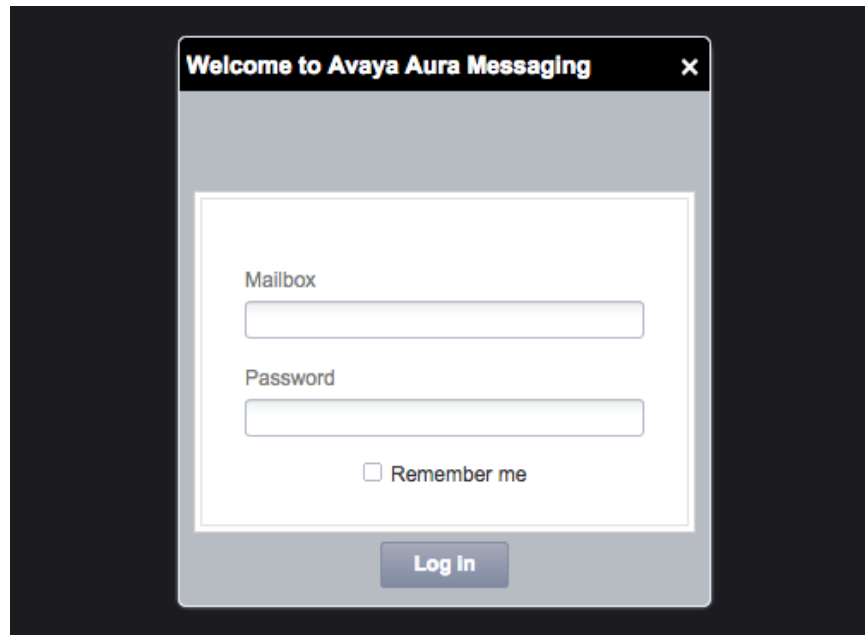


Voicemail Web Access

Logging In

Go to <https://vm.rcit.rutgers.edu/>. You will be prompted to log in with your NetID and password. If you are logging in from outside the Rutgers network, you will need to be connected to Rutgers VPN.

Once you log in you will see a web page with a second login form.

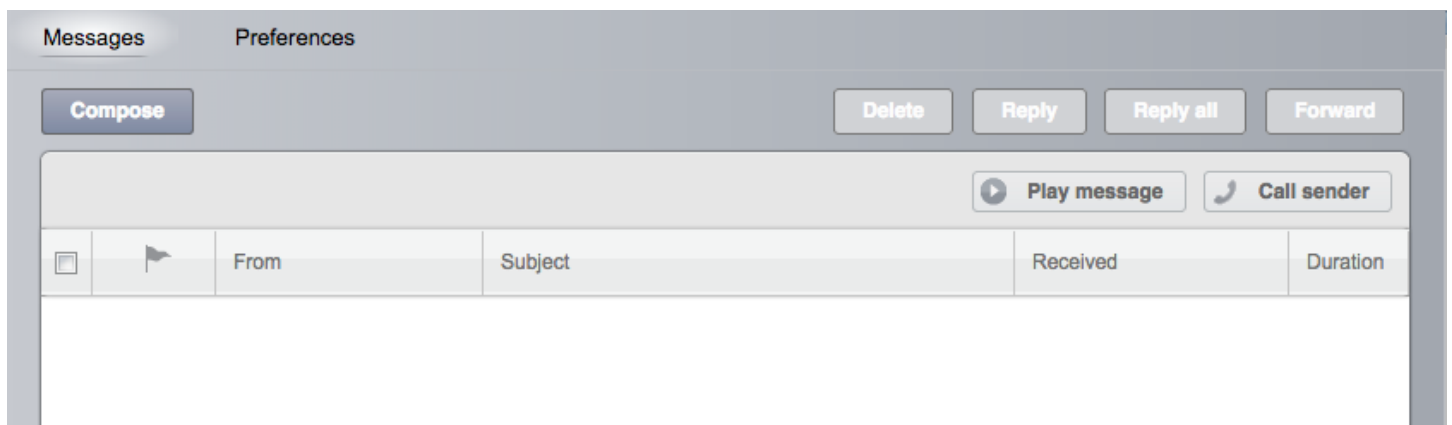


The screenshot shows a login window titled "Welcome to Avaya Aura Messaging" with a close button (X) in the top right corner. The window contains a form with the following elements:

- A "Mailbox" label above a text input field.
- A "Password" label above a text input field.
- A checkbox labeled "Remember me" below the password field.
- A "Log In" button at the bottom center of the form.

