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Chapter 1: Getting Started

What you need

Your administrator provides you with the following Messaging information:

- Messaging access number, Extension Internal 53333, off campus 61253333
- Your mailbox number and temporary password, 12121
- URL to access Avaya Aura Messaging User Preferences web page
  https://voicemail.anu.edu.au/user/login

Mailbox access using a phone

To access your voice messages:

- Press the message button if your desk phone or soft phone has one, or
- Call the internal or external Messaging Access number.

Related topics:
  Accessing the mailbox from your desk phone or soft phone on page 3
  Accessing your mailbox from any phone on page 4
  Initializing your mailbox on page 4

Accessing the mailbox from your desk phone or soft phone

Procedure

1. From your office desk phone or soft phone, do one of the following:
   - Press the Voice mail or Message button.
   - Dial the Messaging access number (internal). If you do not know your Messaging access number, contact your administrator.
The system announces your name and prompts you for your password.

2. Enter your Messaging password and then press the hash key ( #).

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**Accessing your mailbox from any phone**

**About this task**

You can access your mailbox from anywhere by dialing 53333 internally or 61253333 externally.

**Procedure**

1. Dial 53333 (or 61253333 from off campus):
   - the Messaging access number (external) from any other phone and press the hash key ( #).
     
     If you use somebody else's phone from within your organisation, who also has a Messaging mailbox, then press * after dialling the Messaging Access Number, to cancel the automatic login based on that phone's extension and proceed with the remaining steps.

   - the Automated Attendant number and press the hash key ( #).

2. Enter your mailbox number and press the hash key ( #).
   - The system announces your name and prompts you to enter your password.

3. Enter your password and press the hash key ( #).

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**Initialising your mailbox**

**About this task**

During the initialisation process, you customize your greetings and set a new password. However, your mailbox remains operational even if you do not complete initialisation. You can complete initialisation the next time you access your mailbox.

Initialise your mailbox by performing the following steps:
• Change your temporary password.
• Record your name.
• Record your personal greeting.

Your personal greeting is played to callers when your phone is busy or you do not answer a call. If you do not record a greeting, the system uses your recorded name to identify you to other Messaging users when the users send you a voice message. The system also uses your recorded name in a system generated greeting that is played when callers reach your mailbox.

If your organisation uses the Messaging automatic attendant, your recorded name is played before the attendant transfers callers to your extension.

Procedure

1. Call the Messaging system.
2. Enter your temporary password 12121 and press the hash (#) key.
   Your temporary password is the password assigned by Administrator while creating your mailbox. If you have already changed your temporary password on the Password page in User Preferences, then enter your regular password.
3. Follow the prompts to change your password (if required).
4. Record your name. You can complete this step later.
5. Record your personal greeting. You can complete this step later.
Logging in to User Preferences

About this task
You can configure options for various Messaging features in the User Preferences Web pages.

Procedure

1. To open the User Preferences Web pages,
   • Open a web browser, type https://voicemail.anu.edu.au/user/login and press enter.
   The system displays the Messaging User Preferences login page. Perform the remaining steps on the login page.
2. In the Mailbox number field, enter your mailbox number.
3. In the Messaging password field, enter your password.
4. Click Log In.
   The system displays the User Preferences General Web page.
Chapter 2: Customising Messaging

About User Preferences

User Preferences is a web-based tool to customise settings for Messaging.

⚠️ Note:
Some of these features may not be available in your organisation. For details, contact your administrator.

Logging in to User Preferences

About this task
You can configure options for various Messaging features in the User Preferences Web pages.

Procedure

1. To open the User Preferences Web pages,
   • Click User Preferences on the Messaging toolbar in Outlook or Zimbra, or
   • Open a web browser, type https://voicemail.anu.edu.au/user/login press enter.

   The system displays the Messaging User Preferences login page. Perform the remaining steps on the login page.

