RETRIEVING MESSAGES

Log in to AUDIX:

PRESS 2—to Retrieve message.

Listen to Header—Date/Time/Length of message for both Internal or External callers.

Note: Header also has Name and Ext number of internal callers.

PRESS 0—Listen to the message.

PRESS * D—to Delete message.

PRESS # - to Skip message.

AFTER LISTENING TO A MESSAGE

PRESS 1—to Respond or Forward message.

PRESS # - Skip, Save, & Play later.

PRESS * D (3) - to Delete message.

TO SCAN MESSAGES QUICKLY

PRESS 7—To get Messages.

PRESS 1—To hear Headers and Message.

PRESS 2 -to hear Header only.

PRESS 3 -to hear Message only.

Messages listened to will be first in/first out.

They will be played:

- New Messages.
- Unopened messages.
- Old messages.

RECORD AND SEND MESSAGES

Log on to AUDIX

STEP 1: Recording Message

- PRESS 1—Record Message.
- PRESS # - to Approve or 1 to Edit.
- PRESS 23—Rewind & Playback.
- PRESS # - Approve or.
- PRESS 1—Add on to existing message.
- PRESS * D - Delete & re-Record.

STEP 2: Address the Message

Enter Ext No. of the person the message is for & #.

- PRESS # - When finished.
- PRESS # - to send Immediately.
- PRESS 0 -to hear delivery Options.

STEP 3: Delivery Options

PRESS 1—Private.

2—for Priority.

3—for Schedule Delivery.

4—for file a Copy.

SCHEDULING DELIVERY

PRESS 3 for Schedule Delivery.

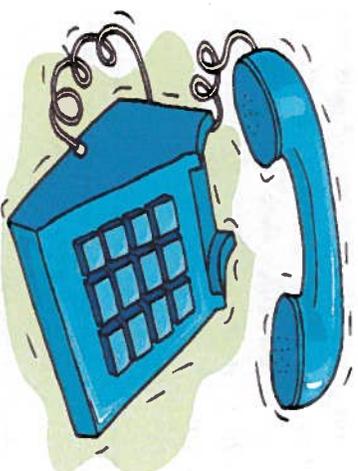Enter HOUR, MINUTES, 'A' or 'P' and #

(example: 4052# is 4:05 a.m.)

PRESS # to approve delivery schedule.

CTS
Washington State Consolidated Technology Services

AUDIX
VOICE MAIL

QUICK REFERENCE GUIDE

Help Desk Number

VOICE MAIL ACCESS:

Press the Message Button.

Dial: 360-432-2090

Call yourself and press *7

MAXIMUM MESSAGE LENTH:

3 minutes long.

MAIL BOX SIZE:

1 Hour

MESSAGE RETENTION TIME:

NEW Messages — 30 days.

OLD Messages — 30 days.

SAMPLE GREETING

Thank you for calling (agency). This is John Doe. I'm away form my desk at this time. Please leave a detailed message at the tone. I will return your call as soon as possible. Thank you

ACTIVITY MENU

1. Record Messages.
2. Get Messages.
3. Administer Personal Greetings.
   Note: Options 4-7 are not announced for the entire menu press *H.
4. Checkout Outgoing Messages.
5. Change Password, Name or Mailing List.
6. Out calling (Not Available at this time).
7. Scan Messages Quickly.

LOGIN

- Dial 2090 from an internal extension.
- Dial 360-432-2090 from external phones.
- Enter your Extension number and press #
- Enter your password.

INITIAL / TEMPORARY password is:

147963

AFTER INITIAL LOGON

1. Record your NAME.
   - PRESS 1—Record NAME.
   - PRESS 1—When finished (Name is announce)
   - PRESS 1—ReRecord or # to approve.

2. Change your PASSWORD:
   Note: Password lengths must be 6 Digits.
   - Enter your new PASSWORD and press #.
   - Enter it one more time to confirm and press #.

   Note: Dialing the password wrong 3 times will lock you out of the system and you will have to contact your Administrator to reset the password.

CREATE OR CHANGE GREETINGS

Step 1: Log into AUDIX.

Step 2: PRESS 1 to create or change greeting.

Step 3: Enter greeting number (1 thru 9).

Step 4: Record new greeting or PRESS 1 to rerecord existing greeting.

Step 5: When finished—PRESS # to approve or 1 to edit.

If (1) to Edit:
- PRESS 23—Rewind & Playback.
- PRESS # – to Approve.
- PRESS *D (3) - Delete and 1 to rerecord.

Step 6: PRESS 0,1,2 or 3—for Greeting types.

Repeat for additional greetings.

PLAYBACK CONTROLS (while listening)

2 Rewind to Header.
3 Play / Pause.
4 Louder.
5 Backup 4 seconds.
6 Advance 4 seconds.
7 Softer.
8 Slower.
9 Faster.
0 Listen / Replay message.
Skip & Save.