

UNIVERSITY of HAWAII®
LEEWARD
COMMUNITY COLLEGE



AVAYA

VOICE OVER INTERNET PROTOCOL (VOIP)

TELEPHONE USER MANUAL

Revised by Leeward CC IT
October 2012

University of Hawai'i Community Colleges

Hawaiian Telecom

©Copyright 2012



Table of Contents

PLACING CALLS.....	4
On Campus Calls & Calls to Other UH Campuses.....	4
Off Campus Calls	4
Long Distance Calls.....	4
International	4
ANSWERING CALLS	5
On Your Extension.....	5
On Another Extension	5
ACTIONS YOU CAN PERFORM WHILE ON A CALL	5
Switching from Handset to Handsfree and Back	5
Call Hold	5
Mute.....	5
Call Transfer	6
Call Forward	6
To Set	6
To View Forwarded Number.....	6
To Cancel Forwarding	6
Call Park.....	6
To Park A Call	6
To Retrieve the Parked Call.....	6
Call Pickup (Ringing Number).....	7
Directed Call Pickup	7
Initiating Conference Calls	7
DIRECTORIES	7
Callers List	7
To View Callers List	7
To Delete All Entries in the Callers List	8
Redial List	8
To View Redial List	8
To Delete All Entries in the Redial List	9
Personal Directory.....	9
To Enter Your Personal Directory Menu.....	9
PHONE OPTIONS	10
Adjusting Volume for the	10
Ringer.....	10

Handset..... 10

Handsfree..... 11

Adjust Screen Contrast..... 11

Change Ring Type..... 11

Voice Mail 12

Initial Setup 12

Accessing Your Voice Mail..... 12

 Using Your Campus VoIP Phone..... 12

 Using Someone Else’s Campus VoIP Phone..... 12

 From an Off Campus Telephone or Mobile Phone 12

Commands to use with the Handset..... 13

Avaya Aura Messaging 15

 Getting Started..... 15

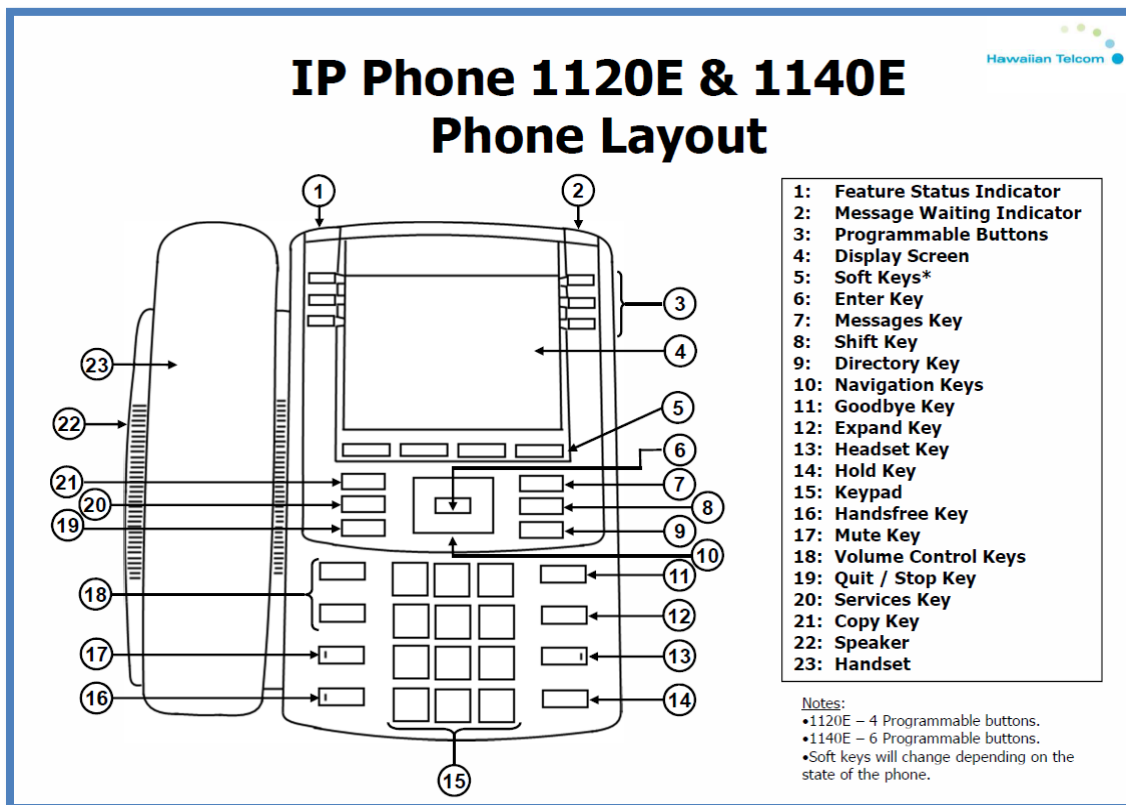
 Change Your Password for Voicemail 15

 Reach Me Preferences 17

 Notify Me Preferences 18

 My Phone Preferences 19

 Personal Lists Preferences 20





PLACING CALLS

On Campus Calls & Calls to Other UH Campuses

The new VoIP Phone system is designed so that all calls, to any of the UH Community College Campuses, can be made by just dialing the faculty or staff's three digit extension number.

