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**AUDIX™ Voice Power**  
Release 2.1  
User's Guide

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## What is AUDIX Voice Power?

AUDIX™ Voice Power has many features to help you in your business environment:

■ **Call Answer** is your personal telephone answering service. You can record your own greeting to callers or have AUDIX Voice Power answer with your extension number or name. You can pick up your voice messages from your office or from an outside telephone. The message waiting light on your telephone set (if it is equipped with one) will light when you have messages. You may also have AUDIX Voice Power call you whenever a new message arrives (if outcalling is enabled for your extension).

■ **Voice Mail** allows you to send voice messages to one or more persons. You can set up mailing lists to send a verbal memo to the members of your workgroup, to your department, or to any other group.

■ **Automated Attendant** provides voice menu prompts so callers can direct their calls to reach specific departments or individuals, listen to announcements, or reach an operator, by pressing buttons on their telephones.

■ **Message Drop** is a general mailbox where your customers can drop orders or leave messages.

■ **Information Service** provides prerecorded announcements to callers who need information, but don't need to leave messages.

This *User's Guide* will tell you how to use Call Answer, Voice Mail, and some other general features of AUDIX Voice Power.

The other AUDIX Voice Power services described above are implemented on a company-wide basis by your System Manager. This guide tells you only enough about these other AUDIX Voice Power features to help you decide whether you might be interested in using them for your department. For further information, consult your System Manager.

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## New Features for Release 2.1

If you are already a user of AUDIX Voice Power, this section provides a concise list of the new features that you can use.

### Addressing by Name

In those places where you previously dialed an extension number to transfer a call or address a message, you can now dial a name instead. Whenever an extension number or name is required, AUDIX Voice Power will ask you either to enter an extension number or to enter a name, depending on the default your System Manager has set up.

### Alternate Call Answer Greetings

In Release 2.1, you have two personal greetings instead of one. You can use your primary personal greeting for a general message that doesn't change from day to day, and your alternate personal greeting when the primary personal greeting is not appropriate. You can select either personal greeting or the system greeting for AUDIX Voice Power to use when answering your telephone.

### Overflow to General Mailbox

In Release 2.1, if your mailbox becomes full, there is a system-wide option that sends new messages to the general mailbox instead of to your personal mailbox. If your system uses this option, callers will be asked to indicate who they are calling as part of the message, so that the owner of the general mailbox can forward any overflow messages to you.

If you have frequent mailbox overflow, either you need a bigger mailbox, or you are not deleting messages on a timely basis.

### Use of Maintenance Mailbox

A special maintenance mailbox is provided for reporting problems with AUDIX Voice Power. Your System Administrator will provide you with this number. To report a problem, send a voice mail message to the maintenance mailbox extension.

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## Common Procedures

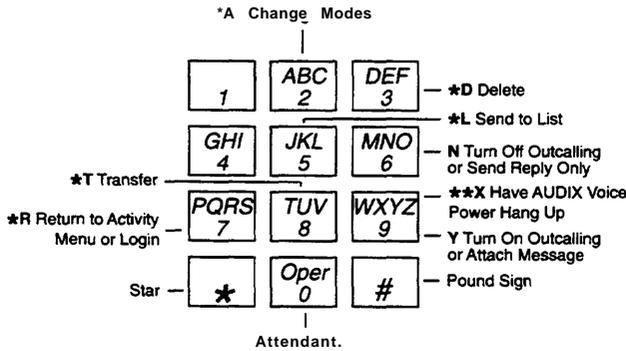
### Time-Saving Tips

When you become skilled at using AUDIX Voice Power, you will not need to listen to each complete voice announcement. Here are some shortcuts that you can use to save time:

- If your telephone system passes caller identification to AUDIX Voice Power and you are calling from your own extension, you do not need to enter the extension number to identify yourself. Press **#** immediately. (If your telephone system does not pass caller identification, AUDIX Voice Power will indicate an error and will ask you for your extension again.)
- You usually do not need to wait for a voice announcement to finish. You can start pressing buttons immediately.
- If you know the sequence of buttons to press for the function you want, you may proceed without pausing between button presses.

## About Your Dialpad

The procedures in this document instruct you to press specific buttons on the dialpad of your telephone, as shown in the illustration below.



In some cases, you are asked to press **\*** (star) and another button (for example, **\*** **D**). To do this, press **\*** first and let go; then press the other button.

