

Lucent Technologies
Bell Labs Innovations



DEFINITY/SYSTEM 75/SYSTEM 85

INTUITY AUDIX 4 User's Guide

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Security Alert: Your Responsibility For Your System's Security

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system, and if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

You and your System Manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The System Manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

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If you *suspect you are being victimized* by toll fraud and you need technical support or assistance, call the National Service Assistance Center at **1 800 628-2888**.

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This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment.

Operation of this equipment in a residential area is likely to cause interference, in which case the user at his/her own expense will be required to take whatever measures may be required to correct the interference.

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Welcome

With the INTUITY™ AUDIX® messaging system, you have the following capabilities using your telephone:

Voice Mail	<p>You can record voice messages in advance and send them to the mailboxes of other users without actually calling their telephones.</p> <p>Other users also can record and send voice mail messages directly to your mailbox. When convenient, you can access your mailbox to get those messages.</p>
Call Answering	<p>The system answers calls when you can't. Callers may then leave messages in your "mailbox." Later, you can access your mailbox to get those messages.</p>
Fax Messaging	<p>Callers can send faxes to your normal telephone number instead of to a fax machine. In addition, you and other users can:</p> <ul style="list-style-type: none">Attach a fax to a voice mail message in a single callForward received faxesSend faxes to printers, PCs, or laptop computersSend or forward faxes to internal extensions, system mailing lists, and/or external numbers.
Text Message Storage and Retrieval	<p>AUDIX lets you receive email, text messages and attached binary files.</p> <p>Print a text message or email message to a fax machine</p> <p>Forward text, email and binary files to:</p> <ul style="list-style-type: none">• Internal extensions• Mailing lists• External numbers, including PCs or laptop computers <p>Listen to email or text messages</p> <p>However, you can't create a text message or email message using your telephone.</p>

NOTE:

A binary file is a computer software file that you can look at with the appropriate software product. For example, you might receive binary files that you view and modify with Microsoft Word.

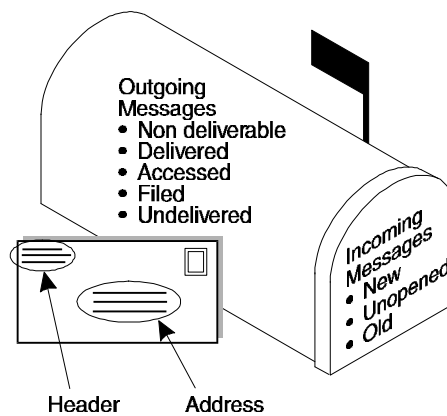
INTUITY Message Manager

INTUITY Message Manager is a Windows™-based interface to AUDIX that runs on your P.C. With it, you can:

- Create, send, receive, forward, respond to, and review all message types, including voice, fax, email, and text messages
- Launch (start) other applications to view and use an attached file
- Reorder the sequence used to store and playback messages
- See a list of message headers
- Annotate messages with subject headings

Call Your Mailbox


Your mailbox stores incoming and outgoing voice, fax, text messages, email, or multimedia messages and headers. Your mailbox stores messages by their status (see the figure entitled "Your Voice Mailbox").



Your Voice Mailbox

To call the first time, pick up your phone and enter:

1. Your system-access number.
2. Your extension, followed by #.
3. Your default password, followed by #.

 NOTE:

Change your default password to a new password as soon as possible. See "Change Your Password".

Get Around in Your Mailbox

When you call your mailbox and login, you reach the Main Menu. The Main Menu is also referred to as the Activity Menu.

Main Menu Options

- 1 Record and send messages
Create, address, and select delivery options for mail messages.
- 2 Get messages
Listen to, respond to, print, and delete messages.
- 3 Create greetings
Create, change, and activate personal greetings.
- 4 Outgoing and filed messages
Determine the status of and listen to messages you previously created.
- 5 Personal options
Set up mailing lists, personal directory, fax printing, preferred medium, recorded name, addressing sequence, and password.
- 6 Outcalling
Select if, when, and where the system calls you when new messages are delivered to your mailbox.
- 7 Autoscan/Autoprint
Scan messages or print all new faxes by pushing just two buttons.

Voice Prompts and Help

After you log in, *the voice prompts always tell you what to do.*

- For *help* at any time, press * H (* 4) to get a list of your *current* options, or
- To return to the Main Menu, press * R (* 7).

+ Tips

Usually, you can dial through a voice prompt to enter a command without waiting for the prompt to finish. But you can't dial through error messages and prompts the system wants you to hear.

Basic Commands

* 4 (or * H)	Help
* 7 (or * R)	Return to Main Menu
* 9 (or * W)	Wait
** 6 (or ** N)	Look up number/name
** 9 (or ** X)	Exit system
* 0	Transfer call to operator
* 3 (or * D)	Delete
** 8 (or ** U)	Undelete
** 4 (or ** H)	Hold message in category
* 8 (or * T)	Transfer out
** 7 (or ** R)	Log in again

Use while listening to messages

9	Increase speed
8	Decrease speed
4	Increase volume
7	Decrease volume
6	Skip forward
5	Skip backward
* 6	Skip to next message component
* 5	Skip to previous message component

Use while addressing

* 2 (or * A)	Alternate between name and number addressing
* 5 (or * L)	Use mailing list for addressing

Change Your Password

Your system administrator establishes your default password. Change this password *immediately* after you login the first time.

To change your password:

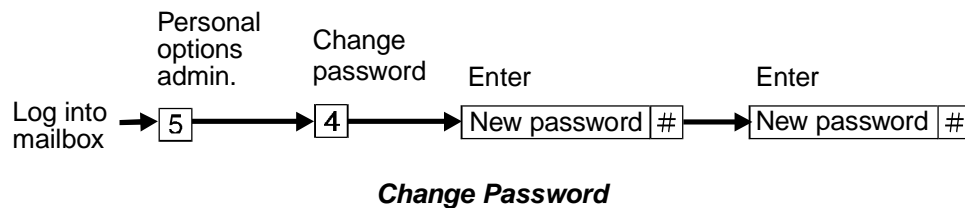
1. Press **5 4** from the Main Menu.
2. Enter the new password (up to 15 digits), followed by **#**.
3. Re-enter the new password again, followed by **#**.



SECURITY ALERT:

Don't use a password that uses:

- Ascending or descending digits (for example, 1234 or 4321)
- The same digits (for example 0000)
- Digits matching your name or initials (for example, 5646 for John)
- The current year (for example, 1996)
- The same number as your extension (for example, extension 3455, password 3455)
- A reverse extension (for example, extension 3455, password 5543)
- Numbers that identify you, such as your social security number, employee ID, room number, or department
- A programmable function key or speed-dial key

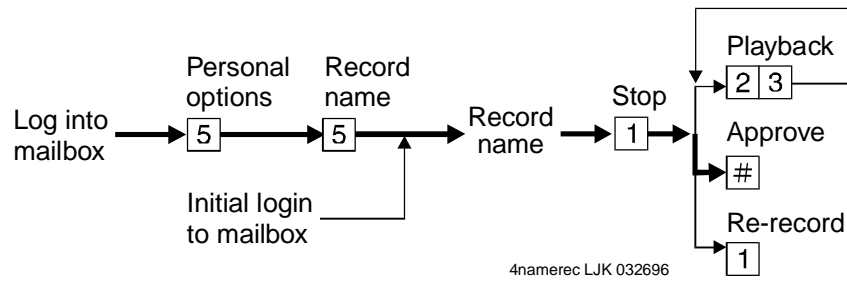


Record Your Name

Record your name to replace the system greeting for your mailbox. Callers hear your voice and feel comfortable they have reached the right person.

To record your name:

1. Press **5 5** from the Main Menu. Speak your name after the tone.
2. Press **1** to stop.
3. **(Optional):** One of the following:
 - 1** Re-record.
 - 2 3** Play back.
4. Press **#** to approve.



Record Your Name

Record a Greeting for Callers

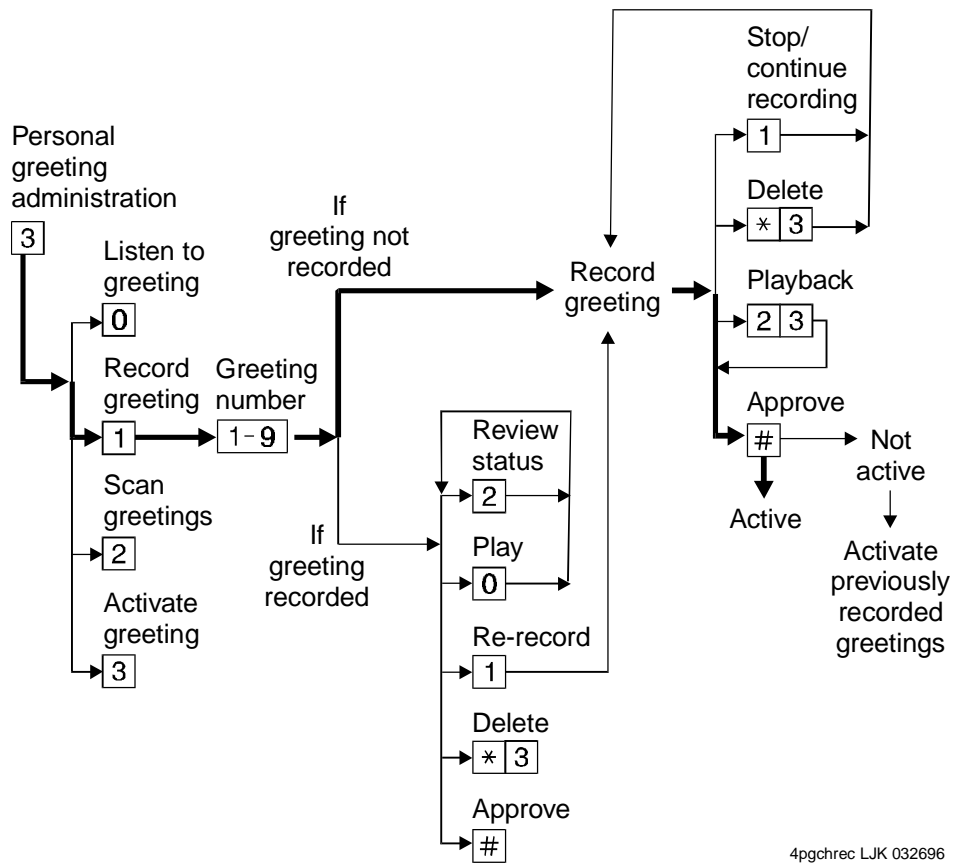
When you don't answer your telephone, the system works just like an answering machine. The system sends the call to your mailbox. Then, the caller either hears a system greeting or a greeting you've recorded.

You can record and store several personal greetings, each for a specific situation. You can manually activate each greeting as needed, or you can keep a number of greetings active at once (see "Create and Use Multiple Personal Greetings").

Recording Your Basic Greeting

To record your basic greeting:

1. Press **3 1** from the Main Menu. Speak your greeting at the tone. You may need to enter a greeting number before you speak your greeting.
2. **(Optional):** Press one of the following:
 - 1** Pause (and 1 again to continue recording).
 - 2 3** Play back.
 - * 3 (* D)** Delete and begin again.
3. Press **#** to approve. Do one of the following:
 - Follow the prompts to activate the greeting.
 - Press **#** to leave the greeting inactive.



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Record Basic Greeting

Recording a Special Greeting for Voice/Fax Messages

Your greeting can briefly tell callers *how to send* a fax to your mailbox number.

