

# Using the Audix Voicemail System

For complete instructions on using Audix please go to: [http://www.calvin.edu/it/services/telecom/tc\\_adix1.htm](http://www.calvin.edu/it/services/telecom/tc_adix1.htm)

## Access Your Mailbox

Your mailbox stores incoming and outgoing voice, fax, text messages, or multimedia messages and headers. Your mailbox stores messages by their status.

1. To access your mailbox, pick up your phone and dial **x6-6700** or from off-campus **526-6700**. If your phone has a **<VMail>** button you can also press that.
2. You are prompted to enter your extension followed by **#**.
3. You are prompted for your password, followed by **#**.

## Voice Prompts and Help

After you log in, the voice prompts always tell you what to do.

For help at any time, press **\* H ( \* 4 )** to get a list of your current options, or to return to the Main Menu, press **\* R ( \* 7 )**.

## Get Around in Your Mailbox

After you call your mailbox and login, you reach the Main Menu. The Main Menu is also referred to as the Activity Menu.

### Main Menu Options

- 1 - **Record and send messages:** Create, address, and select delivery options for mail messages.
- 2 - **Get messages:** Listen to, respond to, print, and delete messages.
- 3 - **Create greetings:** Create, change, and activate personal greetings.
- 4 - **Outgoing and filed messages:** Determine the status of and listen to messages you previously created.
- 5 - **Personal options:** Set up mailing lists, personal directory, recorded name, addressing sequence, and password.

## Record Your Name

Record your name to replace the system greeting for your mailbox. Callers hear your voice and feel comfortable they have reached the right person.

1. From the Main Menu, press **5**, then **5**.
2. Speak your name after the tone.
3. Press **1** to stop.
4. (Optional): One of the following:
  - **1** Re-record.
  - **2, 3** Play back.
5. Press **#** to approve.

## Record a Greeting for Callers

When you don't answer your telephone, the system works just like an answering machine. The system sends the call to your mailbox. Then, the caller either hears a system greeting or a greeting you've recorded. You can record and store several personal greetings, each for a specific situation. You can manually activate each greeting as needed, or you can keep a number of greetings active at once.

### Recording Your Basic Greeting

1. From the Main Menu, press **3**, then **1**.
2. Speak your greeting at the tone. You may need to enter a greeting number before you speak your greeting.
3. (Optional): Press one of the following:
  - **1** Pause (and **1** again to continue recording).
  - **2, 3** Play back.
  - **\* 3 ( \* D )** Delete and begin again.
4. Press **#** to approve. Do one of the following:
  - Follow the prompts to activate the greeting.
  - Press **#** to leave the greeting inactive.

## Change your Voicemail password

The Audix automated voicemail system does not provide prompts to change your password. To change your password:

1. Login to Voicemail by pressing the **VMail** button on your telephone.
2. You are prompted to enter your five-digit phone extension and the # sign.
3. You are prompted to enter your current password and # sign.
4. When you hear the automated system start to give you account options press **5** and then press **4**.
5. You are prompted to enter a new password then press #.
6. You are prompted to re-enter your new password and then press #.
7. Press **\*\*9** to exit Audix.

## Basic Commands

- \* **4** (or \* **H**) Help
- \* **7** (or \* **R**) Return to Main Menu
- \* **9** (or \* **W**) Wait
- \*\* **6** (or \*\* **N**) Look up number/name
- \*\* **9** (or \*\* **X**) Exit system
- \* **0** Transfer call to operator
- \* **3** (or \* **D**) Delete
- \*\* **8** (or \*\* **U**) Undelete
- \*\* **4** (or \*\* **H**) Hold message in category
- \* **8** (or \* **T**) Transfer out
- \*\* **7** (or \*\* **R**) Log in again

## Use while listening to messages

- 9** Increase speed
- 8** Decrease speed
- 4** Increase volume
- 7** Decrease volume
- 6** Skip forward
- 5** Skip backward
- \* **6** Skip to next message component
- \* **5** Skip to previous message component