At other times, you are asked to enter a number or series of numbers followed by **#** (pound). Press each number and let go; then press **#**.

Note the letters that correspond to your dialpad numbers, as shown in the illustration above. If your dialpad does not have letters, you need to translate commands that use letters into their number equivalent. For example, **\*** **D** is equal to **\*** **3**, **Q** is equal to **7** and **Z** is equal to **9**.

### NOTE

The key sequences shown above perform these functions only at certain points within AUDIX Voice Power. Please refer to the procedure descriptions that follow for more information on when to use these key sequences.

## How to Log In

To listen to your messages or to send voice mail, you must first identify yourself to the AUDIX Voice Power system. The *Login* procedure tells AUDIX Voice Power who you are. You must enter a password so that AUDIX Voice Power can verify that you are an authorized user of the system. Your System Manager will tell you whether you have *Direct Login* or *Indirect Login*, and provide you with a telephone number and initial password to use. To log into AUDIX Voice Power, use one of the following procedures.

### Direct Login

With direct login, AUDIX Voice Power has a special extension number that takes you directly to the Activity menu.

1. Dial the AUDIX Voice Power number and wait for the system to answer.
2. Enter your own extension number followed by **#**.
3. Enter your password followed by **#**.

You are now logged into AUDIX Voice Power. AUDIX Voice Power will present the Activity menu. You may select items from the Activity menu by pressing appropriate buttons on your telephone. For more information, see *The Activity Menu* section that follows.

### Indirect Login

With indirect login, you first access the Call Answer service or the Automated Attendant service and then transfer to the AUDIX Voice Power Activity menu by dialing **\*** **R**.

1. Dial the number provided by your System Manager and wait for the system to answer.

Either the Automated Attendant or the Call Answer service will answer. Press **\*** **R** to log in.

2. Enter your own extension number followed by **#**.
3. Enter your password followed by **#**.

You are now logged into AUDIX Voice Power. AUDIX Voice Power will present the Activity menu. You may select items from the Activity menu by pressing appropriate buttons on your telephone.

## The Activity Menu

After you log in, AUDIX Voice Power recites the Activity Menu. The selections on the Activity menu are:

- 1 Record Messages:** Record, edit, address, and send voice mail messages.
  - 2 Get Messages:** Listen to, respond to, and delete voice mail messages.
  - 3 Administer Name or Greeting:** Record or change your name or personal greeting, and select whether your primary or alternate personal greeting or the standard system greeting is to be used when AUDIX Voice Power answers your incoming calls.
  - 5 Administer Lists or Password:** Create, scan, and review voice mail addressing lists or change your password.
  - 6 Administer Outcalling:** Change the outcalling number and turn outcalling on or off (if outcalling is enabled for your extension).
- \* T Transfer to Another Extension:** Saves making a second call if you are calling from outside the office. (This feature is optional. It may not be available on your system. If the feature is not available, this prompt will not be included on the Activity menu.)

## How to Change Activities

You can leave an AUDIX Voice Power activity in the following ways:

- To transfer from the Activity menu to another extension within your company, press **\* T**, enter an extension number (or name), and then press **#**.
- To return to the Activity menu from an activity, press **\* R**. (You will be prompted when this feature is available.)
- To have AUDIX Voice Power hang up, before you hang up first, press **\* \* X**. This will usually allow you to make an additional call without recentering your credit card number if you are calling long distance.
- To finish with AUDIX Voice Power, hang up.

## How to Change Your Password

Your password helps to ensure that *only you* can access your messages. You use it each time you log in, and you can change it as often as you wish.

The first time you log into AUDIX Voice Power, use the password supplied by your System Manager. To protect your privacy, you should change this password immediately. To change your password, follow these steps:

1. Choose a sequence of 5 to 9 digits as your new password. You can have a numeric password, or you can use the letters on the keys to spell something — whatever is easiest for you to remember.
2. Log in to AUDIX Voice Power.
3. At the Activity Menu, press **5**, *Administer Lists or Password*.
4. At the submenu, press **4**, *Change Password*.
5. Enter your new password followed by **#**.
6. Enter your new password again followed by **#**.

### NOTES:

- **Do not** use the **\*** or **#** keys in your password.
- To ensure improved security, use 5 or more random digits for your password.
- If you select **0** as your password, any input will be accepted. In other words, you will have no password. *This is not secure.* It is advisable for everyone to have a unique password.

