Accessing Voice Mail

Internal: Press the Voice Mail button or dial 7-8611
External: Dial 312.567.8611

**First-time Access:**
- From your own extension: press the pound (#) sign
- From another extension, enter your five-digit extension, followed by the pound (#) sign
- Enter your temporary password
  - Press 1, clearly speak your first and last name and then
  - Press 1 again to stop recording,
  - Press pound (#) to approve recording or press 1 to re-record.
- Create a new password of at least 6 digits long. Choose your new personal password, follow by the pound (#) sign. Re-enter to verify your new password, followed by the pound (#) sign.
- Record a personal greeting.
  - Dial #R to return to the Main Activity Menu
  - Press 3, then 1, then 1 again
  - Follow instructions to record greeting
    For example, "This is Brenda Smith. Please leave your name, number, and a detailed message, and I'll return your call as soon as possible."

**Ongoing Access:**
- Dial internal or external voice mail access number and listen for the prompts or "dial through" the prompts if you know the sequence
- Login from your own extension: press #
- Login from another extension or from outside, enter your five-digit extension, followed #
- Enter your password

Using Voice Mail Features

**Sending Messages**
- Login
- Select "Record and Send" (1)
- Speak the message and press #
- Enter a 5-digit extension and press #
- Repeat for as many extensions as people to receive the message
- Press ## to send

**Getting and Responding to Messages**

- Login
- Select "Get Messages" (2)
- Press 0 (zero) to listen to messages
- While listening to a message:
  - Replay message 0
  - Increase the volume 4
  - Decrease the volume 7
  - Rewind four seconds 5

**Replying to Messages:**
- Reply to messages sent from Main, DTC, or Rice campuses
  - At the end of the message, dial 1-1-9
  - Speak the reply and press #
  - Select one of the following to finish:
    - Help * H
    - Back up * B
    - Delete message * D
    - Restart back to Menu * R
    - Wait * W
    - Undelete (if you did not hang up yet) ** U

**Forwarding messages:**
- Forward messages to Main, DTC, or Rice campuses
  - At the end of the message, dial 1-2
  - Enter extension where forwarded message should go and press #
  - Press # to send forwarded message

**Greetings, Name Recordings, and Passwords**

**Creating or Changing Personal Greeting**
- Login
- Select "Administer Personal Greetings" (3)
- Select "Create, Change, or Delete Greeting" (1)
- Enter the greeting number that you would like to create or change (usually 1 for daily greeting, 2 for out of office greeting, up to 9 personal greetings)
- Record your new greeting by selecting 1
- After recording, press 1 again, then 2-3 to play back
- Select # to accept change or *3 to delete the change
- It is advisable to record an out of office greeting for absences of one day or more, telling callers the date on which you will return and whom to contact in an emergency. Some departments require it.

**Changing Password:**
- Login
- From the main menu dial 5- 4 to change to a new 6-digit password
- Password reset: Open a work order at http://support.iit.edu

**Changing Your Spoken Name:**
- Login
- From the main menu, dial 5-5 to rerecord your spoken name.
- Press 1 to re-record or # to accept the change. Audix will then take you back to the main menu.

**Other Things to Note**
- Messages are automatically deleted after 21 days
- Once you have hung up, you cannot retrieve a deleted message; do so by dialing **U before hanging up
- You cannot reply to or forward a message to any other location other than Main, Downtown, and Rice campuses
- The system does not carry outside caller ID information
- Due to system security risks, you cannot forward your phone or messages to an outside number
To create mailing lists, press 5 from the Activity Menu. (See the diagram on the back of this card.)

You can enter names instead of extensions when sending messages. Use *A (or *2) to switch between name and extension addressing. Enter last name first when name addressing.

Private messages cannot be forwarded by recipients.

Priority messages are presented to recipients first.

Filed messages can be modified and resent. To do this, press 4 (for Outgoing Messages) from the Activity Menu. (See the diagram on the back of this card.)

