A PORTABLE GUIDE TO
AUDIX® VOICE MESSAGING

To order additional copies of this document, call:

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For more detailed information on AUDIX® features, see the *AUDIX® Feature Descriptions* manual (585-305-203).

For more information about AT&T documents, see the *Global Business Communications Systems Publications Catalog* (555-000-010).

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WELCOME TO AUDIX®!

AUDIX is a complete and easy-to-use voice mail and message service system, available to you 24 hours a day from any touch-tone telephone.

By pressing the buttons on your touch-tone telephone, you can perform these tasks from the AUDIX *Activity Menu.*

This menu and other important AUDIX commands are always visible on the command menu panel on page 27.

Listening to Prompts / Getting Help

AUDIX has a comprehensive help system that "talks you through" its layers of menu options. If you need more information, simply listen to the system prompts or press ***H** to get **HELP**.

ACTIVITY MENU

Record Messages	Get Messages	Create Greetings
1	ABC 2	DEF 3
Review Messages	Password/ Lists	
GHI 4	JKL 5	MNO 6
Scan Messages		
PRS 7	TUV 8	WXY 9
*	0	#

**R Relog in
Q=7 Z=9
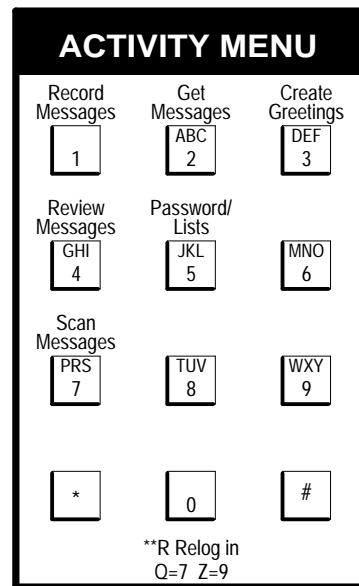
1

LOGGING IN

1. Dial your AUDIX number and wait for the system to answer.
2. Press (if calling from your ext.).
   OR
   Enter your extension and press .
3. Enter your password and press .

NOTE: Your AUDIX system may require that you record your own name when you log in the first time. If so, AUDIX will prompt you through the steps. See page 19 for the complete procedure.

LEAVING AUDIX

You can:

- Hang up.
- Press ***T**, enter an extension, and press to transfer to an inside extension.
- Press ****X** to exit AUDIX and place another call or drop AUDIX from a conference call.

  Your AUDIX number _____
  Your extension _____

TIPS

- Get your initial password from your system administrator.
- See page 17 to change your password.
- You can usually interrupt the AUDIX prompts when you're ready to enter a command.
- To bypass greetings, press **1** immediately when the system answers.

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AUDIX TERMS

Activity Menu — The initial options you can access after logging in to AUDIX.

Header — A spoken message summary: "Message from Ward Corbett delivered 1:09 AM, Friday, May first, extension 54399."

Address — Your extension or name. (Use ***A** to switch between these two modes of addressing.)

Incoming Message — A message received from someone. The categories are: *new, unopened,* and *old.*

Outgoing Message — A message you've recorded to send to others. The categories are: *undelivered, undeliverable, delivered, filed,* and *accessed.*

AUDIX Mailbox — A storage area for incoming and outgoing messages (and headers).

AUDIX keeps old and new messages until *you* delete them or until your system's *automatic delete date.*

Your system administrator determines how long AUDIX stores old and new messages before deleting them.

Because mailbox space is limited, it is wise to regularly delete unnecessary messages.

AUDIX stores file copies in the **file cabinet** portion of the outgoing mailbox.

While listening to AUDIX headers or messages, you can select which ones you want to hear by skipping headers/categories.

3

PRESS

1
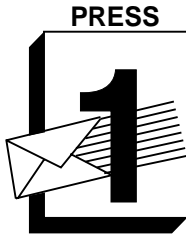
RECORD MESSAGES

- record
- edit
- address
- file

RECORD (SEND) MESSAGES

1. Press **1**.

2. Speak message.

Edit –
- Press **1** to stop/pause.
  THEN
  Press **1** to continue.
- Press **2 3** to play back.
- Press ***D** to delete and re-record. (Begin at step 1.)

