

VOICE MESSAGING BY PHONE

Reviewing messages

- ▶ To review unread messages, press 1 - 1
- ▶ To review read messages, press 1 - 2
- ▶ To review saved messages, press 1 - 3

Playback controls

- ▶ To hear message details, press 5
- ▶ To go back to the beginning of a message, press 1 - 1
- ▶ To advance to the end of a message, press 3 - 3
- ▶ To skip to the next message, press #

Replying to a message

- ▶ Reply to a message while reviewing, or at the end of a message, press 8
- ▶ Record reply – when finished, press #
- ▶ To send, press #

Calling the sender

- ▶ Call the sender while reviewing, or at the end of a message, press 8 - 8

Forwarding a message

- ▶ Forward a message, at the end of message, press 6
- ▶ Record introduction - when finished, press #
- ▶ To address message - say or enter recipient
- ▶ To send, press #

Sending a new message

- ▶ From the Main Menu, press 2
- ▶ Record message – when finished, press #
- ▶ To address message - say or enter recipient
- ▶ To send, press #

Message addressing options

- ▶ Say the name of a recipient or distribution list
- ▶ Enter a mailbox number or a personal list number
- ▶ To spell the name of a recipient or distribution list, press #

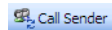
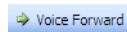
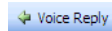
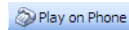
Hints and tips

- ▶ To get help while using your mailbox, press 0
- ▶ To cancel a command or back up one menu, press *
- ▶ To bypass a greeting or interrupt a prompt, press #
- ▶ To delete a message, press 3 - 3 - 7
- ▶ To save a message, press 3 - 3 - 9

FOR CHANGE REQUESTS OR TO REPORT SERVICE ISSUES

To open an incident or service request, please contact the ITS Service Desk

Phone # 919-754-6000 opt. 4, or 1-800-722-3946, opt. 4
or by email: its.incidents@ncmail.net



USER PREFERENCES

For User Preferences, go to <https://ivms.userpref.sip.nc.gov/user/login>

Managing features

- ▶ To enable/disable Notify Me, press 4 - 1 - 1
- ▶ To enable/disable Reach Me, press 4 - 1 - 2

Managing administrative options

- ▶ To change your password, press 4 - 2 - 1
- ▶ To turn the Date and time playback on/off, press 4 - 2 - 4

Managing greetings

- ▶ To manage a Personal greeting, press 4 - 3 - 1
- ▶ To manage an Extended absence greeting, press 4 - 3 - 2
- ▶ To manage a Name, press 4 - 3 - 3

Managing personal greetings

- ▶ To manage a Standard system greeting, press 4 - 3 - 1 - 1
- ▶ To manage an Away from phone Personal greeting, press 4 - 3 - 1 - 2 - 1
- ▶ To manage a Busy greeting, press 4 - 3 - 1 - 2 - 2



Avaya Aura™ Messaging

Quick Reference

▶ Call
 ▶ Enter your password -- default password is 121212

- # Skip/Enter
- 0 Help
- * Cancel

MAIN MENU

- 1 Review Messages
- 2 Send Messages
- 4 User Preferences
- 5 Restart
- * Exit

REVIEW MESSAGES

- 1 Unread messages
- 2 Read messages
- 3 Saved messages

PLAYBACK CONTROL KEYS while listening to messages

- 1 Rewind
- 1 1 Rewind to start
- 2 Pause / Resume
- 3 Forward
- 3 3 Forward to end
- 4 Slower play back speed
- 4 4 Slowest play back speed
- 6 Faster play back speed
- 6 6 Fastest play back speed

REVIEW MESSAGES

- 4 Replay
- 5 Message details
- 6 Forward (with introduction)
- 6 1 Forward (without introductions)
- 6 6 Forward (remove previous introductions)
- 7 Delete
- 8 Reply
- 8 8 Call sender
- 9 Save

ADDRESS after recording a message

- ▶ Enter a mailbox number
- ▶ Spell a name or distribution list
- ▶ Say a name or distribution list

CONFIRM

- 0 Hear delivery options
- 6 Add more recipients
- # Send

DELIVERY OPTIONS

- 1 Private
- 2 Important
- 4 Future delivery

SEND MESSAGE

- # Send

USER PREFERENCES

- 1 Features
- 2 Administrative options
- 3 Greetings

FEATURES

- 1 Notify Me on/off
- 2 Reach Me on/off

Notify Me and Reach Me are Advanced User features

ADMINISTRATIVE OPTIONS

- 1 Password
- 4 Date and time playback on/off

GREETINGS

- 1 Personal greeting
- 2 Extended absence
- 3 Name

PERSONAL GREETING

- 1 Standard system greeting
- 2 1 Away from phone
- 2 2 Busy greeting