2. In the Mailbox number field, enter your mailbox number.
3. In the Messaging password field, enter your password.
4. Click Log In.
   The system displays the User Preferences General Web page.
General preferences

The following User Preference features are found on the General Web page:

• Messaging access number
• Account information
• Location and language
• Mobile phone or pager
• Fax
• Play on phone
• Attendant

Note:
Some of these features may not be available in your organisation. For details, contact your administrator

Messaging Access Number

Messaging Access Numbers (internal and external) are used to access Messaging. The internal number is 53333. The external number, 61253333 is the one that you dial from outside the campus.

Account Information

Account information displays the following fields:

• Mailbox: Displays your assigned voice messaging mailbox number.
• Extension: Displays your assigned phone extension.
• Additional Extensions: Displays any additional phone extensions associated with your mailbox. If the Additional extensions field is not displayed, no additional extensions are configured for your mailbox.
Location and Language

Select your preferred time zone and language in the Location and Language section.

**Time zone**
Selecting a time zone affects the date and time announcement that is played when you listen to a voice message using the telephone user interface. Changes to the time zone also impact the **Reach Me Schedule** on the Reach Me screen.

**Language**
You can select the preferred language you want to use in the voice messaging system. If this field is grayed out, only the default language is available. This setting affects the following:

- The language of the voice prompts you hear when accessing your Messaging mailbox through the telephone user interface.
- The language used for your User Preferences Web screens.

Mobile Phone or Pager

You can use **Mobile Phone or Pager** for features such as:

- Notify Me is not an available feature.
- Reach Me forwarding number, (internal calls only).

The following options are **not** available for **Mobile Phone or Pager**:

- **Mobile phone in directory**, which uses your mobile phone number stored in the internal directory.
- **Other mobile phone or pager**, where you can specify an alternate mobile phone or pager number.

Fax

Faxes are sent to a designated e-mail address. They are not stored in the voice messaging system and hence, cannot be accessed by the TUI. Newly received faxes do not light the Message Waiting Indicator. You can choose to receive the fax messages either at the e-mail address specified in your organization's internal directory or at any e-mail address of your choice.

The following options are available for **Fax**:
**Email address in directory:** If this option is available, select it to use an e-mail address stored in the internal directory.

**Other email address:** Select this option to specify an e-mail address other than the one present in the internal directory.

**Note:**
If you do not have the fax options on the General Web page, it implies that fax features have been disabled at the system administration level.

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### Play On Phone

When you click Play on Phone, Voice Reply, Voice Forward, or Call Sender on the Messaging toolbar, the system displays a pop-up window where you need to specify which phone is to be used for the requested action. The Play on Phone settings on the User Preferences General page provide options to manage this pop-up as follows:

- **Always use this phone:** Use this option to specify a phone number that you want to use for Play on Phone, Voice Reply, Voice Forward, or Call Sender. This phone number will automatically be used every time it is needed, and you will not be prompted with a pop-up for this purpose.

- **Ask me every time which phone to use:** Use this option to restore the default setting where the system displays a pop-up that prompts you to select a phone each time you use Play on Phone, Voice Reply, Voice Forward, or Call Sender.

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### Attendant

Attendant settings define where calls are forwarded when a caller presses 0 while listening to your voice message greeting.

The options available for Attendant are:

- **Default attendant (operator):** Calls are routed to the system attendant (operator).

- **Personal attendant/assistant:** Calls are routed to another phone number. You must enter the phone number, which can be internal (typically a phone extension) or external (any phone number formatting is acceptable).

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### Reach Me preferences

Reach Me settings are located on the Reach Me Web page in your User Preferences.
The Reach Me feature allows callers an opportunity to reach you on an alternate phone when you do not answer or when your primary extension is busy. 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** - For any incoming call, you can forward calls to up to three internal Reach Me numbers.
- **Schedule** - You can forward calls during certain hours and on certain days defined by you.

