

PREPARED FOR THE
STATE OF
NORTH CAROLINA

Avaya
Aura Messaging Telephone User Interface
and
User Preferences

FIRST TIME LOGIN

In order to hear your messages, you must first set up your new mailbox.

To set up your mailbox, follow the directions below:

1. Dial the voice mail Access Number [807-6245](tel:807-6245).
2. Enter the default password [121212 followed by \[#\]](#).
3. Follow the prompts to change your password.
4. Follow the prompts to record your name.
 - *Example: "Sarah Jones."*
5. Follow the prompts to record your personal greeting.
 - *Example: "You have reached the voice mailbox for Sarah Jones. I am currently unavailable. Please leave a message after the tone, and I will return your call as quickly as possible. Thank you."*

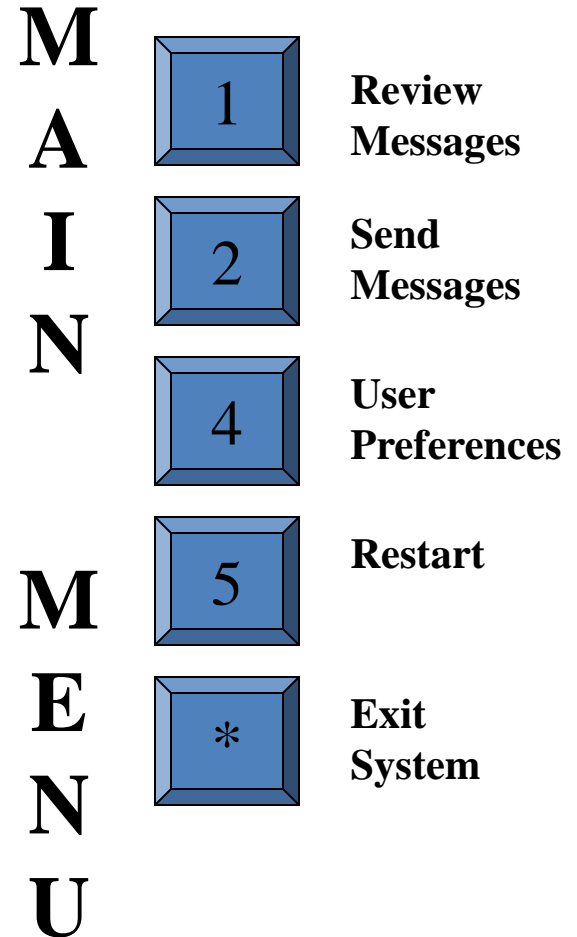
LOGGING IN TO YOUR MAILBOX

To Access Your Mailbox From Your Phone

1. Dial the voice mail Access Number [807-6245](tel:807-6245).
2. Enter your password followed by [#].

To Access Your Mailbox From an Off Site Location

1. Dial the voice mail Access Number [919-807-6245](tel:919-807-6245).
2. Press the [#] key when you hear a greeting.
3. Enter your mailbox number followed by [#].
 - Your mailbox number is the same as your extension number.
4. Enter your password, followed by [#].



REVIEWING MESSAGES

1. Login to your mailbox.

- Press **[1][1]** to listen to Unread Messages.
- Press **[1][2]** to listen to Read Messages.
- Press **[1][3]** to listen to Saved Messages

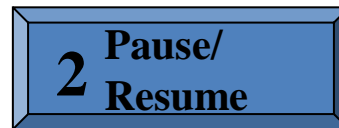
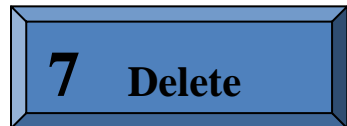
While listening, your options are:



1-1 Rewinds to Beginning



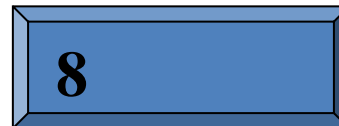
4-4 Slowest Playback



3-3 Forwards to the End



6-6 Fastest Playback



REVIEW MESSAGES

After listening, your options are:

- [4] Replay
- [5] Message Details
- [6] Forward (With Introduction)
- [6][1] Forward (Without Introduction)
- [6][6] Forward (Remove Previous Introductions)
- [7] Delete Message
- [8] Reply to Sender
- [8][8] Call Sender (Internal and External)
- [9] Save