## How to Get Your Messages

Your mailbox contains messages sent to you by other AUDIX Voice Power subscribers. With the Call Answer feature, your mailbox may also contain messages left for you by callers inside or outside your system.

When a message arrives, AUDIX Voice Power notifies you by turning on your telephone's message waiting lamp (if it is equipped with one). If Outcalling is available, AUDIX Voice Power can call you at a number you specify.

## Common Procedures (continued)

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Each message consists of a header and a body. The header tells you when the message arrived and identifies the caller, if the caller is an AUDIX Voice Power subscriber. The body is the actual message left by the caller. To listen to your messages, follow these steps:

1. Log into AUDIX Voice Power. AUDIX Voice Power will tell you how many messages you have when you log in.
2. At the Activity Menu, press **2**, *Get Messages*. AUDIX Voice Power plays the header of the first message.

3. You may use the following commands:

- Play* Press **0** to play the current message body.
- Pause* Press **3** to pause during the message body.
- Resume* Press **3** again after the pause.
- Back up* Press **5** one or more times to back up by 4 seconds for each press.
- Forward* Press **6** one or more times to space forward by 4 seconds for each press.
- Rewind* Press **2** **2** to rewind and play the previous message header.  
Press **2** **3** to rewind and play the current message header.
- Skip* Press **#** to skip to the beginning of the next message header. Press **#** again to continue skipping messages.
- Delete* Press **\*** **D** to delete the current message and skip to the beginning of the next message header.

You can also reply to messages or forward them to other AUDIX Voice Power subscribers. These topics are discussed later in this guide.

## Common Procedures (continued)

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### How to Change Your Greetings

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If you have the Call Answer feature, you can record two personal greetings and select which greeting your callers will hear when AUDIX Voice Power answers your telephone. If you prefer not to use a personal greeting, AUDIX Voice Power will answer with a standard system greeting and ask your caller to leave a message.

You can keep your primary personal greeting the same from day to day for general use, and you can change and select your alternate personal greeting to tell your callers where you are or how you might be reached.

### Listening to Your Personal Greetings

To listen to your personal greetings, follow these steps:

1. Log into AUDIX Voice Power.
2. At the Activity menu, press **3**, *Administer Name or Greeting*.
3. At the Name and Personal Greetings Administration submenu, press **1**, *Administer Greetings*.
4. At the Greetings Administration submenu, press **1**, *Administer Primary Personal Greeting*, or press **2**, *Administer Alternate Personal Greeting*.
5. At the Administer Primary Personal Greeting submenu, or at the Administer Alternate Personal Greeting submenu, press **0**, *Listen to Personal Greeting*.

### Recording Your Personal Greetings

To record a personal greeting, follow these steps:

1. Log in to AUDIX Voice Power.
2. At the Activity menu, press **3**, *Administer Name or Greeting*.
3. At the Name and Personal Greetings Administration submenu, press **1**, *Administer Greetings*.
4. At the Greetings Administration submenu, press **1**, *Administer Primary Personal Greeting*, or press **2**, *Administer Alternate Personal Greeting*.

5. At the Administer Primary Personal Greeting submenu, or at the Administer Alternate Personal Greeting submenu, press **1** to begin recording.
6. Speak your greeting.
7. Press **1** to stop recording.
8. You may then do one of the following:
  - Press **\* #** to approve your greeting.
  - Press **\* D** to delete your greeting.
  - Press **2 1** to rerecord your greeting.
  - Press **2 3** to review (rewind and play) your greeting. After reviewing, you must approve, delete, or rerecord your greeting, or review it again.
9. The greeting that you have recorded is not automatically selected. See the next section for information on how to select which greeting will be used.

### Selecting Which Greeting to Use

To select which greeting AUDIX Voice Power will use to answer your telephone when you do not answer yourself, follow these steps:

1. Log into AUDIX Voice Power.
2. At the Activity menu, press **@**, *Administer Name or Greeting*.
3. At the Name and Personal Greetings Administration menu, press **1**, *Administer Greetings*. AUDIX Voice Power will tell you which greeting is currently in use.
4. At the Greetings Administration menu, press **3**, *Change Greeting in Use*.
5. You may then do one of the following:
  - Press **1** to select your primary personal greeting.
  - Press **2** to select your alternate personal greeting.
  - Press **3** to select the system greeting.
  - Press **\* R** to return to the Activity menu without changing the selection.