3. When done, press ***** to approve.

ADDRESS / SEND MESSAGE

4. Use as necessary:

For Each Individual –
- Enter recipient's address and press .
- Listen to address.
- Repeat for more individuals.

For Lists of People –
(See page 17 to create lists.)
- Press ***L**.
- Press (if you are list owner).
  OR
  Enter list owner's address and press .
- Enter list ID (name) and press .
- Repeat either group of steps above for more individuals or more lists.

5. Press ****** to send now
OR
Press ***** to approve address list and access Options Menu.

For Special Options –
- Press **0** to hear all available Options Menu selections.
  — Press **1** to make message private.
  — Press **2** to make message priority.
  — Press **3** to schedule delivery.
 — Press **4** to file a copy.

4

To Schedule Delivery –
- To schedule future delivery press **3** while in Options Menu, then:
  — Enter delivery time (enter 405 for 4:05).
  — Enter **A** (AM) or **P** (PM) and press .
  — Enter delivery month and day (enter 502 for May 2) and press .
  — Listen to the schedule. (If incorrect, press ***D** to delete and repeat delivery steps above.)
  — Press ***** to approve schedule.
- Press ***** to send.

TIPS

- When recording a message, you can skip the edit options and just press ***** to approve.
- AUDIX will deliver your message as soon as possible, usually within seconds, unless you specify a delivery time.
- To prevent recipients from forwarding a message, press **1** while in the Options Menu to make the message private.
- To switch between ext./name addressing, press ***A**. Enter last name, first.
- To pause while recording, press **3**, then **1** to continue.
- See the play-back controls (on the command menu panel on page 27).

5

PRESS

2
A B C
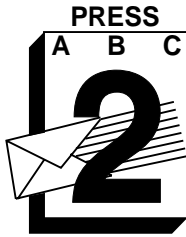
GET MESSAGES

- listen
- replay/forward
- save/delete

LISTEN TO MESSAGE

1. Press **2**.
2. Listen to message *header.*
3. Press **0** and listen to message.

Options –
- Respond, go to step 4.
- Press **2 3** to play back summary.
- Press ***D** to delete and skip to next summary. If, immediately after deleting a message, you need to restore it, press ****U** to undelete the message.
- Press **2** to return to previous summary.
- Press to save and skip to next summary.
  OR
  Press ***** to skip to next category.
- Press ****H** to hold message in current category and skip to next header.

RESPOND TO MESSAGE

4. Choose one:
- *Call sender directly,* press **1 0**.
- *Reply to sender by voice mail:*
  — Press **1 7** and speak message (to send reply only).
  OR
  Press **1 1 9** and speak message (to attach original).
  — Press ****** to approve and send now.
  OR
  Press ***** to approve message and access Options Menu.
- *Forward with comment,* press **1 2**.
  OR

CONTINUED ON NEXT PAGE

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- *Record a new message,* press **1 4**.
  — Speak message.
  — Press **1** to stop/pause (optional).
  — Press ***** to approve.
  — Enter recipient's address and press . (Repeat for more addresses. See page 4 to use lists.)
  — Press ****** to send now.
    OR
    Press ***** to approve address list and access Options Menu.

TIPS

- To quickly scan your messages, press **7** (from the Activity Menu) and listen to the prompts.

- While listening to messages, press **1 7** to respond to sender with voice mail (without attaching original) and press ****** to send it now.
- Periodically, you may find *broadcast messages* in your mailbox. These are general AUDIX messages from authorized users.
- Using ****H** to hold a new message in its category leaves your message lamp (or altered dial tone) on.
- Press ***R** any time to re-start at the Activity Menu.
- After pressing **1** to respond to a message, you can press ***** to cancel the reply option and return to getting messages.

