

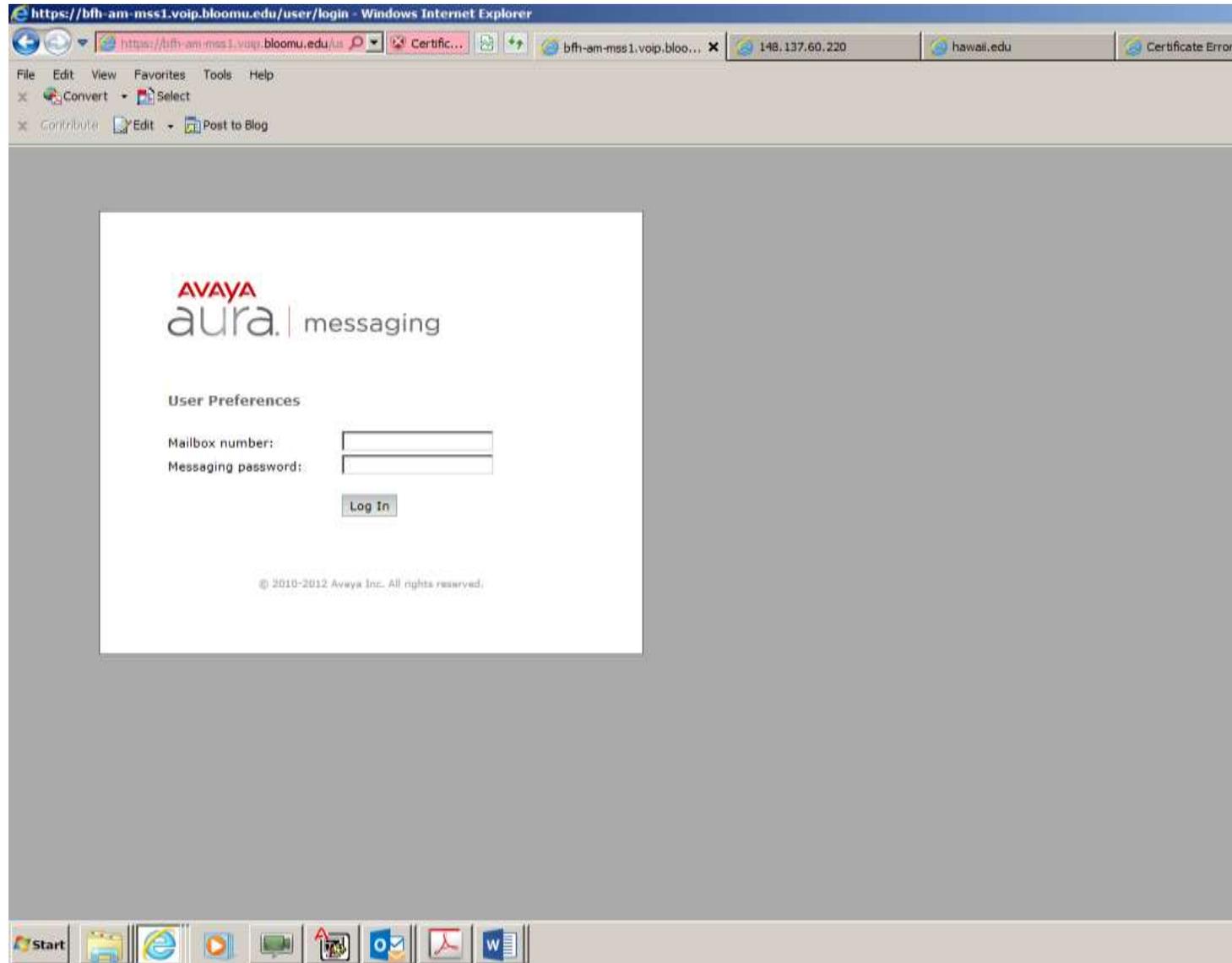
Bloomsburg University's Avaya Aura Messaging Web Interface

You can configure options for various Messaging features utilizing the User Preferences Web pages. To go to User Preferences Web pages, use a web browser and on the address bar type the following web address:

