
    - You can receive a text notification to a PDA/Mobile Phone
    - Be sure to select the appropriate Mobile Provider from the list box
    - **Important** messages are those which a sender marks as important after recording the message
  - **Email Notifications:**
    - Some subscribers have selected the Mutare Speech-to-Text feature which provides email notifications with a text conversion of the speech. **Do not administer the Aura Messaging Email Notification feature below when you have Mutare as you will get two emails as a result.**
    - When receiving an non-Mutare email notification, you can select inclusion of the voicemail as an MP3 file attachment in the email
      (a) Aura Messaging users can create and send a message to you marked as Private which will result in an email notification without the file attachment
      (b) Activation of Email Notifications is not required for Fax functionality

### Reach Me

- **To have the system try up to three telephone numbers in the order you administer them before sending callers to your voice mailbox**
  - When Reach Me is active, you are notified that Reach Me is enabled each time you login using the phone
  - Select Reach Me from the left tree
  - **Caller Categories:**
    - Callers can be all treated the same or the system can only try to reach you when messages have been received from other voicemail users on the system
  - **Call Handling:**
    - Only works when you either don’t answer your phone or have Send All Calls active
      - If your phone is busy, callers go to voicemail
    - Go to voice Messaging
      - Reach Me is not active
    - Forwards callers to the Reach Me numbers you administer
      - System prompts callers, To leave a message Press Star now, otherwise, I will try a different number
    - Optionally ask callers to record their name
    - When you are reached you will hear a tone and the system will prompt, You have a call from (plays name if recorded by the caller). To accept it, press one, to transfer the caller to your mailbox press two
      - If you don’t press one, the system tells the caller, Sorry but the person you are calling is not available. Transferring so you can leave a message
  - **Reach Me Numbers:**
    - You can administer up to three numbers which the system will try in the order you administer
      (a) The number is entered in the 10-digit format with Area Code and Number for US & Canada Numbers and in the +Country Code Number format for International Numbers
    - Callers wait the whole time the system is trying the numbers before reaching voicemail
    - You specify how many rings at 5-seconds per ring, the system tries each number
    - Your Mobile Phone, if previously administered in General options, can be selected as one of the choices
Reach Me Schedule:
- You can administer the time interval and days of the week that Reach Me is active.

**Call Categories**
When callers try to reach me:
- Treat all callers the same
- Distinguish between priority callers and other callers
- Priority 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: go to voice messaging...

**Reach Me Schedule**
- Forward calls only between: [ ] and [ ] AM/PM
  - Monday
  - Tuesday
  - Wednesday
  - Thursday
  - Friday

- The following example shows the default settings with the exception that *Play important messages before others* should be administered by the user.

**Message Playback Order**
When reviewing voice messages using the phone:
- For unread messages:
  - Play newest first
  - Play oldest first
- For read messages:
  - Play newest first
  - Play oldest first
- For saved messages:
  - Play newest first
  - Play oldest first
- Default speed level for playing back messages: 100% of normal speed

**Message Playback Speed**
When reviewing voice messages using the phone:
- When this is selected, you always get the Message Header information for each message
- When this is not selected, you only get the Message Header information when you press (5) during message retrieval

**Date and Time Announcement**
When this is selected, you always get the date and time for each message
- When this is not selected, you only get the date and time when you press (5) during message retrieval

**Voice Recognition for Addressing**
When recording and then addressing a message, you can select the option of either saying the name of the recipient or entering their mailbox number using the telephone keypad

### My Phone

- **To administer the message playback order and speed and administer the date/time announcement and voice recognition features**
  - Select *My Phone* from the left tree
  - Select the order for unread, read, and saved message playback
    - Play newest first
    - Play oldest first
    - Play important messages before others
  - **Message Playback Speed**
    - Select the Default speed level for message playback
    - You can also control this using the Telephone User Interface (TUI) when you use the phone to retrieve your messages
  - **Date and Time Announcement**
    - When this is selected, you always get the Message Header information for each message
    - When this is not selected, you only get the Message Header information when you press (5) during message retrieval
  - **Voice Recognition for Addressing**
    - When recording and then addressing a message, you can select the option of either saying the name of the recipient or entering their mailbox number using the telephone keypad

### Personal Lists

- **To administer the Personal Distribution Lists for sending voice messages to multiple recipients**
  - Select *Personal Lists* from the left tree
  - You can administer lists 11-99 and provide a name for each list
  - Administration requires that you know the mailbox number of the recipient

**Personal Lists**
- Use personal distribution lists to send voice messages to multiple recipients
  - **List name:**
  - **List number:**
  - **Members:**
    - First Name
    - Last Name
    - Mailbox
    - No Records Found
    - Add
  - **New member (mailbox):**
    - Save
    - Cancel
Password

- The password used when logging-in from your phone can be administered/changed using the Web User Options. To administer/change the password:
  - Select Password from the left tree
  - Provide and confirm the new password

Important Phone Numbers

Telephone Help – 701-231-8401