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MULTIPLE PERSONAL GREETINGS — AN OVERVIEW

AUDIX allows you to greet callers with a personal message, as an answering machine does. But AUDIX can also allow you to record up to nine different greetings and to play one greeting for all callers or specific greetings for different types of callers (known as *call types*). These are:

- *Internal* calls (from the same PBX)
- *External* calls (from an outside PBX)
- *Busy* calls (when you are on the phone)
- *No answer* calls (when you are not in)
- *Out-of-hours* (when your office is closed)

The easiest way to use this powerful feature is to:

- Select or *administer* your call types (select a number, 1-9, for each call type).
- *Record* the corresponding greetings.
- *Activate* the appropriate greetings.

You can have up to three different greetings active simultaneously, and you can assign different greetings for the following call-type combinations:

- Internal and external calls
- Busy and no answer calls
- Prime-time and out-of-hours calls
- Prime-time busy, prime-time no answer, and out-of-hours calls
- Prime-time internal, prime-time external, and out-of-hours calls

To use the Multiple Personal Greetings feature, see the procedures under **Administer Greetings**, beginning on page 10.

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SAMPLE GREETINGS

You might want to create a library of greetings to use for different call types and occasions. For example:

Internal — "Hi, this is John. Sorry I missed your call. Leave me a message, and I'll call you back."

External — "Hello, this is John Endall at Smith Propulsion Systems. I'm away from my desk. Please leave your name and number, and I'll return your call."

Out-of-hours — "Hello, this is John Endall at Smith Propulsion Systems. We are open from 8 AM to 5 PM weekdays. Please leave a message at the tone, and I'll return your call."

Vacation — "Hi, this is John Endall. I'll be on vacation May 3 through May 14. Leave a message, and I'll call you when I return."

NOTES ABOUT YOUR GREETINGS

_____

_____

_____

_____

_____

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_____

_____

_____

_____

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_____

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ADMINISTER GREETINGS

ADMINISTER GREETINGS
- record
- activate

If you plan to use one greeting for all calls, go to Record a New Greeting. *If you plan to distinguish between call types, go to* Administer Call Types.

ADMINISTER CALL TYPES

1. Press **3 4**.
2. Choose one:
   - To distinguish between *internal* calls (from the same PBX) and *external* calls (from an outside PBX), press **1**.
   - To distinguish between *busy* calls (you're on the phone) and *no answer* calls (you're out), press **2**.

   NOTE: To set up different greetings strictly for prime-time and out-of-hours calls, you must *initially* specify internal/external or busy/no answer call types *and* out-of-hours call types. Once you have specified the out-of-hours call type, other call types automatically apply to prime-time calls only.

3. Choose one:
   - To distinguish between *prime-time* calls and *out-of-hours* calls, press **3**.
   - To make no distinction between prime-time and out-of-hours calls, press **4**.
4. Press ***** to return to the Activity Menu.

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RECORD A NEW GREETING

1. Press **3**.
2. Listen to greeting in use.
3. Press **1** to record a new greeting.
4. Indicate greeting number you will record, 1-9. (System greeting is 0.)
5. Speak greeting at the tone.
   Edit –
   - Press **1** to stop/pause.
     THEN
     Press **1** to continue.
   - Press **2 3** to play back.
   - Press ***D** to delete and re-record. (Begin at step 5.)
6. When finished, press ***** to approve. You must go to step 7 to have your callers hear this greeting.

ACTIVATE A NEW GREETING

7. Choose as necessary:
   For All Calls –
   - Press **1**.

   For Different Call Types –
   - Listen to AUDIX prompts and select call types for this greeting, 0-3. (Prompts will vary depending on the call types you have administered.)
8. When finished, press ***** .

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MODIFY CALL TYPES

1. Press **3 4**.
2. Choose one:
   - To distinguish between *internal* and *external* calls, press **1**.
   - To distinguish between *busy* and *no answer* calls, press **2**.

- To distinguish between *prime-time* and *out-of-hours* calls, press **3**.
- To remove the *prime-time* and *out-of-hours* distinction, press **4**.
- To use the same greeting for *all* calls, press **5**.
- Repeat step 2 until call-type setup is correct.