Example:

"This is Richard Hyatt. I'm away from my desk. Please leave a message at the tone. My telephone is also a *fax line*. To send me a fax, send it to this number the same way you send any fax."

Recording a Special Greeting for a Personal Fax Extension

If you receive frequent faxes, your system administrator may set up a second fax-only extension, your *personal fax extension*. In this case, your greeting should tell callers *how to send* a fax to your fax extension.

Example:

"This is Diane Downer. I'm unable to take your call; please leave a message at the tone. If you want to send me a fax, please call my fax number at 332-3626."

 NOTE:

A personal fax extension does not accept voice messages. To leave a voice-fax message, callers must call your normal extension.

Get Messages You've Received

You can listen to:

- Message headers, which tell you:
 - * Message type(s) -- voice, fax, text, and/or binary file
 - * Who sent the message
 - * When the message was sent and how big it is
- Voice messages
- Email messages. See "How the System Interprets Text/Email".

You can print out:

- Fax messages
- Text messages
- Email messages

A cover page is included when you print. It lists the size of each component of a message, including the size of attached files. You can view an attached file only by using Message Manager.

Listening to a Voice/Text/Email Message

1. Press **2** from the Main Menu. Listen to the header of the first message. If the system or your mailbox is not activated to receive messages of all media, the header may say that a message is "incomplete." In this case, contact the sender to find out what you failed to receive.
2. Press any of the following:
 - 0** Listen to the voice, email, or text message, if any. Press **0** again to rewind and listen from the start.
 - 2** Rewind to the start of the message. Press *** 2** to skip to the previous message.
 - 3** Play back the header after pressing **2**.
 - * 1** Print the fax, email, or text message, if any. See "Printing Fax/Text/Email Messages".
 - 9** Increase speed
 - 8** Decrease speed
 - 4** Increase volume
 - 7** Decrease volume

- 6 Skip forward
- 5 Skip backward
- * 6 Skip to next message component
- * 5 Skip to previous message component

Responding to a Message

3. **(Optional):** Press **1**, and one of the following:

- 0 Call the sender. In this case, you exit your mailbox.
- 1 Reply to the sender by voice mail.
- 2 Forward with comment at the beginning.
- 3 Forward with comment at the end.
- 4 Record and address a new message.

If you press any key other than **0**, continue with Steps a, b, and c.

- a. Record and address your message, if necessary. See Step 4 in "Sending a Voice or Voice-Fax Message". (If you're replying to the sender, you don't need to address the message.)
- b. Press **#** to approve, if necessary.
- c. Press **#** to send, or enter a delivery option, then press **#**. See "Enhanced Delivery Options".

NOTE:

The components of a response or message you forward always have the following sequence:

Voice	Fax	Text	File
-------	-----	------	------

The system puts the message components in this sequence even if the original sequence was different.

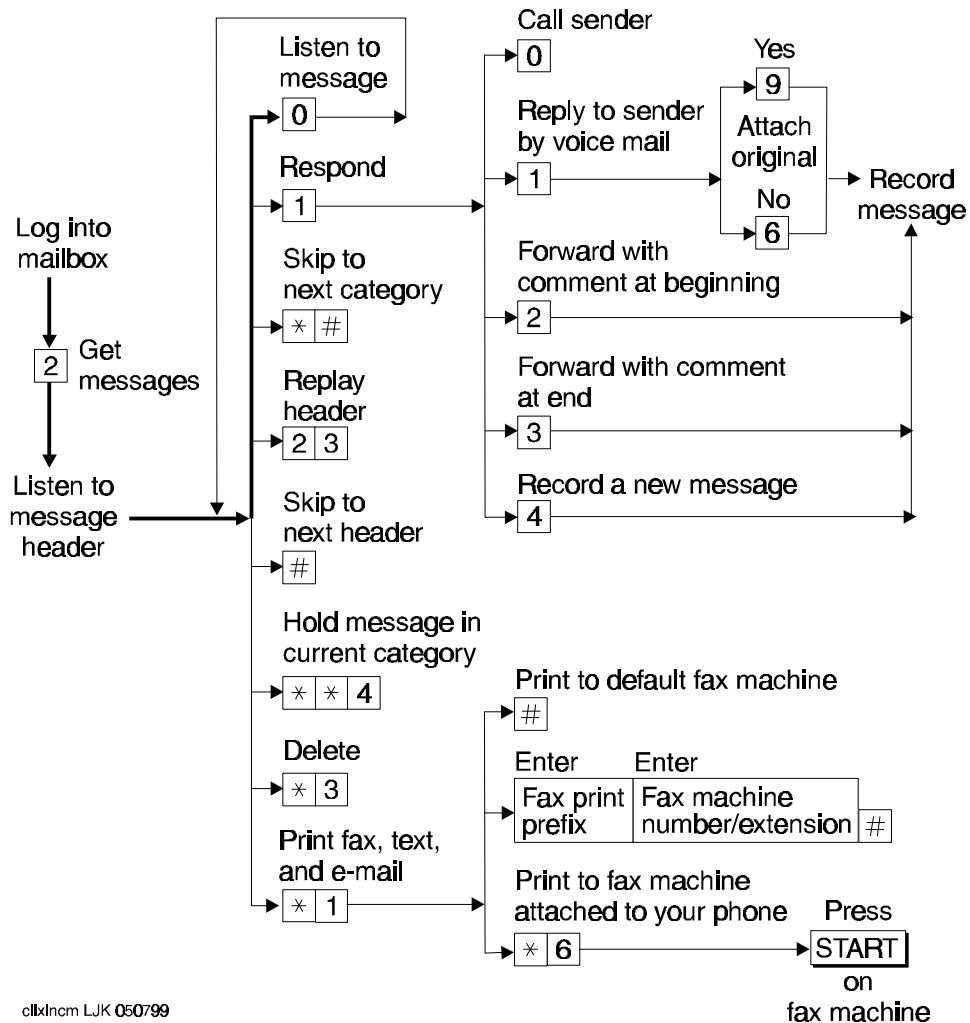
Acting on a Message

4. Press one of the following:

- * **D** (* 3) Delete the message.
- ** **U** (** 8) Undelete the message.
- #** Save and skip to the next message.
- ** **H** (** 4) Hold the message in the current category and skip to the next message.
- * **#** Skip to the next message category.

+ Tips

Your mailbox keeps incoming messages until you delete them or until the system deletes them automatically. Because space is limited, it is wise to review and delete messages regularly.



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Get and Respond to Messages

Handling a Call When You Hear Fax Tones

You may answer your phone and hear fax tones. Fax tones indicate someone's trying to send you a fax. In this case, you must manually transfer the call to your mailbox.

To transfer the call to your mailbox, do the following (marked with an X):

Option One

1. Press **TRANSFER** on your telephone.

2. Enter the Transfer into Mailbox code.
3. Press **TRANSFER** again.
This action sends the fax call to your mailbox.

Option Two

1. Press **TRANSFER** on your telephone.
2. Enter the Transfer into Mailbox code.
3. Enter your mailbox extension when prompted.
4. Press **TRANSFER** again.
This action sends the fax call to your mailbox.

Printing Fax/Text/Email Messages

To print a fax, email, or text message:

1. Press **2** from the Main Menu.
2. Listen to the message header.
3. Press *** 1** to print the fax, email, and/or text portions of the message.
4. Select one of the following options:

Print to your default fax machine.

Press **#. Important.** You must already have selected and set up your default fax printer.

Print to the fax machine attached to your phone.

- a. Press *** 6**.
- b. Press **START** on the fax machine, and hang up.

The button on your fax machine may be labeled something other than **START**. Common alternates are **PRINT** and **RECEIVE**.

Print to a fax machine you specify

- a. Enter the fax print prefix and the fax machine's extension/phone number.
- b. Press **#**.

For this option, **you must enter a fax print prefix** and the correct number of digits for the extension/phone number of the fax machine.

Fax Print Prefixes

Your system administrator may designate the same fax print prefix for internal, local, long distance, and international calls or a different prefix for each call type.

Examples:

To print to a fax machine that is . . .	You might use prefix	Followed by
Within your system	3 (F for fax)	4 digits (for example, extension 5670)

An external local telephone call	3 5 (F L for fax local)	extension 5679) 8 digits (for example, 9 555 3201)
A long-distance telephone call	3 5 5 (F L D for fax long distance)	10 digits (for example, 9 303 555 3201)

Printing All New Faxes at Once

See "Scan/Print Messages Quickly" later in this book.

Downloading a Fax or Email to a Modem-Equipped Computer

Downloading faxes or email to a modem-equipped PC or laptop is similar to printing from a fax machine with a handset.

To download a fax or email to a PC or laptop:

1. Set up your modem and fax-software:
 - a. Connect the fax modem to the computer with a serial cable (if you're using an external modem).
 - b. Connect your telephone wall jack to the modem jack marked "Line."
 - c. Connect the telephone set to the modem jack marked "Phone."
 - d. Disable the **ANSWER ON** (number of rings) and/or **AUTOMATIC RECEIVE** options in your fax-software dialogue.
 - e. Enable the **MANUAL RECEIVE** in your fax-software dialogue.
2. Place a call to your mailbox from the telephone handset.
3. Press **2** to listen to the message.
4. Press * **1** to print.
5. Press * **6** to print on the fax machine from which you are calling. (Here, your PC or laptop substitutes for the fax machine.)
6. At the prompt, select **MANUAL RECEIVE** from the fax-software dialogue.

NOTE:

Your fax dialogue choice may be labeled something other than **MANUAL RECEIVE**. Common alternates are **START**, **CONNECT**, **RECEIVE**, or **PRINT**. Press whatever key begins the downloading process.

Record and Send Messages

Sending voice, fax, and voice-fax messages from your mailbox are similar tasks, but there are *important* differences:

- You can record and send a voice message from any telephone.
- You can send a fax or voice-fax message from any telephone attached to a fax machine.

- You can send a fax to your own mailbox and forward the fax (forwarding requires that you attach a voice comment).

Sending a Voice or Voice-Fax Message

NOTE:

This procedure says to record the message, then address it. For an alternative sequence, see "Addressing a Message Before Recording It" later in this book.

1. Press **1** from the Main Menu.
2. Record your voice message at the tone.
(Optional): To edit, press one of the following:
 - 1** Pause. Press **1** again to continue recording.
 - 2 3** Play back.

*** D (or * 3)** Delete (and begin again).

3. Press **#** to approve the message.
4. To address, select one or more of the following:

- Enter the user's extension and press **#**.

If the user is in a different location, you may need to also add a prefix.

- Press ***2**. Spell out the user's name on the telephone keypad and press **#**. You can switch back and forth between addressing by extension and addressing by name by pressing ***2**.
- Enter an enhanced list extension and press **#**.

An enhanced list is a large list of users that your administrator makes. The system automatically forwards the message you send to each user in the enhanced list.

- To send to a mailing list:
 - a. Press *** L** to access a list.
 - b. Enter the list owner's extension and press **#**.
If you're the owner, press **#**.
 - c. Enter the list ID (name) and press **#**.

