Reviewing messages
- To review unread messages, press 1 - 1
- To review read messages, press 1 - 2
- To review saved messages, press 1 - 3

Playback controls
- To hear message details, press 5
- To go back to the beginning of a message, press 1 - 1
- To advance to the end of a message, press 3 - 3
- To skip to the next message, press #

Replying to a message
- Reply to a message while reviewing, or at the end of a message, press 8
- Record reply – when finished, press #
- To send, press #

Calling the sender
- Call the sender while reviewing, or at the end of a message, press 8 - 8

Forwarding a message
- Forward a message, at the end of message, press 6
- Record introduction - when finished, press #
- To address message - say or enter recipient
- To send, press #

Sending a new message
- From the Main Menu, press 2
- Record message – when finished, press #
- To address message - say or enter recipient
- To send, press #

Message addressing options
- Say the name of a recipient or distribution list
- Enter a mailbox number or a personal list number
- To spell the name of a recipient or distribution list, press #

Hints and tips
- To get help while using your mailbox, press 0
- To cancel a command or back up one menu, press #
- To bypass a greeting or interrupt a prompt, press #
- To delete a message, press 3 - 3 - 7
- To save a message, press 3 - 3 - 9

FOR CHANGE REQUESTS OR TO REPORT SERVICE ISSUES
To open an incident or service request, please contact the ITS Service Desk
Phone # 919-754-6000 opt. 4, or 1-800-722-3946, opt. 4
or by email: its.incidents@ncmail.net

Quick Reference
AVAYA AURA™ MESSAGING

MAIN MENU

1. Review Messages
   1. Unread messages
   2. Read messages
   3. Saved messages

2. Send Messages
   - Address after recording a message:
     - Enter a mailbox number
     - Spell a name or distribution list
     - Say a name or distribution list

3. User Preferences
   - User Preferences
     1. Features
     2. Administrative options
     3. Greetings

4. Restart

5. Exit

POWER KEYS use anywhere

- #  Skip/Enter
- 0  Help
- *  Cancel

PLAYBACK CONTROL KEYS while listening to messages

- 4  Rewind
- 1  Rewind to start
- 2  Pause / Resume
- 3  Forward
- 3  Forward to end
- 4  Slower play back speed
- 4  Slowest play back speed
- 4  Faster play back speed
- 6  Fastest play back speed

CONFIRM

- 0  Hear delivery options
- 6  Add more recipients
- #  Send

DELIVERY OPTIONS

- 1  Private
- 2  Important
- 4  Future delivery

FEATURES

- 1  Notify Me on/off
- 2  Reach Me on/off

ADMINISTRATIVE OPTIONS

- 1  Password
- 4  Date and time playback on/off

GREETINGS

- 1  Personal greeting
- 2  Extended absence
- 3  Name

PERSONAL GREETING

- 1  Standard system greeting
- 2  Away from phone
- 2  Busy greeting

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