3. When finished, press *****.

MODIFY A RECORDED PERSONAL GREETING

1. Press **3**.
2. Listen to greeting in use.
3. Press **1** to record greeting.
4. Indicate greeting number you will record, 1-9. (System greeting is 0.)
5. Choose one:

- Press **1** to re-record, then go to step 5 of **Record a New Greeting**, page 11.

- Press **2** to see if greeting is active.
- Press **0** to play the greeting.
- Press ***D** to delete the greeting, then go to step 3 of **Record a New Greeting**.
- Repeat step 5 as necessary.

6. Press ***** to approve greeting as is.

   NOTE: AUDIX usually returns you to step 2. However, if you have re-recorded an inactive greeting, AUDIX will present further options. Go to **Activate Other Existing Personal Greetings**.

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ACTIVATE OTHER EXISTING PERSONAL GREETINGS

If you have already recorded personal greetings, and you now want to activate them:

1. Press **3**.
2. Press **3**.

---

3. Choose one:

- Identify the greeting, 0-9, you want to activate. (System greeting is 0.) If you enter a number for a greeting not yet recorded, AUDIX will ask you to select another number.
- When finished activating greetings, press ***** and return to step 2.

4. Choose one, and return to step 3:

- To use greeting for *all* calls, press **0**.
- To use greeting for *internal* or *busy* calls, press **1**.

   NOTE: If you selected internal/external when administering call types, AUDIX will use this greeting for *internal* calls. Likewise, if you selected busy/no answer, AUDIX will use this greeting for *busy* calls.

- To use greeting for *external* or *no answer* calls, press **2**.

   NOTE: If you selected internal/external when administering call types, AUDIX will use this greeting for *external* calls. Likewise, if you selected busy/no answer, AUDIX will use this greeting for *no answer* calls.

- To use greeting for *out-of-hours* calls (if you selected out-of-hours when administering call types), press **3**.

   NOTE: To set up different greetings for prime-time and out-of-hours calls only, you must assign the same greeting to the two prime-time call types (internal/external or busy/no answer).

- When finished selecting call types, press *****.

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LISTEN TO OR SCAN GREETINGS

AUDIX allows you to listen to specific greetings or to scan the status of all greetings using the following easy steps:

1. Press **3**.
2. Press **0** to listen to a specific greeting and enter the greeting number you wish to hear.
   OR
   Press **2** to scan all greetings.
3. Listen to AUDIX prompts.

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PRESS

G H I
4

REVIEW MESSAGES

- review
- modify
- resend
- check files

REVIEW OUTGOING MESSAGES / HEADERS

1. Press **4**.
2. Listen to header and press **0** to listen to its message.
   OR
   Listen to header only.

   NOTE: If the message has been delivered / accessed, you cannot listen to it.

   Options –
   - Press to skip to the next header.
   - Press **2 3** to play back header.
   - Press ***D** to delete header (and any attached message).
   - Press ***** to skip to the next category.

MODIFY / RESEND OUTGOING MESSAGE

For an Undelivered, Nondeliverable, or Filed Message –
3. Repeat steps 1 and 2 (and options) until you find the message to modify.
4. Press **1** to modify or resend the message.

   Message Options –
   - Press ***** to send message as it exists. Go to step 5.
   - Press **1** to re-record.
     — Speak message.
     — Press **1** to stop.
     — Press ***** to approve. Go to step 5.

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Addressee Options –

5. Choose one:

Filed & Nondeliverable Messages –

■ To send to a new recipient:
— Enter address and press
(Repeat for more recipients.)
— Press ** to send now.
OR
— Press * to approve message and
access Options Menu.

Undelivered Messages –

■ Press ** to send to original recipient only.
■ To review addressees, press * **1**.
■ To send to *additional* recipients:
— Enter address and press .
(Repeat for more recipients.)
— Press ** to send now.
OR
— Press * to approve message and
access Options Menu.