5. Press **#** to approve the address.
6. **(Optional):** To attach a fax, press **5**.

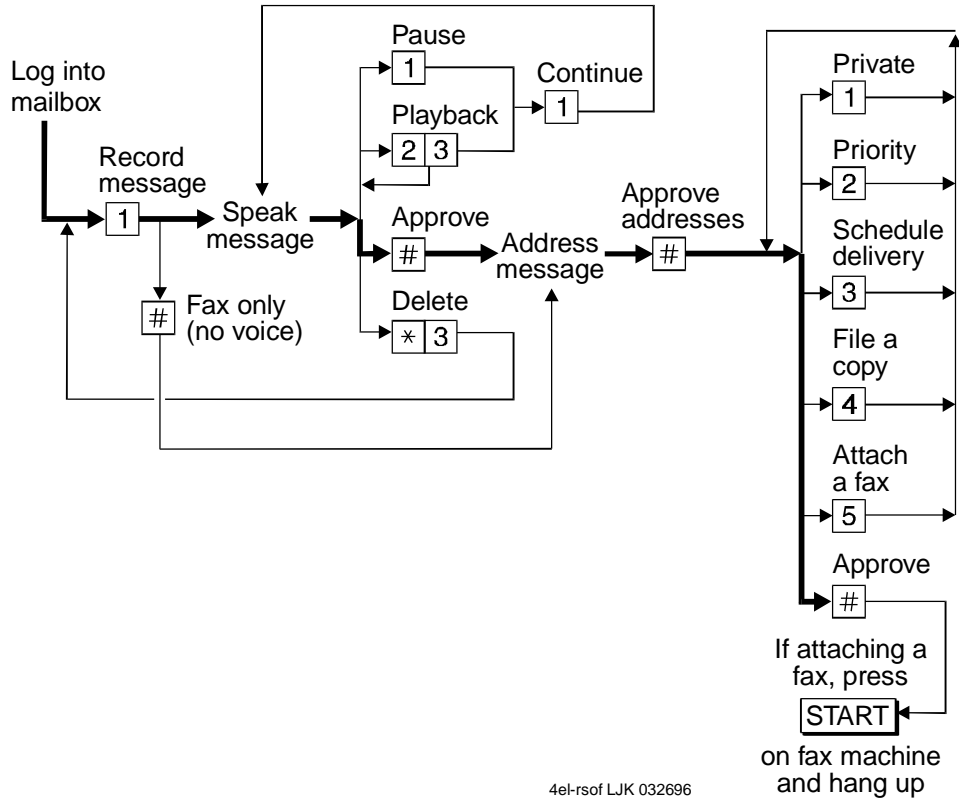
This option works only if you are using a phone attached to a fax machine.

7. Press **#** to send. Or, enter other options, and press **#** to send. See "Enhanced Delivery Options" later in this book.
 - If attaching a fax, do the following:
 - a. Load the document into the fax machine.

- b. Press **START** on the fax machine.

NOTE:

The button on your fax machine may be labeled something other than **START**. Common alternates are send, transmit, and **CONNECT**.



Recording and Sending Messages

Sending a Fax-Only Message

To send a fax-only message from a telephone that is attached to a fax machine:

1. Press **1** from the Main Menu.
2. Press **#** to bypass voice recording.
3. Address the message. (See Step 4 in "Sending a Voice or Voice-Fax Message".)
4. Press **#** to approve addresses.
5. Load the document into the fax machine.
6. Press **#** to send. Or, enter other options, and press **#** to send. See "Enhanced Delivery Options" later in this book.
7. Press **START** on the fax machine.

 NOTE:

The button on your fax machine may be labeled something other than **START**. Common alternates are **SEND**, **TRANSMIT**, and **CONNECT**.

Sending a Voice-Fax Message by Forwarding a Fax

You can send a fax to your own mailbox and then forward the fax. However, you must always attach a voice message when you forward a fax.

1. From any fax machine, send a fax to your own mailbox.
2. Log into your mailbox.
3. Press **2** from the Main Menu. Listen to your message headers.
4. Press **1 2** to forward the fax with your voice comment attached.
5. Speak your message at the tone.

(Optional): To edit, press one of the following:

- 1** Continue recording.
 - 2 3** Play back.
 - * D (* 3)** Delete (and begin again).
6. Press **#** to approve the voice message.
 7. Address the message. (See Step 4 in "Sending a Voice or Voice-Fax Message".)
 8. Press **#** when finished addressing.
 9. Press **#** to send. Or, enter other options, and press **#** to send. See "Enhanced Delivery Options" later in this book.

Sending a Multimedia Message by Forwarding Text Message, Email and Attached File

You can send text messages, email and/or an attached file to your own phone mailbox and then forward it. You may also attach a fax.

1. From your email mailbox or from Message Manager, send a text message, email and/or attached file message to your own phone mailbox.
2. Log into your mailbox.
3. Press **2** from the Main Menu. Listen to your message headers.
4. Press **1 2** to forward the text message, email and attached file with your voice comment attached.
5. Optionally, speak a voice message at the tone.

(Optional): To edit, press one of the following:

- 1** Continue recording.
 - 2 3** Play back.
 - * D (* 3)** Delete (and begin again).
6. Press **#** to approve the voice message.
 7. Address the message. See Step 4 in "Sending a Voice or Voice-Fax Message" earlier in this book.
 8. Press **#** when finished addressing.

9. **(Optional):** To attach a fax, press **5**.
10. Press **#** to send. Or, enter other options, and press **#** to send. See "Enhanced Delivery Options" later in this book.
11. If attaching a fax, do the following:
 - a. Load the document into the fax machine.
 - b. Press **START** on the fax machine.

 **NOTE:**

The button on your fax machine may be labeled something other than **START**. Common alternates are **SEND**, **TRANSMIT**, and **CONNECT**.

Enhanced Delivery Options

When you have created/addressed a message and are ready to send, several delivery options are available. Select any of the following:

- 0** Review delivery options
- 1** Make your message private. (Press **1** again to undo.)

 **NOTE:**

The person receiving a private message can't forward it.

 **NOTE:**

The system cannot deliver a private message to an email user.

- 2** Make your message priority (if available). (Press **2** again to undo.)

 **NOTE:**

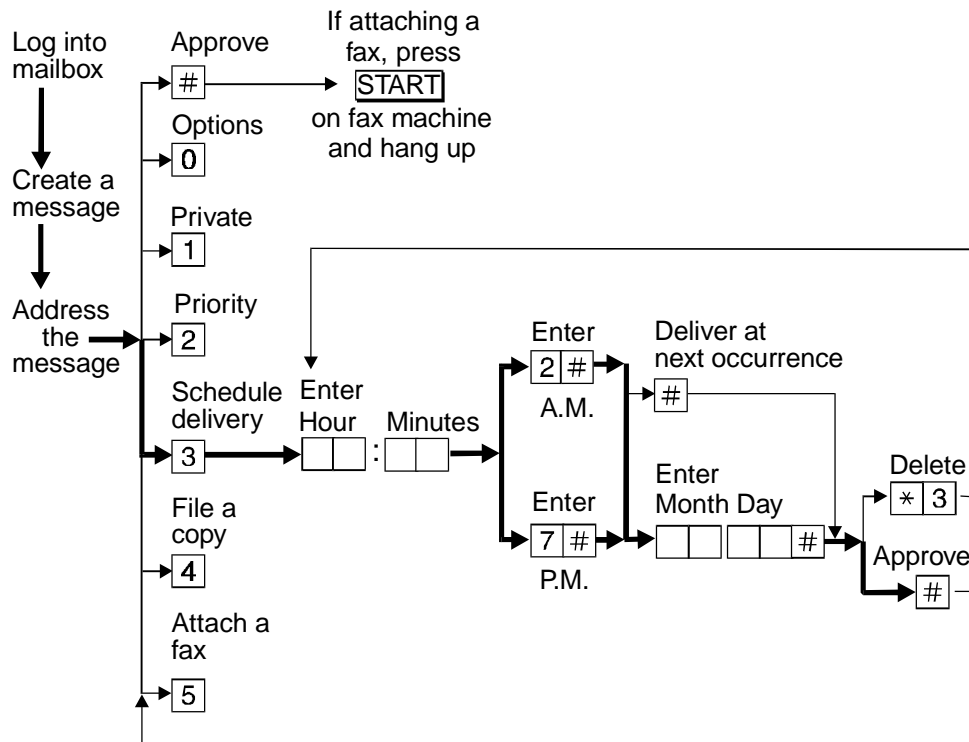
The system places a priority message in a mailbox ahead of all other messages, regardless of when the other messages were received.

- 3** Schedule delivery. (Press **3** again to undo.)

To schedule delivery:

- a. Enter the delivery time (405 = 4:05).
- b. Enter **2 (A)** for AM or **7 (P)** for PM and press **#**.
- c. Enter month and day of delivery (502 = May 2nd) and press **#**.
- d. Press **#** to approve or *** 3** (or *** D**) to start over.

- 4** File a copy. (Press **4** again to undo.)
- 5** Include a fax (only if you are calling from a telephone attached to a fax machine).



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Enhanced Call Delivery

Leave a Message When a User Doesn't Answer

If you call a user who doesn't answer, your call goes to the user's mailbox. At this point, you have several options for making full and efficient use of the system. When you hear the user's mailbox greeting, do any of the following:

1. **(Optional):** Press **1** to skip through the greeting (if you won't be missing information in the greeting).
2. Record your voice message at the tone.

Leave a detailed message (it's generally more efficient to convey information than just requesting a return call).

3. **(Optional):** To edit, press one of the following:
 - 1** Pause. Press **1** again to continue recording.
 - 2 3** Play back.

*** D (or * 3)** Delete (and begin again).

4. Hang up, or press # to approve the message and enter other options. See "Enhanced Delivery Options" later in this book.
5. If attaching a fax, do the following:
 - a. Load the document into the fax machine.

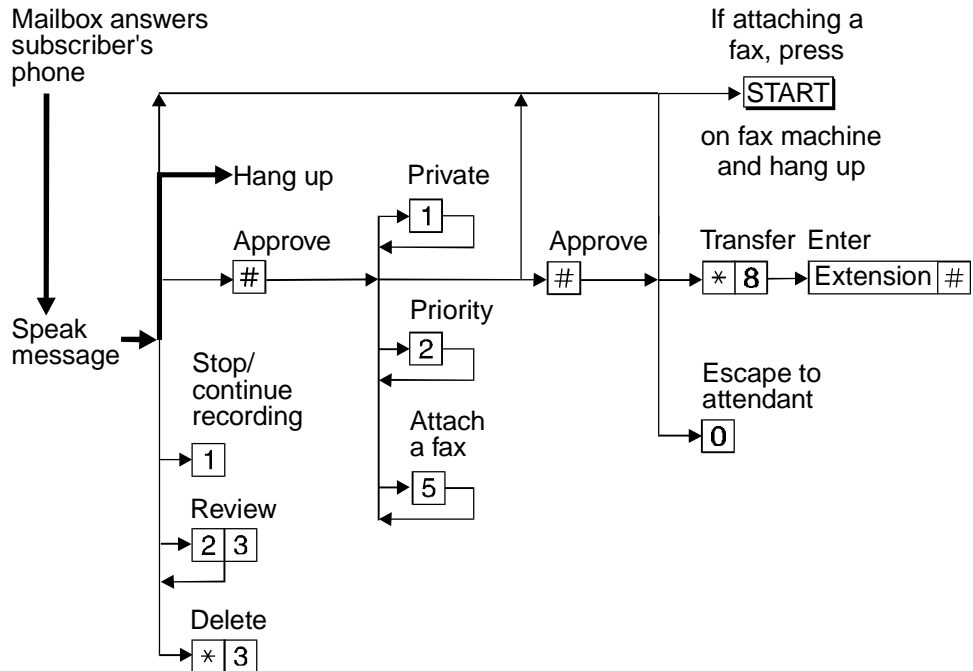
- b. Press **START** on the fax machine.

Before or after leaving a message, you can:

- Transfer to another extension:
 - a. Press * T (* 8).
 - b. Enter the extension.
 - c. Press #.

☰➤ **NOTE:**

If you record a message and either hang up or go to another option, the system automatically delivers your message to the person you are calling. To prevent delivery of your message, you must delete it with * D (* 3).