**Note:**
If you do not have a Reach Me Web page, the Reach Me features have been disabled at the system administration level.

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**Configuring Reach Me**

**Procedure**

1. Categorise Your Callers
2. Define Incoming Call Handling
3. Define Your Reach Me Numbers
4. Define a Reach Me Schedule
5. Test Your Reach Me Preferences

---

**Caller Categories**

You can let the Reach Me feature handle all calls in an identical fashion, or define different call handling actions for priority callers and other callers. Priority callers are all the voice messaging users in the internal directory of the Messaging system.

To define caller categories:

1. Navigate to the **User Preferences > Reach Me** page.
2. Under the **Caller Categories** section
   - Select **Treat all callers the same** if you want to set the same call handling action for all callers.
Call Handling

Call Handling settings are where:

- Reach Me is enabled, allowing you to forward your incoming calls.
- Call Screening is enabled, requesting that callers record their name so that you can decide to accept or reject a forwarded call.

Configuring incoming call handling when treating all callers the same

About this task
Options for Call Handling differ depending on how you chose to categorise your users. If you selected the option to treat all callers the same:

Procedure

1. To enable Reach Me, select **Forward calls to the Reach Me numbers below**.
2. When Reach Me is enabled, you can use call screening.
   To enable Call Screening, select the **Before forwarding, ask callers to record their name so I can screen the call** check box.
3. To disable Reach Me, select **Go to voice messaging**.

Configuring incoming call handling with priority callers

About this task
Options for Call Handling differ depending on how you chose to categorize your users. If you chose to distinguish between priority callers and other callers, the system presents you with options to define call handling for priority callers and other callers separately.

Procedure

1. To enable Reach Me for either priority callers, other callers or both, select **Forward calls to the Reach Me numbers below**.
2. When Reach Me is enabled, you can use call screening.
To enable Call Screening for either priority callers, other callers or both, select **Before forwarding, ask callers to record their name so I can screen the call** check box.

3. If you do not want Reach Me enabled, select **Go to voice messaging**.

---

**Call screening**

Call Screening is part of the Reach Me feature and is enabled under the Call Handling section found on the Reach Me Web page in your User Preferences. When Call Screening is enabled:

- callers are prompted to record their name before a call is forwarded.
- the recorded name is played when you receive the forwarded call, and you can accept or reject the call.

If rejected, the caller is told that you are unavailable and is routed to your Messaging mailbox.

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**Defining your Reach Me numbers**

**Before you begin**

These settings are applicable only when Reach Me is enabled.

**About this task**

With Reach Me enabled, incoming calls can be forwarded to up to three numbers. The Messaging system tries to reach you at all your Reach Me numbers, by dialling them one at a time, before forwarding a call to your Messaging mailbox.

To define Reach Me numbers:

**Procedure**

1. From the drop-down boxes, select the forwarding numbers.
2. For each Reach Me Number, specify a ring threshold. For most phones, 3 rings is a good choice.

---

**Defining a Reach Me schedule**

**Before you begin**

These settings are applicable only when Reach Me is enabled.
About this task

When you enable Reach Me, you can set up a Reach Me schedule to forward calls during a certain time period and for specific days of the week. By default, calls are forwarded between 9:00 AM and 5:00 PM, Monday through Friday.

To set up a Reach Me schedule:

Procedure

1. Select **Forward calls only between**.
2. Select a start and stop time.
3. Select the days that you would like the schedule to be in effect.
   
   The system does not forward calls outside the schedule. If your extension rings and you do not answer, the call is routed to your mailbox.

Reach Me default settings when re-enabled using the TUI

You can enable or disable Reach Me by using the TUI or by using the User Preferences Web pages. If you use the TUI to re-enable Reach Me, the system:

- Enables call forwarding to previously defined Reach Me numbers.
- Enables the 'Treat all callers the same' option.
- Disables call screening.
- Enables Reach Me scheduling.

