INTUITY AUDIX
Voice Mail Users' Guide

Santa Monica College
Telecommunications Department

How To Use Audix

On Campus dial extension 4399
Off Campus dial (310) 434-4399

When the system answers, it asks for your extension number _____.
The system then asks for your password _____.

If this is your first time using Audix, your default password is 1900. After you enter your extension and password, the system will:
    (1) Greet you with your extension number and
    (2) Tell you the number of new messages waiting for you to listen to and
    (3) Notify you if there are any broadcast messages.

The system will then give you the following options:

1. Send Messages
2. Get Messages
3. Change Greetings
5. Change Password
7. Scan Messages Quickly

Basic Commands

Help	*4 or *H
Restart at Activity Menu	*7 or *R
Wait	*9 or *W
Transfer to an Extension	*8 or *T
Look up Name / Extension	**9 or **X
Transfer call to Operator	*0
Delete	*3 or *D
Undelete*	**8 or **U

*NOTE: Undelete is available only before you hang up.

Option 1 – Sending Messages

Using this option makes quick work of sending the same information to a group of people without having to call each extension and repeat the message.

Once logged in…
1. Press 1.
2. At the tone, Speak Your Message.
   - Press 1 to stop / pause. Then press 1 so continue.
   - Press 2, 3 to play back.
   - Press *D to delete and re-record. (Begin at step 1.)
   - When finished, press *# to approve.
3. Enter recipient's extension and #.
4. Listen to Address.
5. Repeat steps for more addresses.
6. Press **# to send.

Option 2 – Getting Messages

Once logged in…
1. Press 2.
2. Listen to message header.
3. Press 0 to listen to message.
   Options:
   - To respond, go to Set 4.
   - To play back header, Press 2, 3
   - To Delete and move to next message, Press *D
   - To Undelete last message, Press **U
   - Press # to keep message and go to next one.
4. Responding to a message, choose one:
   - Call sender directly, Press 1, 0
   - Reply by voice mail, to send reply only, Press 1, 7 and speak message. OR…
   - To Forward with Comment, Press 1, 2 then same steps as Option 1, Step 1.

Playback Controls

(1)	--------	(2)	Rewind	(3)	Play / Pause*
(4)	Louder	(5)	Back Up	(6)	Advance
(7)	Softer	(8)	Slower	(9)	Faster
(*)	--------	(0)	Listen/Replay	(#)	Skip

*Press 3 to pause and 3 again to continue.

Option 3 – Changing Greetings

One nice feature is the ease to change the greeting on your voice mailbox to personalize it so people know that they have reached the right person or to leave information for people. (i.e., class changes, homework assignments, field trip information.) To make it easier for people that do not need to hear the whole message at the beginning, you should say "If you wish to skip the rest of this message, Press 1 and leave your message at the tone."

Once logged in…
1. Press 3.
2. Listen to greeting number in use
3. To create or change a greeting, Press 1.
4. Choose the greeting number you wish to record. You may choose greeting numbers 1 through 9.
   NOTE: Only one greeting may be active at a time.
5. Speak your greeting.
   You may edit your greeting:
   - To Stop / Pause, Press 1.
   - To Continue, Press 1 again.
   - To Play Back, Press 2, 3.
   - To Delete and Re-record, Press #D.
6. When finished recording, Press *#.
7. To use your new greeting for all calls, Press 1, or to just exit, Press *#.

If you forgot what you recorded on what greeting number:
Once logged in…
1. Press 3.
2. Press 2. The system will play all of your greetings

You may record several greetings and activate them when you need them.
Once logged in…
1. Press 3.
2. Listen to greeting number in use.
3. To activate a greeting Press 3.
4. Enter greeting number.
5. When finished, Press #.

Option 5 – Changing Password

Please change your password the first time you login, since everyone uses the same default password.

Once logged in…
1. Press 5, 4.
2. Enter your new password, up to 15 digits. Then Press #.
3. Re-Enter your new password and press #.

TIP
- To bypass the greeting, Press 1 anytime greeting is playing

Remember, for HELP, Press *H.

For Problems or Questions, you may call the College HelpDesk at Ext. 3011 or (310) 434-3011.

To get a voice mail account, have your department Manager / Chair contact the Telecommunications Department at Ext. 3010 or (310) 434-3010.