Leaving a Message and/or Fax

Set Fax/Text/Email Print Options

To print faxes and email to the same fax machine each time, select the telephone number of a fax machine as your *default* fax print number.

To select your default fax/text message/email print number:

1. Press **5 3** from the Main Menu.
2. Press **1** to select the default fax print number.
3. Enter the fax print prefix number and the default fax print number.

For example:

When the fax-print prefix is 329 (fax) and the fax machine extension is 12345, enter 32912345.

 NOTE:

You must enter a fax print prefix. Attach this prefix to the front of the extension or telephone number of the fax machine. You must also use the correct number of digits in the phone number or extension of the fax machine.

4. Press # to approve.
5. **Optional.** Press:
 - 9 (Y) Turn on autoprnt. Autoprnt prints each new fax (and text message/email if included in the same message) immediately after it arrives in your mailbox. Private faxes won't autoprnt.
 - 6 (N) Turn off autoprnting.
6. Optional if autoprnt is turned on. Press:
 - 9 (Y) Turn on autodelete. Autodelete deletes each fax (and text message/email message if included in the same message) immediately after it autoprnts. Manually printed faxes won't autodelete.
 - 6 (N) Turn off autodelete.

Selecting Autoprnt/Autodelete (Optional)

To have your faxes print automatically to the default fax machine, do the following:

 NOTE:

Autoprnt includes a text message or email if the text message or email is included in the same message as a fax.

1. Press **5 3** from the Main Menu.
2. Press **9 (Y)** to turn autoprnt on. Press **6 (N)** to turn autoprnt off.
3. **Optional if autoprnt is turned on.** To have your fax, email, and text messages deleted automatically after they print to the default printer, press **9 (Y)** to turn autodelete on. Press **6 (N)** to turn autodelete off.

Create Mailing Lists


A mailing list is a list of users to whom you might send a message simultaneously. A mailing list can save you a lot of time if you periodically send messages to the same group or groups of people.

1. Press **5 1 1** from the Main Menu.
2. Enter the list ID (up to six letters or digits) and press #.
3. Press one of the following:

- 1 Make the list private.
- 2 Make the list public.

4. Enter an address and press #.

If the user is in a different location, you may need to add a prefix to the extension.

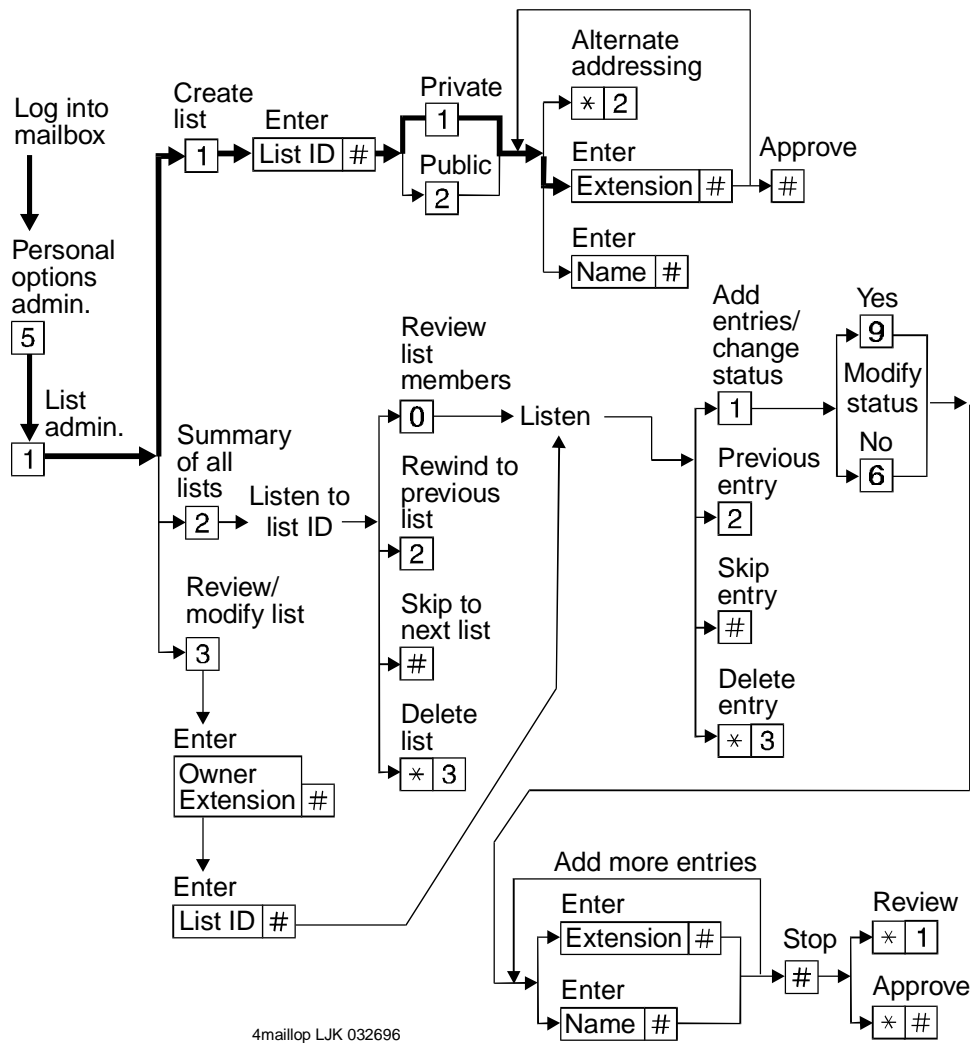
 NOTE:

When including email-only users, be sure you are in name-addressing mode. You may need to press * 2 (* A) to change addressing modes.

5. Repeat Step 4 until the list is complete.
6. Press # to approve.

+ Tips

When creating a list, you can also include an existing list by entering * L (* 5) at step 4.



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Create a Mailing List

Deleting Addresses from a List

There are two ways to delete addresses:

Review the list until you find an address, then press * D (* 3) or

- At step 4 (when creating a list), enter the address again and press * D (* 3)

☰ NOTE:

Though it appears that you have added a recipient twice, by deleting that number immediately after you add it, it will be deleted.

Repeat for other addresses.

Scanning List Summaries

1. Press 5 1 2 from the Main Menu.

2. Listen to the list summary.
3. Press any of the following:
 - #** Skip to next list.
 - * D (* 3)** Delete the entire list.
 - 0** Review/modify list members. See "Reviewing and Modifying a List"


Reviewing and Modifying a List

1. Press **5 1 3** from the Main Menu.
2. Enter the list owner's extension and press **#**. (If you own the list, only press **#**.)
3. Enter the list ID and press **#**.
4. Listen to the first name, then press any of the following:
 - #** Skip to the next name.
 - * D (* 3)** Delete the name.
 - 2** Repeat the name.
 - 2 2** Return to the previous name.
 - * 1** Review from the beginning.
 - 1** Add entries or change public/private status, then do the following:
 - a. Press **Y (9)** or **N (6)** to change the status.
 - b. Enter the address
 - c. Listen to the name.
 - d. Repeat steps b and c for each addition.
 - * #** Stop reviewing/modifying specified entries.
5. Press **#** when finished reviewing.

Set the Message Medium You Want to Get First

You can set your mailbox so that the first messages you get over the telephone are in a specific medium. Thus, if you specify faxes as your preferred medium, you get all new faxes before any new voice messages, text messages, or binary files. You also get all old faxes before any old messages in other media.

The preferred medium you set also applies to multimedia messages whose primary medium matches the one you set. For example, say that a new voice/fax/text message arrives in your mailbox. If your preferred medium is fax and most of this new message consists of a fax, you will get the message before any other voice, text, or binary file messages that are in a single medium.

 NOTE:

The system still plays priority messages first, regardless of their primary medium.

Setting the Preferred Medium

1. Press **5 8** to access the preferred media list.
2. Press:

- 0** No preferred media (keep a chronological order)
- 1** Voice
- 2** Fax
- 3** Text
- 4** Binary files
- * 7 (* R)** Return to Main Menu

Create and Use Multiple Personal Greetings

After you have recorded several personal greetings, you may want to assign those greetings to specific types of incoming calls. Besides the basic mode of using one greeting for all calls, you can set up specific greetings for:

- internal and external calls
- busy and no-answer calls
- prime-time internal, prime-time external, and out-of-hours calls
- prime-time busy, prime-time no-answer, and out-of-hours calls

The first step is to define the types of calls you want to differentiate; then move on to changing call-type definitions and assigning greetings to call types.

Call Types

Internal	Calls from inside your business location.
External	Calls from outside your business location.
Busy	Calls that come in when you're using your telephone line(s).
No answer	Calls that come in when you don't answer.
Out-of-hours	Calls that come in after standard business hours (as defined by your system administrator). (You must activate weekend greetings manually.)

Defining Call Types the First Time


1. Press **3 4** from the Main Menu.
2. Press one of the following:
 - 1 Differentiate internal/external calls.
 - 2 Differentiate busy/no-answer calls.
3. Press one of the following:
 - 3 Differentiate out-of-hours calls.
 - 4 Make no distinction between prime time and out-of-hours calls.

Changing Call Types

1. Press **3 4** from the Main Menu.
2. Press any of the following:
 - 1 Differentiate internal/external calls.
 - 2 Differentiate busy/no-answer calls.
 - 3 Differentiate out-of-hours calls.
 - 4 Turn off out-of-hours differentiation.
 - 5 Use a single greeting for all calls (negate call-type definition).
3. Press **#** to approve, then see "Assigning Greetings to Call Types".

Assigning Greetings to Call Types

1. Press **3** from the Main Menu.
2. Listen to the summary of active greetings.
3. Press **3** to activate a greeting.
4. Enter a number (0 to 9) to indicate which greeting you want to assign to a call type.
5. Press any of the following:
 - 1 Use the greeting for each call type.
 - 2 Use the greeting for internal (or busy) calls.
 - 3 Use the greeting for external (or no-answer) calls.
 - 4 Use the greeting for out-of-hours calls.
 - 5 Use a single greeting for all calls (negate call-type definition).
6. Press **#** to approve.
7. Press *** R (* 7)** to return to the Main Menu.