SENDING MESSAGES

TO RECORD AND SEND A MESSAGE

1. Press **[2]** and at the prompt, record your message.
2. Press **[#]** when finished recording.
3. Address the message by doing one of the following:
 - *Enter a mailbox number or a personal list number.*
 - *To spell the name of a recipient or distribution list, press **[#]**.*
4. After addressing the message, you may enter one of the following options.
 - *Press **[0]** for delivery options (Private, Important or Future Delivery).*
 - *Press **[6]** to add additional recipients.*
5. Press **[#]** to send the message.

GREETINGS

1. Login to your mailbox.
2. Press **[4]** to access User Preferences.
3. Press **[3]** for Greetings.

Choose a greeting type:

- Press **[1]** for Personal Greeting.
 - **[1]** Standard System Greeting
 - **[2][1]** Away from Phone Greeting
 - **[2][2]** Busy Greeting
- Press **[2]** for Extended Absence Greeting.
 - *Extended Absence Greetings override all other greetings when active.*
- Press **[3]** to Record Name.

HELPFUL REMINDERS

- ❖ Press [*] To cancel or skip back.
- ❖ Press [0] To get help at anytime.
- ❖ Press [#] To skip something or to use the enter command.
- ❖ Press [3][3][7] To delete during message playback.
- ❖ Press [3][3][9] To save a message during message playback.
- ❖ Press [4][3][1] To re-record your personal greeting.
- ❖ Press [4][3][2] To record your extended absence greeting.
- ❖ Press [4][3][3] To manage your name recording.

Questions

Answers

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Avaya
Aura Messaging
User Preferences

USER PREFERENCES

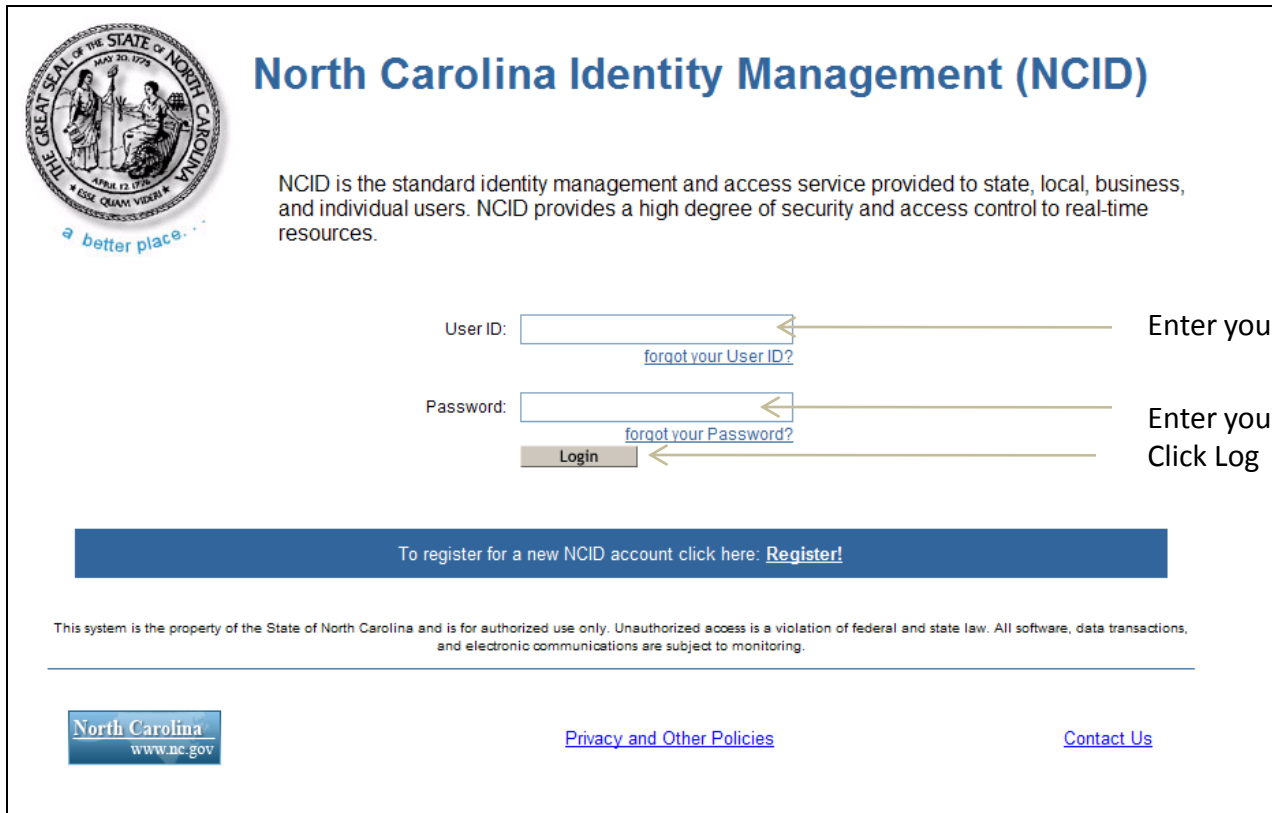
User Preferences allows you to make changes and activate features to the following items in your voice mailbox:

