

Voice Mail Instructions

Welcome

Your Avaya voice messaging system is a complete call answering and voice mail system.

Call Answering

Intuity AUDIX answers your calls when you are unavailable or too busy to answer your phone. Callers can then leave messages in your voice "mailbox." Later, at a time convenient to you, you can access your mailbox to get those messages.

Intuity AUDIX also lets you leave messages in the voice mailboxes of other *Intuity AUDIX* users when they don't answer their phones.

Voice Mail

Intuity AUDIX also lets you record messages in advance and send them directly to the voice mailboxes of other *Intuity AUDIX* users without actually calling their phones.

Conversely, other users can record and send voice mail messages directly to *your* mailbox. When convenient, you can access your mailbox to get those messages.

Voice Prompts and Help

Intuity AUDIX voice prompts tell you what to do at every step in a task. Once you have selected the appropriate Activity Menu option, you can rely solely on the voice prompts to figure out what to do.

Press * **H** (Help) or * **4** to find out what step you're on in a task and what your options are. Always use * **H** when you forget what to do next.

Note: Use the * * **U** (* * **8**) command to recover the message you just deleted and the # command to back out of a Reply to Sender option.

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Terms/Concepts

Activity Menu	<p>The initial activities you can select after logging into the system.</p> <p>After you log in, you use your phone keys to access menu options. There are layers of menus, and their options are described as you progress through each activity. The first layer is called the Activity Menu. You can always get back to that layer by pressing * R (or * 7) to Return to Main Menu.</p>
Header	A summary of an incoming message (equivalent to a return address and postmark on a letter). It includes the length of the message in minutes and/or seconds: <i>"Message from John parrot received 7:34 AM, Friday, April first, 70 seconds, extension xxxx."</i>
Address	A number or name specified for an outgoing message (equivalent to an address on a letter).
Intuity AUDIX Mailbox	<p>Your personal storage area for incoming and outgoing messages (and headers).</p> <p>Your incoming and outgoing messages are stored in categories according to their status. The system keeps incoming messages until you delete them or until an automatic deletion date. Because space is limited, it is wise to regularly review and delete messages.</p>
<i>Incoming Messages (Received by you)</i>	
New	Messages you have not yet retrieved.
Unopened	Messages of which you have listened to the headers, but not the message itself.
Old	Messages you have listened to but have not yet deleted.
<i>Outgoing Messages (Sent by you)</i>	
Delivered	Messages that have been delivered but have not yet been listened to by the recipient.
Accessed	Messages that have been delivered and listened to by the recipient.
Undelivered	Messages that have not yet been sent because you scheduled them for future delivery.
Non-deliverable	Messages that could not be delivered, usually because the intended recipient's mailbox is full. You can listen to, re-address, or re-record these messages.
Filed	Copies of outgoing messages that you saved to resend and/or modify.

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Tips and Highlights

General

Log in quickly	From your phone, dial the system number, press # only (you don't need to type your extension), and enter your password.
Log in from anywhere	From a phone connected to your company's system, dial the system extension, and then enter your extension and password. From any phone not connected to your company's system, dial the complete phone number, including local prefix (and the area code if long distance), then enter your extension and password.
Log in after leaving a message	After you get the greeting for another user's voice mailbox, you can press * R to log into your voice mailbox. Press * R immediately or leave a message and then press * R . This tip is extra useful for long distance or pay calls because you can leave and get messages with one phone call.
Dial ahead	If you know what buttons to push, push them without waiting for the system to respond. NOTE: You can't bypass error beeps and important system messages.
Use Help	For help, press * H or * 4 . The system states your current options or the next step.
Avoid using obvious passwords	Do not use a password that would be easy for someone else to guess. Also, do not put your password on a programmable function key or speed-dial key.

Getting Messages

Scan messages quickly	You can automatically play all of your messages by pressing just two buttons. Scanning is extra useful with a cell phone.
Use playback controls	When listening to messages, you have controls for loudness, speed, stepping back and forth pausing, and repeating messages.
Make your mailbox bigger when away	When you're on vacation or away from your phone for an extended period, ask your system administrator to temporarily make your mailbox bigger. You'll reduce the chance of it filling up so callers can't leave messages. Also, change your personal greeting to tell callers who else to talk to while you're away.
Record a personal greeting	Replace the automatic system greeting with your personal hello. Tell callers they can press 1 to skip your greeting and press * H or * 4 for help. Change your greeting everyday to match your daily schedule and record multiple greetings that play according to call type.
Delete old messages	Your mailbox has limited space. When it's getting full, the system tells you. Delete messages or greetings you don't need.
Answer messages from your mailbox	Answer a message sent by another user immediately after listening to it, either by pressing 1 then 0 to call the person or by pressing 1 then 7 , or 1, 1, 9 , or 1, 1, 6 to send them a return voice mail message.
Forward messages	You can forward a message to another user or a list of users immediately after listening to it. After you forward it, you return to the original place in your mailbox. To forward to a mailing list, press * L or * 5 to specify the list's address.

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Leaving Messages When No One Answers

Use playback & record controls	To listen to and edit the messages you leave when there's no answer, you have many controls.
Bypass greetings and record immediately	You don't have to listen to another user's call answer greeting. You can, instead, press 1 to bypass the greeting and begin recording immediately.
Use directory assistance	If you don't know the extension of another user, find it with your voice messaging system. Log in, press ** N or ** 6 and enter the person's name, last name first. The system tells you the extension.
Transfer to an extension	Before or after leaving a message for another user, you can transfer to another extension. To do this, press * T or * 8 . Then enter the extension and # .
Transfer to the covering extension	Before or after leaving a message for another user, you can transfer to the user's covering extension by pressing 0 .
Make messages priority	When you want someone to listen to your message right away, send it as a priority message. NOTE: this option may not be available for all users.
Make messages private	To prevent another user from forwarding a message you leave, make it private.
Use a guest password	To save time, leave messages directly in another user's mailbox. Dial the system number, enter the extension and guest password (available from your system administrator). You can only leave messages.

Recording Voice Mail

Use playback & record controls	To listen to and edit the messages you send, you have many controls.
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Sending Voice Mail

Make messages priority	When you want someone to listen to your message right away, send it as a priority message. NOTE: this option may not be available for all users.
Make messages private	To prevent another user from forwarding a message you send, make it private.
Save messages you send	Before sending a message, you can save it in the Outgoing Message file by pressing 4 . Retrieve the message later to use again.
Check on receipt of messages you send	After you send a message, check your Outgoing Message file to see if the message was delivered and if the person listened to it
Delete outgoing/filed messages	Delete messages filed in the Outgoing Message file. These messages can unnecessarily use system storage
Schedule delivery	Schedule a message for delivery to others at a specified time and date. Use the system as a calendar/reminder by scheduling messages to yourself.
Use mailing lists	Create a mailing list of extensions. Then send your message to one destination -the mailing list. All extensions in the list receive the message. You can also forward messages to a mailing list.
Send messages to a name, not an extension	When you send a message and don't know the extension of the recipient, press * A or * 2 . Then enter the person's name, last name first. * A or * 2 switches you back and forth between extension and name

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