 NOTE:

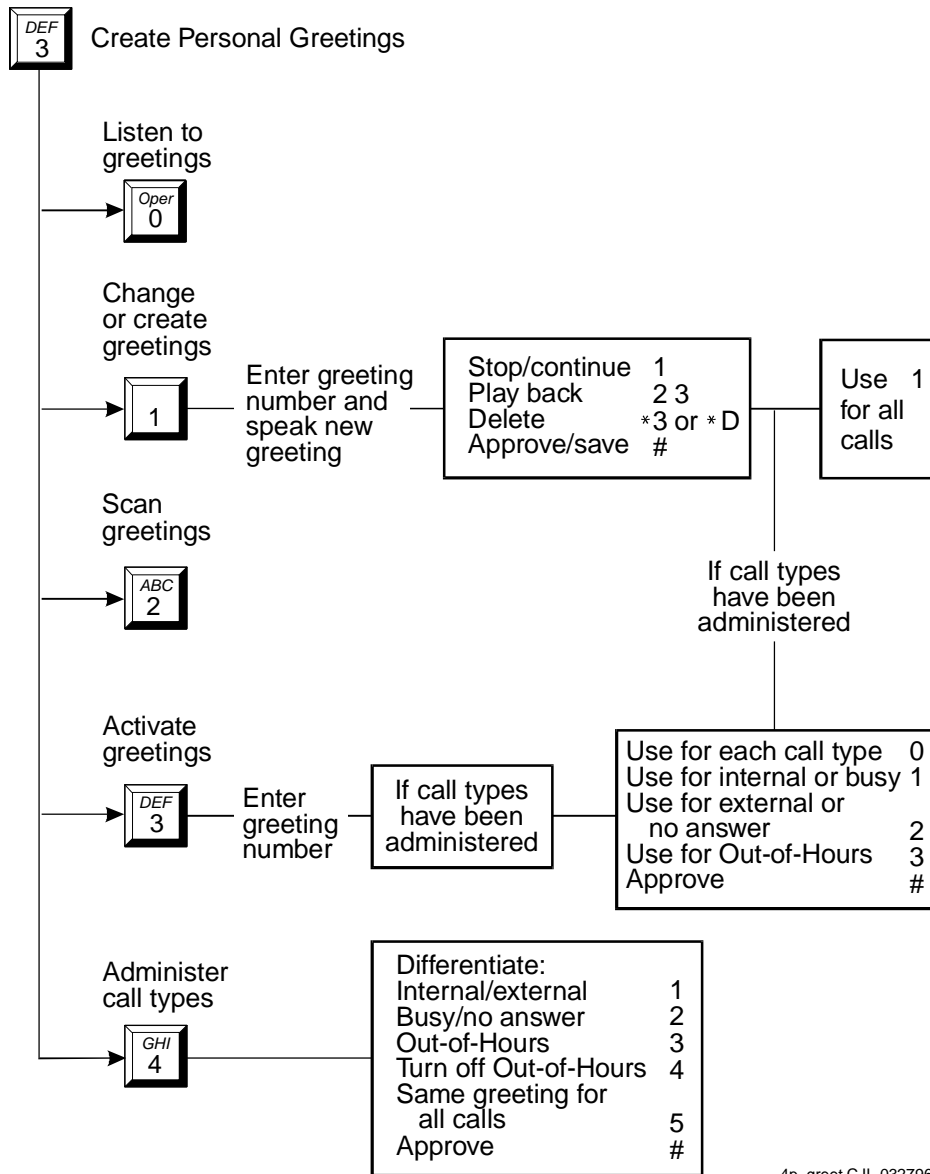
To set up different greetings strictly for prime-time and out-of hours calls, you must assign the same greeting to the two prime-time call types (internal/external or busy/no-answer) and a second greeting for out-of-hours calls.

Activating Previously Recorded Greetings

1. Press **3 3** from the Main Menu.
2. Enter the greeting number.
3. Listen to the prompts for instructions on activating call types.

Scanning All Greetings

1. Press **3 2** from the Main Menu.
2. Listen to the status of the first greeting.
3. Press any combination of the following:
 - 0** Listen to a greeting.
 - 1** Re-record a greeting.
 - * D (* 3)** Delete and skip to the next greeting.
 - 2** Return to the previous greeting.
 - #** Save and skip to the next greeting.
4. Press *** #** to quit scanning.



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Create Multiple Personal Greetings

Check and Reuse Outgoing or Filed Messages

After you've sent a message, it progresses through a series of status categories. These categories are:

- | | |
|-------------|--|
| Undelivered | Not yet sent because it's scheduled for future delivery. You can listen to, re-address, and re-record the message prior to delivery. |
| Delivered | Delivered but not yet listened to. |
| Accessed | Delivered and listened to. |

Undeliverable	Can't be delivered, usually because the recipient's mailbox is full. You can listen to, re-address, and re-record the message.
Filed	Copies and saves the outgoing message to re-send and/or modify.

You can check the status of outgoing messages. Or you can select, modify, and resend them.

Checking the Status of Messages You've Sent

To check the status of outgoing messages:

1. Press **4** from the Main Menu.
2. Listen to the first category and message header.
3. Press any or none of the following:
 - 0** Listen to the message.
 - 1** Modify/resend modified messages.
 - 2 3** Play back the message header.
 - * D (* 3)** Delete and skip to the next message.
 - 2 2** Return to previous messages.
 - #** Save and skip to the next message.
 - * #** Skip to the next message category.

NOTE:

For delivered or accessed messages, you can listen to the headers only. After you review an accessed message header, the system deletes the header automatically.

Changing and Resending a Message

4. Press **1** to change and/or re-send the selected message.
 - Press **#** to resend the message as is.
 - To change the message:
 - a. Press **1**.
 - b. Speak the message at the tone.
 - c. **(Optional):** To edit, press one of the following:
 - 1** Continue recording.
 - 2 3** Play back.
 - * D (* 3)** Delete (and begin again).
 - d. Press **#** to approve.

Resending a Message

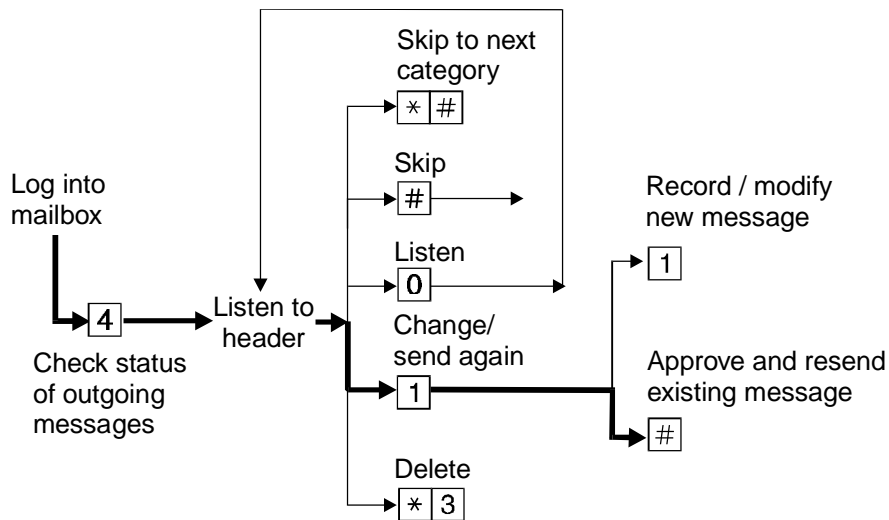
5. For filed and undeliverable messages:

- a. Enter address(es) or list via * L (* 5).
- b. Press # # to approve and send immediately, or enter delivery options and press #.

For undelivered messages:

- a. Enter additional addresses and press #.
- b. Press * 1 to review and edit original addresses.
- c. Change delivery times or options.

+ Tips	<p>You can change/resend three types of outgoing messages:</p> <p>Undelivered (scheduled for future delivery)</p> <p>Undeliverable (incorrect address or recipient's mailbox is full)</p> <p>Filed</p> <p>Press # # to resend an undelivered message to the original recipient only.</p> <p>If you resend a filed message, it leaves the file cabinet portion of your mailbox. You must file a copy again to retain it.</p>
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Checking Status of Messages You've Sent

Create a Personal Directory

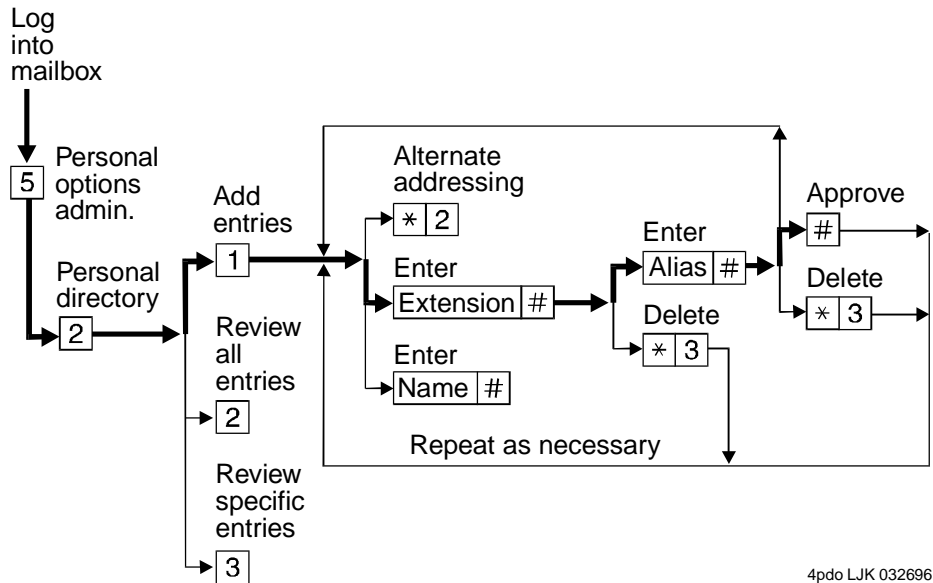
You can create a personal directory of abbreviated names (aliases) for frequently used addresses. It's essentially a sophisticated speed-dialing feature.

NOTE:

You must be addressing by name * **A** (* **2**) to use an alias as an address.

Creating and Appending a Directory

1. Press **5 2 1** from the Main Menu.
2. Enter an address and press **#**.
You can enter most addresses *in* your personal directory using name or number addressing. However, you must identify an email-only user with name addressing.
3. Listen to your entry's address.
If the name is incorrect, press * **D** (* **3**) to delete and repeat step 2.
4. Enter your abbreviated version of the address (up to 10 characters) and press **#**.
5. Repeat Steps 2 to 4 to add more names to your personal directory.
6. Press **#** to approve.



Create a Personal Directory

Reviewing and Deleting Entries from a Directory

1. Press **5 2** from the Main Menu.
2. Press:
 - **2** to review all aliases. While listening to each entry, press:

#	Skip to the next alias.
* D (* 3)	Delete.
2 2	Return to the previous alias.
# #	Stop reviewing.

- **3** to review specific aliases:
 - a. Enter an alias to review and press **#**.
 - b. Listen to the corresponding address.
 - c. Press *** D (* 3)** to delete.
 - d. Repeat for more aliases.
 - e. Press *** #** to stop reviewing.
3. Press *** R (* 7)** to return to the Main Menu.

+ Tips The system refers to your personal directory automatically each time you enter a name address.

The system doesn't care what numbers or letters you use for each alias.

A common method is to use two- or three-letter abbreviations that use people's initials. For example, for Mel F. Lewis, you might enter **M F L** instead of the longer name.

You can also use an alias when transferring out of the system with *** T (* 8)**.

How to Use Directory Assistance

If you know the name of a person, you can use directory assistance to find that person's extension. If you know the extension, you can use directory assistance to find the name of the person with that extension.

1. Press **** N (** 6)** from anywhere in the system.
2. Do one of the following:
 - To hear the extension number associated with a name, enter the name (last name first, with no spaces between the first and last name), then press **#**.
 - To hear the name associated with an address, press *** A (* 2)**, enter the address, then press **#**.

+ Tips

The extension you hear associated with a name is not always the entire address.