TIP

■ If you send a *filed* message to a recipient, the message leaves your file cabinet. To retain a copy of the message, you must save a copy of it again after you approve it.

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PRESS

J K L

5

CHANGE PASSWORD/ ADMINISTER LISTS

■ create
■ scan
■ modify

CHANGE PASSWORD

1. Press **5 4**.
2. Enter new password (up to 15 digits, 0-9) and press .
3. Re-enter new password and press .

CREATE MAILING LIST

1. Press **5 1**.
2. Press **1**.
3. Enter list ID (up to 6 letters or digits) and press .
4. Press **1** for private list, **2** for public (accessible by other subscribers on your system).
5. Enter recipient's address and press .
6. Repeat step 5 until list is complete.
7. Press * to approve the list.

REVIEW / MODIFY LIST

1. Press **5 1**.
2. Press **3**.
3. Enter list owner's address and press (press only, if you own the list).
4. Enter list ID and press .
5. Listen to the first name.

Options –
■ Press to skip to next name.
■ Press *D to delete name.
■ Press **2** to return to previous name.

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- To add/delete one or more *specific* entries, press **1**.
  - — Press **Y** or **N** to change list status (public/private).
  - — Enter new address/address to delete and press . (Confirm name, and *if deleting*, press ***D**.) Repeat for each new recipient/deletion.
  - — Press ***** to stop adding/deleting entries.
  - — Press ***1** to review from beginning.
  - — When finished reviewing, press ***** .

SCAN LIST SUMMARY

1. Press **5 1**.
2. Press **2**.
3. Listen to the list summary.

   Options –
   - Press to skip to the next list.
   - Press ***D** to delete list.
   - Press **0** to review list members.

CREATE / ADD TO PERSONAL DIRECTORY

The personal directory allows you to use system directory information more efficiently through aliases (abbreviations for those you call frequently).

1. Press **5 2**.
2. Press **1**.
3. Enter extension/name address and press .
4. Listen to your entry's name address.

   Options –
   - *Incorrect name* — press ***D** (delete). Repeat steps 3 and 4.
   - *Correct name* — enter alias (up to 10 characters that identify subscriber) and press .
5. Repeat steps 3 and 4 to add names.
6. When finished, press ***** to approve additions.

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REVIEW / MODIFY DIRECTORY ENTRIES

1. Press **5 2**.
2. Use as necessary:
   - Press **2** to review *all* entries.

     Options –
     While listening to each entry:
     - — Press to skip to the next alias.
     - — Press ***D** to delete.
     - — Press **2** to return to previous alias.
     - — Press ***** to stop reviewing.

   - Press **3** to review *specific* entries.
     - — Enter alias to review and press .
       (Repeat for more aliases.)
     - — Press ***** to stop reviewing.
3. Press ***** to return to Activity Menu.

RECORD YOUR NAME

1. Press **5 5**.
2. Speak your name after the tone.
3. Press **1** after speaking your name.

   Options –
   - Press **1** to re-record and go to step 2.
   - Press ***** to approve.
   - Press **2 3** to play back.

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LISTEN TO HEADERS AND / OR MESSAGES

PRESS

P   R   S

7

SCAN MESSAGES QUICKLY

- scan messages
- scan headers

1. Press **7**.
2. Choose one:

   - Press **1** to scan headers and messages.
   - Press **2** to scan headers only.
   - Press **3** to scan messages only.

3. Make selection and listen.

Options –
- Do nothing. AUDIX will alert you as it skips to the next message after a 3-second pause.
- Press ***D** to delete. If, immediately after deleting a message, you need to restore it, press ****U** to undelete the message.
- Press to skip to next message.
- Press ***** to skip to next category.
- Press ****H** to hold in category.

TIP

- If you select headers only, press **0** to listen to the accompanying message just after each header plays.
- Mobile phone users will find this "hands-free" feature useful.

