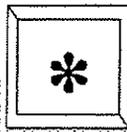
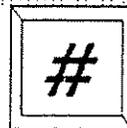


AUDIX



ADVANCED



Presented by
Information Technology Services

**** AUDIX ADVANCED ** COURSE OUTLINE**

I GETTING MESSAGES

- a. Respond Options*
- b. Message Shortcuts*

II SENDING MESSAGES

- a. One/Several*
- b. Scheduled Delivery*
- c. Filing a copy*

III MAILING LISTS

- a. Creating/Modifying*
- b. Using Lists*

IV MULTIPLE GREETINGS

- a. Changing Call Types*
- b. Activating multiple greetings*
- c. Greeting Shortcuts*

2

GET MESSAGES

Instead of DELETING or SKIPPING a message

1). PRESS **1** (Respond)

RESPOND OPTIONS

(optional)

2). **1**

Reply by VoiceMail

Press 1
Speak reply
Press 1
Press * + #

2

Forward w/comments

Speak reply
Press 1
Press * + #
Dial ext. + #
Repeat, or
Press * + #

4

Record a New Message

Speak
Press 1
Press * + #
Dial ext. + #
Repeat, or
Press * + #

(optional)

0

Call Sender

Wait to be connected
Special Note:
You are no longer in the AUDIX system.

3). TO SEND MESSAGE NOW PRESS ***** + **#**
TO SCHEDULE DELIVERY

Enter Hour, Minute, "A" for am, "P" for pm
Enter Month and Day i.e., 03 11 + # = Mar 11

4). If correct, Press ***** + **#**

5). TO FILE A COPY, PRESS Y OR YES OR N FOR NO

Related Functions: Check Out-Going Messages

MESSAGE SHORTCUTS "SCANNERS"

When accessing AUDIX to RETRIEVE MESSAGES,
instead of pressing to GET MESSAGES,

1. PRESS AUTO MESSAGE SCAN

When in the SCAN mode, AUDIX will not announce the options to SKIP, DELETE OR RESPOND. You will have 3 seconds at the end of each message to decide. If no command is selected, AUDIX will automatically SKIP the message and continue to the next message

2. PRESS SCAN Headers and Messages
- SCAN Headers Only
- SCAN Messages Only *

* SPECIAL NOTE: If you are uncertain if the message received is from an AUDIX subscriber, Press 2 3 to rewind to the Header to listen for the subscriber's name and/or extension.

SENDING MESSAGES

1. PRESS Record a Message
2. SPEAK Message
3. PRESS When finished speaking
4. PRESS + OR Press *+D to DELETE
Press 1 to add to
5. ADDRESSING: + #
 + L to add a LIST
To add more: Dial 5-digit ext. + #
or Dial * + L to add another list
6. PRESS + When finished
7. SEND Message: + TO SEND IMMEDIATELY

To SCHEDULE DELIVERY

1. ENTER HOUR, MINUTE, "A" FOR am "P" FOR pm
2. ENTER MONTH AND DAY i.e., 03 11 + # = MAR 11

If correct, PRESS +

8. To FILE A COPY PRESS Y for YES or N for NO

Related Functions: Check out-going messages

HOW TO MODIFY A MAILING LIST

1. PRESS CHANGE PASSWORD/
ADMINISTER LISTS
2. PRESS MAILING LISTS
3. PRESS TO REVIEW/MODIFY
4. ENTER OWNER'S EXT OR
PRESS IF LIST BELONGS TO YOU

5. ENTER LIST NAME + #

*Audix will announce the total number of list entries.
Audix will then announce the name of a list entry*

6. MAKE SELECTION: SKIP - PRESS
DELETE - PRESS
TO ADD OR CHANGE ENTRIES TO ADD/CHANGE
TO MODIFY STATUS: Y FOR YES N FOR NO

ENTER EXTENSION + #

AUDIX will announce subscriber's name

Continue entering additional extensions,
each entry followed by # until finished

PRESS when finished

MULTIPLE GREETINGS



1) Record Greetings 2) Change Call Types, and then 3) Activate Greetings

1. PRESS ADMINISTER GREETINGS

*AUDIX will announce which greeting and
and Call Type is currently active*

2. PRESS CHANGE OR CREATE

suggestion: Use Greeting 1 for No Answer
Use Greeting 2 for Busy
Use Greeting 3 for Out-Of-Hours