- Pick up the handset or press the **Handsfree** button.
- Dial the three digit extension number you are trying to reach.
- To end the call, you can either hang up the handset or hit the yellow **Goodbye** button.

Off Campus Calls

- Pick up the handset or press the **Handsfree** button.
- Dial **9**, then the number which you are trying to call. (ex. 9 5555555)
- To end the call, you can either hang up the handset or hit the yellow **Goodbye** button.

Long Distance Calls

In order to make long distance calls, your phone number must be associated with a long distance calling plan.

- Pick up the handset or press the **Handsfree** button.
- Dial 9, 1, the area code, then the phone number you are trying to reach. (ex. 9 1 808 555 5555).
- To end the call, you can either hang up the handset or hit the **Goodbye** button.

International

In order to make international calls, your phone number must be associated with an international calling plan.

- Pick up the handset or press the **Handsfree** button.
- Dial 9, 011, the country code, the area code, then the phone number you are trying to reach. (ex. 9 011 555 55 5555).
- To end the call, you can either hang up the handset or hit the **Goodbye** button.

ANSWERING CALLS

On Your Extension

- Pick up the handset or press the **Handsfree** button to answer the call.
- If you have a headset attached to the VoIP phone, you can press the **Headset** button to answer the call as well.

On Another Extension

Use only if you have multiple extensions displayed on your VoIP Phone.

- Locate the extension number you wish to answer on the phone's display screen. It will have a flashing telephone icon next to the extension number.
- Press the button next to it.
- You can either pick up the handset or press the Handsfree button to answer the call.
- If you have a headset attached to the VoIP phone, you can press the **Headset** button to answer the call as well.

ACTIONS YOU CAN PERFORM WHILE ON A CALL

Switching from Handset to Handsfree and Back

- While on a handset call, press the **Handsfree** button and place the handset back in the cradle.
- While on **Handsfree** call, just lift the handset.

Call Hold

- While on a call, press the **Hold** button to put the caller on hold.
- To take the caller off hold, press the button next to the extension number which you put the caller on hold. There will be a flashing telephone icon next to that extension number.
- If you have more than one extension number on your phone, when answering a second call on your phone, press the **Hold** button to put the first caller on hold, and then select the extension number which is ringing.

Mute

You may want to use this action when you are participating in conference calls to block out the background noises at your location.

- While in a conference call, if you just want to listen and prevent background noises from interfering with the conference call, press the **Mute** button. You will know that you are in mute mode because you will see a flashing red light on the mute button.
- If you want to be heard, don't press the **Mute** button from the start of the conference call.
- If you are in mute mode during a conference call and want to be heard, press the **Mute** button to unmute yourself.



Call Transfer

- While on an active call you will see two options in the display screen, **Conf** and **Trans**.
- To transfer the call, you first press the soft key with the word **Trans** over it.
- When you hear the dial tone, enter the extension number you wish to transfer the active call to.
- Press the **Trans** soft key again to complete the call transfer.

Call Forward

To Set

- Press the **Fwd** soft key located on the left-hand side of your display screen.
- Dial 9 + the number to forward your calls to. (ex. 9 8085555555)
- Press the **Fwd** soft key again to initiate calls being forwarded to the number you just entered.
- You will know that the forward feature is activated because you will see an arrow next to it.

To View Forwarded Number

- Press the **Fwd** soft key located on the left-hand side of your display screen.
- Using the Navigation Keys, press the down arrow to view the telephone number you are forwarding your calls to.
- To end the viewing, you can press the **OK** soft key or press the **Goodbye** button.

To Cancel Forwarding

- Press the **Fwd** soft key located on the left-hand side of your display screen.
- Press the **Cancel** soft key to cancel call forwarding. A message will be displayed stating call forward cancelled.

Call Park

To Park A Call

- While on an active call you will see two options in the display screen, **Conf** and **Trans**.
- To start the call park process, you first press the soft key with the word **Trans** over it.
- You then dial ***5** followed by the extension you wish to park your active call.
- Press the **Trans** soft key again to park your active call.

To Retrieve the Parked Call

- First go to the location of the VoIP Phone extension number which you parked your active call against. **Note: The parked call lasts 120 seconds. After 120 seconds, the call will ring again at where it was first received.**
- From that VoIP Phone, pick up the handset or press the **Handsfree** button to get a dial tone.
- Dial **#5** followed by the extension number the active call was parked against.
- You are now connected to the active call you parked.



Call Pickup (Ringing Number)

- Pick up the handset or press the Handsfree button
- If you have multiple phone numbers on your phone, press the button next to the number for Handsfree or if you want the handset, lift the handset first and then press the button.

Directed Call Pickup

- Pick up the handset
- Press #99 and the extension that you want to pick up

Initiating Conference Calls

- While on an active call, press the **Conf** soft key. The caller is put on hold and you will hear a dial tone.
- Dial the number you wish to have a conference call with.
- Press the **Conf** soft key to conference all parties.
- You may be able to conference up to six parties by repeating the first three steps.
- The conference call remains connected even if you disconnect from the conference call.