<https://vmail.bloomu.edu/user/login>

Log In

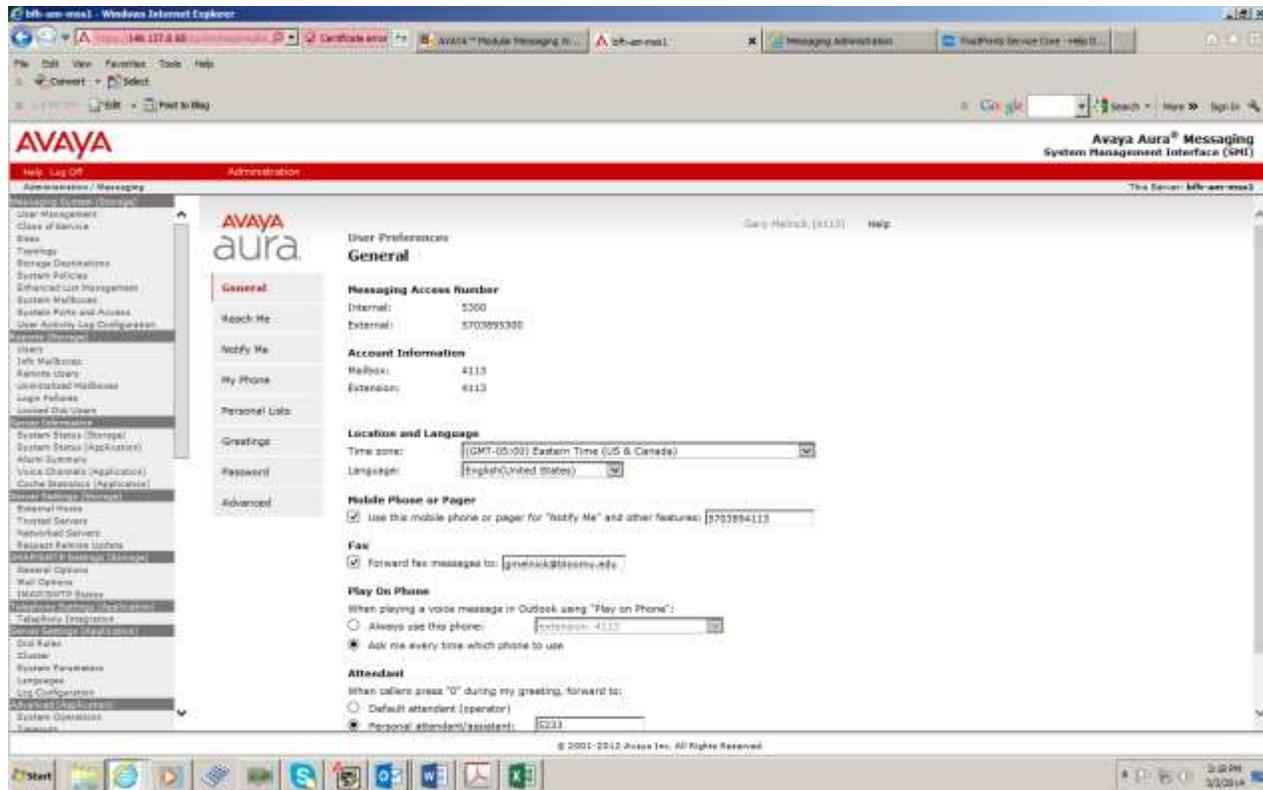
- **Mailbox number** – Enter your mailbox number.
- **Messaging password** – Enter your password.



- Click **Log In** button.

Once logged in, you will see the Log Out link on the top right of the screen and the menu options on the left side of the screen.

General Preferences



Messaging access number.

- Internal number – Displays the voice mail access number that can be dialed from your desk phone. 5300.
- External number – Displays the voice mail access number that can be dialed from an external phone to reach voice mail. 5703895300.

Account information.

- Mailbox – Displays your voice mailbox number.
- Extension – Displays your phone extension.

Time zone and language.

