AUDIX VOICEMAIL  
Operation Guide and Quick Reference

Accessing Voice Mail

Internal: Dial 2260  
External: Dial 501-671-2260

**FIRST-TIME ACCESS:**
• Enter your extension and #  
• Enter # as your password  
• Record your name  
  o Press 1, clearly speak your first and last name  
  and then  
  o Press 1 again to stop recording.  
  o Press # to approve recording or press 1 to re-record.  
• Create a new password of at least 4 digits long.  
Enter your new personal password followed by #.  
Re-enter to verify, followed by #.  
• Record a personal greeting.  
  o Dial #R to return to the Main Activity Menu  
  o Press 3, then 1, then 1 again  
  o Follow instructions to record greeting  
  For example, “This is Brenda Smith. Please leave your name, number, and a detailed message, and I’ll return your call as soon as possible.”

**ONGOING ACCESS:**
• Dial internal or external voice mail access number  
  and listen for the prompts or “dial through” the prompts if you know the sequence  
• Login from your own extension: press Voicemail or dial 2260  
• Login from another extension or from outside, enter your four-digit extension, followed by #  
• Enter your password, followed by #

Using Voice Mail Features

**SENDING MESSAGES:**
• Login  
• Select “Record and Send” (1)  
• Speak the message and press #  
• Enter a 4-digit extension and press #  
• Repeat for as many extensions as people to receive the message  
• Press ## to send

**GETTING AND RESPONDING TO MESSAGES:**

*Retrieving Messages:*
• Login  
• Select "Get Messages" (2)  
• Press 0 (zero) to listen to messages  
• While listening to a message:

<table>
<thead>
<tr>
<th>Action</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replay message</td>
<td>0</td>
</tr>
<tr>
<td>Skip to next message</td>
<td>#</td>
</tr>
<tr>
<td>Increase volume</td>
<td>4</td>
</tr>
<tr>
<td>Decrease volume</td>
<td>7</td>
</tr>
<tr>
<td>Rewind 4 seconds</td>
<td>5</td>
</tr>
<tr>
<td>Advance 4 seconds</td>
<td>6</td>
</tr>
</tbody>
</table>

*Replying to Internal Messages:*
• At the end of the message, dial 1-1-9  
• Speak the reply and press #  
• Select one of the following to finish:

<table>
<thead>
<tr>
<th>Action</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help</td>
<td>* H</td>
</tr>
<tr>
<td>Back up</td>
<td>* B</td>
</tr>
<tr>
<td>Delete message</td>
<td>* D</td>
</tr>
<tr>
<td>Restart back to Menu</td>
<td>* R</td>
</tr>
<tr>
<td>Wait</td>
<td>* W</td>
</tr>
<tr>
<td>Undelete (if you did not hang up yet)</td>
<td>** U</td>
</tr>
</tbody>
</table>
**Forwarding Internal Messages:**
- At the end of the message, dial 1-2
- Enter extension where forwarded message should go and press #
- Press # to send forwarded message

**Greetings, Name Recordings, and Passwords**

**CREATING OR CHANGING PERSONAL GREETING:**
- Login
- Select "Administer Personal Greetings" (3)
- Select "Create, Change, or Delete Greeting" (1)
- Enter the greeting number that you would like to create or change (usually 1 for daily greeting, 2 for out of office greeting, up to 9 personal greetings)
- Record your new greeting by selecting 1
- After recording, press 1 again, then 2-3 to play back
- Select # to accept change or *3 to delete the change

It is advisable to record an out of office greeting for absences of one day or more, telling callers the date on which you will return and whom to contact in an emergency.

**CHANGING PASSWORD:**
- Login
- From the main menu dial 5-4 to change to a new 4-digit password
- Password reset: Contact Susan James at 501-671-2192 or sjames@uaex.edu.

**CHANGING YOUR SPOKEN NAME:**
- Login
- From the main menu, dial 5-5 to rerecord your spoken name.
- Press 1 to re-record or # to accept the change. Audix will then take you back to the main menu.

**Other Things to Note**

- Messages are automatically deleted after 21 days
- Once you have hung up, you cannot retrieve a deleted message; do so by dialing **U before hanging up
- You cannot reply to or forward a message to any outside numbers.