Avaya Voice Mail System (Audix)

To log into Audix (First Time Setup):
1. **From a Poly phone**: Dial 4000 or press the VM button on your phone set.
2. **From Outside Poly**: Dial 718-260-4000.
3. Enter your extension number.
4. Enter password and press #. The default password is # unless you are provided with another one.
5. Set New Password
   a. Enter a new password if asked to do so.
   b. Re-enter the new password if asked to do so.
6. Record Your Name
   a. After welcome message, press 1 and speak your first and last name.
   b. Press 1 to confirm.
   c. Press # to approve.
7. Setup Personal Greeting
   a. At the main menu, press 3 to administer personal greetings.
   b. Press 1 to create a greeting.
   c. Press 1 to record a greeting.
   d. Record your greeting.
   e. Press # to approve.
8. Active Personal Greeting
   a. Press 3 to activate.
   b. Select the personal greeting to activate.

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5. You are now at the activity (main) menu. Follow instructions and select an option to continue.

To retrieve messages:
1. Log into Audix.
2. From the main menu, select option 1 to get your messages.
3. Follow instructions to listen to your messages.

To create a new personal greeting:
1. Log into Audix.
2. From the main menu, select option 3 to administer personal greetings.
3. Press 1 to record a new greeting.
4. Indicate greeting number (1 – 9).
5. Follow instructions to record a new greeting.

To change your voice mail password:
1. Log into Audix.
2. From the main menu, select option 5 to customize your mailbox.
3. Press 4 to change your password.
4. Follow instructions to change your password.

To change or re-record your name on the voice mail:
1. Log into Audix.
2. From the main menu, select option 5 to customize your mailbox.
3. Press 5 to record your name.
4. Follow instructions to record your name.
Transferring

To transfer a call to Audix:
1. Press the Trnsfr button.
2. Enter 1999.
3. System will prompt to enter the party’s 4 digit extension number followed by the # sign.
4. Press the Trnsfr button again.

Mailing Lists

A voice message mailing list is use to send a voice message to multiple recipients.

To create mailing lists:
1. Log into Audix.
2. Press 5 1 1 from the main menu.
3. Enter list ID (up to 6 letters or digits) and press #.
4. Select one of the following options:
   1 Make the list private.
   2 Make the list public.
5. Enter recipient’s extension number and press #.
6. Repeat step 5 until the list is complete.
7. Press # to approve.

To send messages using a mailing list:
1. Log into Audix.
2. Press 1 from the main menu.
3. Record message at the tone.
4. Press # to approve message.
5. To send to a mailing list – press *L to access a list. (To use a public list, enter list owner’s extension and press #. To use your own list, press #.)
6. Enter the List ID and press #.
7. Press # to finish addressing.
8. Press 4 to send message.

Hints

• If you are using a Poly phone, you can press # to send your extension number to the server.

Menu Options

1 - To record messages
2 - To get messages
3 - To administer personal greetings
   1 - Listen to a greeting
   2 - Create, change or delete a greeting
   3 - Scan all your greetings
   4 - Activate a greeting
   5 - Administer call types
4 - To check your outgoing message
5 - To customize your mailbox (Ex: create/edit mailing list, specify printer preferences, change password)
   1 - Administer mailing List
      1. To create list
      2. To scan lists
      3. To review and modify lists
   2 - Administer personal directory
3 - Specify your fax preferences
4 - Change your password
5 - Record your name
6 - Administer your immediate preference for sorting messages

6 - To change out calling information
   0 - To hear a list of options
   1 - Change number
   2 - Change times
   3 - Instructions on entering your outcalling number
   Y - Turn On
   N - Turn Off

7 - To scan incoming messages automatically or print all new faxes

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**Playback Controls for Voice Messages**

<table>
<thead>
<tr>
<th>Key</th>
<th>Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Rewind</td>
</tr>
<tr>
<td>3</td>
<td>Play / Pause</td>
</tr>
<tr>
<td>4</td>
<td>Louder</td>
</tr>
<tr>
<td>5</td>
<td>Backup</td>
</tr>
<tr>
<td>6</td>
<td>Advance</td>
</tr>
<tr>
<td>7</td>
<td>Softer</td>
</tr>
<tr>
<td>8</td>
<td>Slower</td>
</tr>
<tr>
<td>9</td>
<td>Faster</td>
</tr>
<tr>
<td>0</td>
<td>Listen / Replay</td>
</tr>
<tr>
<td>#</td>
<td>Skip</td>
</tr>
</tbody>
</table>

**Basic Commands**

<table>
<thead>
<tr>
<th>Key</th>
<th>Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>*D (*3)</td>
<td>Delete</td>
</tr>
<tr>
<td>*H (*4)</td>
<td>Help</td>
</tr>
<tr>
<td>*R (*7)</td>
<td>Restart at the Activity Menu</td>
</tr>
<tr>
<td>*T (*8)</td>
<td>Transfer to another extension</td>
</tr>
<tr>
<td>*W (*9)</td>
<td>Have system wait</td>
</tr>
<tr>
<td>*0</td>
<td>Transfer call to operator</td>
</tr>
<tr>
<td>**H (**4)</td>
<td>Hold message in category</td>
</tr>
<tr>
<td>**N (**6)</td>
<td>Access names and numbers directory</td>
</tr>
<tr>
<td>**R (**7)</td>
<td>Re-logon</td>
</tr>
<tr>
<td>**U (**8)</td>
<td>Undelete</td>
</tr>
<tr>
<td>**X (**9)</td>
<td>Disconnect Audix / Exit System</td>
</tr>
</tbody>
</table>