



Consolidated Technology Services • WA

## **AURA VOICE MAIL USER PREFERENCES WEB PAGE**

The Aura voice mail includes a web page that allows you to set up some of your user preferences. The URL for the User Preferences web page is: <https://myaura.cts.wa.gov/user>.

### Logging in:

To log into the user preferences enter your 10 digit mailbox number followed by your voice mailbox password

A screenshot of a web browser window showing the login page for AVAYA aura messaging. The browser is Windows Internet Explorer, and the address bar shows the URL https://myaura.cts.wa.gov/user/login. The page content includes the AVAYA aura messaging logo, the title 'User Preferences', and a login form with two input fields: 'Mailbox number:' containing '3604078742' and 'Messaging password:'. A 'Log In' button is positioned below the password field. At the bottom of the page, there is a copyright notice: '© 2010-2011 Avaya Inc. All rights reserved.' The browser's status bar at the bottom indicates 'Trusted sites' and a zoom level of '100%'.

## 1. General Tab

If you will be using "notification" you must check **Other mobile phone or pager** under the **Mobile Phone or Pager** heading and then put in your 10 digit mobile or pager number.

**NOTE: DO NOT CHANGE** your zero out destination. The zero out destination is often times a software only number that must be programmed in the phone system. To change your zero out destination please notify your system administrator.

The screenshot shows a web browser window with the URL <https://myaura.cts.wa.gov/user/general>. The page is titled "General" and contains the following information:

- Messaging Access Number**
  - Internal: 3604071111
  - External: 3604071111
- Account Information**
  - Mailbox: 3604078742
  - Extension: 3604078742
  - Additional extensions: 3602929276
- 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: 3602929276
- Play On Phone**
  - When playing a voice message in Outlook using "Play on Phone":
    - Always use this phone: extension: 3604078742
    - Ask me every time which phone to use
- Attendant**
  - When callers press "0" during my greeting, forward to:
    - Default attendant (operator)
    - Personal attendant/assistant: 3609023330

## 2. Reach Me

When enabled, the Reach Me feature in Aura will call you at the numbers defined in your settings when you do not answer your phone or when your extension is busy.

The screenshot shows the 'Reach Me' configuration page in a web browser. The browser's address bar shows the URL 'https://147.55.144.6/user/reachme'. The page has a sidebar on the left with navigation options: General, Reach Me (selected), Notify Me, My Phone, Personal Lists, Password, and Advanced. The main content area is titled 'Reach Me' and contains several sections:

- Caller Categories:** When callers try to reach me:
  - Treat all callers the same
  - Distinguish between priority callers and other callersPriority 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: [text input field]
  - After [3] rings: go to voice messaging
- Reach Me Schedule:** Forward calls only between:
  - Time: 9:00 AM to 5:00 PM
  - Days: Monday, Tuesday, Wednesday, Thursday, Friday (all checked); Saturday, Sunday (unchecked)

A 'Save' button is located at the bottom of the configuration area.

You must complete the following fields in order to utilize the reach me feature:

**Caller Categories:** Does this feature apply to all callers or only priority callers (priority callers are other voicemail users on the system)

**Call Handling:** Once the reach me feature has been configured you can determine if it is to be used or if call should go to voice messaging.

**Reach Me Numbers:** (This setting is applicable only when reach me is enabled) From the drop down boxes enter the reach me number/numbers (up to 3). Enter the ring threshold (usually 3)

**Reach Me Schedule:** This enables you to specify a time schedule for specific days of the week when reach me is to be active.

### 3. Notify Me

To have the system notify you with a text or phone call when you have new voice mail messages, populate the fields under the “Phone Notifications” section.

**With a phone call to** - When selected, Aura will **call you** at the designated number when new messages arrive. You will be notified that you have a new message and then you will be prompted to enter your PIN. Once your PIN is entered you have full mailbox functionality and can listen and process new messages..

**With a text message or page to** – When selected, Aura will **send a text message** to the cellular number entered on your general page under “mobile phone or pager”. **Select the mobile provider** for your cellular service. When the text is received it displays: “avayams@ mss1-nrb.dis.wa.gov Voice Message from xxx-xxx-xxxx Caller: xxxxxxxxxx Duration: 00:00 Messaging#: 3604071111.