Testing your Reach Me configuration

After you configure your Reach Me settings, call your extension from a separate phone to experience exactly what your callers experience. This is important for testing defined ring thresholds and forwarding settings.

You have successfully configured your Reach Me settings if your test call is forwarded to all specified phone numbers, one by one and then finally, to your Messaging mailbox.

Notify Me preferences

Notify Me settings are located on the Notify Me Web page in your User Preferences.
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 NOT AVAILABLE
- Phone call to your mobile phone NOT AVAILABLE
- Page notification to your pager NOT AVAILABLE
- E-mail notification to your e-mail address

**Note:**
If you do not have a Notify Me Web page, the notification features are disabled at the system administration level. Similarly, if one of the described notification options is not available, it was disabled by the administrator.

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### Configuring phone notifications

**Before you begin**

To enable text message or page notifications you must define a mobile phone or pager number. To set up your mobile phone or pager number, specify the phone number in the Mobile Phone or Pager section in General preferences.

**About this task**

To configure phone notifications, perform the following steps on the Notify Me Web page of your User Preferences:

**Procedure**

1. On the Notify Me Web page of User Preferences, under **Phone Notifications** select **Notify me when a new voice message arrives**.
2. Select one of the following notification options:
   a. To receive notifications through a phone call, select **With a phone call to**:
      The system displays the phone number you specified in the **Other mobile phone or pager** field on the General Web page.
   b. To receive notifications as text message or pager notifications, select **With a text message or page to**:
      The system displays the phone number you specified in the **Other mobile phone or pager** field on the General Web page.
      If you choose this option, you must select your service provider from the **Mobile provider** drop-down list. Contact your system administrator if the system does not display your mobile provider in the drop-down list.
c. Select **Only for important messages** if you want to receive notifications only for high Importance voice messages.

3. Click **Save**.

---

**Configuring e-mail notification**

You can receive an e-mail notification of a new voice message to a specified e-mail account. For e-mail notifications, the Messaging toolbar is not available.

**Procedure**

1. On the Notify Me Web page of User Preferences, under **E-mail Notifications**, select the **Email me a notification for each voice message** check box.

2. In the **To email address** text box, enter the e-mail address to which e-mail notifications need to be sent.

3. Select the **Include the recording** check box if you want to include the recording of the voice message. For Private messages, the voice message recording may not be included even if this check box is selected, depending on the system configuration.

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**My Phone preferences**

User preferences on the My Phone Web page allows you to customise your preferences when using the telephone user interface.

The following user preference features are found on the My Phone Web page:

- Message Playback Order
- Message Playback Speed
- Prompt Level
- Date and Time Announcement
- Voice Recognition for Addressing Preferences

**Note:**

If one of the described phone preference features is not available on the My Phone Web page, it has been disabled by the administrator.
Message playback order options

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.

For unread messages, read messages and saved messages:

1. Select **Play newest first** to hear messages starting with the newest message first.
2. Select **Play oldest first** to hear messages starting with the oldest message first.
3. Select **Play important messages before others** is selected to hear urgent messages first.

Changing message playback speed

**About this task**

When reviewing messages using the phone, by default, they are initially played at normal speed, or 100%. Telephone keypad options are available to speed up or slow down the message during review. By setting the Message Playback Speed, you can choose a slower or faster default speed at which all messages are initially played. After setting a slower or faster default playback speed, the telephone keypad options are still available to further speed up or slow down an individual message during review.

**Procedure**

1. To hear messages at a slower than normal speed, choose one of the following (in order of slowest to fastest):
   - 70%
   - 85%
   - 90%

2. To hear messages at a faster than normal speed, choose one of the following (in order of slowest to fastest):
   - 125%
   - 175%

3. To return to normal speed, select 100%.
Enabling Rapid Prompts

About this task

Rapid prompts are a set of short, condensed phone prompts that replace the standard phone prompts. Because they are much shorter, rapid prompts help you save time. Use rapid prompts only if you are familiar with the standard prompts and do not need to hear instructions in detail each time you use Messaging. If you cannot see the Use Rapid Prompts check box on the My Phone page in User preferences, rapid prompts have not been setup on the Messaging system, by your administrator.

