Aura Messaging –
Quick Voice Mailbox Setup:
using the web interface

IMPORTANT NUMBERS	
Initial temporary password	**0211**
Voicemail number	**6060** (994-6060)

Three setup tasks will get you up and running with the new voicemail system:

1. [Initialize mailbox](#) (log in and set up new password).
2. [Record Personal Greeting](#) (the greeting callers hear when they reach your voicemail).
3. *****Record Personal Verification (the name callers hear when they reach your voicemail).

*The Personal Verification must be recorded directly from a phone and cannot be done through the web interface. Instructions can be found in the [Quick Voice Mailbox Setup Instructions by phone pdf](#). We strongly recommend recording your Personal Verification so that callers hear your name announced correctly in your own voice. The voicemail system does not pronounce names well.

IMPORTANT INFORMATION BEFORE YOU BEGIN:

1. **Browser Support**: The Aura Messaging web interface is supported by the following browsers/versions.
   - Microsoft IE -8 and 9
   - Firefox - 10 and later
   - Safari – 4 and 5
   - Google Chrome - v23 and later
2. **Pop-ups:** In order for the site to function properly pop-ups must be enabled. Please see [Managing-Pop-ups](#) for instructions on how to do so for the browsers listed above.
3. **Password rules:** You will be prompted to change your password after logging in with the temporary password (0211). Please be aware of the following new password rules. They are stricter than those on the old system.

   The examples provided below use 5096 *as the extension/mailbox number.*
   - Length: 4 – 15 digits
   - Cannot be the same as your extension/ mailbox number either forward or backward: (5096 or 6905)
   - Cannot contain your extension/mailbox number in it: (92350967 or 50960245)
   - Cannot be a string of identical or consecutive digits: (111111 or 3456789)

Contents

Initialize your mailbox:

1. Go to http:///www.montana.edu/voicemail.
2. Enter your **current voice mailbox number** in the Mailbox number field.   *(figure 1)*
   For most this will be your phone's extension.
3. Enter **0211** in the Messaging password field.
4. Click the **Log In button**.

Figure 1.

The Password window will open (see figure 2).

Figure 2.

5. Enter **new password** in the New password field. *(figure 2)*
6. Enter **password** again in the Confirm new password field.
7. Click the **Change button**.

A message will be displayed to confirm your password has been successfully changed.

Record greetings:

NOTE: Your browser will need to have pop-ups enabled in order to record greetings using the web interface. See Managing pop-ups for more information on how to enable pop-ups on your browser or contact IT Services for assistance (994-1777).

To record a greeting using a phone:

1. Click the **Greetings link** located in the left sidebar to open the Greetings panel.
   In the Standard Greetings section shown in figure below:
2. Click the **green phone icon** in the row of the greeting you'd like to record. *(Figure 4)*

Figure 4.

A new window will open that will allow you to choose the phone you'd like to use to record the greeting. (Figures 5 and 6)

3. Click the **radio button** next to the phone to use for recording message
    Before clicking the call button have your greeting prepared as you will need to begin recording immediately after entering your password and hearing the beep.

4. Click the **Call button**.
    The phone you've selected will ring and the message in window will confirm connection.

Figure 5.

Figure 6.

5. **Pick up receiver** (or do whatever you do to answer call on the phone you've selected.)

6. Enter **password** followed by **#** when prompted, and **record greeting** after the beep.

7. Click **#** to end the recording when finished or if you make a mistake.
    Follow the voice prompts to review, save, delete, or re-record the greeting. After finishing recording return to computer.

8. Check the **Active box** next to the green phone icon to activate the greeting. *(Figure 7)*

9. Click the **Save button** located at bottom of page.

Figure 7.

To record a greeting using computer's microphone:

1. Click on the red **Record icon** 🔴 in the row of greeting to be recorded. *(Figure 7)*
   The Greetings window will now display Recording controls below the Optional Greetings section.
2. Click the **controls** to start and stop recording. . *(Figure 8)*
3. Click the **Save Record** button to save recording.
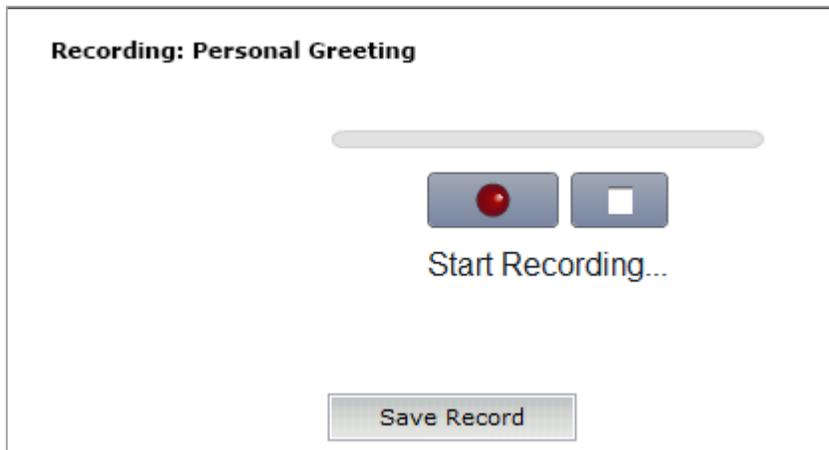
Figure 8.

4. Check the **Active box** in the row of the greeting recorded to activate. . *(figure 7)*
5. Click the **Save button** at the bottom of the page.

To set an expiration date on Extended Absence greeting:

1. Check the **Enable Expiry box**. . *(Figure 9)*
2. Set the **Expiration Date and Time**.
3. Click **Save button** located at bottom of page.
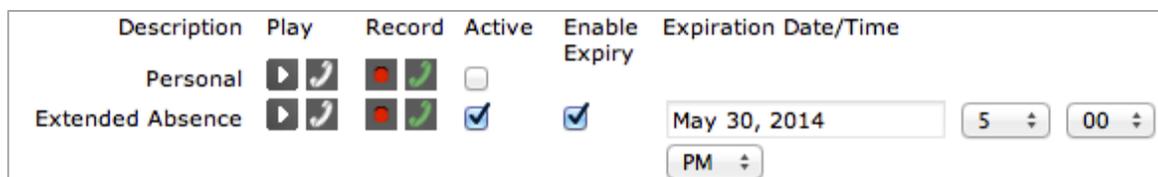
Figure 9.

Managing pop-ups

Use the following links to find information and directions for enabling/disabling pop-up windows for the browsers listed. Be aware that different versions may have slightly different instructions. If the instructions below vary from what you see on your browser do a Google search entering the version of your browser along with the version of the operating system of your device(i.e. Windows 7, Mac OS X Mountain Lion/10.8.5, etc.).

For further assistance, please contact IT Services at 994-1777.

Chrome	https://support.google.com/chrome/answer/95472
Firefox	https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting
Internet Explorer	http://windows.microsoft.com/en-us/internet-explorer/ie-security-privacy-settings#ie=ie-9
Safari	http://support.apple.com/kb/PH11946?viewlocale=en_US&locale=en_US