For the Mailbox field, type in your phone extension. Use your voicemail password for the Password field. If you have trouble logging in, call (856) 225-2343 for assistance.

After you log in you should see a pane listing your messages.

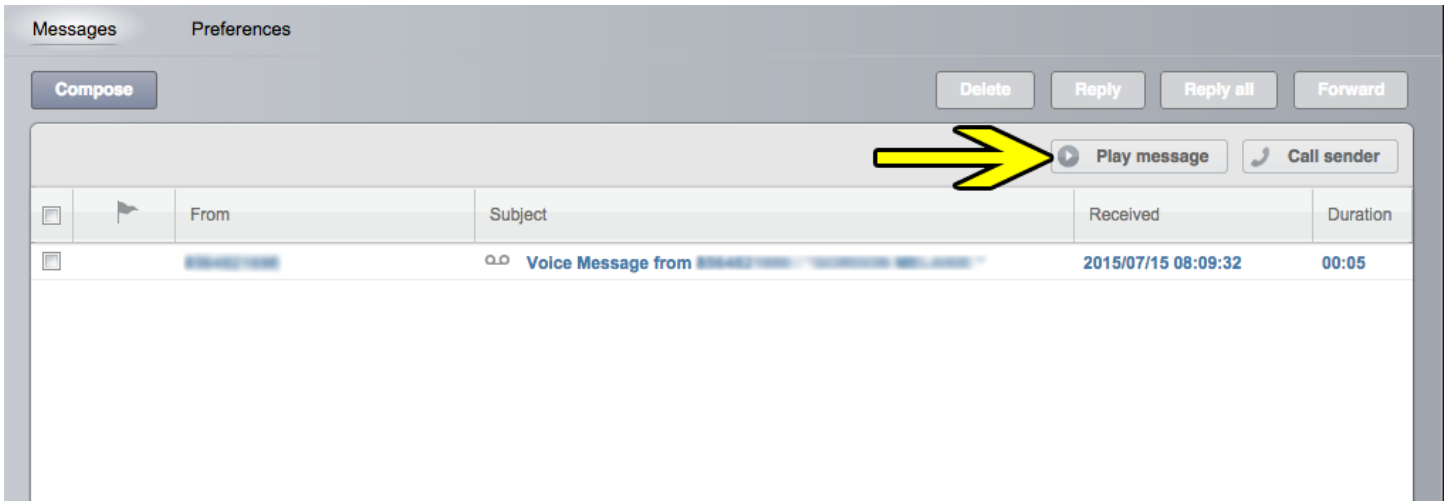


The screenshot shows the messages pane of the Avaya Aura Messaging interface. It features a header with "Messages" and "Preferences" tabs. Below the header is a "Compose" button and a row of action buttons: "Delete", "Reply", "Reply all", and "Forward". Below these buttons is a row of "Play message" and "Call sender" buttons. The main area is a table with the following columns:

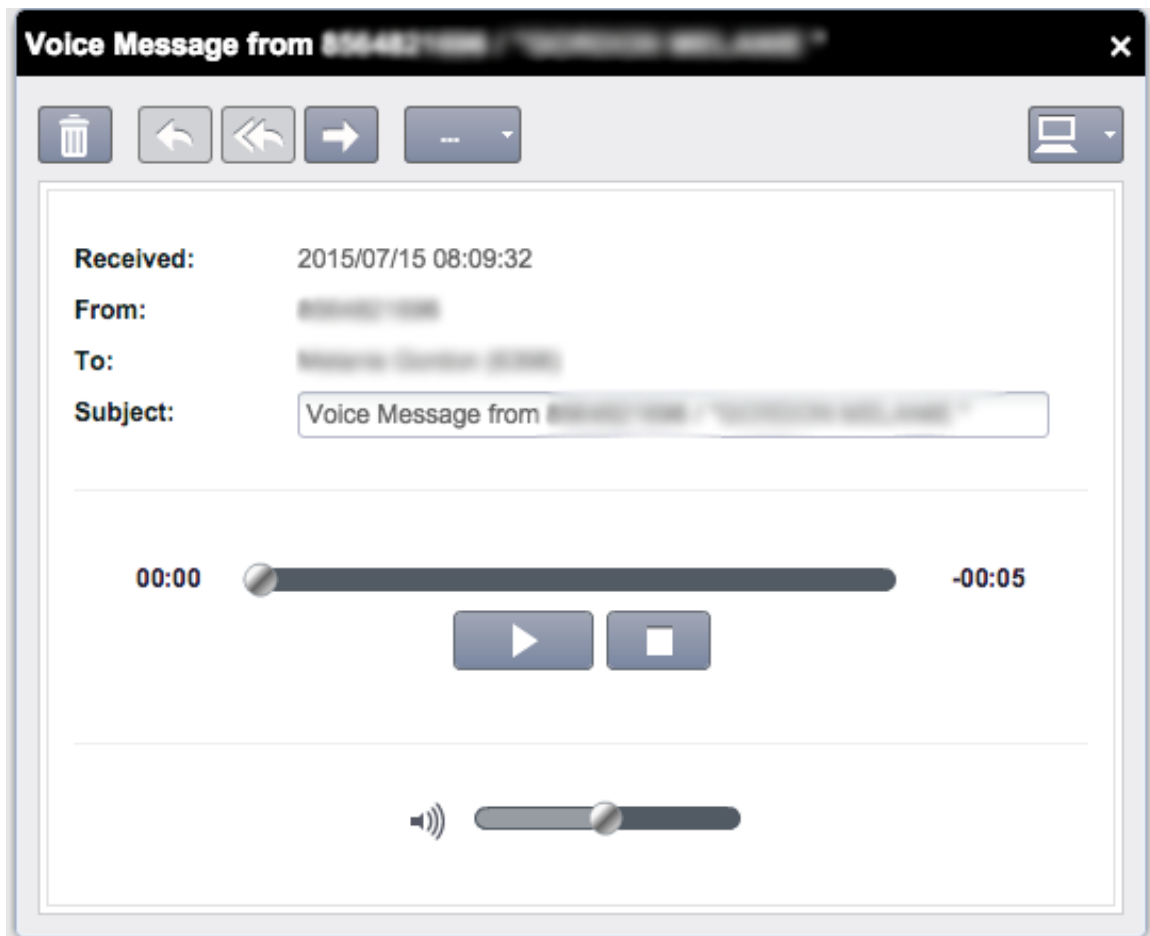
		From	Subject	Received	Duration
<input type="checkbox"/>					

Listening to Messages

To play a message on your computer, highlight or use the checkbox next to the message to select it, then click the **Play message** button.

