Aura Messaging Web Interface-
User Preferences

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

Web Messaging Interface: https://aam01.msu.montana.edu:10100

Voicemail information: http://www.montana.edu/voicemail

BEFORE USING the WEB INTERFACE please note the following:

1. **Browser support:** The Aura Messaging online user interface is supported by the following browsers/versions:
   - Microsoft IE -8 and 9
   - Firefox - 10 and later
   - Safari – 4 and 5
   - Google Chrome - v23
2. **Pop-ups must be enabled** on your browser in order to set certain preferences. See Managing Pop-ups at the end of this document for instructions on how to enable them on the browsers listed above.
3. **Can't remember password?** If you **did** set a password during the upgrade attempt in January, the temporary password will not work; you will need to use the one you set. If you can't remember the password you already set please contact the IT Services Desk (994-1777) and ask that they reset your password.

User Preferences

Descriptions of features and preferences are arranged according to the tab where they are located. Features that will be available during a later release are noted in red text.

Tab name	Common features found on tab
General	Enable auto login, set # to receive notifications, set personal attendant #
Reach Me	Set call handling features like numbers where calls can be forwarded
Notify Me	Set new voice message notifications to be sent to another phone or email
My Phone	Set auto play, set message playback order
Personal Lists	Create/modify personal lists
Greetings	Record greetings, set expiry date on extended absence greeting
Password	Change password
Advanced	
Other	

General

Figure 4.

Messaging Access Number: Access your voicemail from on-campus (internal) by dialing 6060 or from off-campus (external) using 994-6060. If your phone has a message button it will automatically be set to this number.

Account Information: View your mailbox number and enable and turn on Auto Login.

> Auto Login allows voicemail to be accessed by phone without having to enter mailbox # and password. Setting up Auto Login for your phone's mailbox is a 2-step process.

> To set up Auto Login:

1. Check the box next to *Enabled Login for the following allowed numbers* to enable login.
2. Check the box next to the extension you'd like to use Auto login.

Location and Language: Set time zone. Currently the only language available is English. Other languages may be made available in the future.

Mobile Phone or Pager: Enter a phone number where text notifications of new messages will be sent when the Notify Me feature is enabled. Notify Me is a feature that will send text or email notifications whenever you have a new voicemail message. IMPORTANT: To enable Notify Me you MUST also go to the Notify Me tab and check the box next to *Notify me when a new voice message arrives*.

(Note: The notification does not include the voicemail audio file just the time, date, and number of caller.)

Fax: This feature is not available at this time.

Play on Phone: Enter the number of the phone you would like to use when you click Play on Phone, Voice Reply, Voice Forward, or Call Sender on the Messaging toolbar. You must first configure email-enabled voicemail on Outlook and install the toolbox to use this feature. See http://www.montana.edu/voicemail for instructions.

Attendant: Enter the number where callers will be transferred when they press 0 while listening to your greeting. If a number is not set, callers who press 0 will hear a recording stating that no one is available and won't be given the option to leave a message.

Reach Me

Caller Categories: Set this feature to treat all callers the same OR to distinguish between internal callers (those coming from campus w/an MSU voice mailbox), and other callers (those coming from outside of the system).

Call Handling: Select how unanswered calls should be handled: forwarded to another phone OR sent to voicemail. If you selected to distinguish between callers, handling options will be displayed and can be set for each group.

Reach Me Numbers: Set up to 3 phone numbers where unanswered calls can be forwarded. Set the number of rings after which they should be forwarded.

NOTE: If you choose to forward your phone using the Reach Me settings do not precede the *Reach Me Numbers* you enter with a 9. For example, enter 406-582-1111; do NOT enter: 9 406-582-1111.

Reach Me Schedule: Set the hours when unanswered calls should be forwarded.

Phone Notifications: Select to be notified by text message (or page) whenever a new voice message arrives in your mailbox.   IMPORTANT: You must **first** enter a phone number in the Mobile Phone or Pager field located on the General tab BEFORE you will be able to select/set the Phone Notifications option.