DIRECTORIES

Callers List

The callers list can store 100 incoming calls you received.

To View Callers List

- Press the **Directory** button.
- Using the Navigation Keys, scroll down until you see Callers List in the display screen.
- Press the **Select** soft key. It will display the new and total number of incoming calls you received.
- Use the Navigation Keys to view the incoming call phone numbers by scrolling up or down.
- To exit, press the **Directory** button.

Actions You Can Perform While Viewing Callers List

- To Dial
 - Press the **Dial** soft key to dial the number you are currently viewing.
 - Before doing this, you must edit the number by inserting 9 in front of the phone number.
- To Edit
 - Press the **Edit** soft key to edit the number you are currently viewing.
 - Use the Navigation Key to place the cursor at the beginning of the phone number.
 - Add the number 9 by pressing that number on the Keypad.
 - Press the **Done** soft key to complete the editing process.
 - You now can dial the number by pressing the **Dial** soft key.
 - To exit and return to the previous menu, press the **Cancel** soft key.



- To Copy
 - Press the **Copy** soft key to begin copying the phone number to your Personal Directory.
 - Press the **Next** soft key and then the **Done** soft key to save that number.
 - Remember to edit this number by inserting 9 in front of it when you are in your Personal Directory menu.
- To Delete
 - Press the **Del** soft key to delete the phone number you are currently viewing.
 - Press the **Yes** soft key to confirm deletion.

To Delete All Entries in the Callers List

- Press the Directory button.
- Using the Navigation Keys, scroll down until you see Callers List in the display screen.
- Press the **Select** soft key. It will display the new and total number of incoming calls you received.
- Press the **Del** soft key to delete all the entries in the callers list.
- Press the **Yes** soft key to confirm deletion.
- To exit, press the **Directory** button.

Redial List

The redial list can store 20 outgoing calls you made.

To View Redial List

- Press the **Directory** button.
- Using the Navigation Keys, scroll down until you see Redial List in the display screen.
- Press the **Select** soft key. It will display the total number of phone numbers in your Redial list.
- Use the Navigation Keys to view the incoming call phone numbers by scrolling up or down.
- To exit, press the **Directory** button.

Actions You Can Perform While Viewing Redial List

- To Dial
 - Press the **Dial** soft key to dial the number you are currently viewing.
- To Edit
 - Press the **Edit** soft key to edit the number you are currently viewing.
 - Use the Navigation Keys to move the cursor to the desired location.
 - Use the **Delete** soft key to delete numbers.
 - Add numbers by pressing the desired number on the Key Pad.
 - Press the **Done** soft key to complete the editing process.
 - You now can dial the number by pressing the **Dial** soft key.
 - To exit and return to the previous menu, press the **Cancel** soft key.
- To Copy
 - Press the **Copy** soft key to start copying the phone number to your Personal Directory.
 - Press **Next** soft Key then the **Done** soft key to save that number.



- To Delete
 - Press the **Del** soft key to delete the phone number you are currently viewing.
 - Press the **Yes** soft key to confirm deletion.

To Delete All Entries in the Redial List

- Press the **Directory** button.
- Using the Navigation Keys, scroll down until you see Redial List in the display screen.
- Press the **Select** soft key. It will display the total number of phone numbers in your Redial list.
- Press the **Del** soft key to delete all the entries in the callers list.
- Press the **Yes** soft key to confirm deletion.
- To exit, press the **Directory** button.

Personal Directory

You can store up to 100 telephone number entries. You may attach a USB Keyboard to the phone to add or edit your entries in your Personal Directory. The USB port is located on the back side of the phone.

To Enter Your Personal Directory Menu

- Press the **Directory** button.
- The Personal Directory should be displayed on your display screen. If not, use the Navigation Keys to find Personal Directory.
- Press the **Select** soft key to enter your phone's Personal Directory menu.

Add an Entry

- While in the Personal Directory menu, press the **Add** soft key.
- Enter the name for the entry using the Key Pad.
 - You can toggle through the letters by pressing the number associated with that letter. For example, to enter the letter "O," you would press the number 6 three times.
 - If you have to enter a letter that is in the same group of letters associated with that number, wait a few seconds before pressing that number again. For example, to enter "BA," you would press the number 2 once. Wait about three seconds. Then press the number 2 again.
 - To add a space, press the number 0.
- After entering the name, press the **Next** soft key.
- Enter the number for the entry using the keypad. Don't forget to enter "9" first.
- Press the **Done** soft key to store the entry.

Edit an Entry

- While in the Personal Directory menu, use the Navigation Keys to search for the entry you want to edit.
- Press the **Edit** soft key to begin editing that entry.
- Make the necessary changes to that entry using the **Delete** soft key and the letters on the keypad.
- Press the **Done** soft key to save the entry you just edited.



Delete an Entry

- While in the Personal Directory menu, use the Navigation Keys to search for the entry you want to delete.
- Press the **Del** soft key.
- Press the **Confirm** soft key to delete that entry.

Delete All Entries

- While in the Personal Directory menu, press the Del soft key to delete all entries in your Personal Directory.