Schedule delivery of messages to yourself to use the system as a reminder.
**GET AND RESPOND TO MESSAGES**

- a) Press
- b) Listen

**SCAN MESSAGES QUICKLY**

- 1 = Headers and messages
- 2 = Headers only
- 3 = Messages only

**TIPS**

- When you use **H (or **4) to hold a message in the New category, your message waiting indicator stays on.
- Scanning messages is useful for mobile phone users, as it requires touching only two buttons.
- The system saves messages unless you explicitly delete them.
- If you accidentally try to respond to an outside call, press # to back up (may not be available with your system).

**CREATE PERSONAL GREETINGS**

- a) Press
- b) Listen
- c) Press
- d) Enter

**SCANN GREETINGS**

- a) Press
- b) Enter

**EDIT OPTIONS**

- Press any combination:
  - 1: Stop or pause (again to continue)
  - 2: Play back
  - 3: Delete

**MORE OPTIONS**

- Delete, skip to next message
- Save and skip to next category
- Hold message in current category (new, unopened, old)

**ACTIVATE PREVIOUSLY RECORDED GREETINGS**

- a) Press
- b) Press
- c) Do one

**Tips**

- The system greeting is always greeting 0.
- You may be able to record as many as 9 personal greetings.
- The system doesn’t care what single-digit number you assign to each greeting.
- Keep track of your greetings by scanning them.

**NOTE:** You can also assign greetings to specific types of calls. For details, obtain the Multiple Personal Greetings Quick Reference (585-300-705).
BASIC COMMANDS

ACTIVITY MENU

LOG IN

Record and Send Messages
Get and Respond to Messages
Create Personal Greetings
Check Outgoing Messages
Change Password/Create Lists/Personal Directories
Scan Messages Quickly

Help
Return to Activity Menu
Delete
Undelete (may not be available with your system)
Wait
Transfer out of system
Look up name/ext. in Directory
Exit system
Hold message in category

Use while addressing:
Alternate addressing (switch between name/ext.)
Use mailing list

Dial your voice messaging system number. (You may need to dial an extension only, a complete local phone number, or, for long distance, the area code and phone number.)
Enter extension # (if calling from your extension, enter #)
Enter password #.
Get your initial password from your system administrator.

Record and Send Messages
Get and Respond to Messages
Create Personal Greetings
Check Outgoing Messages
Change Password/Create Lists/Personal Directories
Scan Messages Quickly

Extension or Name #
Finish Addressing #

Stop Recording/ Restart
Play Back
Delete
Approve

Stop Recording/ Restart
Play Back
Delete
Approve

Reply by Voice Mail:
- without copy
- with copy
Forward with Comment
New Message
Call Sender
Return to previous menu

More Extensions or Names

Extension or Name #
Group List #

Send
List Options
Make Private
Make Priority
Schedule Delivery
File a Copy

Delete
Undelete
Skip
Next Category

Send
List Options
Make Private
Make Priority
Schedule Delivery
File a Copy

Delete
Undelete
Skip
Next Category

Record and Send Messages
Get and Respond to Messages
Create Personal Greetings
Check Outgoing Messages
Change Password/Create Lists/Personal Directories
Scan Messages Quickly

Help
Return to Activity Menu
Delete
Undelete (may not be available with your system)
Wait
Transfer out of system
Look up name/ext. in Directory
Exit system
Hold message in category

Use while addressing:
Alternate addressing (switch between name/ext.)
Use mailing list

More Extensions or Names

Note: AUDIX R1V8 Standard and DEFINITY AUDIX R3.0 offer the * * U or * * 8 command to recover a message you just deleted and the # command to back out of the Reply to Sender option. However, these commands may not be available on all voice messaging systems AT&T offers subsequent to these products.

For more information:
- See your voice messaging portable guide.
- Contact your system administrator.

Notice: The information in this document is subject to change without notice. AT&T assumes no responsibility for any errors that may appear in this document.