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GUEST PASSWORD

The guest password allows outside callers to bypass an operator/receptionist and leave you confidential voice mail. To use it, outside callers must:

1. Dial AUDIX number and wait for answer.
2. Enter recipient's extension and press .
3. Enter guest password and press .
4. Speak message.
5. Hang up when finished.

Guest Password _____
(Get this from your system administrator.)

MORE TIPS

- Send yourself an AUDIX message as a meeting reminder.
- If you prefer to address messages by name, ask your system administrator to set that as your normal mode.

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MAILING LISTS

_____   _____
_____   _____
_____   _____
_____   _____
_____   _____
_____   _____
_____   _____
_____   _____
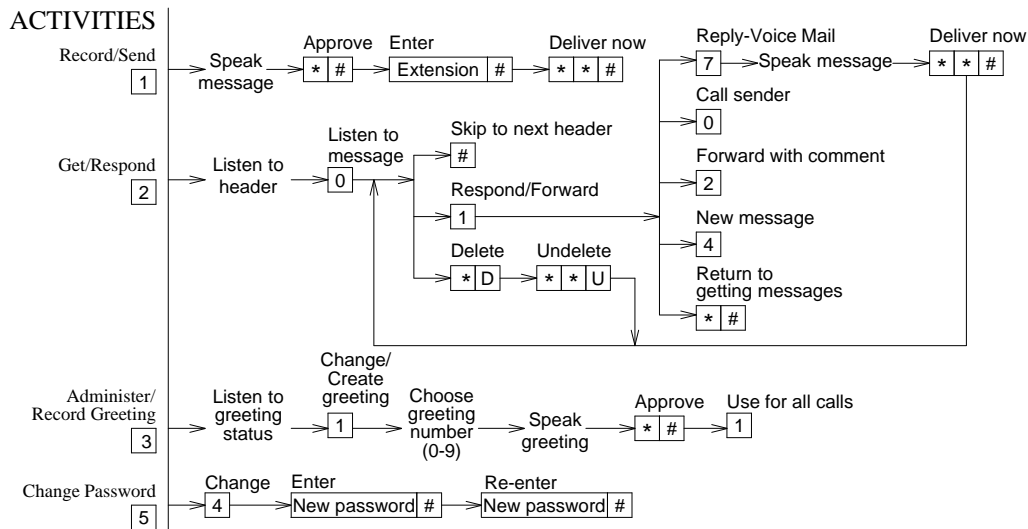_____   _____
_____   _____
_____   _____
_____   _____

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PERSONAL GREETINGS LOG

1. _____   5. _____
   _____   _____
2. _____   6. _____
   _____   _____
3. _____   7. _____
   _____   _____
4. _____   8. _____
   _____   _____
   _____   9. _____
   _____   _____

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FLOWCHART OF SHORTCUTS

Here are a few shortcuts for the most frequently used AUDIX procedures. For additional procedures, see the individual activities in this guide.

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(Inside Back Cover)

YOUR PERSONAL DIRECTORY

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

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(Back of Fold-Down Menu Panel)

ACTIVITY MENU

Record Messages	Get Messages	Administer Greetings
1	ABC 2	DEF 3
Review Messages	Password/ Lists	
GHI 4	JKL 5	MNO 6
Scan Messages		
PRS 7	TUV 8	WXY 9
*	0	#

**R Relog in
Q=7 Z=9

BASIC COMMANDS

Help	*H
Restart at Activity Menu	*R
Wait	*W
Transfer out of system	*T
Look up name/ext. in Directory	**N
Exit system	**X
Transfer call to operator	*0
Delete	*D
Undelete	**U
Hold message in category	**H
Alternate addressing (switch between name/ext.)	*A
Use group list during addressing	*L
Hear Options Menu (after addressing)	0

PLAY-BACK CONTROLS

	Rewind	Play/Pause
1	ABC 2	DEF 3
Louder	Back Up	Advance
GHI 4	JKL 5	MNO 6
Softer	Slower	Faster
PRS 7	TUV 8	WXY 9
*	Listen/Replay 0	Skip #

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

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(Fold-Down Menu Panel)