# THE CAMPUS MESSAGE CENTER - VOICE MAIL AT USL
## TERMS & CONCEPTS

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<th>Activity Menu</th>
<th>The initial activities you can select after logging into the system.</th>
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<td>*R - Return to the Activity Menu</td>
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<td>Address</td>
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After logging in, use your phone keypad to access menu options. Your keypad must generate touch tones to work with the Campus Message Center. There are layers of menus, and their options are described as you progress through each activity. The first layer is called the Activity Menu. You can always get back to that layer by pressing *R (or *7).

| Header | A summary of an incoming message (equivalent to a return address and postmark on a letter). It includes the length of the message in minutes and/or seconds: “Message from Pierre Boudreaux received 7:34 am, Friday, April 1, 70 seconds, extension 20107.” |
| Address | A number or a name specified for an outgoing message (equivalent to a send address on a letter). |

## TYPES OF INCOMING MESSAGES (Received by You)

| New | Messages not yet retrieved. |
| Old | Messages you have listened to, but have not yet deleted. |
| Unopened | Messages of which you have listened to the header, but not the message itself. |

## TYPES OF OUTGOING MESSAGES (Sent by You)

<p>| Delivered | Messages that have been delivered, but have not yet been listened to by the recipient. |
| Delivered | Messages that have been delivered and listened to by the recipient. |
| Undelivered | Messages that could not be delivered, usually because the intended recipient’s mailbox is full. You can listen to, re-address, and re-record these messages. |
| Filed | Copies of outgoing messages that you saved to resend and/or modify. |
| Nondeliverable | Messages that could not be delivered, usually because the intended recipient’s mailbox is full. You can listen to, re-address, and re-record these messages. |</p>
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<th><strong>TIPS AND HIGHLIGHTS</strong></th>
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<tr>
<td><strong>Log in quickly from campus</strong></td>
<td>From your phone, dial the system number VM# (just remember Voice Mail) and press # (instead of your 5 digit extension) and then enter your password.</td>
</tr>
<tr>
<td><strong>Log in from anywhere</strong></td>
<td>From a phone connected to our system, dial the system number, then enter your five digit extension and password. From any phone not connected to our system, dial the complete phone number, 482-6245 (482-MAIL) , (and the 318 area code if long distance), then enter your extension and password.</td>
</tr>
<tr>
<td><strong>Log in after leaving a message</strong></td>
<td>After you get the greeting for another user’s voice mailbox, you can press *R to log into your voice mailbox. Press *R immediately or leave a message and then press *R. This tip is extra useful for long distance or pay calls because you can leave and get messages with one phone call.</td>
</tr>
<tr>
<td><strong>Dial ahead</strong></td>
<td>If you know what buttons to push, push them without waiting for the system to respond. NOTE: You can’t bypass error beeps and important system messages.</td>
</tr>
<tr>
<td><strong>Use help</strong></td>
<td>Press *H or *4 for Help. The system states your current options or the next step.</td>
</tr>
<tr>
<td><strong>Avoid using obvious passwords</strong></td>
<td>Do Not use a password that would be easy for someone else to guess. (See page 5A) Also, do not put your password on a programmable function key or Kwick-dial key. (Many people forget their password after being away from the office for a few days, a good idea is to write it down and put it in your wallet.)</td>
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<tr>
<th><strong>GETTING MESSAGES</strong></th>
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<tbody>
<tr>
<td><strong>Scan messages quickly</strong></td>
<td>You can automatically play all of your messages by pressing just two buttons. Scanning is extra useful with a car phone. (See page 6B)</td>
</tr>
<tr>
<td><strong>Use playback controls</strong></td>
<td>When listening to messages, you have controls for volume, speed, stepping back and forth, pausing, and repeating messages. (See Playback Options, page 6B)</td>
</tr>
<tr>
<td><strong>Delete or forward messages to conserve space</strong></td>
<td>When you are on vacation or away from your phone for an extended period, call your mailbox and delete or forward messages. You’ll reduce the chance of it filling up so callers can’t leave messages. Also, change your personal greeting to tell callers who else to talk to while you are away.</td>
</tr>
<tr>
<td><strong>Record a personal greeting</strong></td>
<td>Replace the automatic system greeting with your personal hello. (See page 6C). Tell callers they can 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. (See page 7B)</td>
</tr>
<tr>
<td><strong>Delete old messages</strong></td>
<td>Your mailbox has limited space. When it is getting full, the system tells you. Delete messages or greetings you do not need.</td>
</tr>
<tr>
<td><strong>Answer messages from your mailbox</strong></td>
<td>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, 1 1 9, or 1 1 6 to send them a return voice mail message. (See page 6A)</td>
</tr>
<tr>
<td><strong>Forward messages</strong></td>
<td>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 or *5 to specify the list’s address. (See page 6A)</td>
</tr>
<tr>
<td><strong>Conservate space</strong></td>
<td>Reduce the chance of it filling up so callers can’t leave messages. Also, change your personal greeting to tell callers who else to talk to while you are away.</td>
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<tr>
<td><strong>Do Not</strong></td>
<td>Use a password that would be easy for someone else to guess. (See page 5A) Also, do not put your password on a programmable function key or Kwick-dial key. (Many people forget their password after being away from the office for a few days, a good idea is to write it down and put it in your wallet.)</td>
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## LEAVING A MESSAGE WHEN NO ONE ANSWERS - CALL ANSWER