- Select a time zone from the drop down list. This setting affects:
 - The date and time announcement that is played when you listen to a voice message using the telephone user interface.

- Select the preferred language you want to use in the voice messaging system. If this is grayed out, then only the default language is available.

This setting affects:

- The language of the voice prompts you hear when accessing your Messaging mailbox through the telephone user interface.

Mobile phone or pager preferences.

- The Mobile Phone or Pager is used for several features such as:
 - Notify Me feature (if the Notify Me feature is enabled for you.)
 - Reach Me forwarding number.
 - Other mobile phone when using Play on Phone, Voice Reply, Voice Forward and all Sender in Outlook.
- The available options for Mobile Phone or Pager are:

- Mobile phone in internal directory, which uses your mobile phone number stored in the internal directory.
- Other mobile phone or pager, which uses numbers other than the numbers present in the internal directory. This other number is manually entered in the mobile phone or pager. Enter the number as 570 XXXXXXX (Area Code + Number).

Fax

- Forward fax messages to an email address of your choice.

Play on phone preferences.

- When using Play on Phone, Voice Reply, Voice Forward, and Call Sender. On the Messaging toolbar in Outlook, by default, a window is displayed that prompts you what phone to use for these features. The options available on the prompt are:
 - Use this phone – If the same phone selected is always used for Play on Phone, Voice Reply, Voice Forward, and Call Sender, the window stops prompting you to choose a phone. If you choose another phone, you must enter the new phone number (any phone number formatting is acceptable).
 - Ask me which phone to use – Restores the default setting where the system prompts you to select a phone every time you use Play on Phone, Voice Reply, Voice Forward, and Call Sender.

Attendant forwarding preferences.

- Attendant forwarding settings define where calls are forwarded when a caller presses 0 while listening to your voice message greeting. The options available for Attendant forwarding are:
 - Default speech attendant.
 - Calls are routed to the speech attendant. **A default attendant is NOT defined.**
 - Personal attendant/administrative assistant – Calls are routed to another phone number. You must enter the phone number, which can be internal (typically a phone extension).

Reach Me Preferences



The Reach Me feature manages how your incoming calls are forwarded. This feature is only offered to the users when there is no answer to the phone and not when the phone is busy.

Caller Categories.

- Options for Call Handling differ depending on how you chose to categorize your users. If you select to distinguish between priority callers and other callers you must define call handling for both categories.
- Treat all callers the same – Callers are categorized as the same.
- Distinguish between priority callers and other callers – Priority callers are other voicemail users on this system. Priority callers and other callers can be handled differently.

Call Handling.

- You can identify where you want callers to go to when they get to your voice mailbox.
- Forward calls to the Reach Me numbers below – Check this radio button to send the call to your Reach Me numbers.
- Screen call – Check this box to have caller state their name to allow you to screen the call. The recorded name is played when you receive the forwarded call, and you can accept or reject the call.
- Go to voice messaging – Check this radio button to send the caller to your voice mailbox.

Reach Me Numbers.

- Incoming calls can be forwarded to up to three numbers. The system tries to reach you using all your Reach Me numbers before forwarding a call to your

Notify Me Preferences

The Notify Me feature sends you a notification when you receive a new voice message. You can receive the notification by text message, phone call, or Email.