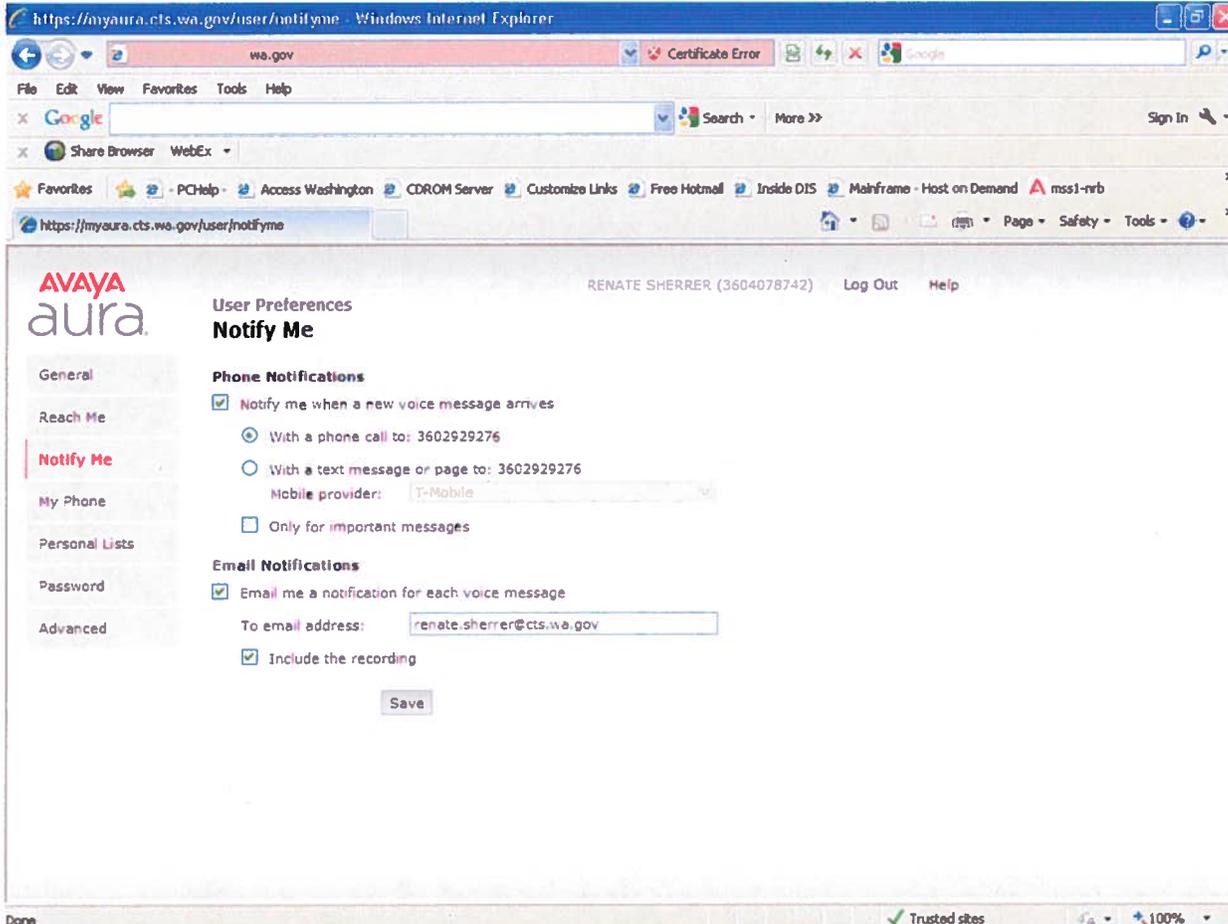
**Email Notifications** – These settings are available to Premium users only. These settings are used to receive voice mail messages into your Outlook Inbox. When activating these settings, voice mails deleted from email will NOT delete the message from your Aura voice mail box.

To activate:

Click “Email me a notification for each voice mail message.”

Enter your email address.