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<tr>
<th>Use playback and record controls</th>
<th>To listen to and edit the messages you leave when there is no answer, you have many controls. (See page 5B)</th>
<th>Bypass greetings and record immediately</th>
<th>You do not have to listen to another user’s call answer greeting if you have heard the information before. You can, instead, press 1 to bypass the greeting and begin recording immediately.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use directory assistance</td>
<td>If you do not 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. NOTE: Not all names are in Directory Assistance.</td>
<td>Make messages priority</td>
<td>When you want someone to listen to your message right away, send it as a priority message. (See page 5C)</td>
</tr>
<tr>
<td>Make messages private</td>
<td>To prevent another user from forwarding a message you leave, make it private. (See page 5C)</td>
<td>Leaving a message without ringing their phone</td>
<td>To save time, leave messages directly in another user’s mailbox. Send voice mail (see page 5B) or dial Transfer Cover, TC # (82#). Follow directions.</td>
</tr>
</tbody>
</table>

## CALL TYPES FOR GREETINGS

<table>
<thead>
<tr>
<th>Internal calls</th>
<th>Calls which come from callers at campus phones.</th>
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<tbody>
<tr>
<td>Busy calls</td>
<td>Calls that come in when you are already using your phone line(s).</td>
</tr>
<tr>
<td>Out of hours calls</td>
<td>Calls that come in after standard business hours. At the present time, the system recognizes Saturday and Sunday (7:45 am to 4:30 pm) as regular business days.</td>
</tr>
</tbody>
</table>

## RECORDING VOICE MAIL

| Use playback and record controls | To listen to and edit the messages you send, you have many controls. (See page 5B) |

## DELIVERY MESSAGE TYPES

<table>
<thead>
<tr>
<th>Call answer</th>
<th>Call party’s telephone number to leave messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice Mail</td>
<td>A message sent to you by a user who logs into the Campus Message Center and touches 1 at the activity menu and records a message. After recording a message, the user can address this message to more than one person.</td>
</tr>
<tr>
<td><strong>SENDING A MESSAGE DIRECTLY TO MAILBOX(ES) - VOICE MAIL</strong></td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
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<td><strong>Make messages private</strong></td>
<td>To prevent another user from forwarding a message you send, make it private. (See page 5C)</td>
</tr>
<tr>
<td><strong>Delete outgoing filed messages</strong></td>
<td>Delete messages filed in the Outgoing Message file. Filed outgoing messages can unnecessarily use system storage.</td>
</tr>
<tr>
<td><strong>Use mailing lists</strong></td>
<td>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. (See page 8C &amp; 9A)</td>
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</tbody>
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<th><strong>LOGGING IN</strong></th>
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<tr>
<td>After you log in, you are at the Activity Menu. The system voice prompts tell you what to do and what your options are. At any time, press *H or *4 to get information about your current options.</td>
</tr>
</tbody>
</table>