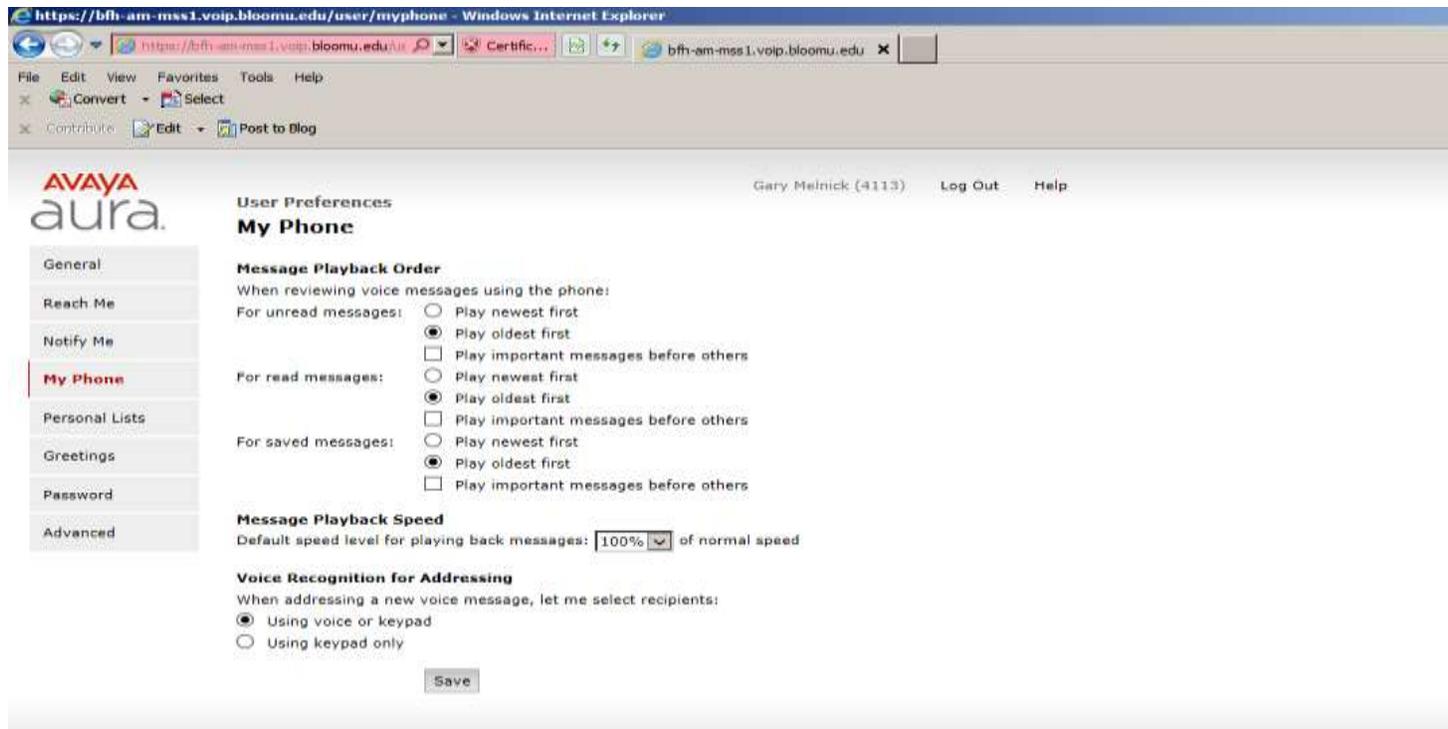
Phone Notifications.

- Notify me when a new voice message arrives – Check this box if you want to get a text message, page, or phone call.
- With a text message or page to: <Your mobile or pager number is displayed>
- With a phone call to: <Your mobile number is displayed>
- By default, the mobile phone number is the number in your company's internal directory. To designate a different mobile number or a pager number, select and enter the number in the Other mobile phone or pager field found under the General Web page.
- If you chose to receive text message or pager notifications, select your provider from the Mobile provider drop-down list. If your provider is not shown, contact your administrator.
- Only for important messages – Select this check box if you only want to receive notifications when a caller marks a voice message as High Importance.

Email Notifications.

- Email me a notification for each voice message – Check this box if you want to get an e-mail for every voice message.
- To email address – Enter your e-mail address in the space provided.
- Include the recording – Select this checkbox if you want to include the recording of the voice message.

My Phone Preferences



This page allows you to customize your preferences when using the telephone user interface (TUI).

Message Playback Order.

When reviewing messages using the phone, you can change the order in which you hear messages. By default, messages are played starting with the newest message. You can set the Message playback order independently for unread, read, and saved messages.

- Play newest first – to hear messages starting with the newest message first.
- Play oldest first – to hear messages starting with the oldest message first.
- Play important messages before others – to hear urgent messages first.

Message Playback Speed.

