

First-Time Steps for AUDIX® System Users

This quick reference is for you, if you are using your AUDIX system with your telephone for the first time. It includes quick steps to help you:

- Log into the AUDIX system.
- Record your name.
- Create your own password. The first time you access the AUDIX system, you use a default password. You should create your own password for accessing the system after the first time.
- Record a greeting. Incoming callers will hear your personal greeting when they reach the AUDIX system. You might want to write down your greeting before recording it.
- Get your messages. You could have messages already waiting when you use the AUDIX system for the first time. You will hear how many messages you have when you log in.
- Exit from the AUDIX system.

Log In

1. Dial your AUDIX system. Your system number is:1771
2. When prompted, enter your extension number and the pound sign (#).
3. When prompted, enter the default password. Your default password is: #

Record Your Name

1. When prompted, press **1**.
2. Say your name.
3. Press **1** again.
4. After your recording is played back:
 - Press **1** to re-record your name.
 - Press **#** to approve your recording.

Create Your Own Password

1. When prompted, enter the password you would like to use for accessing your AUDIX mailbox.
Passwords must be at least 4 digits in length and not consecutive numbers or extension numbers.
2. Press **#**.
2. To confirm, enter your password again, followed by **#**.

Record a Greeting

1. After confirming your new password, or after logging in, press **3** to access the Administer Personal Greeting menu.

2. When prompted, press **1** to create a greeting.
3. Enter the greeting number (for example, enter 1 for greeting #1).
4. At the tone, record your greeting.
5. When finished recording, press **#**.
6. After you record your greeting, you can:
 - Press **2 + 3** to listen to the greeting.
 - Press **1** to re-record your greeting.
 - Press **#** to accept your greeting as is.
7. Press **1** to use this greeting for all incoming calls.

Get Your Messages

From the main menu, press **2**.

1. After each header (introduction), press **0** to hear the message.
2. After you listen to the message, you can:
 - Press ***D** to delete the message.
 - Press **#** to skip the message and save it.
 - Press **1** to reply to the message.

Exit

1. Press ****X** or, hang up the telephone.

Voice Messaging Tips and Highlights

General

Log in from anywhere	<p>From a phone connected to your company's system, dial the system extension, then enter your extension and password.</p> <p>From any phone not connected to your company's system, dial the complete phone number, including local prefix (and the area code if long distance), then enter your extension and password.</p>
Log in quickly	From your phone, dial the system extension, press # only (you don't need to type your extension), and enter your password.
Log in after leaving a message	After you get the greeting for another user's voice mailbox, you can press * R or * 7 to log into your voice mailbox. Press * 7 immediately or leave a message and then press * 7 . This tip is extra useful for long distance or pay phone calls because you can leave and get messages with one phone call.
Log in more than once on the same call	After getting messages from a long distance call or a pay phone, press * * R or * * 7 to let another user log into his or her voice mailbox without your hanging up first. This tip saves you money because two or more users can get messages with one phone call.
Avoid obvious passwords	<p>Do not use as a password:</p> <ul style="list-style-type: none">Ascending or descending digits (like 1234 or 4321)The same digits (for example, 0000)Your name or initials (for example, 5646 for John)The current year (for example, 1993)Your extension (for example, extension 3455, password 3455)A reverse extension (for example, extension 3455, password 5543)An identification number such as your social security number, employee ID, or room number. <p>Also, do not put your password on a programmable function key or speed-dial key.</p>
Dial ahead	If you know what buttons to push, push them without waiting for the system to respond. You can often push several buttons in advance.

 NOTE:

You can't bypass error beeps and important system messages.

Use Help

For help, press * **H** or * **4**. The system states your current options or the next step.

Getting Messages

Scan messages quickly

You can automatically play all of your messages by pressing just two buttons. Use Activity Menu option 7. Scanning is extra useful with a car phone.

Use playback controls

When listening to messages, you have controls for loudness, speed, stepping back and forth, pausing, and repeating messages. See your Quick Reference, Portable Guide, or Wallet Card.

Delete old messages

Your mailbox has limited space. When it's getting full, the system tells you. Delete messages or greetings you don't need.

Record a personal greeting

Replace the automatic system greeting with your personal hello. Use Activity Menu option 3. Tell callers they can press **1** to skip your greeting and press * **H** or * **4** for help.

Change your greeting everyday to match your daily schedule and record multiple greetings that play according to call type.

When away make your mailbox bigger OR turn your mailbox off

When you're gone on vacation, ask your administrator to temporarily make your mailbox bigger -- more callers can leave messages. Also, change your greeting to tell callers who else to call. **OR**, turn off your mailbox by pressing **5** at the Activity Menu, then pressing **7**, "Administer Call Answer Options."

Answer messages from your mailbox

Answer a message sent by another user immediately after listening to it, either by pressing **1 0** to call the person or by pressing **1 7** or **1 9** to send a return voice mail message.

Forward messages

You can forward a message to another user or a list of users immediately after listening to it. Press **1 2** to do this. After you forward it, you return to the original place in your mailbox. To forward to a mailing list, press * **5** or * **L** to specify the list's address.

Leaving Messages

Transfer to operator

Before or after leaving a message for another user, you can transfer to the person's secretary or operator by pressing **0**.

 NOTE:

This feature may not be active on your system.

Use directory assistance

If you don't know the extension of another user, find it with your voice messaging system. Log in, press * * **N** or * * **6** and enter the person's name, last name first. The system tells you the extension.

Transfer to an extension

Before or after leaving a message for another user, you can transfer to another extension. To do this, press * **T** or * **8**. Then enter the extension and #.

 NOTE:

This feature may not be active on your system.

Skip the mailbox greeting

When you call another AUDIX user and get the user's mailbox greeting, press **1** to skip the greeting and record your message immediately.

Use a guest password

To save time, leave messages directly in another user's mailbox. Dial the system number, then enter the extension and guest password (available from your system administrator). You can leave messages, but you can't get messages.

Customers or other callers can also save time by using the guest password. So give it to them, along with your system number and extension.

Recording Voice Mail

Use playback and record controls

To listen to and edit the messages you send, you have many controls. See your Quick Reference, Portable Guide, or Wallet Card.

Sending Voice Mail

Make messages private

To prevent another user from forwarding a message you send, make it private by pressing **1** when you finish addressing.

Make messages priority

When you want someone to listen to your message right away, send it as a priority message by pressing **2** when you finish addressing.

 NOTE:

This option may not be available for all users.

Save messages you send

Before sending a message, you can save it in the Outgoing Message file. Retrieve the message later to

use again. Use Activity Menu option 4.

Check on receipt of messages you send

After you send a message, check your Outgoing Message file to see if the message was delivered and if the person listened to it. Use Activity Menu option 4.

Delete outgoing/failed messages

Delete messages filed in the Outgoing Message file by using Activity Menu option 4. Saved outgoing messages can unnecessarily use system storage.

Schedule delivery

Schedule a message for delivery to the target mailbox at a specified time and date by pressing **3** after you finish addressing. Use the system as a calendar/reminder by scheduling messages to yourself.

Use mailing lists

Create a mailing list of extensions by using Activity Menu option 5. Then send your message to one destination -- the mailing list. All extensions in the list receive the message. You can also forward the messages you receive to a mailing list.

Send messages to a name, not an extension

When you send a message and don't know the extension of the recipient, press *** A** or *** 2**. Then enter the person's name, last name first.

Address messages before recording them

You can address messages before recording them, instead of using the default sequence of recording and then addressing messages. Change the addressing sequence by pressing **5** at the Activity Menu, then pressing **6**, "Administer Addressing Options."