# AURA MESSAGING SHORTCUTS FOR THE STATE OF NORTH CAROLINA

## FIRST TIME LOGIN

1. Dial the voice mail Access Number **807-6245**.
2. Enter your temporary password **121212** followed by [#].
   - The First Time Login Tutorial plays. Follow the prompts to set up your mailbox.

**Working Through the Tutorial, Complete the Following Steps:**

1. Enter a new 6 digit password followed by [#].
   - Simple passwords, such as 12345 or 11111, pose a danger to the system from hackers.
2. Record your name.
   - Example: “Sarah Jones.”
3. Record your personal greeting.
   - Example: “Hello, this is Sarah Jones. I am currently out of the office or unavailable to take your call. Please leave a message after the tone, and I will return your call as soon as possible. Thank you.”

## LOGGING IN TO YOUR MAILBOX

### To Access from Your Phone

1. Dial the voice mail Access Number **807-6245**.
2. Enter your password, followed by [#].

### To Access Your Mailbox from an Off Site Location

1. Dial the voice mail Access Number **(919) 807-6245**.
2. Press [#].
3. Enter your mailbox number.
4. Enter your password, followed by [#].

## REVIEW MESSAGES

### To Review Messages

1. Login to your mailbox.
2. Press [1][1] to listen to new voice messages.

**While listening, options are:**

- [1] Rewind to Start
- [1][1] Rewind to Start
- [2] Pause/Resume Playback
- [3] Forward Message
- [3][3] Forward to End
- [4] Slower Playback Speed
- [4][4] Slowest Play Back Speed
- [6] Faster Playback Speed
- [6][6] Fastest Playback Speed
- [5] Message Details (Date/Time/Etc.)

**After listening, options are:**

- [4] Replay
- [5] Message Details (Date/Time/Sender)
- [6][1] Forward Msg. (Without Introduction)
- [6][6] Forward (Remove Previous Introduction)
- [7] Delete Message
- [8] Reply
- [8][8] Call Sender (Internal or External)
- [9] Save Message
### PERSONAL GREETINGS

1. Login to your mailbox.
4. Choose a Greeting Type:
     - [1] Standard System Greeting
     - [2][1] Away from Phone Greeting
     - Extended Absence Greetings override all other greetings when active.

### SENDING A MESSAGE

1. Press [2] and at the prompt, record your message.
2. Press [#] when finished recording.
3. Address the message by doing one of the following:
   - Enter a mailbox number or a personal list number.
   - To spell the name of a recipient or distribution list, press [#].
4. After addressing the message, you may enter one of the following options.
   - Press [0] for delivery options (private, important or future delivery).
5. Press [#] to send the message.

### SHORTCUTS

- Press [*] to cancel or skip back.
- Press [0] to get help at anytime during a voice mail session.
- Press [#] to skip something or to use as the enter command.
- Press [3][3][7] to delete during message playback.
- Press [3][3][9] to save a message during message playback.
- Press [4][3][1] to re-record your personal greeting.
- Press [4][3][2] to record your extended absence greeting.
- Press [4][3][3] to manage your name recording.