You are able to adjust the default Message Playback Speed (slower or faster) if needed

- Default speed level for laying back messages – Use the drop down menu to select the default message speed.

- Date and Time Announcement.

You are able to add/remove the date and time stamp for each message.

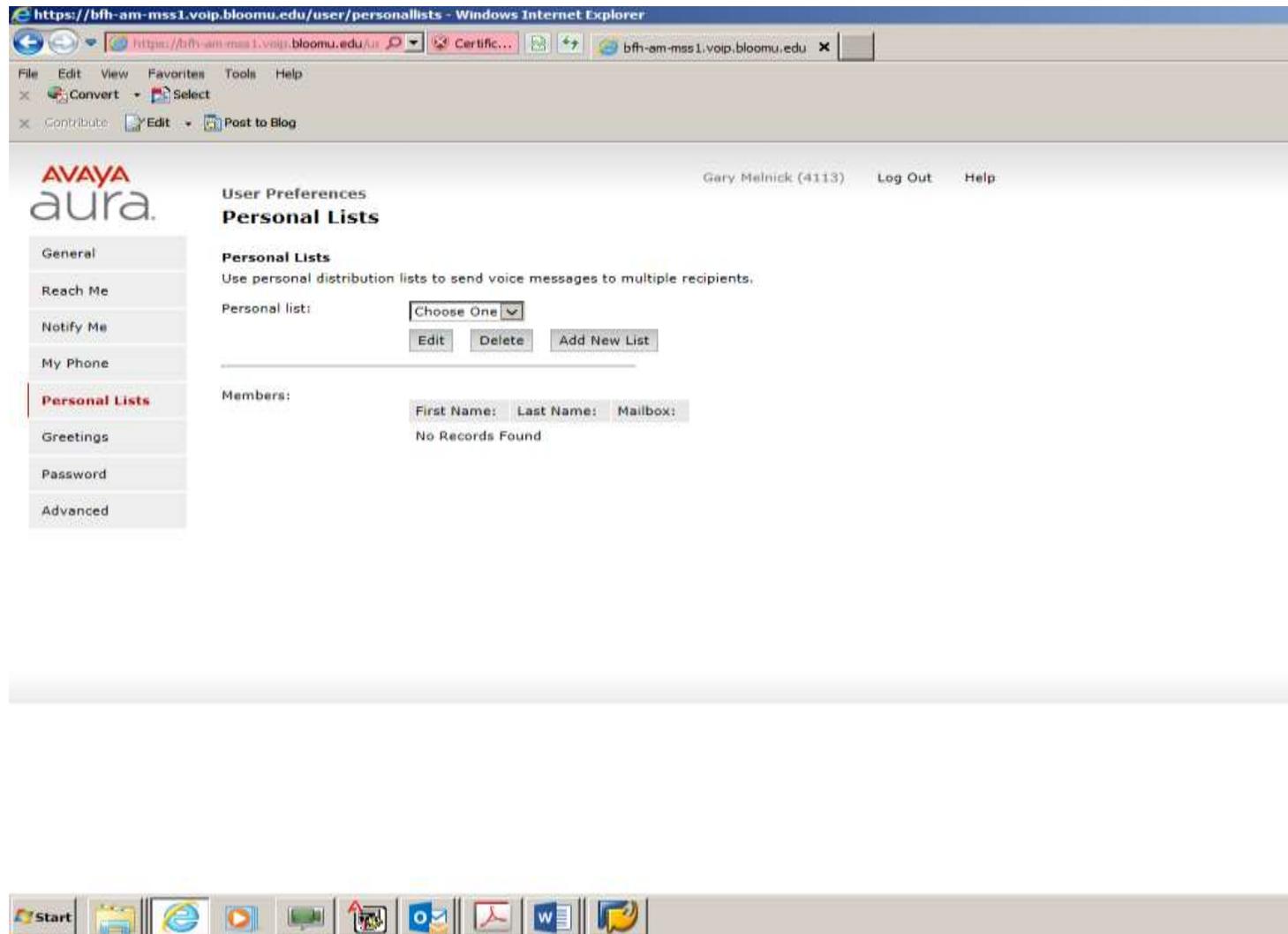
- Announce date and time for each message – Select this box to hear the date and time that a message was received before reviewing it from the telephone user interface. If you don't want to get the date and time stamp, deselect the box.