## How to Send Messages

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### Recording Your Message

You can record and address voice mail for delivery to other subscribers on your AUDIX Voice Power system. To record voice mail, follow these steps:

1. Log into AUDIX Voice Power.
2. At the Activity menu, press **1** *Record Messages*.
3. Speak your message.
4. Press **1** to end recording.
5. You may then do one of the following:
  - Press **\* #** to approve your message and proceed to addressing the message.
  - Press **\* D** to delete your message.
  - Press **2 1** to rerecord your message.
  - Press **2 3** to review (rewind and play) your message. After reviewing, you must approve, delete, or rerecord your message, or review it again.
6. Before voice mail can be delivered, you must address it. Messages may be sent to one person, several people individually, or to a group in a predefined list.

### Addressing Messages to Individuals by Extension

You can send a single voice mail message to one or more people by specifying the extension number of each person or by dialing the name of each person. If you wish to address your message by name, please refer to the next section: *Addressing Messages to Individuals by Name*. To address voice mail by extension number, follow these steps:

1. Record your message as described previously. After you have approved your message, AUDIX Voice Power will ask you to enter an extension or to enter a name, depending on how your System Manager has set up the default mode.

If you are asked to enter a name, press **\* A** to change to extension mode.
2. Enter the recipient's extension number followed by **#**.

## Common Procedures (continued)

3. Listen to the recipient's name or extension number. (The name will be used if available; otherwise the extension number will be repeated.) If the name or extension is not what you intended, press **\* D** to delete the entry.
4. Repeat Steps 2 and 3 for each additional recipient.

### NOTE

Each recipient may be specified either by extension or by name. Press **\* A** to change modes.

5. After you've entered the last recipient's extension number, press **\* #** to signal the end of the list. The message is sent.

### Addressing Messages to Individuals by Name

You can send a single voice mail message to one or more people by specifying the extension number of each person or by dialing the name of each person. If you wish to address your message by extension, please refer to the previous section: *Addressing Messages to Individuals by Extension*. To address voice mail by name, follow these steps:

1. Record your message as described previously. After you have approved your message, AUDIX Voice Power will ask you to enter an extension or to enter a name, depending on how your System Manager has set up the default mode.

If you are asked to enter an extension, press **\* A** to change to name mode.

2. Enter the recipient's name followed by **#**.

When dialing a name, use **7** (PQRS) to represent "Q" and use **9** (WXYZ) to represent "Z." You need not dial the complete name, but you must dial at least one letter.

If more than one name is found that matches the letters you have dialed, AUDIX Voice Power will recite the names found and ask you to press a button from **1** to **5** to select the appropriate name. If more than five names are found, AUDIX Voice Power will request that you press **#** to get additional names after each group of five. When you select a name, the corresponding extension will be used to address the message.

If you press an incorrect letter or digit, you can cancel the input and start over by pressing **\* D** at any time.

## Common Procedures (continued)

3. Listen to the recipient's name or extension number. (The name will be used if available; otherwise the extension number will be used.) If the name or extension is not what you intended, press **\* D** to delete the entry.
4. Repeat Steps 2 and 3 for each additional recipient.

### NOTE:

Each recipient may be specified either by extension or by name. Press **\* A** to change modes.

5. After you've entered the last recipient's name, press **\* #** to signal the end of the list. The message is sent.

### Addressing Messages to Groups

You can send a voice mail message to a group of people without having to enter each extension or name. This is done by entering a *list identifier* when you address your message.

You may use a list that you created, or a list created by another subscriber (for example, a department list created by the supervisor). Any number of individual extensions, names, and lists may be used, but the total number of recipients is limited to 250.

For more information on lists, see *How to Create Mailing Lists* later in this guide.

To address voice mail to a group list, follow these steps:

1. Record your message as described previously. After you have approved your message, AUDIX Voice Power asks you to enter an extension or to enter a name.
2. Press **\* L** to signal that you want to send this message to a group list rather than to a single extension.

3. Enter the extension number or name of the list's owner followed by **#** .

If you wish to enter an extension number and a name has been requested, or you wish to enter a name and an extension number has been requested, press **\*A** to change the addressing mode first.

If you are the list's owner, you may press **#** only, regardless of mode.

AUDIX Voice Power recites the name or extension number of the list's owner. (The name will be used if available; otherwise the extension number will be repeated.)

4. Enter the list identifier followed by **#** .

AUDIX Voice Power repeats the list identifier and tells you the number of entries. If the list is not found, AUDIX Voice Power will ask you to start over.