PHONE OPTIONS

Adjusting Volume for the

Ringer

- On your VoIP Phone, press the **Services** button.
- You will see **Telephone Options** on the display screen.
- Press the **Select** soft key to enter the Telephone Options menu.
- You will then see **Volume adjustment...** in the display screen.
- Press the **Select** soft key to view options which you can change the volume to.
- The first option you will see is **Ringer**.
- Press the **Select** soft key and you will hear the current volume of your ringer. Use the **Up** or **Down** soft keys to either raise or lower the volume of your ringer.
- When satisfied with the volume, press the **Select** soft key.
- Press the **Cancel** soft key to go back to the Volume Adjustment menu.
- Press the **Services** button to exit out completely.

Handset

- On your VoIP Phone, press the **Services** button.
- You will see **Telephone Options** on the display screen.
- Press the **Select** soft key to enter the Telephone Options menu.
- You will then see **Volume adjustment...** in the display screen.
- Press the **Select** soft key to view options which you can change the volume to.
- Use the **Up/Down** Navigation Keys to find **Handset listen**.
- Press the **Select** soft key and then pick up your handset. You will hear a dial tone.
- Use the **Up/Down** soft keys to either raise or lower the volume of your handset.
- When satisfied with the volume, press the **Select** soft key.
- Press the **Cancel** soft key to go back to the Volume Adjustment menu.
- Press the **Services** button to exit out completely.



Handsfree

- On your VoIP Phone, press the **Services** button.
- You will see **Telephone Options** on the display screen.
- Press the **Select** soft key to enter the Telephone Options menu.
- You will then see **Volume adjustment...** in the display screen.
- Press the **Select** soft key to view options which you can change the volume to.
- Use the **Up/Down** Navigation Keys to find **Handsfree listen**.
- Press the **Select** soft key and then press the **Handsfree** button. You will hear a dial tone.
- Use the **Up/Down** soft keys to either raise or lower the volume of your handset.
- When satisfied with the volume, press the **Select** soft key and then the **Goodbye** button.
- Press the **Cancel** soft key to go back to the Volume Adjustment menu.
- Press the **Services** button to exit out completely.

Adjust Screen Contrast

- On your VoIP Phone, press the **Services** button.
- You will see **Telephone Options** on the display screen.
- Press the **Select** soft key to enter the Telephone Options menu.
- Use the **Up/Down** Navigation Keys to find **Contrast adjustment**.
- Press the **Select** soft key to enter the Contrast Adjustment menu.
- Use the **Up/Down** soft keys to either raise or lower the contrast of your display screen.
- Press the **Select** soft key when you are satisfied with the contrast of your display screen.
- Press the **Cancel** soft key to go back to the Telephone Options menu or press the **Services** button to exit out completely.

Change Ring Type

- On your VoIP Phone, press the **Services** button.
- You will see **Telephone Options** on the display screen.
- Press the **Select** soft key to enter the Telephone Options menu.
- Use the **Up/Down** Navigation Keys to find **Ring type....**
- Press the **Select** soft key to enter the Ring Type menu.
- From this menu, you have eight ringer type options to choose from. Navigate through them using the **Up/Down** Navigation Keys.
- To listen to each of the ring type, press the **Play** soft key. Press the **Stop** soft key to stop.
- Press the **Select** soft key, when satisfied with the ring type.
- Press the **Cancel** soft key to go back to the Telephone Options menu or press the **Services** button to exit out completely.

Voice Mail

Initial Setup

NOTE: The recording will state your new password, so use the handset when you are initially setting up your voice mail to prevent anyone from hearing it.

- From your phone, Pick up the handset.
- Press the **Msg/Inbox** button or you can dial **600**
- Listen to the recording and when prompt for a password, type the temporary password, **86245**, followed by the “#” symbol on the phone key pad.
- The recording will then ask you to choose a new password. Enter your new password on the phone key pad followed by the “#” symbol.
- The recording will then restate the new password you just entered, if correct press the “#” symbol, if not press the “*” symbol to change your password.

Accessing Your Voice Mail

Using Your Campus VoIP Phone

- Pick up the handset or press the **Handsfree** button.
- Press the **Msg/Inbox** button or you can dial **600**
- When prompt, enter your password.
- After listening to your messages, follow the options to save or delete them.

Using Someone Else’s Campus VoIP Phone

- Pick up the handset or press the **Handsfree** button.
- Press the **Msg/Inbox** button or you can dial **600**
- During the greeting, press the “*” symbol on your phone key pad twice
- When ask to enter your mailbox number, enter your seven digit number (4550 **your extension**). Example 4550241.
- Enter your password and listen to your messages.
- After listening to your messages, follow the options to save or delete them.

From an Off Campus Telephone or Mobile Phone

- Dial 455-0600
- Press “#” to access voicemail.
- When ask to enter your mailbox number, enter your seven digit number (4550 **your extension**). Example 4550241.
- Enter your password.
- Press 1 to review all of your messages.
- After listening to your messages, follow the options to save or delete them.
- Hang up to end the session.



