

Aura Messaging - THE FIRST DAY OF TRAINING

Welcome to Aura Messaging! We recommend that you perform the following activities the first time you use Aura Messaging:

LOG IN

Dial MM extension **6013596400** or **press envelope button on phone** and listen for the voice prompt.

When Aura asks for your password, 6013596400# **(temporary password)**.

YOU ARE NOW LOGGED INTO AURA MESSAGING

1. PERSONALIZE YOUR PASSWORD – it cannot begin with a 0 and it cannot be your phone number.

(Write down New Password _____ to be entered when system prompts to change it.)

- A. Enter **8 to 15 digits** as your personal password, followed by the **#** sign.
- B. Re-enter your **personal password** followed by the **#** sign.

2. RECORD YOUR FIRST AND LAST NAME: listen to voice prompts

- A. Enter **1** to begin recording.
- B. Speak your name
- C. Enter **1** to end recording.
- D. Enter **#** to approve recording.

3. CREATE A PERSONAL GREETING (enter these steps from the Activity Menu)

(This will be heard by your callers when answered by Aura)

- A. Enter **3**.
- B. Enter **1**, listen to the voice prompts.
- C. To record a Personal Greeting, enter **1**.
- D. Record your greeting.
- E. Enter **#** to end your recording.
- F. Press **23** to playback or
Press ***D** to delete and re-record or
Press **#** to approve.
- G. Press **1** to select same greeting for all calls.
Hang up or press ****9 (**X)** to exit from Aura.

***NOTE: the voicemail system does not respond correctly if you try to bypass the prompts by pressing the key you know to press. Please wait for the prompts before pressing the key for your option.**

To check your voicemail from home or from outside the office, dial 601-359-6400. It will ask you if you have a mailbox on this system to press #. Press # and enter your mailbox number (601-XXX-XXXX). Then at the prompt, enter your password and it will connect you to your mailbox.

To check your voicemail from someone else's desk, dial 601-359-6400. Press *, wait about 5 seconds then press # then, at the prompts, enter your mailbox number and your password.

To re-record your name, dial into your mailbox, then press 5 for administrative options, and at the prompt, press 5 to record your name. The system will prompt you with instructions from this point on the remainder of the steps.

To change your password, dial into your mailbox, then press 5 for administrative options, and at the prompt press 4 to change your password. The system will prompt you with instructions from this point on the remainder of the steps.

Press *4 if you need help or want to hear a list of options

Press *9 to pause the system (will pause or wait up to 3 minutes)

Press *7 to return to Activity Menu

Press **7 to restart session or re-log in

Press **9 or hang up to exit the system

Press # to skip a message