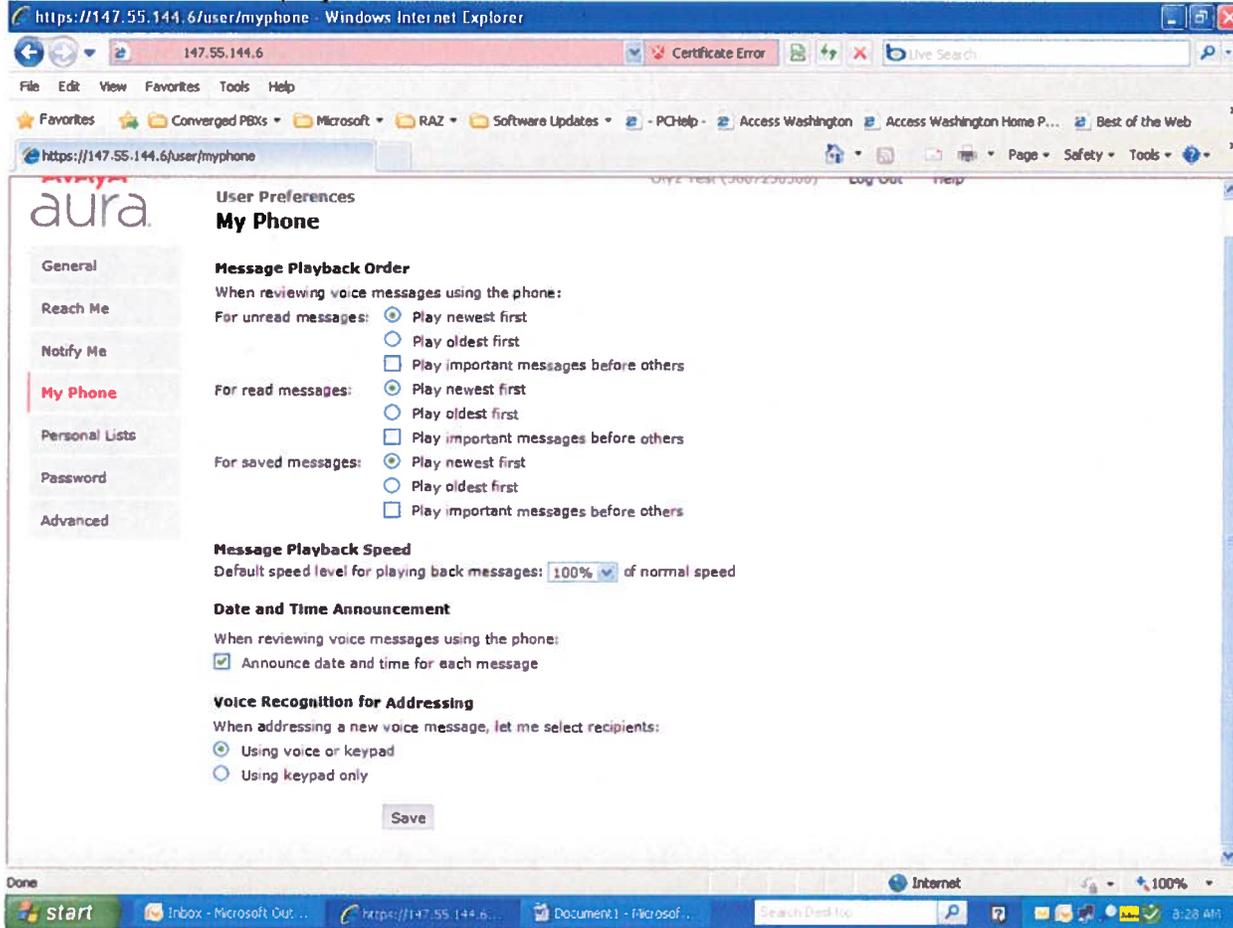
Click “Include the recording”



## 4. My Phone

Use the My Phone tab to:

Set the order and priority for how unread, read and saved messages will playback.  
Turn date and time playback on or off.