**IMPORTANT:** If you have a new voice mailbox the system makes you change your password immediately after you log into AUDIX for the first time.
LOGGING IN FOR THE FIRST TIME

Record Your Name

Dial VM # (86#) to access the Campus Message Center. The system will prompt you to record your name (NOT a greeting). This name will be used as the system greeting for your voice mailbox. Callers will hear your voice and feel more comfortable about leaving messages.

If the system asks you to record your name as you log in, you must press 1 and begin at step 2 in the instructions below. You can record your name at any time after logging in by following the entire procedure beginning at step 1.

1. Press 5 5 from the Activity Menu
2. Say your name after the tone
3. Press 1

4. Press one of the following
   - 1 to re-record (return to step 2)
   - 2 3 to play back

5. Press # to approve

Change Your Password

Change your password immediately after you become an AUDIX subscriber. You should also continue to change your password at least once every six months.

If the system asks you to change your password as you log in, you must begin at step 2 in the instructions below. You can change your password at any time after logging in by following the entire procedure, beginning at step 1.

1. Press 5 4 from the Activity Menu
2. Enter new password (at least 8 digits and up to 15 digits) and press #
3. Re-enter new password and press #

Tips
Press *A or *2 to switch between number and name addressing. Enter last name first.

You can use only your mailing lists and those of other users on your Audix system.

Press *D or *3 to delete an incorrect address or list.

To review addresses press *1.

ADDRESSING YOUR VOICE MAIL MESSAGE

4. Do one of the following:
   - Enter recipient’s address (5 digit extension phone number) and press #
   - To send to multiple recipients via a mailing list:
     a. Press *L to access a list, this would be used if you have created a list of phone numbers you want the message to be delivered to (SEE CREATE LISTS)
     b. Enter list owner’s extension and press #. (If you are the owner, just press #)
     c. Enter list ID (name of the list) and press #

Repeat step 4 for additional recipients.

6. Press # to deliver immediately.

Or, do any combination of the following:
   - Press 0 to have the system recite this list of options to you
   - Press 1 to make your message private (Press 1 again to undo)
   - Press 2 to make your message priority (Press 2 again to undo)
   - Press 3 to schedule delivery (Press 3 again to undo)
   - Press 4 to file a copy (Press 4 again to undo)
   - Then press # to approve and deliver

To Schedule Delivery

a. Enter delivery time (405=4:05 #)
b. Enter A for AM or P for PM, press # sign
c. Enter delivery month and day (502 = May 2) press # sign
d. Press # to approve or *3 (or *D) to start over
GET & RESPOND TO MESSAGES

After dialing into the Campus Message Center from an office phone, or 482-MAIL from outside campus phone:
1. Press 2 from the activity menu
2. Press any combination of the following
   - 0 to listen to the message
   - 2 to rewind the message (or return to previous)
   - 2 3 to play back the header

Respond to Header or Message

You can respond to a message during or after listening to the message or header.

3. Do one of the following:
   - To reply to sender by voice mail, press 1 1 6. To reply and attach original, press 1 1 9. After recording, press # to approve, then schedule delivery or press # to send now
   - To call sender, press 1 0
   - To record a message to someone other than the sender press 1 4
   - To forward a message from your mailbox to another extension:
     a. Press 1 2, record your message which has to be longer than 2 seconds or the system will not accept (example: I am forwarding this message to you) press #, dial the extension you want to forward to, press #, you will hear the department or person you are forwarding to, press # to send.
   - To escape back to step 2, press #

Act on Header/Message

4. Press any combination:
   - *D or **3 to delete message
   - **U or **8 to restore the last message you deleted
   - # to save and skip to the next message
   - **H or **4 to hold message in current category and skip to next message
   - ** to skip to the next message category

Tips

Pressing **H or **4 to hold message in the New Category lets your message waiting indicator stay on.