Voice Email Notifications: Select to be notified via email whenever a new voice message arrives in mailbox. Enter the address where notifications should be sent. The notification includes the time, date, and number of caller but does not include an audio file of actual message.
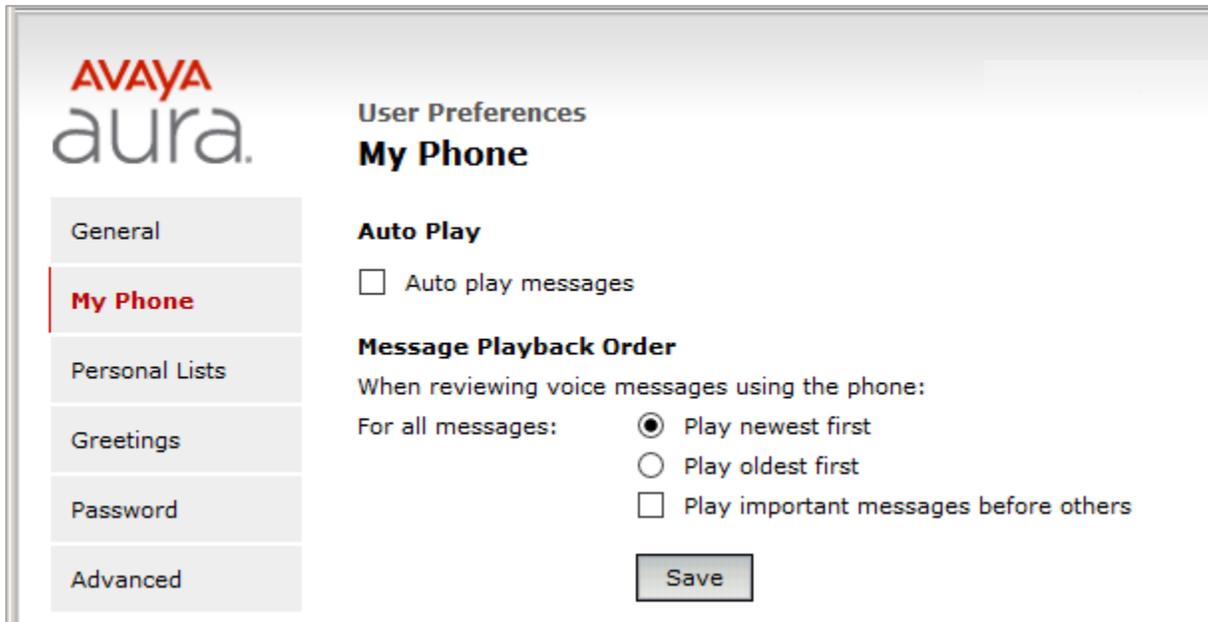
My Phone

Figure 5.

Auto Play: Check the box next to Auto Play to have messages played automatically without having to step through them manually using the key pad.

Message Playback Order: Select the order messages will be played.
(Note: The default setting plays the newest first. You may want to change this setting so that you hear your messages in the order that they were recorded (oldest first).
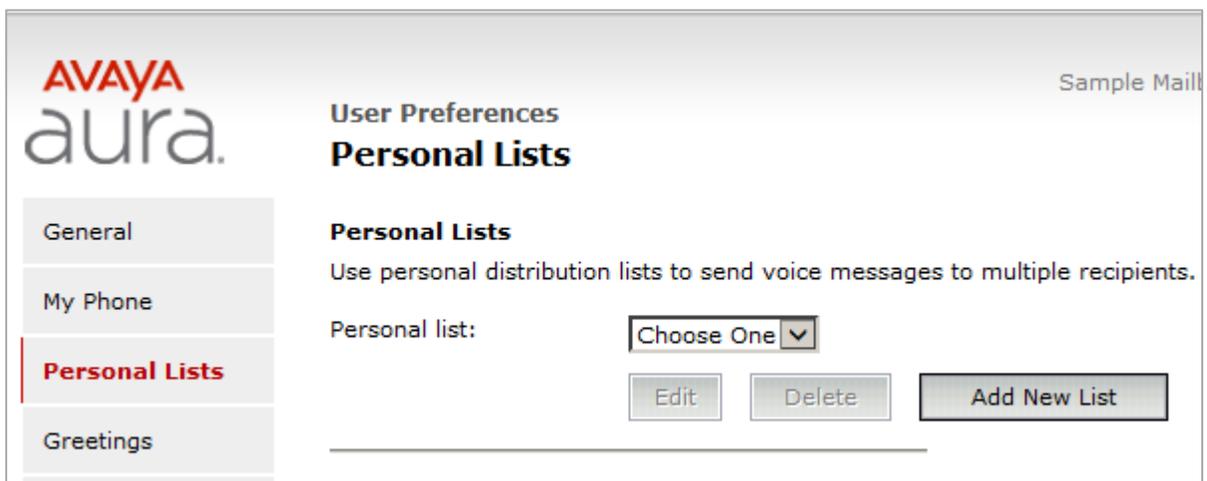
Personal Lists

Figure 6.

