Voice Mail (Audix)
Instructions

Getting In

1. Dial (954) 262-5770; from on campus, dial 25770.
   ☞ TIP -- out of town on business? Dial 1-800-541-6682 and enter extension 25770 when prompted for extension.
2. When prompted, enter your 5-digit extension followed by the # sign.
   ☞ TIP -- If you're calling from your own phone, just enter #.
3. When prompted, enter your password followed by the # sign.
   ☞ TIP -- For first time users, the default password is 2+ the extension.

Main Activity Menu

This is "Home Base" for Audix. At this point, you can:

- Press 1 to record a message to send to other mailbox users;
- Press 2 to get your messages;
- Press 3 to record, delete or activate the message that people answered by your Audix will hear;
- Press 4 to check outgoing messages;
- Press 5 to administer mailing lists, personal directory, password, or record your name.

Setting Your Password

To set your own password, press 5 at the main activity menu and follow the prompts.

Forget Your Password?

If you get a message asking you to contact the system administrator, or if you can't remember the password you set to get into your Audix mailbox, you will need to call your department telecom contact who will notify us to have your password reset.

Naming Your Voice Mailbox:

When you dial into Audix, you should hear your first and last name in your own voice. Other users also hear this when you leave a message their Audix. If you need to change this, press 5 TWICE at the main activity menu and follow the prompts. HELP!!!! If you ever find yourself lost in Audix, press *H for help.

Managing Messages

Once a message is in your voice mailbox, it is classified in one of three ways:

- New Messages -- you have listened to neither the header nor the message itself;
- Unopened Messages -- you have listened to the header, but not the message;
- Old Messages -- you have listened to both the header and the message.

A message can remain in your mailbox for 10 days as new; 10 as unopened; and 10 as old. Once you have listened to both the header and the message, that message is reclassified as an old message, and will expire after 10 days. It is not possible to retrieve messages once they have expired.
After you have listened to a message, you can:

- Delete it -- **Press **D**
- Respond to it -- **Press 1**
- Call sender directly -- **Press 0**
- Reply to sender by voice mail -- **Press 1**
- Forward to someone else with comment -- **Press 2**
- Skip to next message -- **Press #**
- Hold message in current category -- new, unopened or old -- **Press **4**
- Undelete last message deleted -- **Press **8**

☞ A note about undeleting messages:

If you delete a message by mistake, press **8** to undelete that message. This works ONLY for the last message deleted. If you delete the next message, you can no longer undelete a previous message. If you hang up, it is no longer possible to retrieve a deleted message at all.

Managing Personal Greetings

It is possible to create and save up to 9 personal greetings in your Audix mailbox.

- To create a personal greeting -- **press 3** at the main menu; then **1**; follow prompts.
- To scan greetings -- **press 3** at the main menu; then **2**; follow prompts.
- To activate a personal greeting -- **press 3** at the main menu; then **3**; follow prompts.
  ☞ TIP -- When going on vacation, record and activate a greeting informing callers of your absence and return date.