When recording a response, press 1 to skip the record prompt.

The system saves messages for the length of time set by the administrator, and then automatically deletes them.

Each message header tells you the length of the message in minutes and/or seconds.

Scan Messages Quickly

Once you are familiar with how to get messages, try the easiest scanning method. Auto Scan is most useful for mobile phone users, as it requires touching only two buttons:
1. Press 7 from the Activity Menu.
2. Press one of the following:
   - 1 to scan headers and messages
   - 2 to scan headers only
   - 3 to scan messages only
3. Use the Respond and Act On options above as necessary.

The system pauses three seconds between messages

NOTE: Don’t forget to delete messages so your mailbox doesn’t fill up.

Playback Options:
Use the following options when listening to a message in either manual or scan mode:

- 2 = Rewind
- 3 = Play/Pause
- 4 = Louder
- 5 = Back Up
- 6 = Advance
- 7 = Softer
- 8 = Slower
- 9 = Faster
- 0 = Replay
- # = Skip

Create Personal Greetings - Basic

Your system allows you to record and store several personal greetings, each for a specific situation. You can manually activate each greeting as needed (basic mode), or you can keep a number of greetings active at once (advanced mode).

Record Greeting:
1. Press 3 from the Activity Menu
2. Listen to a summary of active greetings
3. Press 1 to record or re-record a greeting
4. Enter a number (1-9) for the greeting
5. Speak greeting at the tone
6. Press 1 to stop or pause

NOTE: It is important that you record a personal greeting. If you do not, the standard greeting will tell the caller to dial 0 for additional help. If you have not called TT# to ask that the 0 referral be sent to another extension, the caller will receive a message saying that you have not programmed 0 option to another extension and be disconnected.

If you choose to use the standard greeting, call TT# and ask that the 0 option be programmed to another extension.

Tips
The system greeting is always greeting 0. The system doesn’t care what single-digit number you assign to each greeting. Keep track of your greetings by noting them on paper or by scanning.

8. Press # to approve

Act on New Greeting
9. Do one of the following:
   - Press # to leave the greeting inactive
   - Follow the prompts to activate the greeting

Activate Previously Recorded Greetings
1. Press 3 3 from the Activity Menu
2. Enter the greeting number
3. Follow the prompts to activate for all calls or for individual call types
Scan All Greetings

1. Press 3 2 from the Activity Menu
2. Listen to first greeting status statement
3. Press any combination of the following:
   - 0 to listen to a greeting
   - 1 to re-record a greeting
   - *D or *3 to delete and skip to the next greeting
   - 2 to return to the previous greeting
   - # to save and skip to the next greeting
   Then press *# to quit scanning

Tips
You can assign special numbers to greetings to help you remember them. For example:
- Normal 1
- Covering info 2 (C)
- Lunch 5 (L)
- Returning Soon 7 (RS)
- Trip or Vacation 8 (TV)

CREATE PERSONAL GREETINGS - ADVANCED

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:

- 1) internal and 2) external calls
- 1) busy and 2) no answer calls
- 1) prime-time internal 2) prime-time external, and 3) out-of-hours calls
- 1) prime-time busy, 2) prime-time no answer, and 3) out-of-hours calls
The first step is to define the types of calls you want to differentiate.

Define Call Types (the first time)

1. Press 3 4 from the Activity Menu
2. Press one of the following:
   - 1 to differentiate internal/external calls
   - 2 to differentiate busy/no answer calls
   - 3 to differentiate out-of-hours calls.
   - 4 to make no distinction between prime time and out-of-hours calls.
3. Press one of the following
   - 3 to differentiate out-of-hours calls.
   - 4 to make no distinction between prime time and out-of-hours calls.
4. Proceed to page to “Assign Greetings To Call Types”

Tips
When you select the out-of-hours call type, the other call types automatically apply only to prime-time calls.
- Prime time messages are played on Saturday and Sunday.
- Prime time hours are 7:45 am - 4:30 pm
You must make a choice between internal/external and busy/no answer call types. The system is not set up to handle both sets of situations simultaneously.