RECORD EACH GREETING: *See Sample Greetings*



3. PRESS TO ADMINISTER CALL TYPES

Call Types: ALL CALLS
INTERNAL/EXTERNAL
BUSY & NO ANSWER

SELECT BUSY & NO ANSWER

If you want a different greeting to begin playing
after hours (5:00 pm until 8:00 am) PRESS

If not PRESS

AUDIX will return to the Administer Greetings Menu

Continue to Part 3

MULTIPLE GREETINGS *Continued*



4. PRESS TO ACTIVATE A GREETING

Select Greeting Number: (Select greeting 1)

To activate for each call type, PRESS

To activate for BUSY, PRESS

To activate for NO ANSWER, PRESS

To activate for OUT-OF-HOURS, PRESS

5. SELECT NO ANSWER

AUDIX will confirm your selection

6. ACTIVATE ANOTHER GREETING

Select Greeting Number: (Select greeting 2)

(Same Options as described above in Step 4, will be given)

7. SELECT BUSY CALLS

AUDIX will confirm your selection

8. ACTIVATE ANOTHER GREETING

Select Greeting Number: (Select greeting 3)

(Same Options as described above in Step 4, will be given)

7. SELECT OUT-OF-HOURS

AUDIX will confirm your selection

PRESS + YOU'RE FINISHED!

HOW TO RECORD A PERSONAL GREETING

LOG IN:

Step 1: Call AUDIX 8-1762

Step 2: Dial your 5-digit ext. number + #
OR Press # only if calling from your ext.

Step 3: Enter Password + #

Step 4: Press 3 to Administer Greetings

Step 5: Press 1 to Change or Create

Step 6: Press 1 again to Select Greeting 1 (No Answer)
OR Press 2 to Select Greeting 2 (Busy)
OR Press 3 to Select Greeting 3 (Out-Of-Hours)

Step 7: Begin speaking after the Tone:

(See Greetings Scripts)

Step 8: Press 1 when Finished

Step 8a: Press 2 + 3 to listen to your recording
OR Press * + 3 to erase and re-record

Step 9: Press * + # to approve

Greeting 1 for NO ANSWER

Hello, this is ----- Today is -----
I am in the office today but momentarily away from my desk.
Please wait for the tone and leave your name, telephone
number and a detailed message. I will call you back as
soon as I can. If your call is urgent or you need to speak
with someone immediately, dial 0 to reach our receptionist.
You can transfer either before, or after you leave your
message. Thank you for calling.

Greeting 2 for BUSY

Hi, this is ----- I am currently on another
call at this time. Please wait for the tone and leave
your name, telephone number and a detailed message. I will
call you back as soon as I can. If your call is urgent or
you need to speak with someone immediately, dial 0 to reach
our receptionist. Thanks for calling.

Greeting 3 for OUT-OF-HOURS

Hello. This is ----- My hours are Monday
through Friday, from 8:00 am until 5 pm. If you would like
to leave a message, wait for the tone. Be sure to leave
your name and a regular day time phone number. I will
return your call during regular business hours. Thanks
for calling.

TIME SAVERS

As a caller, when you encounter an AUDIX user's Greeting, you can advance directly to the tone -

PRESS

As a caller leaving a message, you can review, modify or delete your message before sending.

PRESS

As a caller (who is also an AUDIX subscriber) leaving a message in another's voice mailbox, you can access your own mailbox without hanging up and redialing:

PRESS

At any time while in AUDIX, a subscriber (or caller) can look up other subscriber's names and extensions by using the AUDIX Directory

PRESS

Using the Alpha keypad, dial last name followed by first + #

More TIME SAVERS

Using Telephone Features

Program the AUDIX system number as ABBREVIATED DIAL BUTTON

Step 1. Lift handset (or press SPEAKER button).

Step 2. Dial + (or press button)

Step 3. Select an button

Step 4. Dial 8-1762

Step 5. Reselect the same button

To program more numbers, begin with Step 3.

When you will be away from your telephone for extended periods, ACTIVATE the SEND ALL CALLS FEATURE

Step 1. PRESS button.

OR Dial +

To CANCEL:

Step 1. PRESS button.

OR Dial +

DISASTER RECOVERY

If you have Deleted a message, you can recover it as long as
you are still in the same session as when you deleted it.

PRESS