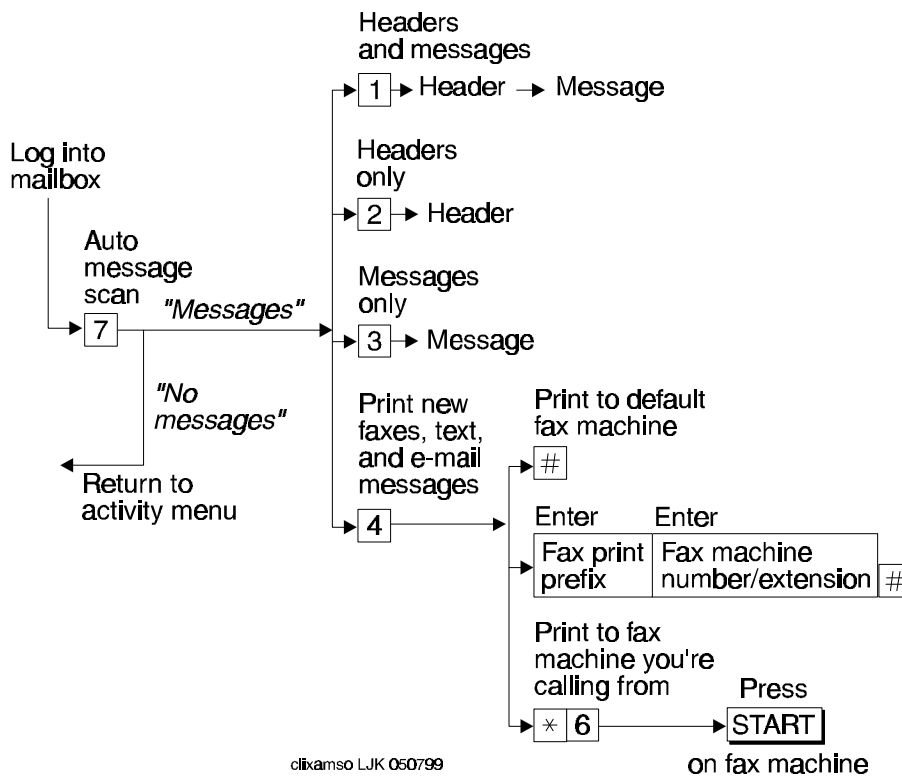
Add the appropriate prefix numbers for users on remote systems.

Scan/Print Messages Quickly

The autoscan option lets you get messages automatically with just 2 button presses. Autoscan is useful for car telephone users because it requires fewer button presses.

The autoscan option also lets you print all *new* faxes and text messages.

1. Press **7** from the Main Menu, then press:
 - 1 Scan headers and messages.
 - 2 Scan headers only.
 - 3 Scan messages only.
 - 4 Print all new faxes.
2. Use the *respond* and *act on* options as necessary.



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Autoscanning Messages/Autoprinting All New Faxes

How the System Interprets Text/Email

Your system changes text messages and email into speech so you can listen to it. The system follows certain rules to make these changes. Therefore, some parts of a text message or email message may sound odd because of the way the system interprets it. The following list explains what things might sound odd.

Acronyms and abbreviations that use capital letters

The system normally pronounces words exactly as they are spelled. The system also pronounces acronyms as words. For example, for *unicef*, the system says "UNICEF."

The system also pronounces many all-capital abbreviations letter by letter. For example, for *IBM*, the system says "I B M."

However, the system may inappropriately pronounce some all-capital abbreviations as words. For example, the abbreviation *VAT* stands for the value-added tax typical of European countries. The system reads this abbreviation as "vat," not "V A T."

If a period (.) appears before a space in an all-caps abbreviation, the system ignores it. Thus, for *V. A. T.*, the system says "V A T". If a period is followed by a letter or number, the system says "period."

Other common abbreviations

The system pronounces many common abbreviations in their full form. For example, the system pronounces *Wed.* as "Wednesday," *Mr.* as "Mister", and *Oct.* as "October." It also pronounces *re:* as "regarding."

However, some abbreviations may have more than one interpretation. In these cases, the system may pronounce the wrong interpretation. For example, *Dr* could be "drive," "doctor," or "Denver." But the system is sensitive to the context of the abbreviation. So if the context is clear, the system usually uses the correct interpretation.

Dates

The system pronounces numbers written with two single slashes (/) as dates. For example, the system says "April tenth, 1996," if written as *04/10/96*. However, the system pronounces *04/10* (without the year) as "four tenths." Also, the system doesn't pronounce numbers with single dashes (-) as dates. For example, the system says "4 dash 10 dash 96" if written as *4-10-96*.

Times

The system pronounces numbers written with colons as hours and minutes, including times that use the 24-hour clock. For example, the system pronounces *10:23* as "ten twenty-three." The system also recognizes and pronounces 24-hour-clock time.

Fractions and Decimals

The system recognizes a slash (/) with a number before and after it as a fraction. For example, for 1/3, the system says "one third." The system also recognizes decimal points. For example, for 2.50, the system says "two point five zero."

Punctuation

The system ignores most punctuation, including the following:

- Comma (,)
- Exclamation point (!)
- Parentheses ()
- Dash (-), except with numbers before and after it
- Colon and semicolon
- Brackets, both square [] and curly { }
- Question mark (?)
- Slash (/) and backslash (\)
- Double quotes (")
- Smiley face -- colon and right parenthesis (:))
- Apostrophe ('). **NOTE:** The system pronounces contractions correctly.

The system ignores a period (.) at the end of a sentence or when a space follows the period. The system says "period" if text follows the period. For example, *U.S.A.* is pronounced "U period S period A."

Spoken symbols

The system pronounces some symbols as follows:

- ampersand (&) as "and"
- plus sign (+) as "plus sign"
- equals sign (=) as "equals sign"
- greater than (>) as "greater than sign"
- less than (<) as "less than sign"
- percent sign (%) as "percent sign"
- dollar sign (\$\$) as "dollar sign," or "dollars" when followed by numbers
- at sign (@) as "at sign"
- minus sign (-) as "minus" (with a number before and after it)

- greater than and less than (<>) as "less than sign greater than sign"
- less than and equals (<=) as "less than sign equals sign"
- greater than and equals (>=) as "greater than sign equals sign"
- circumflex (^) as "circumflex"
- asterisk (*) as "asterisk"
- <grin> as "less than sign grin greater than sign"

Other special characters

The system ignores all other special characters.

Rules for Creating Text Messages You Send to Phone Mailboxes

Because of the way the system interprets text, use the following rules when sending text messages to users who might listen to, not read, them:

1. Use capital letters only at the beginning of a sentence or for very common all-capital abbreviations.
2. Do not use abbreviations, if possible.
3. For all capital abbreviations, insert a period and space between each letter, if possible.
4. Write dates with slashes, including the year, or spell out the dates.
5. Always include a space after a period, except for decimal numbers.
6. Use a colon (:) in clock time, a slash (/) for fractions, a dollar sign (\$\$) followed by numbers for dollars, and an apostrophe in contractions.
7. Avoid all other punctuation, especially when the punctuation carries any significant meaning. Instead, spell out the significant punctuation. For example, instead of *When the \$\$ are > 100, issue 11 (issue 12 and 13 are also sometimes included) sells much more quickly*, write *When the price is greater than 100, issue 11 sells much more quickly. Issue 12 and 13 are also sometimes included in this pattern.*

Notify Yourself When You Get New Messages

Outcalling lets the system call you when you get new messages. Here's how it works:

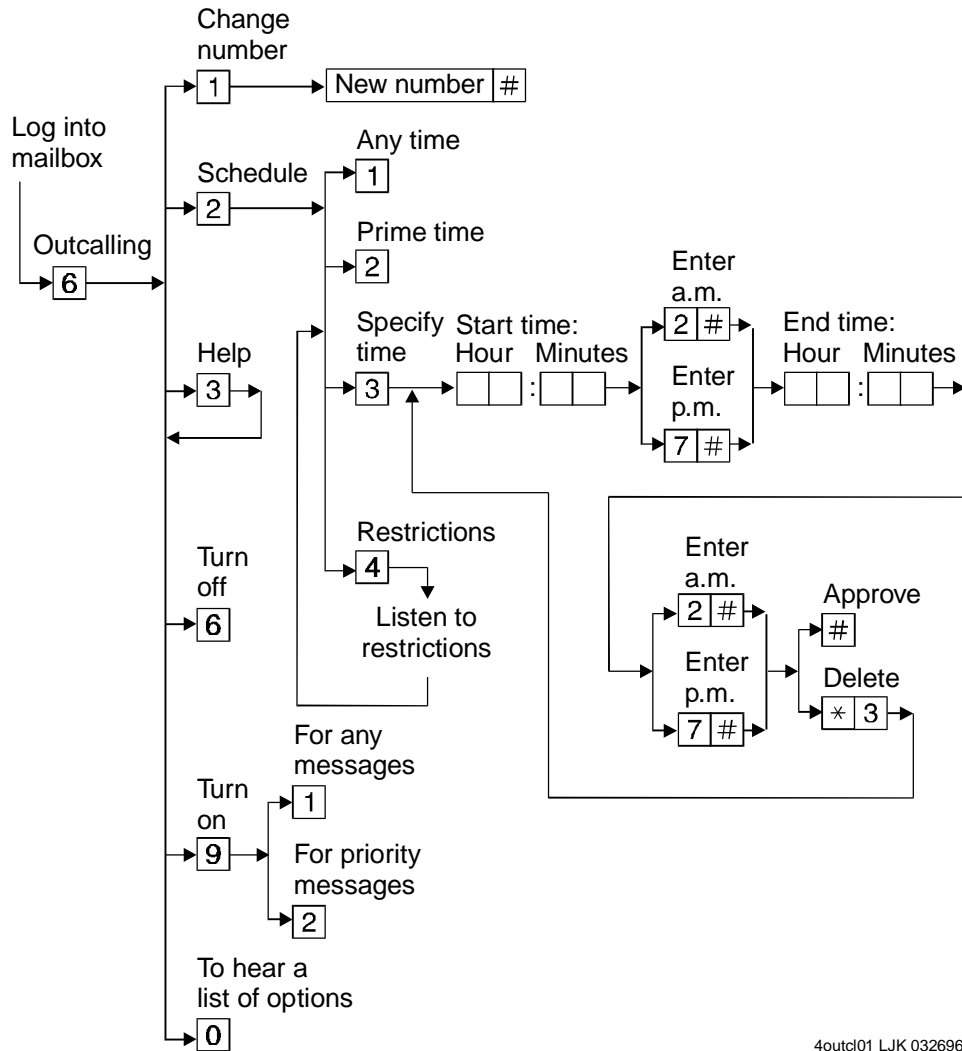
1. Your mailbox receives a new message.
2. The system calls you at home, at a different office, on your pager, wherever.
3. The system tells you to log in.
4. You log in and press **2** to get messages.

+ Tips

Use outcalling to call you at your extension if you don't have a message-waiting light.

Setting Up Outcalling

"Outcalling Operations" shows all of the steps that a subscriber may need to perform to set up outcalling for his/her mailbox.



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Outcalling Operations

Set Your Outcalling Number

Set your outcalling number as follows:

1. Press **6** to select outcalling administration.
2. Press **1** to change the outcalling number.
3. Enter the new number (up to 60 characters [depending on administration], including pauses), and then press **#**. For a pager, the following rules apply:

Include a 1.5 second pause Enter *.
at any point in the number

Include a pound sign at the beginning of the number Enter #.

Include a pound sign other than at the beginning of the number. Enter *#. In this case, the system recognizes * as a marker to include #, not as a 1.5 second pause.

- For example, for the system to reach your pager with an outcall, it may need to dial a 9, wait 1.5 seconds, dial a seven-digit number, then dial # and a three-digit number, followed by a pound. You enter the following:

9 * 1 2 3 4 5 6 7 * # 1 2 3 #

NOTE:

Although pager calls are not guaranteed to work with the AUDIX system, many brands of pagers are currently in use with AUDIX systems. The Motorola pager and the Skypager have been tested with the AUDIX system. Experiment with the number of pauses you need to make an outcall to a pager.

