

Voice Messaging Tips and Highlights

General Tips:

Log in from anywhere	<p>From a phone connected to your company's system, dial the system extension, then enter your extension and password.</p> <p>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.</p>
Log in quickly	From your phone, dial the system extension, press # only (you don't need to type your extension), and enter your password.
Log in after leaving a message	After you get the greeting for another user's voice mailbox, you can press * R or * 7 to log into your voice mailbox. Press * 7 immediately or leave a message and then press * 7. This tip is especially useful for long distance or pay phone calls because you can leave and get messages with one phone call.
Log in more than once on the same call	After getting messages from a long distance call or a pay phone, press * * R or * * 7 to let another user log into his or her voice mailbox without your hanging up first. This tip saves you money because two or more users can get messages with one phone call.
Avoid obvious passwords	<p>Do not use as a password:</p> <ul style="list-style-type: none"> • Ascending or descending digits (like 1234 or 4321) • The same digits (for example, 0000) • Your name or initials (for example, 5646 for John) • The current year (for example, 1993) • Your extension (for example, extension 3455, password 3455) • A reverse extension (for example, extension 3455, password 5543) • An identification number such as your social security number, employee ID, or room number. • Also, do not put your password on a programmable function key or speed-dial key.
Dial ahead	<p>If you know what buttons to push, push them without waiting for the system to respond. You can often push several buttons in advance.</p> <p>NOTE: You can't bypass error beeps and important system messages.</p>
Use Help	For help, press * H or * 4. The system states your current options or the next step.

Getting Messages

Scan messages quickly	You can automatically play all of your messages by pressing just two buttons. Use Activity Menu option 7. Scanning is extra useful with a car phone.
Use playback controls	When listening to messages, you have controls for loudness, speed, stepping back and forth, pausing, and repeating messages. See your Quick Reference, Portable Guide, or Wallet Card.
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.
Record a personal greeting	Replace the automatic system greeting with your personal hello. Use Activity Menu option 3. 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.
When away make your mailbox bigger OR turn your mailbox off	When you're gone on vacation, ask your administrator to temporarily make your mailbox bigger -- more callers can leave messages. Also, change your greeting to tell callers who else to call. OR, turn off your mailbox by pressing 5 at the Activity Menu, then pressing 7, "Administer Call Answer Options."
Answer messages from your mailbox	Answer a message sent by another user immediately after listening to it, either by pressing 1 0 to call the person or by pressing 1 7 or 1 9 to send 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. Press 1 2 to do this. After you forward it, you return to the original place in your mailbox. To forward to a mailing list, press * 5 or * L to specify the list's address.

Leaving Messages

Transfer to operator	<p>Before or after leaving a message for another user, you can transfer to the person's secretary or operator by pressing 0.</p> <p>NOTE: This feature may not be active on your system.</p>
Use directory assistance	<p>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.</p>
Transfer to an extension	<p>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 #.</p> <p>NOTE: This feature may not be active on your system.</p>
Skip the mailbox greeting	<p>When you call another AUDIX user and get the user's mailbox greeting, press 1 to skip the greeting and record your message immediately.</p>
Use a guest password	<p>To save time, leave messages directly in another user's mailbox. Dial the system number, then enter the extension and guest password (available from your system administrator). You can leave messages, but you can't get messages.</p> <p>Customers or other callers can also save time by using the guest password. So give it to them, along with your system number and extension.</p>

Recording Voice Mail

Use playback and record controls	To listen to and edit the messages you send, you have many controls. See your Quick Reference, Portable Guide, or Wallet Card.
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Sending Voice Mail

Make messages private	To prevent another user from forwarding a message you send, make it private by pressing 1 when you finish addressing.
Make messages priority	When you want someone to listen to your message right away, send it as a priority message by pressing 2 when you finish addressing. NOTE: This option may not be available for all users.
Save messages you send	Before sending a message, you can save it in the Outgoing Message file. Retrieve the message later to use again. Use Activity Menu option 4.
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. Use Activity Menu option 4.
Delete outgoing/ filed messages	Delete messages filed in the Outgoing Message file by using Activity Menu option 4. Saved outgoing messages can unnecessarily use system storage.
Schedule delivery	Schedule a message for delivery to the target mailbox at a specified time and date by pressing 3 after you finish addressing. Use the system as a calendar/reminder by scheduling messages to yourself.
Use mailing lists	Create a mailing list of extensions by using Activity Menu option 5. Then send your message to one destination -- the mailing list. All extensions in the list receive the message. You can also forward the messages you receive 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.
Address messages before recording them	You can address messages before recording them, instead of using the default sequence of recording and then addressing messages. Change the addressing sequence by pressing 5 at the Activity Menu, then pressing 6, "Administer Addressing Options."