Commands to use with the Handset

Anytime	<p># Skip / Enter / bypass a greeting / interrupt a prompt</p> <p>0 Help</p> <p>* Cancel or backup one menu</p>	
<p>1 Review Messages</p> <p>1 1 Unread</p> <p>1 2 Read</p> <p>1 3 Saved</p>	<p>During Message</p> <p>1 Rewind (a few sec)</p> <p>1 1 Rewind to start</p> <p>2 Pause / Resume</p> <p>3 Fast Forward (a few sec)</p> <p>3 3 Fast Forward to end</p> <p>4 Slow Playback</p> <p>4 4 Slowest Playback</p> <p>6 Fast Playback</p> <p>6 6 Fastest Playback</p> <p>7 Delete</p> <p># Skip to the next message</p>	<p>After Message</p> <p>4 Replay</p> <p>5 Message Details</p> <p>6 Forward (with intro)</p> <p>6 1 Forward (without intro)</p> <p>6 6 Forward (rmv prev intros)</p> <p>7 Delete</p> <p>8 Reply</p> <p>8 8 Call Sender</p> <p>9 Save</p> <p>0 More Options</p> <p># Skip to the next message</p>
<p>2 Send Messages</p>	<p>Step 1: Record Message when finished press #</p> <p>Step 2: Address Message</p> <ul style="list-style-type: none"> • Enter a mailbox number • Spell a name or distribution list • Say a name or distribution list 	<p>0 Hear delivery options</p> <p>0 1 Private</p> <p>0 2 Important</p> <p>0 4 Future Delivery</p> <p>6 Add more recipients</p> <p>* Cancel</p> <p># Send</p>
<p>4 User Preferences</p>	<p>1 Features</p> <p>1 1 Notify Me (on/off)</p> <p>1 4 Reach Me (on/off)</p> <p>2 Administrative Options</p> <p>2 1 Password</p> <p>2 4 Date and time playback (on/off) (*default is set to on)</p> <p>3 Greetings</p> <p>3 1 Personal Greeting</p> <p>3 1 1 Standard system greeting (**Will allow you to select the default greeting)</p> <p>3 1 2 Record personal greeting (**Will allow you to record a personal greeting)</p> <p>3 1 2 1 Away from phone (*Must be configured by administrator)</p> <p>3 1 2 2 Busy (*Must be configured by administrator)</p> <p>3 2 Extended absence</p> <p>3 3 Name</p>	<p>These features need to be set up on the web. See Aura Messaging.</p> <p><i>Extended absence lets you make a temporary greeting until you turn it off. You don't need to re-record your regular greeting.</i></p>
<p>5 Restart</p> <p>* Exit</p>		



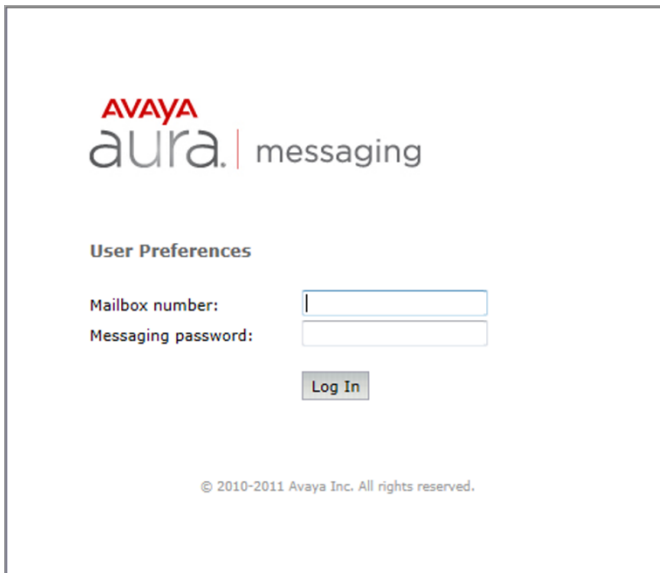
#	Item	Button	Description
1	Feature Status Lamp Indicator		Blue lamp flashes when firmware is updating.
2	Visual Alerter / Message Waiting Indicator		Flashing lamp on incoming call. Steady lamp when voice mail available.
3	Programmable Buttons		Self labeling buttons for extensions or features. A steady LCD lamp next to a feature key indicates the feature is active.
4	Display Screen		LCD screen. NOT a touch screen.
5	Soft Keys		Button corresponds to the label above the soft key. Key changes based on the available feature. When a triangle appears before a soft key label, the feature is active. The "More..." soft key indicates additional features on the next softkey page.
6	Enter Key		Used to confirm menu selections.
7	Messages Key		[Msg/Inbox] Speed dial to voice mail.
8	Shift / Outbox Key		[Shift/Outbox] Used to toggle between pages 1 and 2 to access lines and features (1140E if programmed).
9	Directory Key		[Directory] Used to access Directory services.
10	Navigation & Enter Key		The Up/Down arrows are used to scroll through menus and lists that appear on the LCD display screen. The Left/Right arrows are used to position the cursor in editable fields. The Enter key (middle button) is used to select items in a menu.
11	Goodbye Key		[Goodbye] Terminates an active call. Press the flashing line key to retrieve held call.
12	Expand Key		[Expand] Used to access external server applications.
13	Headset Key		[Headset] Used to answer a call or switch from a handset or handsfree call to the headset. Press the headset key twice to open the bluetooth setup menu (1140E).
14	Hold Key		[Hold] Puts an active call on hold.
15	Keypad		Standard keypad.
16	Speaker Key		[Handsfree] Used to activate Handsfree communication.
17	Mute Key		Puts your phone into a state where you can listen to the connected party, but you are not able to transmit audio. The Mute key can be used with the handset, speaker, or headset. If mute is not enabled on your phone, pressing the mute key puts the call on hold.
18	Volume Control Keys		[Volume +/-] Used to adjust the volume of the handset, headset, speaker, and ringer.
19	Quit / Stop Key		[Quit] Used to end an active application.
20	Services Key		[Services] Used to access the Services menu.
21	Copy Key		[Copy] Used to copy entries to your Personal Directory from other lists (Caller List, Redial List, and Corporate Directory).
22	Speaker		Used for handsfree communication.
23	Handset		Standard handset.
	USB Port		Located on the back of the phone. Supports keyboard, mouse, wireless headset, or an audio device.
	Bluetooth		Phone supports bluetooth 1.2 wireless headsets (1140E).

