Avaya Voice Mail System (Audix)

**To log into Audix (*First Time Setup*):**

1. **From a TCU phone:** Dial 7948 or press the VM button on your phone set.

**From Outside TCU:** Dial 817-257-7948.

**Press \*H for HELP at any time… or \*4.**

2. Enter your extension number and press [#].

3. Enter temporary password and press [#]. The temporary password is ‘2580’.

4. Set New Password

a. Enter a new password if asked to do so. Needs to be 6 digits or more.

b. Re-enter the new password if asked to do so.

5. Record Your Name

a. After welcome message, press [1] and speak your first and last name.

b. Press [1] to confirm.

c. Press [#] to approve.

d. Press [0] to listen.

e. To Delete press [\*D] or [\*3].

6. Setup Personal Greeting

a. At the main menu, press [3] to administer personal greetings.

b. Press [1] to create a greeting.

c. Press [1] again to record your greeting.

d. Press [#] to approve the greeting.

e. If you want to listen to your greeting press [0], if ok press [#].

**To log into Audix:**

* **From a TCU phone:** Dial 7948 or press the VM button on your phone set.
* **From Outside TCU:** Dial 817-257-7948.

1. Enter your extension number and press [#].

2. Enter password and press [#].

3. You are now at the activity (main) menu. Follow instructions and select an option to continue.

1. **To Record and send messages to another TCU voice mail user:**
2. Log into Audix, x-7948 put in extension and [#]; Password and [#].
3. From the main menu, select option [1] to record, edit address and deliver your messages.
4. Record message at the tone, when finished press [#].
5. Follow the prompts to play back, delete and begin again.

 **2. To retrieve messages:**

 A. Log into Audix, x-7948 put in extension and [#]; Password and [#].

 B. From the main menu, select option [2] to get your messages.

 C. Follow instructions to listen to your messages.

 **3. To create a new personal greeting:**

 A. Log into Audix, x-7948 put in extension and [#]; Password and [#].

 B. From the main menu, select option [3] to administer personal greetings.

 C. Press [1] to create a new greeting.

 D. Press [1] again to record your greeting.

 E. Press [#} to approve.

 F. To listen to your greeting, Press [0], then [1], if ok press [#].

 **4. To check outgoing messages:**

1. Log into Audix, x-7948 put in extension and [#]; Password and [#].
2. From the main menu, select option [4] to check outgoing messages.
3. Follow instructions to retrieve, sort/save, review/modify and resend outgoing and filed messages.

 **5. To change your Personal Options; ex. voice mail password or record your name**:

A. Log into Audix, x-7948 put in extension and [#]; Password and [#].

B. From the main menu, select option [5] to customize your mailbox.

C. Press [4] to change your password.

D. Follow instructions to change your password.

 **To change or re-record your name on the voice mail:**

a. From the main menu, select option [5] to customize your mailbox.

b. Press [5] to record your name.

c. Follow instructions to record your name.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Mailing Lists**

A voice message mailing list is use to send a voice message to multiple recipients.

**To create mailing lists:**

1. Log into Audix, x-7948 put in extension and [#]; Password and [#].

2. Press 5, 1, 1, from the main menu.

3. Enter list ID (up to 6 letters or digits) and press #.

4. Select one of the following options:

1 Make the list private.

2 Make the list public.

5. Enter recipient’s extension number and press #.

6. Repeat step 5 until the list is complete.

7. Press # to approve.

**To send messages using a mailing list:**

1. Log into Audix, x-7948 put in extension and [#]; Password and [#].

2. Press 1 from the main menu.

3. Record message at the tone.

4. Press # to approve message.

5. To send to a mailing list – press \*L to access a list. (To use a public list, enter list owner’s extension and press #. To use your own list, press #.)

6. Enter the List ID and press #.

7. Press # to finish addressing.

8. Press 4 to send message.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Menu Options**

1 - To record messages

2 - To get messages

3 - To administer personal greetings

0 - Listen to a greeting

1 - Create, change or delete a greeting

2 - Scan all your greetings

3 - Activate a greeting

4 - Administer call types

4 - To check your outgoing message

5 - To customize your mailbox (Ex: create/edit mailing list, specify printer preferences, change password)

1 - Administer mailing List

1. To create list

2. To scan lists

3. To review and modify lists

2 - Administer personal directory

4 - Change your password

5 - Record your name

8 – Message media sequence

6 - To change Out-calling information (This feature will let you know if you have a message when you are away from your desk. You must contact IT Help Desk to request this feature activated on your phone.)

0 - To hear a list of options

1 - Change number

2 - Change times

3 - Instructions on entering your out-calling number

Y - Turn On

N - Turn Off

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Playback Controls for Voice Messages**

Key Command

2 Rewind

3 Play / Pause

4 Louder

5 Backup

6 Advance

7 Softer

8 Slower

9 Faster

1. Listen / Replay

# Skip

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Basic Commands**

Key Command Key Command

\*D (\*3) Delete **\*\*H (\*\*4)** Hold message in category

\*H (\*4) Help **\*\*N (\*\*6)** Access names and numbers directory

\*R (\*7) Restart at the Activity Menu **\*\*R (\*\*7)** Re-logon

\*T (\*8) Transfer to another extension **\*\*U (\*\*8)** Before you hang-up to Undelete

\*W (\*9) Have system wait **\*\*X (\*\*9)** Disconnect Audix / Exit System

\*0 Transfer call to operator