Personal Lists: Create and manage distribution lists to send voice messages to multiple recipients simultaneously.

Greetings

Figure 8.

IMPORTANT: Standard greetings and Optional greetings cannot be used at the same time**.** When switching from one to the other be sure to deactivate the one not being used by unchecking the Active box next to it.

Standard Greetings: Record and activate your personal and extended absence greeting, enable expiry, and set expiration date and time (*See directions below*)

Optional Greetings: Record and activate up to 9 optional greetings. Optional greetings allow you to choose how calls are handled based on: the caller's location (inside vs outside of campus system), the time of day call is received (during or outside of business hours that you set), and the phone's status (busy or no answer). Optional greetings **cannot** be used in conjunction with standard greetings.

Recording: There are two options for recording greetings:
   1.   Using a phone.

2. Using a microphone built in or connected to your computer.

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 greeting using a phone:

1. Click the **green phone icon** next to the greeting you'd like to record. If another greeting has been set as active uncheck its Active box first or you won't be able to record the new greeting.

Figure 9.

A new window will open that will allow you to choose the phone you'd like to use to record the greeting. It defaults to your campus phone. See fig.10 below.

2. Click the **radio button** next to the phone to use for recording the 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.
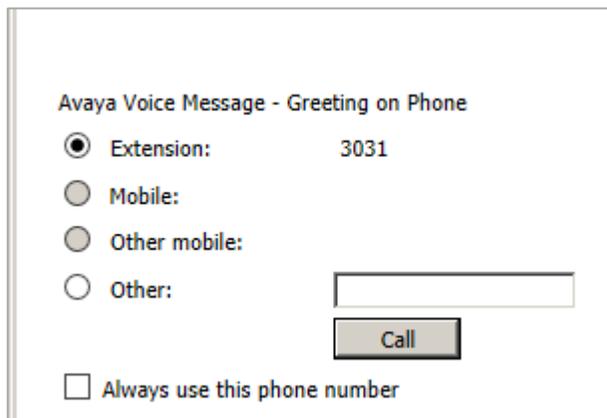
3. Click the **Call button**.

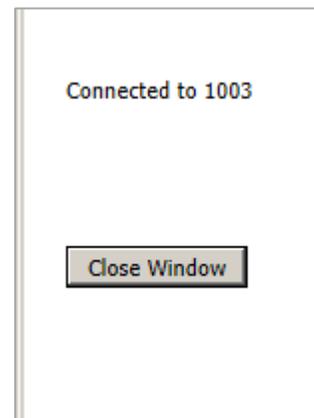*Figure 10.*   *Figure 11.*

The phone will ring and figure 11 above will be displayed.

4. Enter your **password** followed by # when prompted and record greeting after the beep.
5. Click **#** to end the recording (when finished or if you make a mistake).

Voice prompts will lead you through the process of reviewing, saving, deleting, or re-recording the setting.

Back on the web interface:

6. Click the **Active button** in the row of greeting that was recorded to activate it.
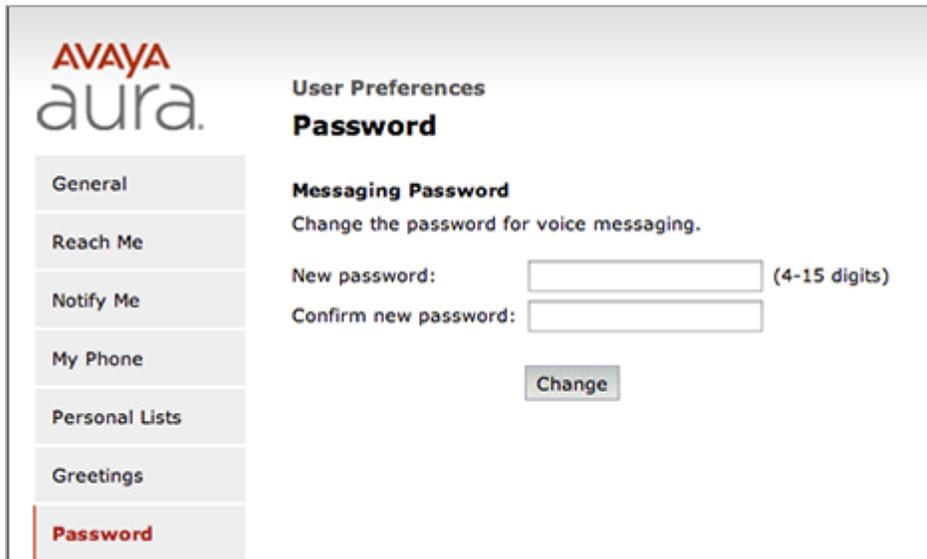7. Click the **Save button** at the bottom of page.