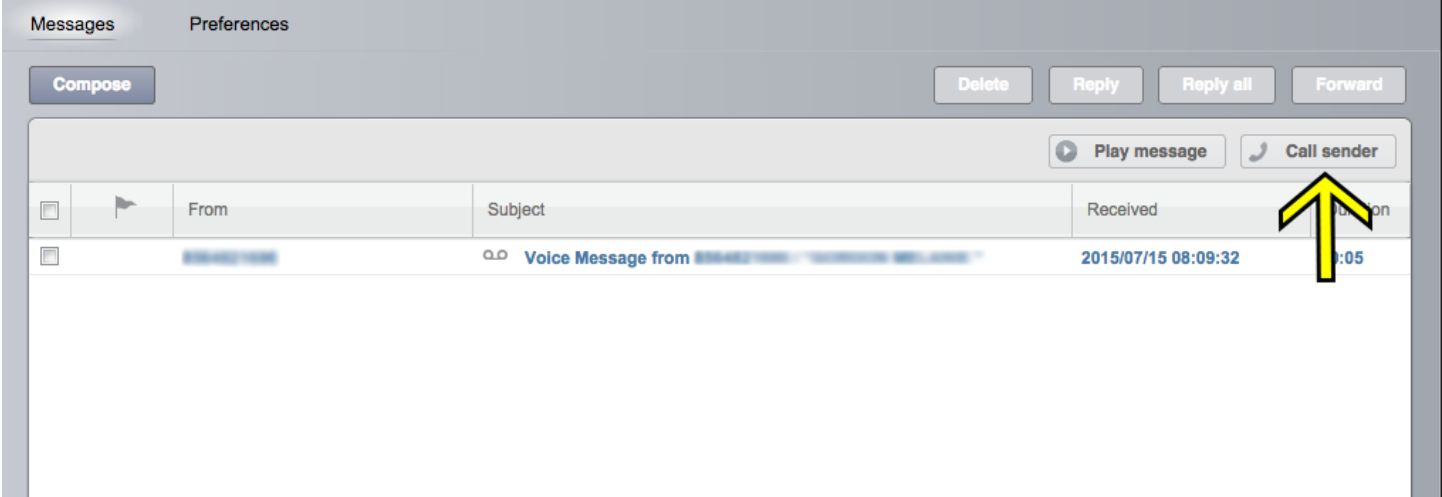


You will then get the window below and hear the message. This window also has other buttons for your message, such as playing, stopping and forwarding. It can also be deleted here by clicking on the trash can.



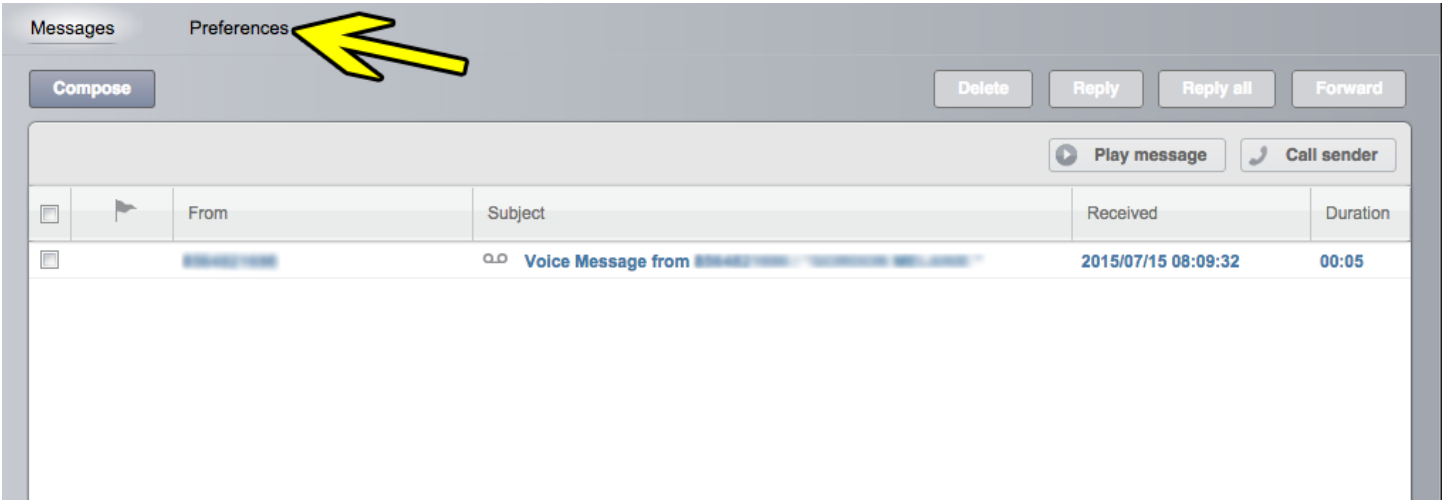
Returning a Call

The **Call Sender** feature only works with messages sent from internal extensions. Select a message, then click on the **Call sender** button, which will ring your phone. When you pick it up, it will ask for your password. After you enter your password, it will then call the extension from the message you highlighted.



Adjusting Preferences


Use the Preferences link to access the system's many preferences.



There are preferences for personal lists, greetings and updating your voicemail password. You can also set the system to accept incoming faxes.