Avaya Aura Messaging

The Avaya Aura Messaging system allows you to handle your voice calls in many different ways. The features that you can change are all on the web. This guide will help you set these features up.

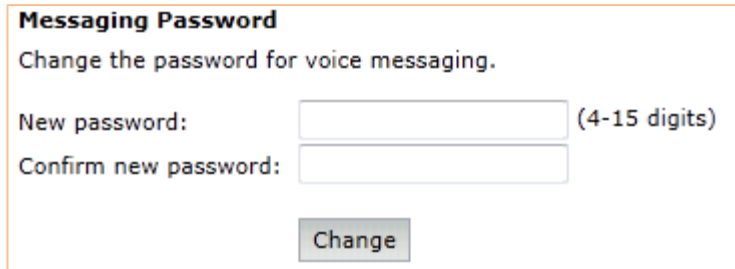
Getting Started

1. Open a web browser on your computer
2. Type in <http://uhaam.its.hawaii.edu/user> in the address box
3. Log into the Aura Messaging system by typing in your phone number and your voicemail password. Your phone number must be in the 7 digit format i.e. 4550000.
4. If you never changed your voicemail password, the default password is **86245**
5. Click on the Log In button



Change Your Password for Voicemail

1. Select Password
2. Type in your password twice





IMPORTANT NOTE:

Before you continue, you need to make sure that your mobile plan can handle the number of phone calls or emails that these voicemail features will incur. Depending on your mobile plan, you might be charged for phone calls or data usage. Do not set this up if your mobile plan does not accommodate the call or email volume that this system will generate. Leeward CC will not reimburse or pay for the overage charges.

AVAYA aura User Preferences Therese Nakadomari (4550493) Log Out Help

General

Messaging Access Number
 Internal: 9578800
 External: 8089578800

Account Information
 Mailbox: 4550493
 Extension: 4550493

Location and Language
 Time zone: (GMT-10:00) Hawaii
 Language: English (United States)

Mobile Phone or Pager
 Use this mobile phone or pager for "Notify Me" and other features:
 Mobile phone in directory: Not Available
 Other mobile phone or pager: 5429395

Play On Phone
 When playing voice messages in Outlook using "Play on Phone":
 Always use the phone number: extension: 4550493
 Ask every time which phone to use

Attendant
 When callers press "0" during my greeting, forward to:
 Default attendant (operator)
 Personal attendant/assistant: []

