Aura® Messaging – Web User Preferences
Notify/Reach Me and General Options
Quick Reference Guide (QRG)
Any Telephone – Aura Messaging 6.2

Accessing the Web Portal

- The Web portal supports the following Internet Browsers:
  - Internet Explorer 7.0 and 8.0
  - Mozilla Firefox v3.5
  - Safari v4
If you have none of the above, please contact the Customer Care Center to have your options administered for you
- Browse to https://mss-app.fgcu.edu/user
- Login using:
  - Your 4-digit Voice Mailbox Extension
  - Your Voice Mailbox numeric Password you use when logging in through your phone

General Preferences

- Provides the ability to administer:
  - Location Time Zone and Language
    - The time zone determines the time-stamp on messages you receive
  - Mobile Phone or Pager
    - This is used for Notify Me to send text notifications of receipt of a voicemail
    - The number is entered in the 10-digit format with Area Code and Number for US& Canada Numbers and in the +Country Code Number format for International Numbers
  - Fax
    - If you have subscribed to fax service, the fax options will display
    - Enter the Email Address where you wish to receive your faxes
      (a) The email address is automatically populated from the Notify Me / Email Notifications field if it has been previously administered. However, administration of Notify Me is not required for Fax and the Fax field can be independently administered
      (b) Changing the Notify Me / Email information does not automatically update the Fax information
  - Play on Phone
    - This feature is not available
  - Attendant
    - The extension to which a caller is transferred if they Press (0) after reaching your mailbox
      - If a call is not answered by your attendant, voicemail will be sent to the attendant’s voicemail
Notify Me

- To have a text message sent to a PDA/Mobile Phone when a message is received or to receive an email notification:
  - Requires that you first administer a Mobile Phone or Pager in the General options as detailed above
  - Select Notify Me from the left tree
  - Phone Notifications:
    - You can receive a text notification to a PDA/Mobile Phone
    - Be sure to select the appropriate Mobile Provider from the list box
    - Important messages are those which a sender marks as important after recording the message
  - Email Notifications:
    - (a) Mutare Speech to Text email notification for all voicemail messages is an optional feature
    - (b) Do not administer Email Notifications for Notify Me as you will get two emails as a result

Reach Me

- To have the system try up to three telephone numbers in the order you administer them before sending callers to your voice mailbox
  - When Reach Me is active, you are notified that Reach Me is enabled each time you login using the phone
  - Select Reach Me from the left tree
  - Caller Categories:
    - Callers can be all treated the same or the system can only try to reach you when messages have been received from other voicemail users on the system
  - Call Handling:
    - Only works when you either don’t answer your phone or have Send All Calls active
    - If your phone is busy, callers go to voicemail
    - Go to voice Messaging
    - Reach me is not active
    - Forwards callers to the Reach Me numbers you administer
  - System prompts callers, To leave a message Press Star now, otherwise, I will try a different number
  - Optionally ask callers to record their name
  - When you are reached you will hear a tone and the system will prompt, You have a call from (plays name if recorded by the caller). To accept it, press one, to transfer the caller to your mailbox press two
  - If you don’t press one, the system tells the caller, Sorry but the person you are calling is not available. Transferring so you can leave a message

- Reach Me Numbers:
  - You can administer up to three numbers which the system will try in the order you administer
    - (a) The number is entered in the 10-digit format with Area Code and Number for US & Canada Numbers and in the +Country Code Number format for International Numbers
  - Callers wait the whole time the system is trying the numbers before reaching voicemail
  - You specify how many rings at 5-seconds per ring, the system tries each number
  - Your Mobile Phone, if previously administered in General options, can be selected as one of the choices

- Reach Me Schedule:
  - You can administer the time interval and days of the week that Reach Me is active
My Phone

- To administer the message playback order and speed and administer the date/time announcement and voice recognition features
  - Select My Phone from the left tree
  - Select the order for unread, read, and saved message playback
    - Play newest first
    - Play oldest first
    - Play important messages before others
  - Message Playback Speed
    - Select the Default speed level for message playback
    - You can also control this using the Telephone User Interface (TUI) when you use the phone to retrieve your messages
    - When using the Outlook IMAP4/POP3 mailbox for Aura Messaging, the actual speed cannot be controlled
  - Date and Time Announcement
    - When this is selected, you always get the Message Header information for each message
    - When this is not selected, you only get the Message Header information when you press (5) during message retrieval
  - Voice Recognition for Addressing
    - When recording and then addressing a message, you can select the option of either saying the name of the recipient or entering their mailbox number using the telephone key pad

Personal Lists

- To administer the Personal Distribution Lists for sending voice messages to multiple recipients
  - Select Personal Lists from the left tree
  - You can administer lists 11-99 and provide a name for each list
  - Administration requires that you know the mailbox number of the recipient

Password

- To administer/change your password used for login using the phone or to Web User Options
  - Select Password from the left tree
  - Provide and confirm the new password