



INITIALIZING YOUR AUDIX VOICE MAILBOX

ACTIVITY

CALL THE SYSTEM

LOG IN

RECORD YOUR NAME

(Your name will be heard by anyone who reaches your mailbox or receives a voicemail Message from you.)

CREATE A NEW PASSWORD

(Your password cannot be all of the same digit, sequential, or the same as your ext. number.)

PROCEDURE

1. From your desk dial ext. 1650 pr press your AUDIX speed dial button.
2. Enter your 4 digit extension followed by the # sign. (if calling from *your* own ext., just enter #)
3. Enter the **DEFAULT PASSWORD**
4. When prompted, **PRESS 1** and speak your first and last name only, then **PRESS 1** to stop recording. **Press #** to approve or 1 to re-record.
5. When prompted, enter your NEW PASSWORD followed by the # sign.
6. When prompted, re-enter your NEW PASSWORD followed by the # sign.

AT THIS POINT, THE SYSTEM WILL RECITE THE MAIN ACTIVITY MENU.

TO RECORD MESSAGES	PRESS 1
TO GET MESSAGES	PRESS 2
TO ADMINISTER GREETING	PRESS 3

CREATE A PERSONAL GREETING

(It is strongly recommended you create your own personalized greeting to replace the system greeting.)

1. **PRESS 3** to administer your greeting.
2. **PRESS 1** to **CREATE** new greeting.
3. Enter greeting number (1-9)
4. Wait for the tone, then speak your greeting.
5. To stop recording, **PRESS 1**, to review recording, **PRESS 2-3**. To delete and re-record **PRESS *D**.
6. To approve greeting, **PRESS #**
7. **PRESS 1** to activate greeting.

TO SAVE TIME, YOU MAY SKIP/OVERRIDE THE VOICE PROMPTS BY ENTERING THE COMMAND IMMEDIATELY.

HOW TO PROGRAM YOUR PERSONAL LIST OF ABBREVIATED DIAL NUMBERS

1. Pick up the handset or press the speaker button (dial tone).
2. Dial the Program Code *0 (dial tone)
3. Dial the Personal List number 1 (dial tone)
4. Dial the desired item number 1, 2, 3 0 (dial tone)
5. Dial the extension, outside number or feature code you want to store. (include access code of 9 if programming an outside number)
6. Dial the # to complete (confirmation tone)

Repeat steps 4-7 to program additional items on the list.

(* be sure to record the personal list item for future reference).

7. Hang up to end programming.

TO ACCESS PERSONAL LIST

1. Dial the access code of #7 (or press PERSONAL LIST button)
2. Dial the desired item number (1,2,3... 0)

VOICE MAIL GREETINGS

Greetings should be:

- Pleasant in tone
- Polite
- Brief
- Changed as often as possible
- Contain the date, your schedule and when you expect to return calls
- Contain instructions on how to reach another person directly

SAMPLE AUDIX GREETINGS

IN THE OFFICE:

"Hello, you have reached (your name) of (company name). Currently I am either on my other line or I have stepped away from my desk. Please leave a detailed message after the tone and I will return your call as soon as I can. If you need to speak with someone immediately, you may press zero now."

AWAY FROM THE OFFICE:

"Hello, you have reached (your name) of (company name). Today is Monday, June 8th and I will be out of the office all day (give reason). I will be checking my voice mail frequently, so please leave a detailed message after the tone and I will return your call as soon as I can. For immediate assistance, you may press zero now."

ON VACATION:

"Please listen to this message in its entirety. This is (your name) of (company name) and from Monday, June 8th through Friday June 12th I will be on vacation and will not be checking for messages. If you leave one at the tone, I will return your call on Monday, June 15th, or you may press zero for assistance."

(Note: check with your telephone coordinator to ensure you have a "Press 0" option before you record your greeting.)

REMEMBER THAT YOU CAN PROMPT THROUGH ANY VOICE MAIL MENU AT ANY TIME. THE PROMPTS TO CHANGE GREETING NUMBER 1 FROM THE ACTIVITY MENU ARE:

- 3 (ADMINISTER GREETING)
- 1 (CHANGE)
- 1 (GREETING NUMBER)
- 1 (RE-RECORD)

Composing A Personal Greeting

A personal greeting communicates a variety of information to callers. The same greeting can be used from day-to-day or it can be changed often to convey facts about daily activities. Below are several examples.