Scheduling Outcalling

To specify a daily time period for the system to place an outcall, do the following:

1. Press **6** to select outcalling administration.
2. Press **2** to schedule outcalling.
3. Do one of the following:
 - To be called any time (day or night), press **1**.
 - To be called during prime time (set by your system administrator), press **2**.
 - To listen to the scheduling restrictions indicating when outcalling is available (set by your system administrator), press **4**.
 - To specify a time period for the system to place an outcall:
 - a. Press **3** to select a time period for outcalling to start and end.
 - b. Enter the starting hour and minutes (either one or two digits for the hour and two digits for the minutes).
 - c. For example, press **2 0 5** for 2:05.
 - d. Press **A** (2) for A.M. or **P** (7) for P.M., and then press **#**.
 - e. Enter the ending hour and minutes.
 - f. Press **A** (2) for A.M. or **P** (7) for P.M., and then press **#**.
 - g. If the schedule is not correct, press * **D** to delete, and re-enter the time period.
 - h. Press **#** to approve the schedule.

 NOTE:

The language that is active for the system determines how dates and times are entered. The sequence shown in this procedure may vary from language to language.

Turning Outcalling On/Off

The system saves your outcalling number even when you turn off outcalling. When you turn on outcalling again, you can use the original number and schedule you set without re-entering the number.

After logging in, press **6** to select outcalling administration.

Press **Y** (9) to turn outcalling on, or press **N** (6) to turn outcalling off.

If you turn outcalling on, you must select either **1** to activate outcalling for all new messages, or **2** to activate outcalling for only new Priority messages (see "Priority Outcalling" later in this section).

Responding to an Outcall

After you answer an outcall, you have three choices:

- | | |
|----------------------|--|
| Receive the messages | <ol style="list-style-type: none">1. Log into your mailbox.2. Listen to the messages. |
| Cancel outcalling | Press * # to cancel the outcall; the system won't call again until there are more new messages. |
| Hang up | Hang up without logging in or canceling the outcall; the system reschedules the outcall for the next administered outcalling interval. |

 NOTE:

Your phone company's Central Office can take up to 30 seconds to disconnect the system after you have responded to an outcall. If the system is still connected and you need to make another call, press * * **X** to force the system to hang up.

Priority Outcalling

You can opt to be called only for *all new priority messages*. If your mailbox has new priority messages when you turn on priority outcalling, the system will not place an outcall until another new priority message is received. If you receive a priority message during off hours (when you have specified that outcalls are *not* to be placed), the system waits until the time permitted for outcalling to make the outcall.

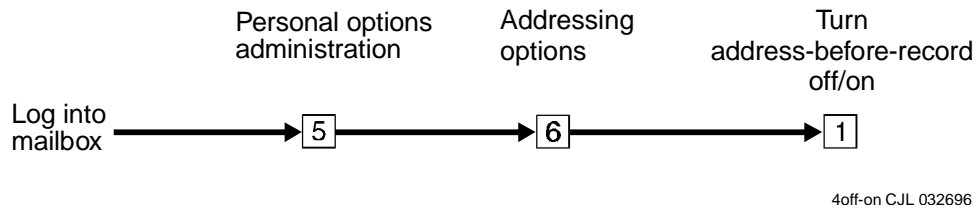
Set Addressing Options

You can address a message before you record it. To set this addressing sequence:

1. Log into your mailbox.
2. Press **5** from the Main Menu.
3. Press **6**.

You hear the prompt, "Address before record turned on/off."

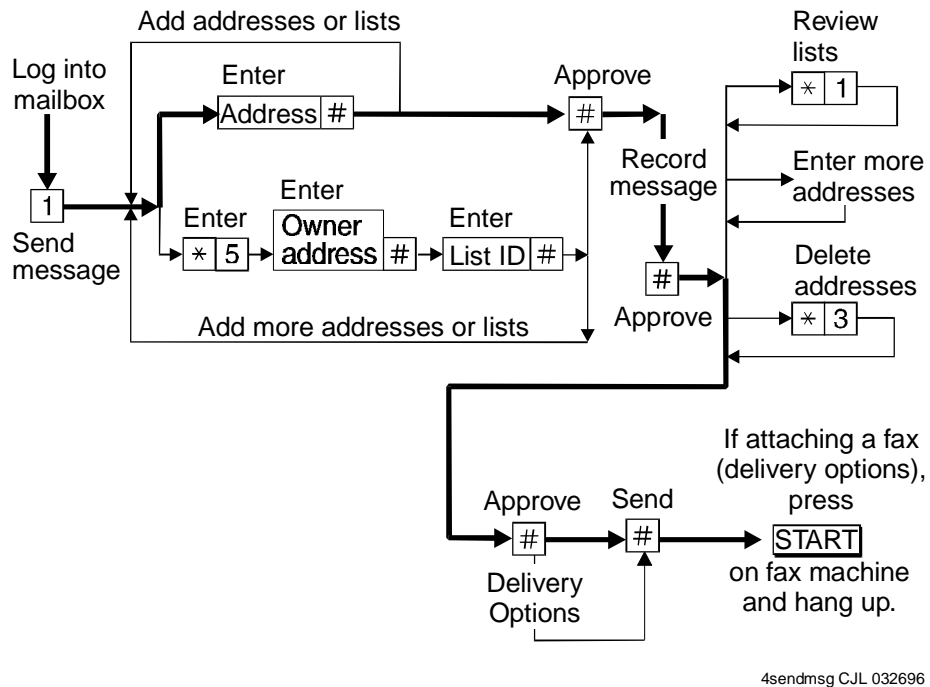
4. Press **1** to change the setting.



Changing the Addressing Sequence

Addressing a Message Before Recording It

The way you record and send a message with addressing before record is shown in "Sending a Message with Address Before Record".



Sending a Message with Address Before Record

Send a Broadcast Message

A broadcast message is a message you send to all messaging users at your location. It is treated as a *new* message and is presented before normal messages. Broadcast messages are useful for important company or emergency announcements.

You create and send a broadcast message normally, except that you don't address it. Instead, you simply mark the message as a broadcast.

 NOTE:

You can't send a broadcast message to users at other locations.

Sending a Broadcast Message

To send a broadcast message:

1. Log into your mailbox.
2. Press **1** or **4** to record or review a message.
3. Record, edit, and address a message. See "Record and Send Messages".
4. Press **8** to mark the message as broadcast.
5. **Optional.** Press any of the following:
 - 1** Make private. (Press **1** again to undo.)
 - 3** Schedule delivery.
 - 4** File a copy.

 NOTE:

A broadcast message can't also be a priority message.

6. **Optional.** Press * **M** to access additional options, and press:
 - 1** Turn on message notification. (Press **1** again to undo.)
 - 2** Change message expiration from the 2-day default.
 - a. Enter numbers for the month and day of expiration. For example, press **1 0 0 8** for October 8th.

The month can be either one or two digits, while the day requires two digits.
 - b. Press **#** to save expiration date or press **2** again to start over.
 - #** Approve broadcast options.
7. Press **#** to approve your message.
8. Notify the system administrator of the message expiration. The administrator deletes the message from the special broadcast mailbox when the message has expired.

 NOTE:

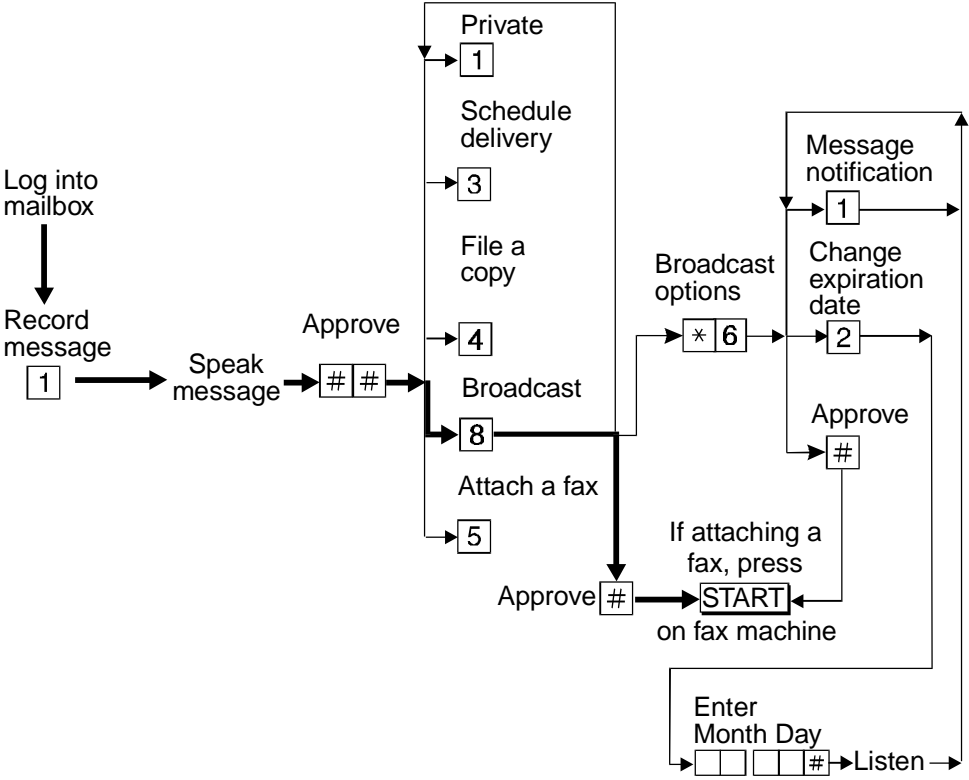
The administrator creates a special mailbox for the system to use for storing broadcasts. If this mailbox already has 16 active broadcast messages, your message is immediately categorized as nondeliverable.

+ Tips Message notification turns on users' message waiting lamps when the message arrives.

Turn on message notification only in emergencies. The system slows down greatly if many users try to get a broadcast message simultaneously.

With a two-day default expiration, users can get the message for up to three days (the day you send it and the next two days). Then the message can no longer be accessed.

"Broadcast Message Operation" shows the steps to send a broadcast message.



Broadcast Message Operation

Send Login Announcements

A login announcement is a voice mail message that automatically plays to each user when the user logs into his or her mailbox. Login announcements have the following special characteristics:

- They don't turn on message-waiting lamps. So don't use them for emergencies.

- They aren't put in users' mailboxes. Users can't delete, save, replay, or forward login announcements. Thus, the only way to replay login announcements is to log in again.
- Only one can be active at one time.
- You can send them to users at other locations, but they are delivered as normal messages.
- They don't activate outcalling.
- They don't show up on a TTY, and a deaf or hearing-impaired user who uses only TTY for messaging will not see them. Send TTY users a normal mail message with a TTY instead.
- They go to all users of the system, so record them in all languages used.

Making a Message a Login Announcement

To make a login announcement:

1. Log into your mailbox.
2. Press **1** or **4** to record or review a message.
3. Record, edit, and address the message as if it were a normal voice mail message.
4. Press **9** to mark the message as a login announcement.

NOTE:

If the broadcast mailbox already holds a login announcement whose expiration date has not yet passed, the AUDIX system informs broadcasters that new login announcements are nondeliverable.

5. **Optional.** Press:

3 Schedule delivery.

4 File a copy.

NOTE:

A login announcement can't also be a private or priority message.

6. **Optional.** Press *** M** to access additional options, and press:

1 To turn off dial-through capability. (Press **1** again to undo.)

NOTE:

Turning off dial-through ensures that users hear the entire announcement when logging in.

2 Change message expiration from the 2-day default.

- a. Enter numbers for the month and day of expiration. For example, press **1 0 0 8** for October 8th.

The month can be either one or two digits, while the day requires two digits.