AVAYA Aura Messaging Web Access

Messages
Preferences



Help

General

Notify Me

My Phone

Personal Lists

Greetings

Password

Advanced

User Preferences

General

Messaging Access Number

Internal: 2766

External: 8562252766

Account Information

Mailbox: [REDACTED]

Extension: [REDACTED]

Location and Language

Time zone: (GMT-05:00) Eastern Time (US & Canada)

Language: English(United States)

Mobile Phone or Pager

Use this mobile phone or pager for "Notify Me" and other features:

Fax

Forward incoming fax messages to:

Transmitting subscriber ID for outgoing fax messages: [REDACTED]@8562252766

Play On Phone

When playing a voice message in Outlook using "Play on Phone":

Always use this phone: extension: [REDACTED]

Ask me every time which phone to use

Attendant

When callers press "0" during my greeting, forward to:

Default attendant (operator)

Personal attendant/assistant: 2343

Accepting Incoming Faxes


To use your phone number as a way to get a fax, go to the General tab under Preferences and find the Fax option. Check the box in front of forward incoming messages.

The field below the checkbox, labeled “Transmitting subscriber ID for outgoing fax messages”, should contain your extension number followed by “@8562252766”. If this information is not already in the field, you will need to type it in.

Scroll down to the end of the page and click the Save button.

AVAYA Aura Messaging Web Access

Messages
Preferences



Help

General

Notify Me

My Phone

Personal Lists

Greetings

Password

Advanced

User Preferences

General

Messaging Access Number

Internal: 2766

External: 8562252766

Account Information

Mailbox: [REDACTED]

Extension: [REDACTED]

Location and Language

Time zone: (GMT-05:00) Eastern Time (US & Canada) ⌵

Language: English(United States) ⌵

Mobile Phone or Pager

Use this mobile phone or pager for "Notify Me" and other features:

Fax

Forward incoming fax messages to:

Transmitting subscriber ID for outgoing fax messages: [REDACTED]@8562252766

Play On Phone

When playing a voice message in Outlook using "Play on Phone":

Always use this phone: extension: [REDACTED] ⌵

Ask me every time which phone to use

Attendant

When callers press "0" during my greeting, forward to:

Default attendant (operator)

Personal attendant/assistant:

Recording Your Name and Standard Greetings

The Greetings tab lets you manage pre-recorded messages that are automatically played to callers when a call goes to voicemail. If you do not customize your greetings, the default messaging system greetings are played.

Personal Greeting

You can record a standard greeting for the phone to play to the callers when you cannot answer a call. For example, when you are away or when your line is busy.

Extended Absence Greeting (EAG)

You can record an Extended Absence Greeting to let callers know that you will be away from the office and won't be able to reply quickly to their messages.

Recording Optional Greetings

These are greetings that play based on a set of optional rules. For instance, you can set up optional greetings to play during office hours, to all internal callers who get no answer on your phone.

Click the Play icon to hear your name and personal greetings. If you want to change these preferences, click the Record icon (a red dot), which will bring up a small window to record through your computer if you have a microphone or webcam.

Alternatively, you may click on the telephone icon which will call your phone extension and you can record it through the phone.

Greetings

Names

Description	Play	Record
Recorded Name		

Standard Greetings

Description	Play	Record	Active	Enable Expiry	Expiration Date/Time
Personal			<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Extended Absence	N/A		<input type="checkbox"/>	<input type="checkbox"/>	Jul 16, 2015 11:00 AM

Optional Greetings

Greeting number	Description	Play	Record	Active	Optional Greeting Rules		
					All/Internal/External	All/Office Hours/Out of Office Hours	All/Busy/No Answer
1		N/A		<input type="checkbox"/>	All	All	All
2		N/A		<input type="checkbox"/>	All	All	All
3		N/A		<input type="checkbox"/>	All	All	All
4		N/A		<input type="checkbox"/>	All	All	All
5		N/A		<input type="checkbox"/>	All	All	All
6		N/A		<input type="checkbox"/>	All	All	All
7		N/A		<input type="checkbox"/>	All	All	All
8		N/A		<input type="checkbox"/>	All	All	All
9		N/A		<input type="checkbox"/>	All	All	All

Updating Your Voicemail Password

To change your password, go to the Password tab under Preferences. Enter a new password, and confirm it. Click the Change button.



User Preferences

Password

- General
- Notify Me
- My Phone
- Personal Lists
- Greetings
- Password**
- Advanced

Messaging Password

Change the password for voice messaging.

New password: (6-15 digits)

Confirm new password:

Change