Voice Recognition for Addressing.

You are able to configure if you want to use voice recognition and/or the keypad to address messages.

- Using voice or keypad – Allows you to use both voice recognition and the telephone keypad to select voice message recipients.
- Using keypad only – Allows you to use only the telephone keypad to select voice message recipients.

Personal Lists Preferences



The screenshot shows a web browser window displaying the Avaya Aura Personal Lists page. The browser's address bar shows the URL: <https://bfh-am-mss1.voip.bloomu.edu/user/personallists>. The page title is "User Preferences Personal Lists". The user is identified as "Gary Melnick (4113)". The page includes a navigation menu on the left with options: General, Reach Me, Notify Me, My Phone, Personal Lists (selected), Greetings, Password, and Advanced. The main content area is titled "Personal Lists" and contains the instruction: "Use personal distribution lists to send voice messages to multiple recipients." Below this, there is a "Personal list:" label followed by a dropdown menu set to "Choose One". To the right of the dropdown are three buttons: "Edit", "Delete", and "Add New List". Below these buttons is a "Members:" section with a table header containing "First Name:", "Last Name:", and "Mailbox:". The table body shows "No Records Found". The Windows taskbar at the bottom of the screen displays icons for Start, Internet Explorer, and several other applications.

The Personal Lists screen allows you to create personal distribution lists (up to 89 lists) to send one message to many voicemail users (up to 99 users).

Personal Lists.

- Select a list from the drop down menu and click the Edit button to edit an existing list.
- Click the Add New List button to create a new list.
- Select a list from the drop down menu and click the Delete button to delete an existing list.
- In the new member (mail box) text box, enter the mailbox number of the member that you want to add to your personal list, and then click the Add button. The system displays the First Name, Last Name, and Mailbox of the newly added member.

- Click Save to save the list.

Greetings Preferences

The screenshot shows the AVAYA aura user interface for 'User Preferences' under the 'Greetings' tab. The user is identified as Gary Melnick (4113). The interface includes a sidebar with navigation options like 'General', 'Reach Me', 'Notify Me', 'My Phone', 'Personal Lists', 'Greetings' (selected), 'Password', and 'Advanced'. The main content area is divided into three sections:

- Standard Greetings:** A table with columns for Description, Play, Active, Enable Expiry, and Expiration Date/Time. It shows a 'Personal' greeting with a play button and a checked 'Active' box, and an 'Extended Absence' greeting with a greyed-out play button and unchecked 'Active' and 'Enable Expiry' boxes. The expiration date is set to Feb 11, 2014.
- Optional Greeting Rules:** A table with columns for Greeting number, Description, Play, Active, All/Internal/External, All/Office Hours/Non Office Hours, and All/Busy/No Answer. It shows one rule with the description 'Off of Work' and all dropdown menus set to 'All'.
- Business Hours:** A section for setting business hours between 7:00 AM and 5:00 PM, with checkboxes for all days of the week (Monday through Sunday) selected.

A 'Save' button is located at the bottom of the page.



Allows users to activate pre-recorded greeting to callers when a call goes to voice mail.

Standard Greeting.

- Personal Greeting.
- Click the play button to listen to your personal greeting wav file.
- Check the activate personal greeting box to activate your standard greeting.
- Extended Absence Greeting.
- Click the play button to listen to your extended absence greeting wav file. If grayed out, no greeting is recorded.

Optional Greeting.

