

# Aura Messaging User Guide

## SETTING UP A VOICEMAIL BOX

Initial Set-Up From Your Own Desk:

- 1) Press the Message/Voicemail button or Dial **5027822872**
- 2) Enter default password: 2580
- 3) Follow prompts to:
  - A. **Set your new password**
    - Password must be a minimum of 4 numbers
    - Passwords cannot:
      - Start with a zero (0)
      - Be consecutive numbers or all the same (i.e. 123456 or 111111)
      - Be your extension number
    - You will be prompted to enter your new password twice to confirm.
  - B. **Record your name/greeting**
    - You will be prompted to record your name and a personal greeting which callers will hear when they reach your voicemail.

## MANAGING MESSAGES

### **Retrieving Messages from Your Own Desk:**

- Press <MESSAGE> and enter password (#).

### **Retrieving Messages from a Co-Workers Desk:**

- Press <MESSAGE>
- Press <#> when the system answers
- Enter your extension number
- Enter your password (#)

### **Retrieving Messages from Outside the Office:**

- Dial **502-782-2872**
- Press <#> when the system answers.
- Enter your extension number
- Enter your password (#)

### **MAIN MENU**

- |                      |             |
|----------------------|-------------|
| 1 - Review Messages  | 5 - Restart |
| 2 - Send Messages    | 0 - Help    |
| 4 - User Preferences | * - Exit    |

### **OPTION 1- REVIEW MESSAGES, PRESS:**

- 1 for Unread Messages
- 2 for Read Messages
- 3 for Saved Messages

### **WHILE LISTENING TO MESSAGES, PRESS:**

- 1 to Rewind Message
- 2 to Pause/Resume message
- 3 to Fast Forward a Message
- 4 to Slow Down a Message
- 6 to Speed Up a Message

### **WHEN MESSAGE IS OVER YOU MAY, PRESS:**

- 4 to Replay Message
- 5 for Envelope Information
- 6 1 to Forward with Introduction
- 6 6 to Forward and Remove Previous Introductions
- 7 to Delete
- 8 to Reply
- 8 8 to Call Sender
- 9 to Save Message

### **QUICK HINTS, PRESS:**

- 3 3 7 to Quick Delete a Message
- 3 3 9 to Quick Save a Message
- 3 3 to Reach the End of a Message
- 1 1 to Rewind Message to the Beginning
- 0 for Help
- \* to Cancel and Back Up One
- # to Skip to the Next Message

### **OPTION 2-SEND MESSAGE**

- Press 2** to Send a Message to another mailbox. You will be prompted to record your message. After recording your message enter the mailbox destination or list name and Press:
- 6 to add more recipients
  - # to send the message
  - 0 to hear delivery options, which are:
    - 1 **Private** - Can't be forwarded to another mailbox.
    - 2 **Important** - Puts your message first in line in that user's mailbox.
    - 3 **Future delivery** - Record and save a message to be sent up to a year from the day you have recorded the message.

**OPTION 4-USER PREFERENCES, PRESS:**

**2** for Administrative Options

**3** for Greetings

**2 - Administrative Options:**

Change password or turn off time/date stamp.

**Press 1** for Password

**Press 4** Time/Date Stamp On or Off

**3 – Greetings:**

Record a greeting here. You have the option of using your Recorded Name, Personal Greeting or Extended Absence Greeting.

- **Press 1** for a Personal Greeting
  - **Press 1** for Standard System Greeting
  - **Press 2 1** for Away from Phone Greeting
  - **Press 2 2** for Busy Greeting
- **Press 2** for Extended Absence Greeting
- **Press 3** for Recorded Name Greeting

**OPTION 5-RESTART**

Should you get lost in the Voicemail system or just wish to start over, **press 5**.

**OPTION \* -EXIT**

Press \* to Exit the Voicemail system

**QUICK HINTS**

Go where you need to go without having to listen to all of the prompts. From the Main Menu:

- To Bypass a Greeting: **Press #**
- To Listen to New Messages: **Press 1 1**
- To Record Extended Absence Greeting: **Press 4 3 2**
- To Re-Record a Name: **Press 4 3 3**
- To Record a Personal Greeting: **Press 4 3 1 1**
- To Record a Busy Greeting: **Press 4 3 1 2 2**
- To Record an Away Greeting: **Press 4 3 1 2 1**
- To Change your Password: **Press 4 2 1**