Greet the caller and identify yourself. For example, "Hello this is (your name) with (company name). Then add one or a combination of the following:

- "Today is (*day and date*), I'm sorry I missed your call. Please leave your name, telephone number and a message and I'll return your call as soon as possible. If you need immediate assistance, dial 0 now. Thank you."
- "I am in the office today, however I am unable to take your call at this time. Please leave a detailed message at the tone or dial 0 now to reach our receptionist."
- "I am in a meeting this morning. Please leave a detailed message and I will return your call after 2:00pm today. If you need immediate assistance, dial 0 now. Thank you."
- "On (*day and date*) I will be out of the office. Please leave me a message at the tone, as I will be checking my messages regularly. If you need immediate assistance dial 0 now."
- "I will be out of the office (*day and date*) through (*day and date*). During my absence, (*name of person*) will be filling in for me. You can reach (him/her) by dialing 0 and asking for (*extension number*)."
- "I will be out of the office (*day and date*) through (*day and date*). During my absence, (*name of person*) will be filling in for me. You can reach (*him/her*) by dialing * T and (*extension number*) followed by the # sign, or you may dial 0 now to reach our receptionist."

INTUITY AUDIX VOICE MESSAGING SYSTEM

OPTION # 1 RECORD MESSAGES

(to record a message in your mailbox and send it to other voice mail users)

- Press 1, then record your message
- If you want to edit your message before sending, press 1. Press 2, 3 to listen to the message and/or *D to delete it.
- To approve the message, press #
- To address the message enter the user's extension number followed by the # sign. The system will state the user's name. Press # to approve the name. You may continue to add as many extensions as you need. Note: to send to a mailing list, press *L (instead of an extension number), enter the list owner's extension, press #, enter the list number, press # (see Option #5 to create lists for steps to create a mailing list).
- To send the message, press #

Note: When you send messages through voice mail, you can then check under option #4 to see if your message was received and/or listened to by the recipient.

OPTION #2 TO GET MESSAGES

(if you have a message light on your phone it will come on when there are messages in your voice mail)

- When you access your voice mail, you will be told how many messages are in your mailbox
- Press 2 to listen to the first header (this includes the user's name, the date/time, length of message and the user's extension number)
- Press 0 to listen to the message. After you listen to the message here are some options available to use:

0	To repeat the message
23	To repeat the header
3	To pause the message, 3 again to resume
6	To skip forward in 4 second increments
5	To back up in 4 second increments
17	To respond to the message, talk, press #, then # to send
10	To call sender (internal only)
12	To forward the message to another user, talk, end by pressing #, enter the extension number of person you are sending message to, you will hear the person's name, press # to send
4	To turn volume up
7	To turn volume down
8	To slow down message
9	To speed up message
*D	To delete message
#	To save message and skip to next one

Note: If you simply want to scan your messages and/or headers select option # 7 from the Activity Menu instead of # 2.

OPTION #3 ADMINISTER PERSONAL GREETINGS

(in order to project a professional image, is important that you record and activate a personal greeting, do not use the system greeting - you can even instruct Intuity to play different greetings for different types of calls 'busy v.s. no answer or internal v.s. external' see attached Multiple Personal Greetings.

• *TO RECORD YOUR PERSONAL GREETING:*

Press 3 to administer personal greeting

Press 1 to record greeting

Enter the greeting number (1 - 9)

Record your greeting (for editing options press 1 after recording, then 2, 3 to listen or *D to delete)

Press # to approve Press I to activate for all calls

• *TO ACTIVATE A DIFFERENT GREETING (that has already been recorded):*

Press 3 to administer personal greetings

Press 3 to activate a greeting

Enter the greeting number to be activated

OPTION # 5 - TO CREATE MAILING LISTS, CHANGE PASSWORD, REiRECORD YOUR NAME

TO CREATE MAILING LIST (if you frequently send messages to a group of users you can save time by creating a mailing list):

- Press 5, then 1, then 1 to create list (you can scan an existing lists by pressing 2)
- Enter the List ID (can be up to 6 digits), press #
- Press 1 for a private list (no one else can use it) or 2 for a public list (anyone else can use it).
- Enter the extension number to be included in the list following each with the sign
When finished, press # to approve the list

TO ADMINISTER THE LIST:

- Press 5, then 1, then 3 to review or modify the list
- Enter the extension of the list owner (usually your own) followed by the # sign
- Enter the list number followed by the # sign
- The system will start to List off the members of the list. Press # to skip a name
- Press *D to delete a name
- To add a name press 1, press N to signify that you do not want to change the list status Enter the new extension followed by the sign. When done adding entries press #

TO USE THE LIST:

- See section on Sending Messages

TO CHANGE YOUR PASSWORD (your password can be 5-15 digits, do not use your extension number or simple codes like 12345):

- Press 5, then 4, enter new password followed by the # sign
- Re-enter your new password, followed by the # sign

TO RE-RECORD YOUR NAME:

- Press 5, then 5
- At the tone, record your name, press 1 when finished
- Press 1 to record again or to approve