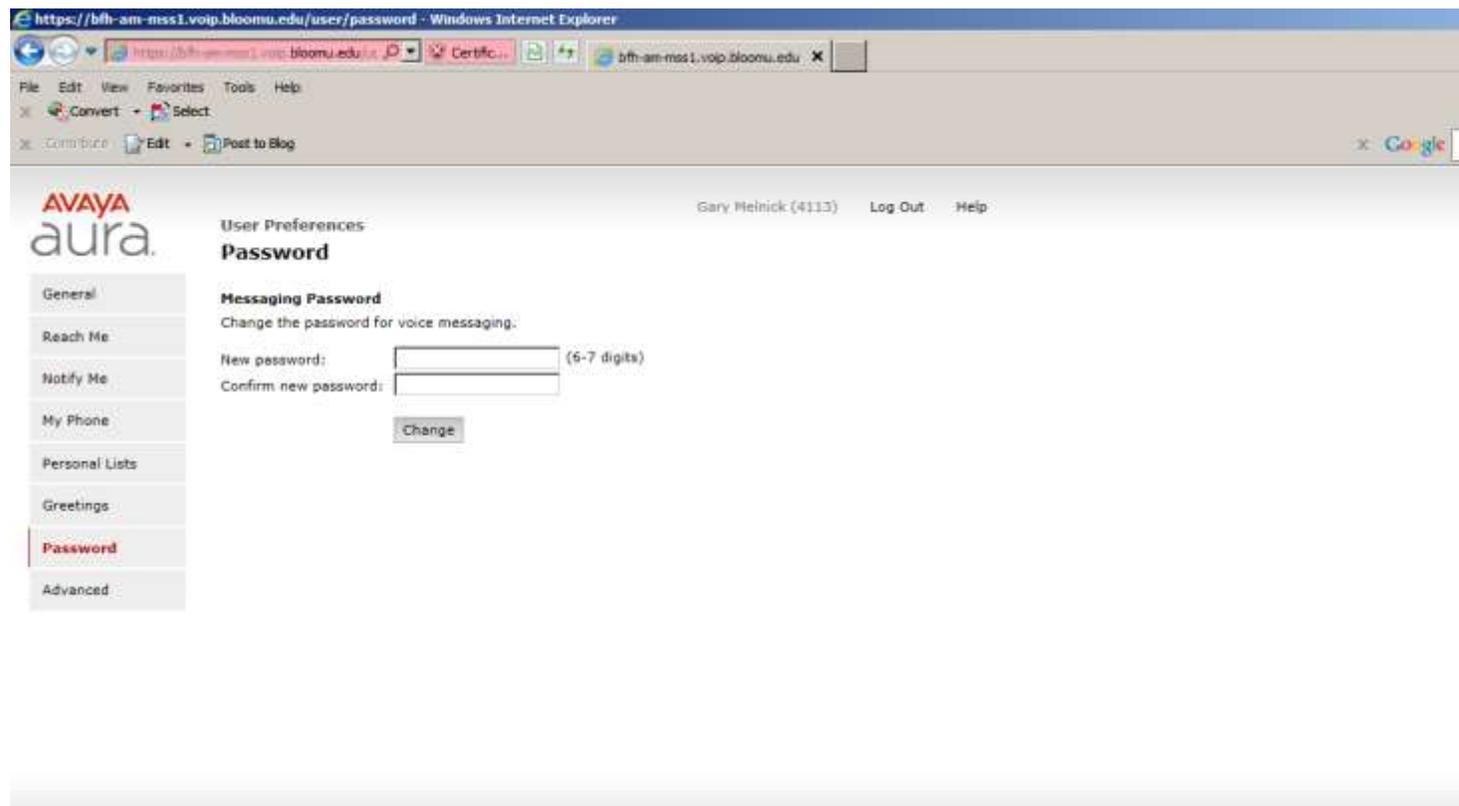
Optional Greeting Rules.

- Description allows you to name your optional greeting.
- Click the play button to listen to your optional greeting wav file.
- Check the activate optional greeting box to activate your optional greeting.

Business Hours.

You can customize your business hours and set up the time period on each day, for specific days of the week. By default, business hours are between 8:00 AM and 4:30 PM, Monday through Friday.