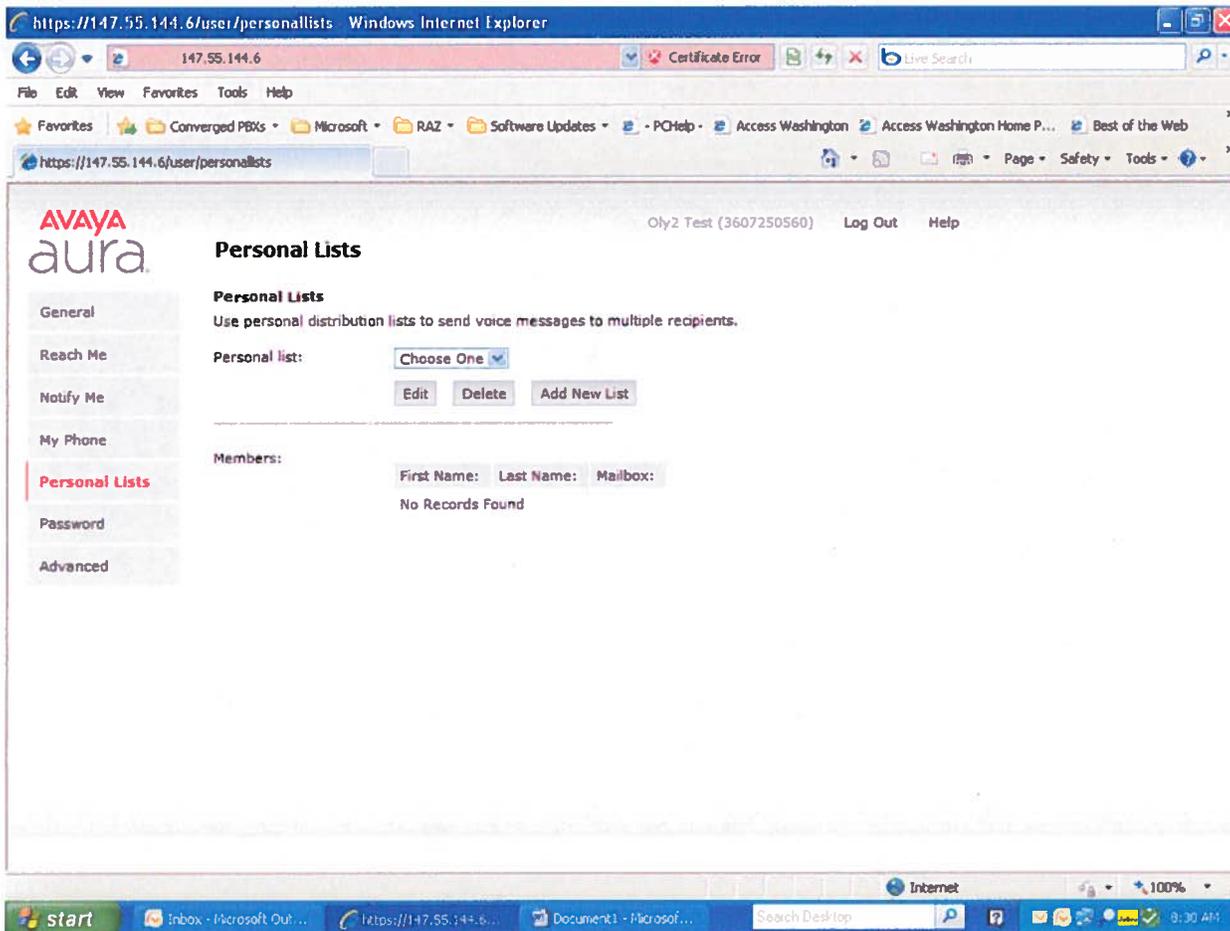
The screenshot shows a web browser window displaying the 'My Phone' user preferences page. The browser's address bar shows the URL 'https://147.55.144.6/user/myphone'. The page title is 'User Preferences My Phone'. On the left side, there is a navigation menu with the following items: General, Reach Me, Notify Me, My Phone (highlighted in red), Personal Lists, Password, and Advanced. The main content area is titled 'Message Playback Order' and contains the following settings:

- 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
- Voice Recognition for Addressing**  
When addressing a new voice message, let me select recipients:  Using voice or keypad,  Using keypad only

A 'Save' button is located at the bottom of the settings area.

## 5. Personal Lists

Use the Personal Lists tab to set up distribution lists for sending messages to multiple recipients. Recipients must be in the Aura voice mail system. You can have up to 90 lists (11 through 99) with up to 100 entries per list. Once you have set up your personal lists you can access them through your voice mailbox.



## 6. Password

Use the Password tab to change the password in your voice mail box. You can also change your password within your voice mail box.