- **General**
 - View or change general information in your voicemail box.
- **Reach Me**
 - With Reach Me enabled, incoming calls can be forwarded to up to three numbers. The Messaging system tries to reach you using all your Reach Me numbers before forwarding a call to your Messaging mailbox.
- **Notify Me**
 - 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; a phone call to your mobile phone or an email notification to your email address.
- **My Phone**
 - Allows you to customize your preferences for the playback order, when using the telephone user interface.
- **Personal List**
 - Allows you to add, change and delete personal distribution lists.
- **Password**
 - Allows you to change your voice mailbox password.

User Preferences Login

(NCID Login)

To go to User Preferences Web pages, use a web browser and on the address bar type the following web address: <https://ivms.userpref.sip.nc.gov/user/login>



The image shows a screenshot of the North Carolina Identity Management (NCID) login page. On the left is the Great Seal of the State of North Carolina with the motto "a better place...". The main heading is "North Carolina Identity Management (NCID)". Below this is a paragraph explaining that NCID is a standard identity management and access service. The login form consists of two input fields: "User ID:" and "Password:". Each field has a "forgot your [User ID/Password]?" link below it. A "Login" button is positioned below the password field. A blue banner at the bottom of the form area contains the text "To register for a new NCID account click here: [Register!](#)". At the very bottom of the page, there is a footer with the North Carolina logo, the website "www.nc.gov", and links for "Privacy and Other Policies" and "Contact Us".

North Carolina Identity Management (NCID)

NCID is the standard identity management and access service provided to state, local, business, and individual users. NCID provides a high degree of security and access control to real-time resources.

User ID: [forgot your User ID?](#)

Password: [forgot your Password?](#)

To register for a new NCID account click here: [Register!](#)

This system is the property of the State of North Carolina and is for authorized use only. Unauthorized access is a violation of federal and state law. All software, data transactions, and electronic communications are subject to monitoring.

[North Carolina](#)
www.nc.gov

[Privacy and Other Policies](#)

[Contact Us](#)

Enter your NCID

Enter your NCID Password.

Click Log In or press the Enter Key.

User Preferences Login

(Aura Messaging Login)

Once you authenticate to NCID, you will be directed to this page

AVAYA
aura | messaging

User Preferences

Mailbox number:

Messaging password:

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← Enter your Mailbox Number.

← Enter your Voice Mailbox Password.

← Click Log In or press the Enter Key.

GENERAL PREFERENCES

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John Smith (4085555528) Log Out Help

User Preferences
General

General

Reach Me

Notify Me

My Phone

Personal Lists

Password

Advanced

Messaging Access Number

Internal: 5555599
External: 4085555599

Account Information

Mailbox: 4085555528
Extension: 5555528

Location and Language

Time zone: (GMT-08:00) Pacific Time (US & Canada); Tijuana
Language: English (United States)

Mobile Phone or Pager

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

Mobile phone in directory: Not Available
 Other mobile phone or pager: 408 555 1212

Attendant

When callers press "0" during my greeting, forward to:

Default attendant (operator)
 Personal attendant/assistant: 555 1010

Save

Some fields are disabled and "greyed out" for Basic Users

General Preferences will allow you to :

View the *Access Numbers* and *Account Information*

View/Change your *Language* and *Time Zone*

View/Change the *Mobile Phone* or *Pager Preferences*

View/Change *Attendant Forwarding Preferences*

REACH ME

(Advance Class-of-Service only)

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John Smith (4085555528) Log Out Help

User Preferences
Reach Me

General
Reach Me
Notify Me
My Phone
Personal Lists
Password
Advanced

Caller 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 priority 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
For other 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: other mobile phone: 4085551212
After 3 rings: other phone: 415 555 7878
After 3 rings: go to voice messaging

Reach Me Schedule
 Forward calls only between: 8 00 AM
and: 6 00 PM
on: Monday Saturday
 Tuesday Sunday
 Wednesday
 Thursday
 Friday

Save

The **Reach Me** feature manages how your incoming calls are forwarded based on the following:

Caller Priority - A priority status over other callers is given to the callers in the internal directory.

Call Screening - You can screen the call before deciding to answer by asking the callers to record their name.

Forwarding Numbers - In any instance of an incoming call, you can forward calls up to three Reach Me numbers.

Schedule - You can forward calls during certain hours and on certain days defined by you.

NOTIFYME

(Advance Class –of-Service only)

The screenshot shows the AVAYA aura user interface. At the top left is the AVAYA aura logo. At the top right, it displays the user's name 'John Smith (4085555528)' and links for 'Log Out' and 'Help'. The main heading is 'User Preferences' with a sub-heading 'Notify Me'. On the left is a navigation menu with options: General, Reach Me, Notify Me (highlighted in red), My Phone, Personal Lists, Password, and Advanced. The 'Notify Me' section is divided into 'Phone Notifications' and 'Email Notifications'. Under 'Phone Notifications', there is a checked checkbox for 'Notify me when a new voice message arrives', two radio button options for notification methods (text message/page to: 4085551212 and phone call to: 4085551212), a dropdown menu for 'Mobile provider' set to 'AT&T', and an unchecked checkbox for 'Only for important messages'. Under 'Email Notifications', there is a checked checkbox for 'Email me a notification for each voice message', a text input field for 'To email address:' containing 'johnsmith@example.com', and an unchecked checkbox for 'Include the recording'. A 'Save' button is located at the bottom of the form.

Notify Me, when enabled will:

Send a **Text Message** to your mobile phone with all the message information.

Send a Call to your mobile phone allowing you to retrieve your message at that time.

Send an Email informing you that you have a voice message.

MY PHONE

AVAYA
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John Smith (4085555528) Log Out Help

User Preferences
My Phone

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

Message Playback Order
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
Default 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

Save

The *My Phone* screen allows you to Change/View the following:

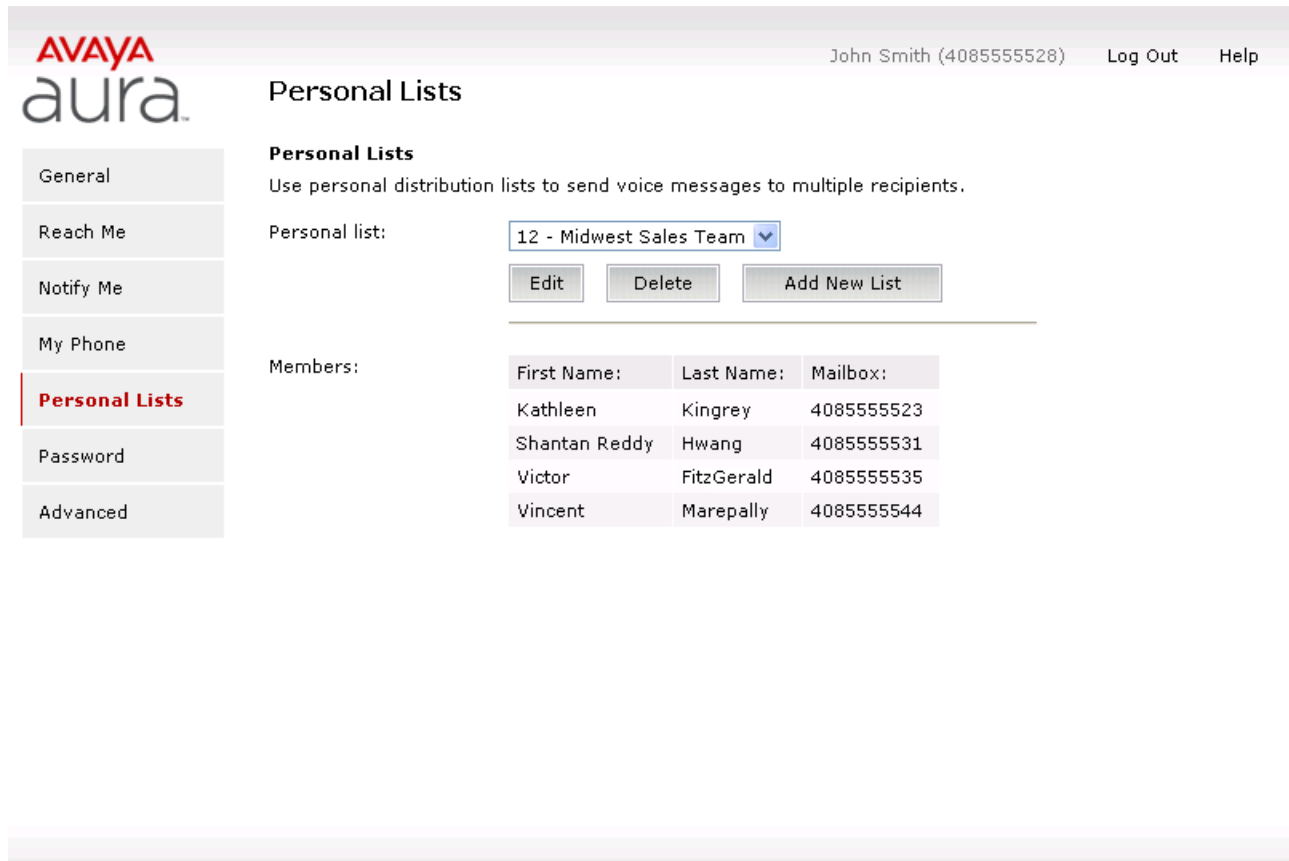
Message Playback Order Options

Message Playback Speed

Date and Time Announcement

PERSONAL LISTS

VIEW SCREEN



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John Smith (4085555528) Log Out Help

Personal Lists

Personal Lists
Use personal distribution lists to send voice messages to multiple recipients.

Personal list: 12 - Midwest Sales Team ▼

Edit Delete Add New List

Members:

First Name:	Last Name:	Mailbox:
Kathleen	Kingrey	4085555523
Shantan Reddy	Hwang	4085555531
Victor	FitzGerald	4085555535
Vincent	Marepally	4085555544

From this screen,
you can view your
Personal Lists:

***Choose to Edit a
List***

***Choose to
Delete a List***

***Choose to Add a
New List***

PERSONAL LISTS

EDIT SCREEN

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John Smith (4085555528) Log Out Help

Personal Lists

Personal Lists
Use personal distribution lists to send voice messages to multiple recipients.

Personal list: 12 - Midwest Sales Team

Edit Delete Add New List

List name: Midwest Sales Team

List number: 12

Members:

First Name:	Last Name:	Mailbox:	
Kathleen	Kingrey	4085555523	Delete
Shantan Reddy	Hwang	4085555531	Delete
Victor	FitzGerald	4085555535	Delete
Vincent	Marepally	4085555544	Delete

New member (mailbox): 4085555565 Add

Save Cancel

From the *Personal List Edit* screen, you can choose to do one of the following:

Edit the List Name

Change the List Number

Delete existing Members

Add new Members to an Existing List

PASSWORD

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John Smith (4085555528) Log Out Help

User Preferences
Password

Messaging Password
Change the password for voice messaging.

New password: (4-15 digits)

Confirm new password:

General
Reach Me
Notify Me
My Phone
Personal Lists
Password
Advanced

From this screen you can *Change your Voice Mail Password.*

Questions

Answers