Password Preferences

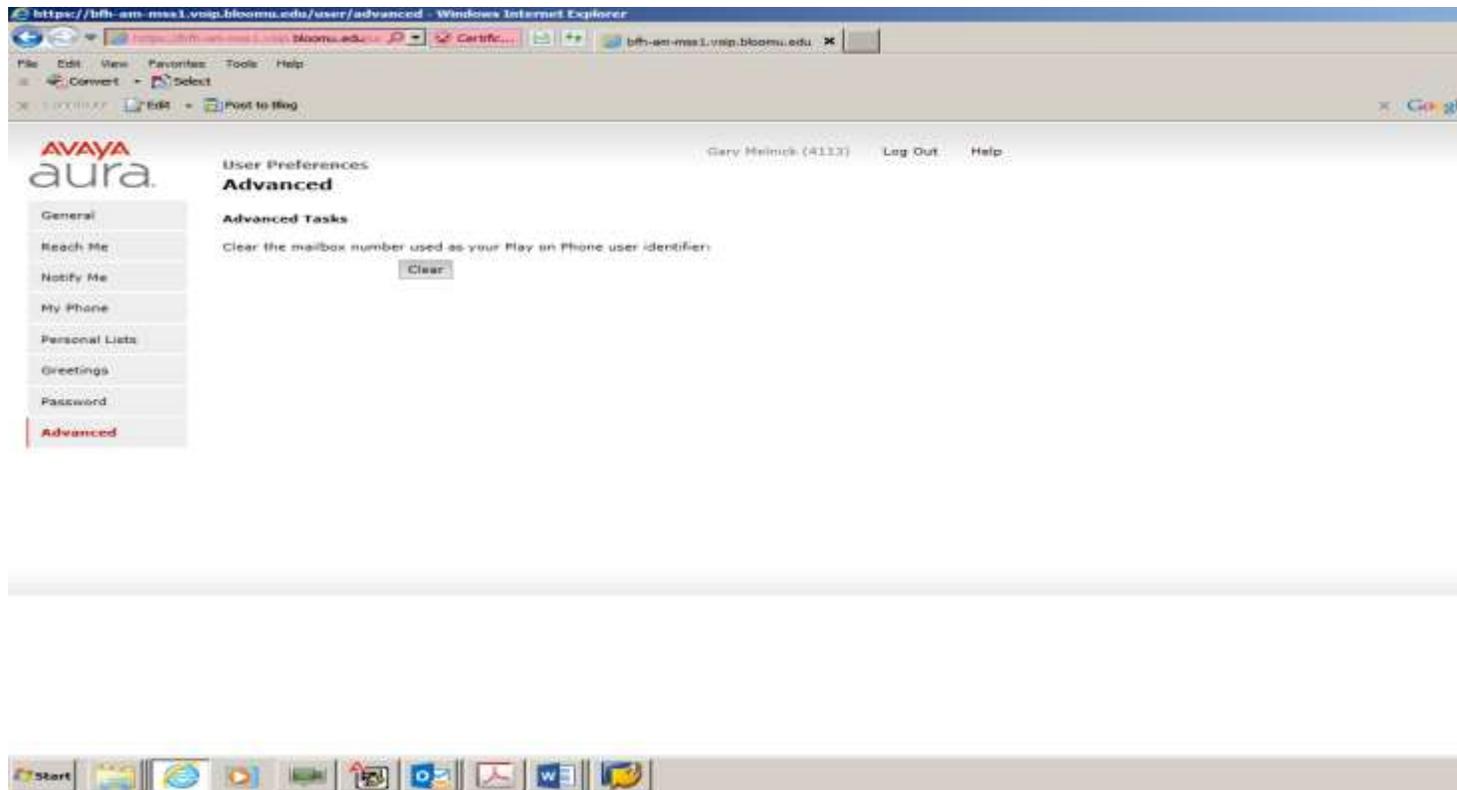


The Password screen allows you to change your password.

Messaging Password.

- New password – Enter a new password in this field.
- Confirm new password – Reenter your password to confirm.

Advanced Preferences



Advanced Tasks.

- Clear the mailbox number used as your Play on Phone user identifier – Pressing the Clear button will clear the association of your Messaging mailbox with Outlook IMAP folder.