Save

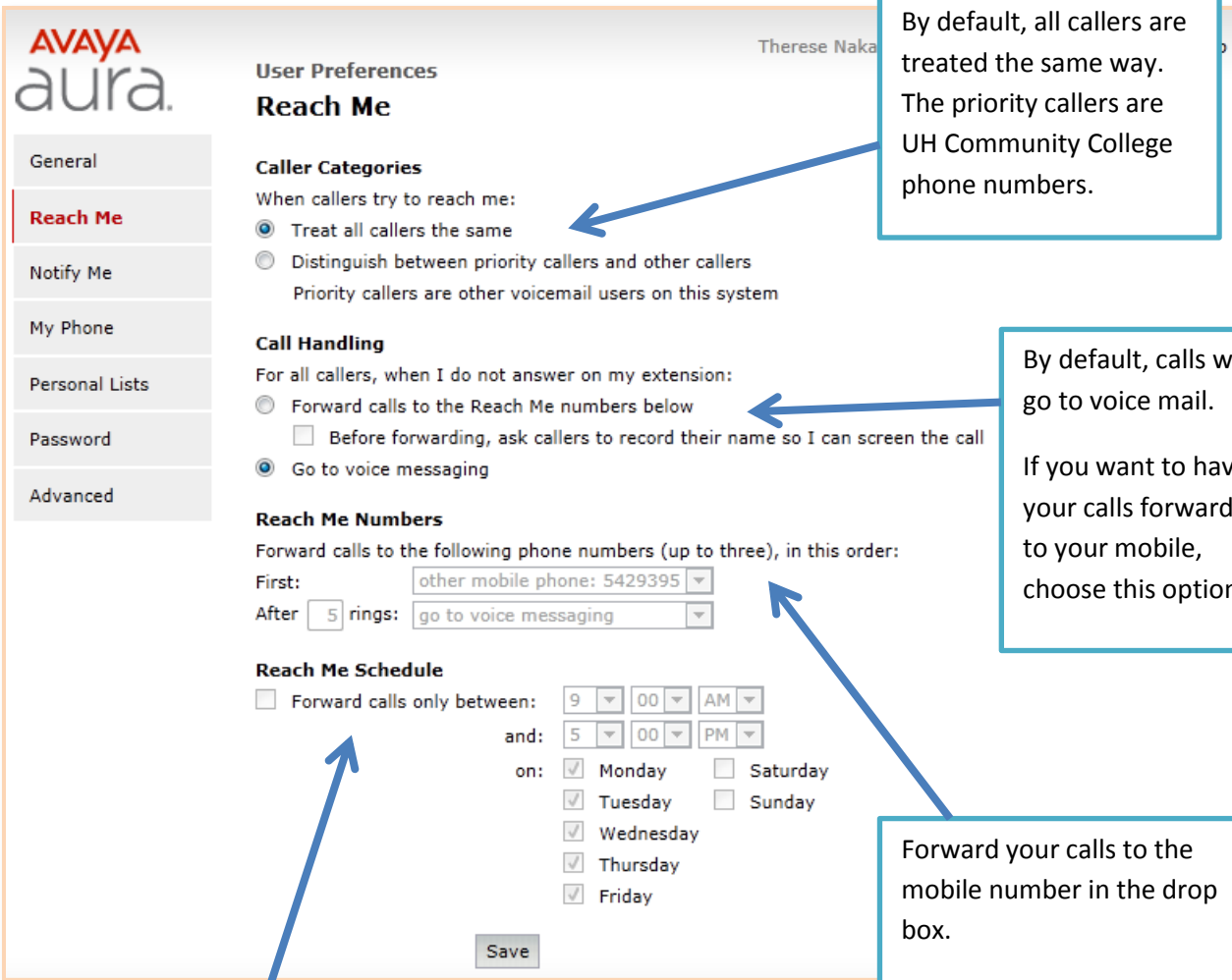
Your account information

Setup your default mobile phone number. Include the area code if your mobile is not in the 808 area code

You may setup an attendant if the caller presses "0", the function will not work because there is no default attendant. **If you are directing your caller to another person's phone, please check with them first! You will need to include the area code for the phone number.**

Reach Me Preferences

The Reach Me feature manages how your incoming calls are forwarded if you do not answer the phone. Please note that this feature does not work when you are on the phone. You will need to choose how to handle callers. Priority callers are callers that are within the UH Community College System.



AVAYA aura. User Preferences Therese Naka

Reach Me

Caller Categories
When callers try to reach me:

- Treat all callers the same
- Distinguish between priority callers and other callers
Priority callers are other voicemail users on this system

Call Handling
For all callers, when I do not answer on my extension:

- Forward calls to the Reach Me numbers below
 - Before forwarding, ask callers to record their name so I can screen the call
- Go to voice messaging

Reach Me Numbers
Forward calls to the following phone numbers (up to three), in this order:

First:

After rings:

Reach Me Schedule

Forward calls only between:

9:00 AM and 5:00 PM

on: Monday Saturday
 Tuesday Sunday
 Wednesday
 Thursday
 Friday

By default, all callers are treated the same way. The priority callers are UH Community College phone numbers.

By default, calls will go to voice mail. If you want to have your calls forwarded to your mobile, choose this option.

Forward your calls to the mobile number in the drop box.

The next box is asking what you want to do if you don't pick up the forwarded call.

Recommendation is to send the call to voicemail after 5 rings.

You can setup the forwarding to work during certain days and times of day. For example, you want your calls to be forwarded only during work days between 8AM and 5PM. All other days and times, the caller will go to voicemail.

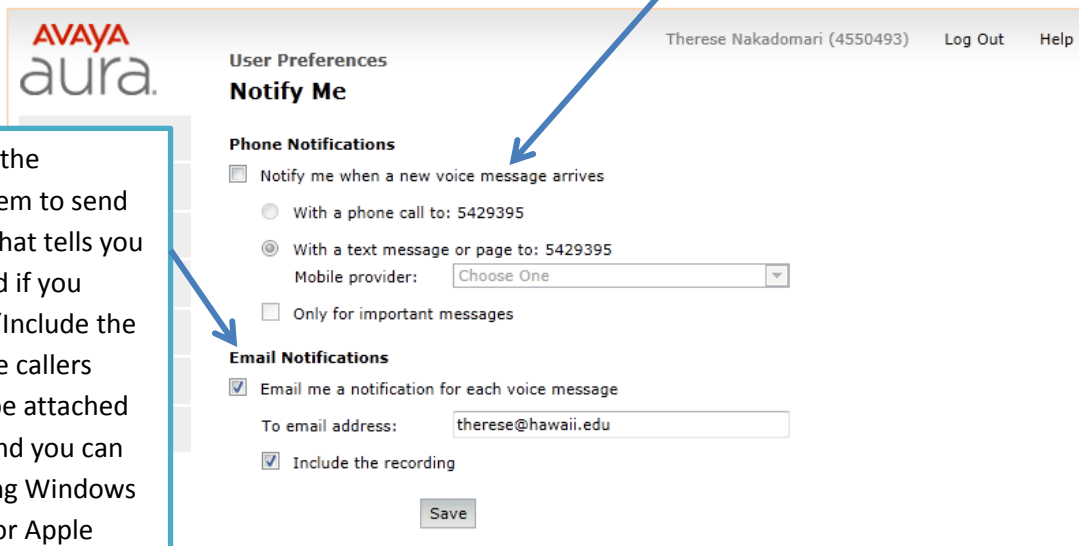
Notify Me Preferences

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.