To enable rapid prompts on your phone:

Procedure

1. Enable the Use Rapid Prompts check box on the My Phone page in User preferences

Setting date and time announcement

Procedure

1. Select Announce date and time for each message to hear the date and time that a message was received before reviewing it from the telephone user interface.

Setting addressing preferences

About this task

Messaging provides the following options to select recipients for a message:

1. Voice recognition: You can use Voice recognition to select recipients or distribution lists by speaking their full name (as listed in the internal directory or as defined by you for your personal lists).

2. Telephone keypad: You can use the telephone keypad to select recipients or distribution list by using the keypad to spell their name or enter their mailbox number.

Procedure

1. To set your addressing preferences, select one of the following options:
Select **Using voice or keypad** to use both voice recognition and the telephone keypad to select voice message recipients.

Select **Using keypad only** to use only the telephone keypad to select voice message recipients.

⚠️ **Note:**

Some of these features may not be available in your organisation. For details, contact your administrator.

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## Personal lists

When you want to send a voice message to many voice messaging recipients, you can create one or more personal distribution lists in the Personal Lists page of your User Preferences Web page.

### Creating a personal list

**Procedure**

1. In the User Preferences Web page, click **Personal Lists**.
2. In the Personal Lists Web page, click **Add New List**.
3. In the **List name** text box, specify a name for your personal list. You can use this name when addressing an outgoing message.
4. From the **List number** drop-down list, select a list number. The list number ranges from 11 to 99.
5. 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 **Add**. The system displays the **First Name**, **Last Name**, and **Mailbox** of the newly added member.
6. Continue adding members until you have all the names you would like to include in your personal list. The maximum number of members that you can add in a personal list is 100.
7. Click **Save**.

   The maximum number of personal lists that you can create is 99.
Editing a personal list

Procedure

1. From the **Personal list**: drop-down list, select the personal list that you want to edit.
2. Click **Edit**.
3. You can perform the following actions:
   - Edit the list name
   - Change the list number
   - Delete existing members
   - Add new members

Editing the list name

Procedure

1. In the **List name**: text box, type the new name of the list.
2. Click **Save**.

Changing the list number

Procedure

1. From the **List number**: drop-down list, select an available new list number for your personal list.
2. Click **Save**.
Deleting existing members

Procedure

1. In the Members: list, identify the member you want to delete, and then click Delete.
2. Continue deleting members until you have deleted all the members you would like to remove from your personal list.
3. Click Save.

Adding new members

Procedure

1. In the New member (mailbox): text box, enter the mailbox number of the member you would like to add to your existing personal list.
2. Continue adding members until you have added all the members you would like to have in your personal list.
3. Click Save.

Deleting a personal list

Procedure

1. From the Personal list drop-down list, select the personal list that you want to delete.
2. Click Delete.
3. Click OK to confirm.
Changing your password

From a phone

About this task
To change your password from a phone, refer to one of the following documents:

• *The Quick Reference Guide for Avaya Aura® Messaging (Aria)*

This guide is available at  [http://netcomms.anu.edu.au/staff-only/vm.php](http://netcomms.anu.edu.au/staff-only/vm.php)

From User Preferences

About this task
To change the password using User Preferences, perform the following steps:

Procedure

1. On the User Preferences Web page, click **Password**.
2. Enter a new password, and confirm it.
3. Click **Change Password**.

Advanced Tasks

The Advanced User Preferences screen allows you to reset the association between your Messaging mailbox and your e-mail identity.

Select **Clear** to clear the association between your Messaging mailbox and your e-mail identity.

⚠️ Note:
You will be prompted for your mailbox number the next time you use Play on Phone.