Change Call Type Definition

1. Press 3 4 from the Activity Menu.
2. Press any combination of the following:
   - 1 to differentiate internal/external calls.
   - 2 to differentiate busy/no answer calls
   - 3 to differentiate out-of-hours calls.
   - 4 to turn off out-of-hours differentiation
   - 5 to use a single greeting for all calls
3. Press # to approve and proceed to “Assign Greetings to Call Types”
4. Enter 0-9 to indicate which greeting you want to assign to a call type
5. Press any combination of the following:
   - 1 to use the greeting for each call type
   - 2 to use the greeting for Internal (or Busy) calls
   - 3 to use the greeting for External (or No Answer) calls
   - 4 to use the greeting for Out-of-hours calls
6. Press # to approve
7. Press *R or *7 to return to the Activity Menu

Tips
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 calls types (internal and external or busy and no answer).
Your specific options at step 5 depend on the call types you chose to differentiate. Listen to the voice prompts for guidance.
OUTGOING/FILED MESSAGES

Follow steps 1, 2, and 3 to see if an outgoing message was delivered. To modify or resend a message, follow steps 1 through 6.

Access Outgoing Messages
1. Press 4 from the Activity Menu
2. Listen to first message header

Select Message
3. Press any or none of the following:
   - 0 to listen to the message
   - 2 3 to play back the message header
   - *D or *3 to delete and skip to the next message
   - 2 2 to return to previous messages
   - # to save and skip to the next message
   - * # to skip to the next message category


NOTE: For Delivered or Accessed messages, you can listen to the headers only. You can’t change or resend these messages. After you review an accessed message header, the system deletes the header automatically.

Modify Message
4. Press 1 to modify and/or resend the selected message
5. Do one of the following:
   - To resend the message as is, press # and go to step 6
   - To re-record:
     a. Press 1
     b. Speak message at the tone
     c. Edit normally
     d. Press # to approve

NOTE: If you resend a filed message, it leaves the file cabinet portion of your mailbox. You must file a copy again to retain it.

Resend Message
6. Do one of the following:
   - For filed and Non deliverable Messages
     a. Enter address (or list via *L or *5)
     b. Press # # to approve and send immediately or
     Enter delivery options and press #

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

CREATE MAILING LISTS

Follow these steps to create a mailing list:
1. Press 5 1 1 from the Activity Menu
2. Enter list ID (up to 6 letters or digits) and press #
3. Press one of the following:
   - 1 to make the list private
   - 2 to make the list public
4. Enter an address and press #
5. Repeat step 4 until list is complete
6. Press # to approve

Tips
You can modify/resend three types of outgoing messages: Undelivered (scheduled for future delivery), Nondeliverable (bad address or recipient’s mailbox is full), and Filed. Be sure to delete messages and headers regularly. The Outgoing Message file can consumes a lot of your system’s resources.

Press # # to resend an undelivered message to the original recipient only (step 6).
Scan List Summaries

1. Press 5 1 2 from the Activity Menu
2. Listen to the list summary
3. Press any combination of the following:
   - # to skip to the next list
   - *D or *3 to delete the entire list
   - 0 to review/modify list members
   (Go to step 4 of Review/Modify List)

Tips
When creating a list, you can also append an existing list by entering *L or *5 (at step 4). NOTE: after you append a list, the system asks for more extensions. Do Not add extensions of the list just appended.

Specify an address as a number or name - press *A or *2 to switch modes. Delete addresses in two ways: 1) Review the list until you find each address, then press *D or *3; or 2) At step 4 press 1 immediately, enter the address to be deleted, and press *D or *3. Repeat for other addresses.

