



Voicemail -- User Guide

Contact the Telephone Helpdesk with any questions: Ext. 4 - 5 5 3 0.

Intuity Audix Voicemail -- General Information

The mailbox capacity is: 20 minutes
The maximum length of each message is: 2 minutes

Your standard message retention times are:

New Messages	7 calendar days
Old Messages	3 calendar days
Unopened Message	5 calendar days

Logging In

Logging In: For the First Time

1. When **inside** office, press your **VOICE MAIL/AUDIX** key or dial extension **4-2000** or **4-1111**. When **outside of the office**, dial **202-994-2000** or **202-994-1111** to access the voicemail system.
2. Enter your extension and PRESS **"#"** (**Shortcut method:** Press **#** instead of dialing your entire extension number at your desk telephone.)
3. Enter your temporary password. (**Your temporary password is 1 #**)
4. Follow the prompts to record your name.
5. Follow the prompts to create a personal password.
(**minimum 5 digits; maximum 15 digits**)

Logging In: In the Future

Just follow steps 1 - 3 (with the password that **you** created).

Once you have logged in, the system will announce how many NEW messages you have, then give you the options for your main menu. These options include:

Record and Send Messages	"1"
Get and Respond to Messages	"2"
Create Personal Greeting	"3"

Create a Personal Greeting

1. PRESS "3" when listening to the main menu
2. PRESS "1" to "create a personal greeting"
**Enter "1" as your "greeting number". (You can create up to 9 greetings)
3. You will be given a chance to record your personal greeting.
4. Once you have finished recording the greeting, you can listen to and/or re-record it (**Press "1"**), or immediately approve your greeting (**Press "#"**).
5. At the prompt, press **1** to activate this greeting for "All Calls".



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Getting and Responding to Messages

1. PRESS "2" while listening to main menu

There are 2 parts of a message:

Header(Summary): Time, date and length of message (also name and extension if the message came from an internal caller)

Body (Recorded Message) : The actual message recorded by the caller

2. The number of messages that you have will be announced. The header of your first message will be given. You will be able to either skip over the message (" #"); delete it (*D), or listen to the message ("0").
3. Upon listening to the body of the message, you will be given another chance to respond or forward it ("1"), to delete it (*D) or skip to the next message (" #") .

Sending Messages (Just Like Email - but in "voice")

1. PRESS "1" while listening to the main menu
2. You will be given a chance to record your message
3. Once you have recorded it, you can to listen to and/or re-record it ("1"), or approve it immediately (" #").
4. Upon approving your recording, you will be prompted to enter the extension (s) of the party that you would like to send your message to. If you don't have the extension, PRESS *A to alternate to name choice
5. Your message can be sent by pressing pound (#).

Additional Features

Outgoing Messaging (Unannounced menu option "4", while in main menu)

Allows you to retrieve any *filed copies* (See above, "Sending Messages") and check the status of messages that you have recorded and sent via menu "1" - *Sending Messages* .

Mailing Lists (Unannounced menu option "5", while in main menu)

By creating a mailing list, you will be able to store a group of extensions, that enables you to send messages to multiple parties, without having to enter each individual's extension.

Scan Messages (Unannounced menu option "7", while in main menu)

Allows you to scan through messages quickly by pre-selecting your choice and listening to the header, body or variation of the two.



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SAMPLE PERSONAL GREETINGS FOR VOICEMAIL

Standard personal greeting if you are away from your phone:

"You have reached the voicemail of _____ with _____ and today is _____. I'm either on the phone, or away from my desk at this time, however if you'll leave your name, number, and a brief message, I'll return your call shortly."

"You have reached the voicemail of _____ with _____ and today is _____. Your call is important to me, but I am away from my desk and cannot take your call right now. Please leave me a detailed message, along with your telephone number, and I will return your call by close-of-business today."

Greeting if you will be away from your office a short period of time:

"This is _____ of _____, and today is _____. I will be out of the office until _____ AM/PM, however, if you will leave your name, number, and a brief message, I'll return your call as soon as possible."

Greeting if you will be away from your office a long period of time (extended greeting):

"Hello, you have reached the voicemail of _____ with _____. I will be out of the office from _____ through _____. I will be checking messages while I'm away, so please leave your name, number, and a brief message. If you need to speak with someone right away, please contact _____ at (xxx) xxx-xxxx."

"This is _____ with _____. I will be away from my office from _____ through _____, returning to the office on _____. I will have limited opportunity to check and return messages during my absence, however if you need immediate assistance, please contact _____ at (xxx) xxx-xxxx."