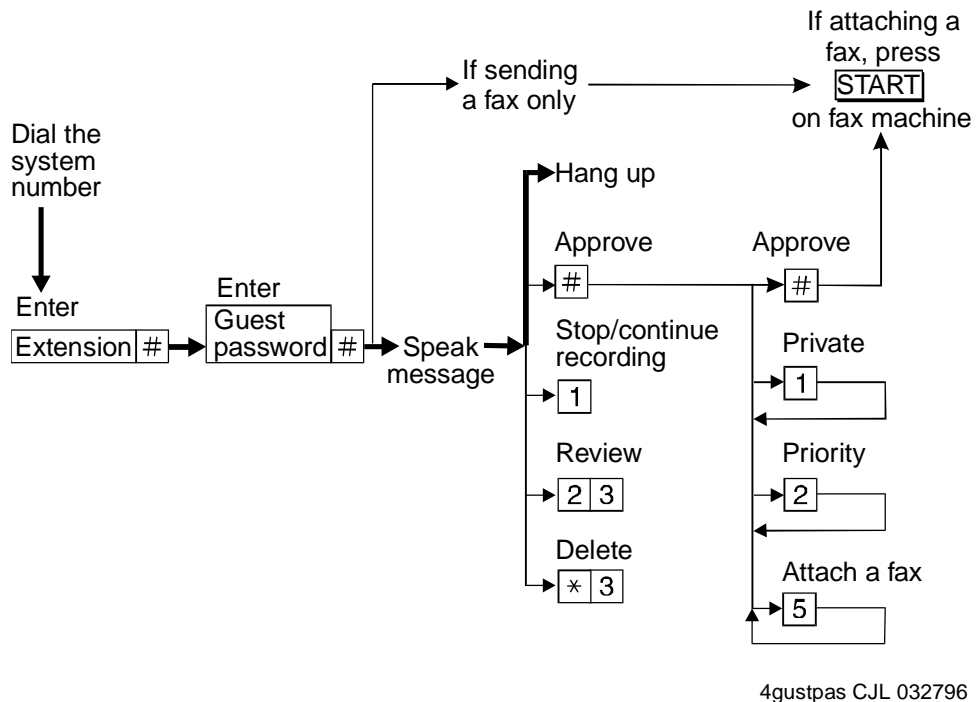
Leaving a Guest Password Message

To leave a message using the guest password:

1. Dial the system number using a touch-tone telephone.
2. Enter the extension of the user for whom you wish to leave a message, and press #.
3. Enter the system-wide guest password and press #.
4. Leave a message for the user.

Once connected to a user's mailbox, you can use the normal edit and review commands.

"Guest Password Operation" shows the steps necessary to leave a message with a guest password.



Guest Password Operation

More Tips and Highlights

General Message Handling

Log in quickly

From your telephone, dial the system extension, press # (you don't need to enter your extension), and enter your password.

Log in from a system telephone

From any telephone connected to your company's system, dial the system extension, then enter your extension and password.

Log in from a remote

From any telephone not connected to your company's

telephone	system, dial the complete system number, including local prefix and the area code if long distance, then enter your extension and password.
Dial through	If you know which buttons to push, push them without waiting for the system to respond.

 **NOTE:**

You can't dial through error beeps and important system messages. For Help, press * H (* 4). The system states your current options or the next step.

Getting Messages

Use playback controls	When listening to messages, you have controls for loudness, speed, stepping back and forth, pausing, and repeating messages.
Record a personal greeting	Replace the automatic system greeting with your personal hello. Tell callers they can press 1 to skip your greeting and press * H (* 4) for Help. Change your greeting daily to match your schedule.
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.
Answer messages from your mailbox	You can answer a message sent by another user immediately after listening to it, either by pressing 1 0 to call the person or by sending the caller a return voice mail message by pressing 1 7 .
Forward messages	You can forward a message to another user or a list of users immediately after listening to it. After you forward it, you return to the original place in your mailbox. To forward to a mailing list, press * L (* 5) to specify the list's address.
Scan messages quickly	You can automatically play all your messages by pressing just two buttons, 7 plus either 1 to scan messages and headers, 2 to scan headers only, or 3 to scan messages only. Scanning is especially useful with a car telephone.
Print all new faxes at one time	You can automatically print all new faxes by pressing just two buttons, 7 and 4 . Old and private faxes don't print automatically.
Set up a default fax print number	Set up a default fax print number. Then, when you have a fax in your mailbox, simply press * 1 followed by # to print the fax. NOTE: You must include the fax print prefix in your default fax print number.
Transfer calls to your mailbox upon hearing fax tone.	When you answer a phone call and hear fax tone, don't hang up. Instead, transfer it to your mailbox by doing one of the following (marked with an X):

___ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, and press **TRANSFER** again. This action sends the fax call to your mailbox.

___ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, enter your mailbox extension when prompted, and press **TRANSFER** again. This action sends the fax call to your mailbox.

Print faxes automatically as they arrive in your mailbox

Turn on autoprnt to print faxes automatically as they arrive in your mailbox. To do this, press **5 3** from the Main Menu. Then press **9 (Y)** to turn autoprnt on.
NOTE: Private faxes don't autoprnt.

Always get the message medium you prefer first

Set your mailbox so that the first messages you get are in a specific medium -- voice, fax, email, or binary files. Thus, you can get all new faxes before any new voice messages, email messages, or binary files. In this case, you also get all old faxes before any old messages in other media.

Record a greeting that tells people about sending faxes

Let people know how to take advantage of your fax messaging capability. Record a greeting that tells them to simply press **START** on their fax machine to send you a fax.

Listen to email or text messages while traveling

When you are gone from the office and can't use Message Manager to read email or a text message, call into your mailbox and listen to your email or text message.

Turn off your mailbox when away

Turn off the call answer capability of your mailbox for times when you're on vacation or away from your office for awhile. This prevents your mailbox from filling up and encourages people to seek other personnel for assistance. It also helps save resources on your AUDIX system. To do this, press **5 7**.

Leaving Messages When No One Answers

Use playback and record controls

To listen to and edit the messages you leave when there's no answer, you have many controls.

Bypass greetings and record immediately

You don't have to listen to another user's call answer greeting. You can, instead, press **1** to bypass the greeting and begin recording immediately.

Use directory assistance

If you don't know the extension of another user, log into your mailbox, press **** N (** 6)** and enter the person's name, last name first. The system tells you the extension.

Leave a fax message

Send a fax from a fax machine directly to another user's extension or phone number. To do so, simply dial the user's phone number and press **START** on the fax machine. When the user doesn't answer, the fax is placed in the user's mailbox.

Leave a voice-fax message From a fax machine, call a user's phone number. When the user doesn't answer, record your voice message in the user's mailbox. Then load your fax in the fax machine and press **START**. The fax is attached to your voice message.

Mailing Messages

Make messages priority When you want someone to listen to your message right away, send it as a priority message.

Make messages private When you want to prevent another user from forwarding a message you send, make it private.

Save messages you send Before sending a message, you can save it in your outgoing message file. Retrieve the message later to use again.

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.

Delete outgoing/queued messages Delete messages filed in the Outgoing Message file. Saved outgoing messages use system storage unnecessarily.

Schedule delivery Schedule a message for delivery to others at a specified time and date. Use the system as a calendar/reminder by scheduling messages to yourself.

Use mailing lists Create a mailing list of extensions. Then send your message to one destination -- the mailing list. All extensions in the list receive the message. You can also forward messages to a mailing list.

Send a fax to a group of people at once Don't stand at the fax machine sending the same fax over and over. Instead, send the fax simultaneously to as many people as you wish. You can do this in two ways:

- Send the fax to your own mailbox. Then forward it to anyone you want, including mailing lists.
- From a phone attached to a fax machine, call your mailbox, address the message to anyone you want, including mailing lists, press **START** on the fax machine, and hang up.

Send messages to a name, not an extension When you send a message and don't know the extension of the recipient, press * **A** (* **2**). Then enter the person's name, last name first. Pressing * **A** (* **2**) switches you back and forth between extension and name.

Attach a fax to a message Send a voice-fax message and explain in the voice portion what the attached fax contains. To do this,

call your mailbox from a phone attached to a fax machine. Next, record and address your message, press **5**, **#**, and **START** on the fax machine, and hang up.

Address a message before recording it

Address messages before recording them. To turn on this option, press **5 6** from the Main Menu.

Send messages to system enhanced lists

Address and send a message to a large mailing list that may contain up to 1500 users. Your administrator creates these special lists.

Terms and Concepts

Autodelete

An option (on/off) with which you decide whether the system *automatically* deletes faxes, email and text messages from your mailbox after they are autoprinted to the default fax printer.

Autoprint

An option (on/off) with which you decide whether the system *automatically* sends faxes to a default fax printer.

Default Fax Printer

A fax machine you choose as the everyday destination for your faxes.

Fax-Print Prefix Number

A number, determined by your system administrator, you must enter before you specify a fax print destination number.

Messages

Incoming Messages (Messages You Receive)

New - Voice, fax, or voice-fax messages you haven't retrieved.

Unopened - Voice, fax, or voice-fax message headers to which you've listened, but have not yet listened to or printed the message itself.

Old - Voice, fax, or voice-fax messages to which you've listened or printed, but haven't deleted.

Outgoing Messages (Messages You Send)

Delivered - Messages that the user has received but hasn't listened to.

Accessed - Messages the user has received and listened to.

Undelivered - Messages not yet sent but scheduled for future delivery. You can listen to, re-address, and re-record these messages any time before delivery.

Undeliverable - Messages that could not be

delivered, normally because the intended user's mailbox is full. You can listen to, re-address, and re-record these messages.

Filed - Copies of outgoing messages that you've saved to re-send and/or modify.

Multimedia message

A message that contains two or more components of different media -- voice, fax, text, or binary file.

Header

A summary of an incoming voice, fax, text, or multimedia message (equivalent to a return address and postmark on a letter). It may include the length of a voice component in minutes and/or seconds, the length of a text component in minutes and/or seconds, a page count for the fax component, and the size of a binary file in kilobytes.

When a text message or an annotated message from Message Manager is included, the header also tells you the subject of the message.

The following are examples of header types:

Voice message - "Message from Norman Bates, received 7:34 AM, Friday, April seventh, 70 seconds, extension 77956."

Fax message - "Fax call from extension 40668, received 1:22 PM, Thursday, August third, 4 pages."

Voice-fax message - "Voice and fax message from Eileen Dover, received 3:16 PM, Monday, December twelfth, 45 seconds, 3 pages, extension 75433."

Voice-fax-text message - "Multimedia message from Laura Morrissey, received 4:10 PM, Monday, December twelfth, 45 seconds, 3 pages, 1 minute 25 seconds, extension 93117."

Personal Fax Extension

An additional extension that you have to receive faxes. A personal fax extension allows your mailbox to receive faxes without causing your phone to ring. A personal fax extension doesn't allow callers to leave voice messages.

Fax-Tone call

A call that is playing fax-tones when you answer the call. A fax-tone call occurs when someone sends a fax to your phone number and you answer it before it is sent to your mailbox.

When you receive a fax-tone call, you should press **TRANSFER** on your phone, enter the Transfer into Mailbox code, and press **TRANSFER** again.

Binary file

A computer software file that you can look at with the appropriate software product. A binary file might be used to send a spreadsheet, a Word document, or a

Powerpoint document.

Preferred medium

The message medium you want to get first when you access messages. Thus, if you specify faxes as your preferred medium, you get all new faxes before any new voice messages, text messages, or binary files. You also get all old faxes before any old messages in other media.

The preferred medium you set also applies to multimedia messages whose primary medium matches the one you set. For example, say that a new voice/fax/text message arrives in your mailbox. If your preferred medium is fax and most of this new message consists of a fax, you will get the message before any other voice, fax, or binary file messages.