To record greeting using a microphone:

1. Click the red **Record icon** [icon] next to the greeting to be recorded.
   The Greetings window will now display Recording controls below the Optional Greetings section.
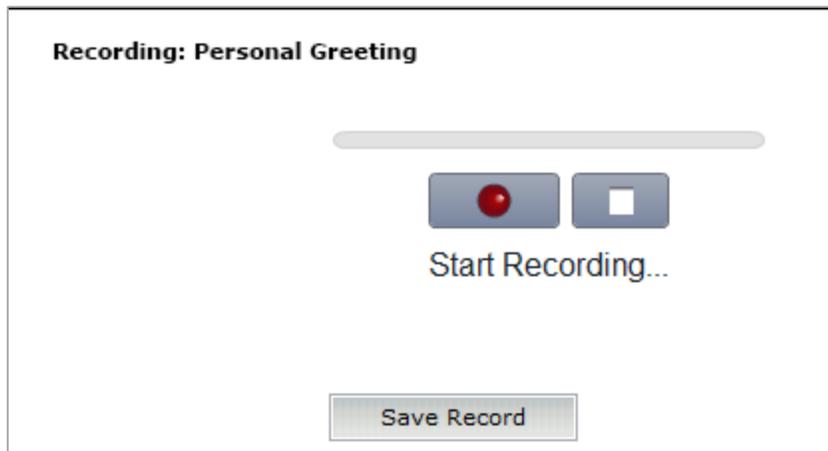
2. Click the controls to start and stop recording as indicated.
3. Click the **Save Record button** when you are happy with recording.
4. Check the **Activate button** in the row of greeting that was recorded to activate it.
5. Click the **Save button** located at the bottom of the page.
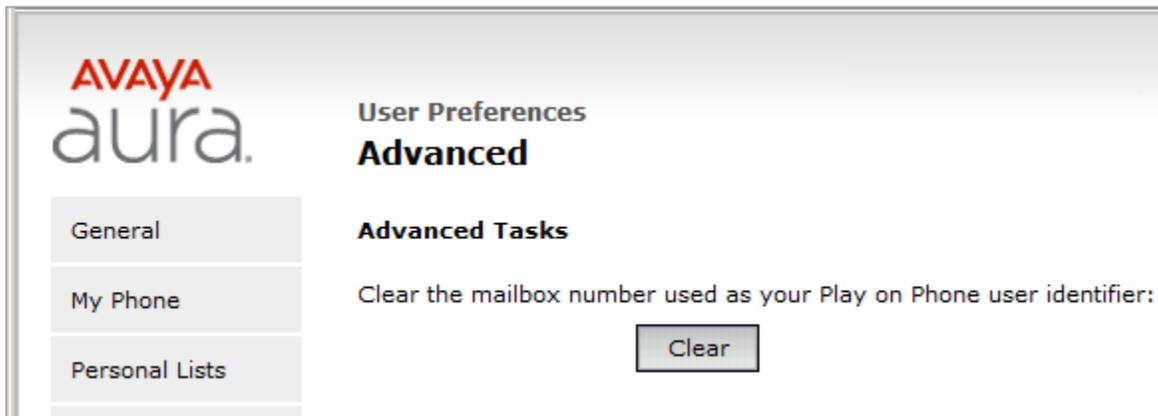
Password tab

Figure 7.

Messaging Password: Change your password.

Advanced tab

Advanced Tasks: Do not use this feature unless instructed by Telephone Services personnel. It will reset the association between your voice mailbox and your email account.

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#w_pop-up-blocker-settings
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