

# Intuity AUDIX

## Voice Mail Basics

### Logging Into Voice Mail

- Dial **234** (internal)  
or call **610 892 1234** (external).
- Enter your extension + the “#” sign.  
*Shortcut: If you are at your desk, just press the # sign.*
- Enter your password + “#”.

**NOTE:** The first time you log in there is no default password. You will just press “#”.

- Follow the prompts and record your name.
- Follow the prompts and enter a new password. *Listen for minimum password length. (6 digits)*
- See Record Greeting below.

**Recording Your Greeting** You can pre-record 1 primary greeting and up to 8 alternate greetings. After logging into voice mail:

- Press **3** (Administer greeting)
- Press **1** (Create/change a greeting)
- Press **1** (Greeting number)
- Record your greeting.
- Press **1** (Stops your recording and allows you to edit your greeting.)
- Press **2,3** (Listen to greeting you recorded)
- Press **2,1** (Re-record greeting)
- Press **#** to approve greeting.
- Press **1** to use this greeting for all calls.

**Note:** Additional greetings can now be recorded.

### Activate a Different Greeting

After logging into voice mail:

- Press **3** (Administer greeting)
- Press **3** (Activate greeting)
- Enter desired greeting number.

### Retrieve Your Messages

After logging into voice mail:

- Press **2** (Getting messages)
- Press **0** (To listen to message)

**NOTE:** While listening to your message, you have helpful Play-Back Controls. See *Play-Back Controls*.

### Send Messages Record and Send a Memo

- After logging into voice mail:
- Press **1** (Record message)
- Press **1** (Stop recording)
- Press **#** (To approve message)
- Enter extensions + # for each addressee
- Press **#** (To finish addressing).
- Press **#** (To mail immediately or 0 for mailing options)

### Transfer a Caller Directly to Voice Mail

- Press **Transfer** button.
- Dial **499**. Wait for answer.
- Dial **extension** number.
- Press **Transfer** button immediately. Caller will hear greeting.

### Sample Greeting

Hello, this is <your name>. I'm either on the phone or away from my desk. Please leave a detailed message and I will return your call. <If you need immediate assistance, you may press 0 at any time.> Thank you.

Activity Menu		
Record Messages <b>1</b>	Get Messages <b>ABC 2</b>	Administer Greetings <b>DEF 3</b>
Review Messages <b>GHI 4</b>	Password/Lists <b>JKL 5</b>	<b>MNO 6</b>
Scan Messages <b>PRS 7</b>	<b>TUV 8</b>	<b>XYZ 9</b>
<b>*</b>	Oper <b>0</b>	<b>#</b>

\*\*R Re-log in  
Q = 7 Z = 9

Play-Back Controls		
<b>1</b>	Rewind <b>ABC 2</b>	Play/Pause <b>DEF 3</b>
Louder <b>GHI 4</b>	Backup <b>JKL 5</b>	Advance <b>MNO 6</b>
Softer <b>PRS 7</b>	Slower <b>TUV 8</b>	Faster <b>XYZ 9</b>
<b>*</b>	Listen/Replay <b>Oper 0</b>	Skip <b>#</b>

Press 3 to pause and 3 again to continue  
Q = 7 Z = 9

# YOUR VOICE MESSAGING SYSTEM

## LOG IN

- Dial your voice messaging system number.  
(You may need to dial an extension only,  
a complete local phone number, or, for long  
distance, the area code and phone number.)
- Enter extension # (if calling from your  
extension, enter #).
- Enter password #.
- Get your initial password from your  
system administrator.

## ACTIVITY MENU

- Record and Send Messages **1**
- Get and Respond to Messages **ABC 2**
- Create Personal Greetings **DEF 3**
- Check Outgoing Messages **GHI 4**
- Change Password/ Create  
List/ Personal Directories **JKL 5**
- Scan Messages Quickly **PRS 7**

## BASIC COMMANDS

- Help **\*H or \*4**
- Return to Activity Menu **\*R or \*7**
- Delete **\*D or \*3**
- Undelete (may not be  
available with your system) **\*\*U or \*\*8**
- Wait **\*W or \*9**
- Transfer out of system  
look up name/ ext. in  
Directory **\*T or \*8**
- Exit system **\*\*X or \*\*9**
- Hold message in category  
Hold message in category **\*\*H or \*\*4**
- Use while addressing:  
Alternate addressing  
(switch between name/ ext.) **\*A or \*2**
- Use mailing list **\*L or \*5**

Record Message

Stop Recording/  
Restart  
Play Back  
Delete **\*D or \*3**  
Approve **#**

Extension or Name #  
(press \*A or \*2 to alternate  
between Ext and Name)  
and/ or  
Group List **\*L or \*5**

Finish  
Addressing #

Sand  
List Options **0**  
Make Private **1**  
Schedule Delivery **2**  
File a Copy **3**  
File a Copy **4**

Reply by Voice Mail:  
-without copy **7**  
-with copy **19**  
Forward with  
Comment **2**  
New Message  
Call Sender  
Return to  
previous menu **4 0**

Delete **\*D or \*3**  
Undelete **\*\*U or \*\*8**  
Skip **#**  
Next Category **\* #**

Undelete may not  
be available with  
your system

Listen  
Change/ Create/  
Delete **0**  
Scan **1**  
Activate  
Call Type  
Finished? **2 3 4 #**

Respond/ 1  
Forward

Enter  
Greeting  
Number

Stop Recording/  
Restart  
Play Back  
Delete **\*D or \*3**  
Approve **#**

Listen  
Change/ Resend  
Replay Header **0 1 23**  
Delete **\*D or \*3**  
Skip  
Next Category **# #**

Mailing Lists  
Personal Directory **1**  
Password **2**  
Re-record name **4 5**

Create List  
Scan **1**  
Review/ Modify **2 3**

Scan Headers  
and Messages **1**  
Scan Headers **2**  
Scan Messages **3**

## PLAY-BACK CONTROLS

Use while listening to or  
recording messages.

<b>1</b>	<b>2</b>	<b>3</b>
Louder GHI 4	Back Up JKL 5	Play/Pause DEF 6
Softer PRS 7	Slower TUV 8	Faster WXY 9

Listen/Replay Skip  
\* **0** **#**

Press 3 to pause and 3 again  
to continue.  
0=7 Z=9

**FOR MORE INFORMATION:**

- Press \*H for Help at any time.
- See your voice messaging portable guide.
- Contact your system administrator.

**NOTICE:** The information in this document is subject to change without notice. AT&T assumes no responsibility for any errors that may appear in this document.

**Note:** AUDIX RIV8 Standard and DEFINITY AUDIX R30 offer the \*\*U (or \*\*8) command to recover a message you just deleted and the # command to back out of the Reply to Sender option. However, these commands may not be available on all voice messaging systems AT&T offers subsequent to these products.