

# Intuity Audix Voice Mail Quick Reference©

## Accessing Voice Mail

Internal

- Press **Message** button OR dial extension **8099**.

External

- Dial **(303) 325-8099** and follow prompts  
OR
- Dial your own direct dial number, when your greeting answers, press **\*7**.

Default Password

- The first time you access voice mail the default password is **258**.

First Time Set-up / Tutorial

- Access voice mail, enter extension then press **#**.  
**Shortcut:** If accessing voice mail from your own phone, simply press **#**.
- Enter default password **258** then press **#**.
- Follow the prompts to record only your name.
- Follow the prompts to enter a new password. The system will notify you of minimum password length and prompt you to re-enter the password again for confirmation. Consecutive (123456) or repetitive (111111) passwords are not accepted.

## Administer Personal Greetings - pre-record 1 primary greeting and up to 8 alternate greetings.

- Press **3** (Administer greeting)
- Press **1** (Create/change a greeting)
- Enter **1-9** (Greeting number)
- Record your greeting:
  - Press **1** (stops recording, allows edit)
  - Press **2,3** (listen to greeting)
  - 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.

## 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.*

**Note:** Zero out destination is programmed by the System Administrator and may not be available on your system depending on set-up.

**Hint:** Press **1** to skip someone's greeting.

## Activate a Different Greeting

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

## Retrieve Your Messages

After logging into voice mail:

- Press **2** (Get messages)
- Press **0** (To skip header & listen to message)

**NOTE:** While listening to messages use the helpful Play-Back Controls illustrated in the next column.



## Send Messages Record and Send a Memo

- Press **1** (Record message)
- 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 (if available)

- With caller on the line press **Transfer** button/softkey
- Press **Transfer to VM** feature OR dial \_\_\_\_\_.  
Wait for an answer then dial **extension** number.
- Press **Transfer/Complete** button/softkey immediately. Caller will hear greeting.

**Note:** This feature also allows you to "quick message" someone without ringing the phone.

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

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

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

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**

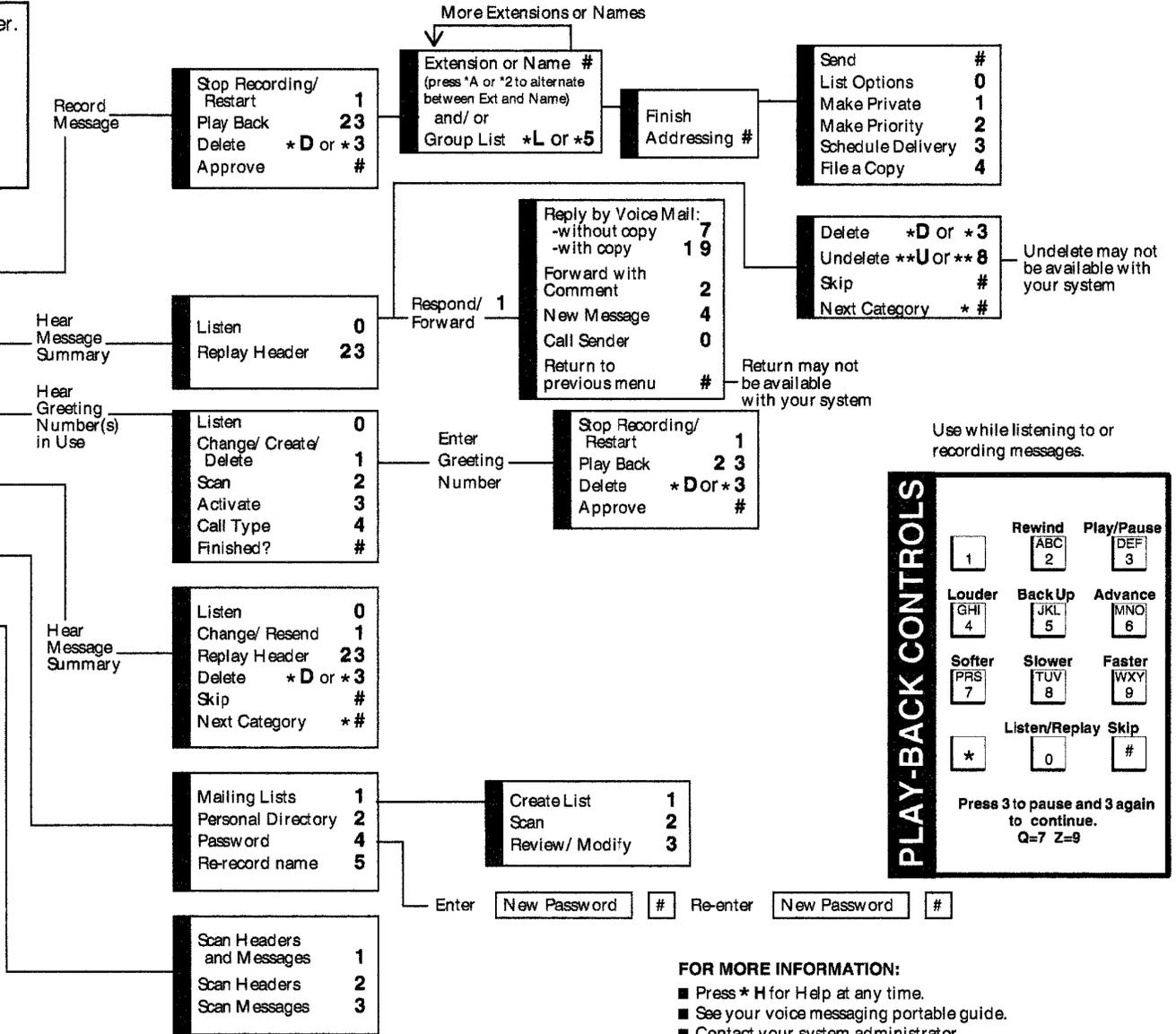
- Record and Send Messages **1**
- Get and Respond to Messages **ABC 2**
- Create Personal Greetings **DEF 3**
- Check Outgoing Messages **GHI 4**
- Change Password/ Create Lists/ Personal Directories **JKL 5**
- Scan Messages Quickly **PRS 7**

**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 \*T or \*8
- Look up name/ ext. in Directory \*\*N or \*\*6
- Exit system \*\*X or \*\*9
- 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



**Note:** AUDIX R1V8 Standard and DEFINITY AUDIX R3.0 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.

**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.