

Using Audix Voice Mail

FIRST TIME SET-UP

1. **Dial** the voice mail extension: **47444** or **press Audix button**. *HINT: if calling from an off premises (or remote) phone, call (714) 484-7444.* The Audix voice mail system will prompt you to do the following:
 2. **Enter extension.** Enter in your 5 digit extension number and press #. *HINT: If you are using YOUR phone you can press # instead of entering in your extension.*
 3. **Enter password.** The default password is # *HINT: Your password must be a minimum of 4 digits*
 4. **Record your name.** Say your first and last name only.
 5. **Change your password.** Change your password to something that is easy for you to remember. The minimum length is 4 digits. The password cannot be the same number as your extension.
 6. **Record your personal greeting.** Follow the prompts to record your own personal greeting. This is what the caller will hear when you do not answer your phone.
-

LOGGING IN:

- **Dial** voice mail extension (47444) or use button on your phone labeled Audix.
- **Enter** your extension and press #
HINT: press # if calling from your phone.
- **Enter** your password and press #

RECORDING A GREETING:

You can record up to 9 greetings. For example, greeting #1 can be your normal greeting. When you go on vacation you can record greeting #2 stating you are on vacation and activate #2 to all calls. Then when you return from vacation, all you need to do is re-activate greeting #1 to all calls. *HINT: You can tell the caller to press 1 to bypass the greeting. Pressing 0 will transfer the caller to another number, usually a department line.*

RECORDING:

- Press 3 to administer your greeting
- Press 1 to create (record) a greeting
- Enter a greeting number (1 thru 9)
- Record your personal greeting
- Press 1 to stop recording

OPTIONS:

- Press # to approve
- Press 1 to record from here

- Press 23 to play back
- Press * D (* 3) to Delete the message
- Press 1 to activate once approved

AFTER PLAYBACK:

- Press # to approve
- Press 1 to record from here
- Press * D (* 3) to delete greeting
- Press 1 to re-record your greeting
- Press 1 to activate once approved

LISTENING TO MESSAGES:

- Press 2 to get messages
- Press 0 to listen to message

OPTIONS:

- Press 1 to respond or forward a message
- Press * D (* 3) to delete the message
- Press # to skip and save message

TO FORWARD MESSAGE WITH COMMENT:

- Listen to the message
- Press 1 to respond to message
- Press 2 to forward with your comment
- Record your comment, when done...
- Press # to approve
- Press 1 to edit your message
- Enter the Extension and # (who you want to send the message to). You can send to more than 1 person by putting in another extension

followed by a #.

- Press # when done addressing
- Press # to send message.

TO REPLY TO SENDER WITH A VOICE MAIL:

- Listen to the message
- Press 1 to respond to message
- Press 7 to reply with a voice mail

TO CALL THE SENDER OF THE VOICE MAIL:

After listening to the message, you may want to call the sender of the message right away.

Audix will transfer you.

- Listen to the message
- Press 1 to respond to message
- Press 0 to call the sender (Audix will take you out of your voice mail box and transfer you to the caller.)

RECORD AND SEND A MESSAGE

There are various reasons why you may want to record a message and send it directly from your voice mail box, such as: you do not want to disturb the person or you want to send the same message to more than one person.

- Call Audix and enter in your extension, press #, password, press #

- Press 1 to record and send a message
NOTE: This is different than recording a "greeting"

- Record your message. Press # when finished recording.

- Enter in recipient's extension, followed by #

HINT: you can enter more than one extension by repeating this step.

- When finished inputting extensions, press #
- To send the message, press #

HINT: If you do not do this step, the message will not be delivered!

TO CHANGE YOUR PASSWORD:

- Log into Audix by entering in your extension, #, password, #
- Press 5 to create lists, personal directories or change password
- Press 4 to Change Password
- Enter new password and press #
- Re-enter password and press #
- Password has been changed.

TO CALL SOMEONE VIA AUDIX USING THEIR NAME OR EXTENSION

While in Audix you can use the **campus-wide directory** to be transferred to someone either by extension or using the letters of their last name.

- Log into Audix by entering in your extension, #, password, #
- Press * T (Transfer)
HINT: If you know the person's extension, you can enter it and be transferred.
- Press * A (Alpha) This changes your keypad to an alpha keypad.
- Enter in the first few letters of the person's last name. Press #
- If more letters are needed the system will prompt you to enter in more letters, followed by #
- You will hear the person's voice signature (first and last names) and be transferred.
- If there is more than one name that meets the criteria (the letters you punched in, the system will give you options. (Press 1 for <name>, press 2 for..)

BASIC COMMANDS:

Help	* H or * 4
Return to Activity Menu	* R or * 7
Delete	* D or * 3
Transfer out of system	* T or * 8
Transfer using names	* A or * 2
Wait	* W or * 9
Look up Name in directory	* N or * 6
Exit system	** X or ** 9

PLAY BACK CONTROLS:

Rewind	2
Play/Pause	3
Louder	4
Back up	5
Advance	6
Softer	7
Slower	8
Faster	9
Listen/Replay	0
Skip	#

Information Services

C:\MyFiles\PHONES\Training\Using.Voice.Mail.wpd 02-07-03

03-23-2020