Review/Modify List

1. Press 5 1 3 from the Activity Menu
2. Enter list owner’s extension and press #. (If you own the list, simply press #)
3. Enter list ID and press#
4. Listen to the first name, then press any combination of the following:
   - # to skip to the next name
   - *D or *3 to delete name
   - 2 to repeat name
   - 2 2 to return to previous name
   - *1 to review from beginning
   - 1 to add/delete specified entries or change public/private status, then do the following:
     a. Press Y (9) or N (6) to change status
     b. Enter address and press #
     c. Listen to name, and if deleting, press *D or *3
d. Repeat b and c for each addition/deletion
   e. Press * # to stop adding/deleting specified entries
5. Press # when finished reviewing

PERSONAL DIRECTORY

The system allows you to create a personal directory of abbreviated names (aliases) for frequently used addresses. It is a sophisticated speed dialing feature.

Create/Append Directory

1. Press 5 2 1 from the Activity Menu
2. Enter an address and press #
3. Listen to your entry’s address
   - If the name is incorrect, press *D or *3 to delete and repeat steps 2 and 3
4. Enter your abbreviated version of the address (up to 10 characters) and press #
5. Repeat steps 2, 3, and 4 to add more names to your personal directory
6. When finished, press # to approve

Tips
Your personal directory comes into play automatically; the system refers to your personal directory anytime you enter a name address.

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

Review/Delete Directory

1. Press 5 2
2. Do one of the following
   - Press 2 to review all aliases. While listening to each entry, press
     - # to skip to next alias
     - *D or *3 to delete
     - 2 2 to return to the previous alias
     - * # to stop reviewing
   - Press 3 to review specific aliases:
     a. Enter alias to review and press #
     b. Listen to corresponding address
     c. Repeat for more aliases
d. Press * # to stop reviewing
3. Press *R or *7 to return to the Activity Menu

USE DIRECTORY ASSISTANCE

Directory assistance is just like a telephone book. If you know the name of a person, you can use AUDIX directory assistance to find that person’s extension. Also, if you have an extension, you can use directory assistance to find the name of the person with that extension. NOTE: Not all names are in the system.

1. Press * * N (think Names) or * * 6 from anywhere in the system
2. Do one of the following:
   - If you want 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 #
   - If you want to hear the name associated with an address, press *A or *2, enter the address, then press #

LEAVE A CALL ANSWER MESSAGE

When leaving a call answer message, you have several options for making full and efficient use of the system. When it answers the phone, you can:

• Press 1 to skip the greeting (if you are sure you won’t be missing new information the called party might have left for you in the greeting)
• Leave a detailed message (it is generally more efficient to convey information than to simply request a return call)
• Press *D or *3 to delete and start over
• Press 1 2 3 to stop recording and review your message.

Before, or after leaving a message you can:

• Escape to a covering extension by pressing 0
   It is possible that no covering extension has been assigned, and this won’t work.
• Transfer to another extension
   a. Press *T or * 8
   b. Enter the extension
   c. Press #
• If the receiver’s mailbox is on the same system as your own, you can log into yours by pressing *R or *7.

NOTE: If you record a message and then either hang up or go to another option, the system delivers your message to the person you are calling. You don’t have to approve it.
To prevent delivery of your message, you must delete it with *3

Tips
When leaving a call answer message, you have several options for making full and efficient use of the system. When it answers the phone, you can:

• Press 1 to skip the greeting (if you are sure you won’t be missing new information the called party might have left for you in the greeting)
• Leave a detailed message (it is generally more efficient to convey information than to simply request a return call)
• Press *D or *3 to delete and start over
• Press 1 2 3 to stop recording and review your message.

Before, or after leaving a message you can:

• Escape to a covering extension by pressing 0
   It is possible that no covering extension has been assigned, and this won’t work.
• Transfer to another extension
   a. Press *T or * 8
   b. Enter the extension
   c. Press #
• If the receiver’s mailbox is on the same system as your own, you can log into yours by pressing *R or *7.

NOTE: If you record a message and then either hang up or go to another option, the system delivers your message to the person you are calling. You don’t have to approve it.
To prevent delivery of your message, you must delete it with *3
AUDIX
THE CAMPUS MESSAGE CENTER - VOICE MAIL AT USL

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