Basic Voice Mail and Setup

Basic Terms:

Audix – the voice mail system.
Greeting – what people hear when your voice mail answers.
Message – what you say when you call someone and they are not "in."
Log in – access your voice mail to set it up, check for messages, record special greetings, send messages to someone, etc.

Access / Log in to Voice Mail:
The first time you log in, you will be prompted to record your name.

1. Press Voice Mail button (or dial 3999) and listen for the prompt.
2. Dial your extension number and # (or just press # if you are at your own phone).
3. Enter your password. **Note:** *The first time,* enter 97 and #. .
4. You are now logged into voice mail.

Record your Name:

The first time you login:
1. Press 1 – beep tone.
2. Speak first and last name (ex. John Doe)
3. Press 1 again when finished recording your name.
4. Approve your name by pressing #.
5. You will now need to enter a password.

Changing it later:
1. Access your voice mail.
2. Press 5.
3. Press 5.
4. Follow the prompts to re-record your name.

Create a Password:

The first time you login:
1. Enter new password of no less than 5 digits and then press #.
2. Enter new password again as confirmation and then press #.
3. AUDIX will announce, "changed."
4. Your new password has been established.

Changing it later:
1. Access your voice mail.
2. Press 5.
3. Press 4.
4. Follow the prompts to re-record your password.

Record a Greeting:

You can have two greetings - # 1 is the "normal" greeting, # 2 is for vacations. – See next page of directions.

1. At the activity menu, press 3.
2. AUDIX will advise that system greeting is currently in use.
3. Press 1 to create/change greeting.
4. Choose greeting number 1-9 (use 1).
5. Speak your greeting – see top of next page for sample greeting.
6. Approve your greeting by pressing #.
7. Press 1 to activate greeting to play for all calls.

Sample Voice Mail Greeting:	*"Hello, this is _____ and you've reached my voice mail. I'm either on my phone or away from my desk. You may leave a message at the sound of the tone and I will return your call, or press zero now for immediate assistance. Thank you."*

Special Note: During school hours, any phone calls made to your phone number will go directly to your voice mail. Check your voice mail regularly to make sure you don't miss calls. You may want to include an emergency statement, saying callers can press "0" to be routed to the office.

Record a Different Greeting for Vacation/Break:

1. Access your voice mail.
2. Press 3
3. Press 1 to change or record a greeting.
4. Choose a greeting number (2 or 3 so you can keep # 1 for regular school days).
5. Speak the greeting.
6. Press # to approve it.
7. Press 1 to activate the greeting for all calls.

Sample Vacation Greeting:
"Hello, this is _____ at _____ school. I am on summer (fall, spring, Christmas) break. School will resume on _____."

Change Back to Greeting # 1 When you Return from Vacation/Break:

1. Access your voice mail.
2. Press 3
3. Press 3 to activate a greeting.
4. Choose the greeting number - 1.
5. Exit voice mail (hang up the phone)

Retrieve and Manage your Messages:

1. Dial 3999 (from home or non-Perry location it is 789-3999)
2. When your "Welcome to AUDIX" message comes on, you can press # if you are on your own phone. If you are at someone else's phone or at home you need to enter your phone extension (last 4 digits of your number) and the # sign.
3. Type your password and #
4. Press 2 to listen to your message
5. Press 0 to skip the header of the message (who the message is from)
6. Listen to the message.
7. Press *D to delete the message
   Press # to skip (save the message)
   Press 1 to forward the message to someone else in the district; then type their phone number.
8. When you are done, simply hang up the phone.