Check off the Notify me when a new voice message arrives. After you check off the box, choose how you want to be notified

- The voicemail system will call you.
- Text message using the default mobile number. You need to select the service provider in the drop box.

Check off if you only want to be notified about important messages.



AVAYA aura

User Preferences Therese Nakadomari (4550493) Log Out Help

Notify Me

Phone Notifications

Notify me when a new voice message arrives

With a phone call to: 5429395
 With a text message or page to: 5429395
 Mobile provider:

Only for important messages

Email Notifications

Email me a notification for each voice message

To email address:

Include the recording

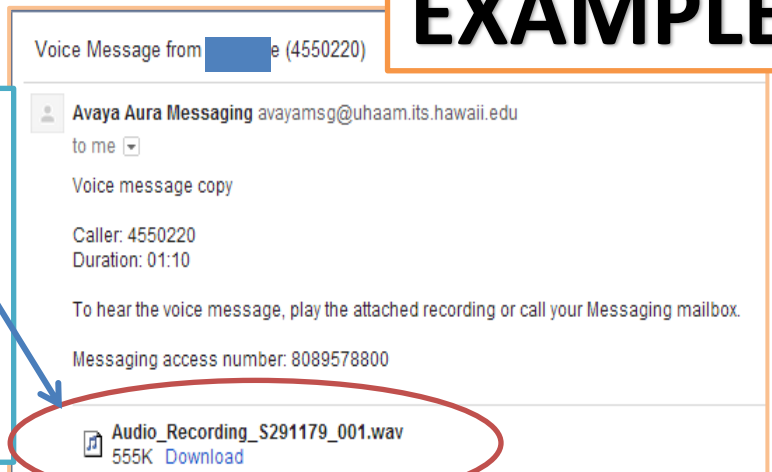
You can allow the voicemail system to send you an email that tells you who called and if you check off the "Include the recording", the callers message will be attached to the email and you can listen to it using Windows Media Player or Apple QuickTime Player.

EXAMPLE

Example of the email with the attachment.

Just click on the Download link in Gmail and select Play. You will hear the voicemail message that the caller left.

Please note that the Red message light will still be on your phone. You will need to log into the voicemail and delete the message.



Voice Message from [redacted] (4550220)


Avaya Aura Messaging avayamsg@uhaam.its.hawaii.edu
to me

Voice message copy

Caller: 4550220
Duration: 01:10


To hear the voice message, play the attached recording or call your Messaging mailbox.

Messaging access number: 8089578800

 **Audio_Recording_S291179_001.wav**
555K [Download](#)

My Phone Preferences

This page allows you to customize your preferences when you listen to your messages from a telephone. You may make changes here and it will take effect after you click on Save.



Therese Nakadomari (4550493)
Log Out
Help

User Preferences

My Phone

General

Reach Me

Notify Me

My Phone

Personal Lists

Password

Advanced

Message Playback Order

When reviewing voice messages using the phone:

For unread messages: Play newest first
 Play oldest first
 Play important messages before others

For read messages: Play newest first
 Play oldest first
 Play important messages before others

For saved messages: Play newest first
 Play oldest first
 Play important messages before others

Message Playback Speed

Default speed level for playing back messages: of normal speed

Date and Time Announcement

When reviewing voice messages using the phone:

Announce date and time for each message

Voice Recognition for Addressing

When addressing a new voice message, let me select recipients:

Using voice or keypad
 Using keypad only



Personal Lists Preferences

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).

1. Click on Add New List
2. Type in a List Name and select a list number
3. Type in the phone numbers for the people that you want to add to the list.
4. Click on Add
5. Repeat until you have added all the phone numbers that you want in the list
6. Click on Save. If you have a message that the Personal list cannot be saved, you will need to try again. You would receive one of messages below.

Personal Lists

Use personal distribution lists to send voice messages to multiple recipients.

Personal list:

List name:

List number:

Members:

First Name:	Last Name:	Mailbox:	
Student	Assistant	4550271	<input type="button" value="Delete"/>
Therese	Nakadomari	4550493	<input type="button" value="Delete"/>

New member (mailbox):

Personal Lists

Use personal distribution lists to send voice messages to multiple recipients.

Personal list added.

Personal list cannot be saved. There already exists a personal list with this list number. Select a different list number.

OR

Personal Lists

Use personal distribution lists to send voice messages to multiple recipients.

Personal list:

Members:

First Name:	Last Name:	Mailbox:
Student	Assistant	4550271
Therese	Nakadomari	4550493