If the list identifier is not what you intended, press **\*D** to delete the entry and start again.

5. Repeat Steps 2 through 4 for each additional list.
6. After the last list has been entered, press **\*#** to signal the end of addressing. The message is sent.

You may mix individual extension numbers, names, and lists. Duplicates are eliminated.

### Reviewing the List of Recipients

While addressing your message, but before sending the message, you can review the list of recipients. To review the list of recipients, use these commands:

- Press **\*1** to begin reviewing.
- Press **#** to skip ahead to the next entry.
- Press **2 2** to back up to the previous entry.
- Press **2 3** to rewind and replay the current entry.
- Press **1** to add a new extension, name, or list.
- Press **\*D** to delete the current entry.
- Press **\*#** to end reviewing.

### How to Record Your Name

When you record your name, other AUDIX Voice Power subscribers who address mail to you either by extension, or by name, can hear your name as confirmation that they have addressed their mail correctly. (Otherwise, they will hear only your extension number.) Outside callers leaving messages for you will also hear your name as confirmation that they have the right person. (If you have recorded and selected a personal greeting, callers will hear that instead.)

Your System Manager may have recorded your name for you. If your name has not been recorded, or if you would prefer to have it recorded in your own voice, follow these steps:

1. Log into AUDIX Voice Power.
2. At the Activity menu, press **3**, *Administer Name* or *Greeting*.
3. At the submenu, press **2**, *Administer Name*.
4. Press **1** to begin recording.
5. Speak your name.
6. Press **1** to stop recording.
7. You may then do one of the following:
  - Press **\*#** to approve your name.
  - Press **\*D** to delete your name.
  - Press **2 1** to rerecord your name.
  - Press **2 3** to review (rewind and play) your name. After reviewing, you must approve, delete, or rerecord your name, or review it again.

## Special Procedures

### How to Reply to a Message

If your telephone system provides caller identification to AUDIX Voice Power, you can reply directly to voice mail. You can reply directly if AUDIX Voice Power tells you who (by name or extension) the message is from while playing the header.

To reply to voice mail messages, follow these steps:

1. While the message is playing, or after it has finished, press **1**.
2. At the submenu, press **1**, *Reply*.
3. When prompted, press **Y** to attach the original message or **N** to send your reply only.

If the original is a forwarded message, a reply with original attached, or a broadcast message, you will not be able to attach it to your reply.

4. At the tone, speak your reply message.
5. Press **1** to stop recording.
6. You may then do one of the following:
  - Press **\*#** to approve your reply.
  - Press **\*D** to delete your reply.
  - Press **21** to rerecord your reply.
  - Press **23** to review (rewind and play) your reply message. After reviewing, you must approve, delete, or rerecord your reply, or review it again.

Your reply is sent when you approve it.

### How to Forward a Message or Comment

You may forward a received message to other subscribers, with an added message (or comment) of your own, or you can send a new message (or comment) to other subscribers in response to a message you receive.

To forward a voice mail message or record a new message, follow these steps:

1. While the message is playing, or after it has finished, press **1**.
2. At the submenu, press **2** *Forward* (with comment) or **4** *Record a New Message*.

If the original is a message that has already been forwarded, a broadcast message, or a reply with original attached, you cannot forward it.

3. At the tone, speak your message.
4. Press **1** to stop recording.
5. You may then do one of the following:
  - Press **\*#** to approve your message.
  - Press **\*D** to delete your message.
  - Press **21** to rerecord your message.
  - Press **23** to review (rewind and play) your message. After reviewing, you must approve, delete, or rerecord your message, or review it again.
6. You can address the message by extension number or name to send it to one or more subscribers, or you can send it to a group of subscribers by entering a list. Any number of individual extensions, names, and lists may be used, but the total number of recipients is limited to 250.

The procedure to address messages is described briefly here. If you need more information, refer to *How to Send Messages*.

## Special Procedures (continued)

To address a message by extension number or name, follow these steps:

- a. Enter a recipient's extension number or name followed by **#**.

When dialing a name, use **7** (PQRS) to represent "Q" and use **9** (WXYZ) to represent "Z". You need not dial the complete name, but you must dial at least one letter.

If more than one name is found that matches the letters you have dialed, AUDIX Voice Power will recite the names found and ask you to press a button from **1** to **5** to select the appropriate name. If more than five names are found, AUDIX Voice Power will request that you press **#** to get additional names after each group of five. When you select a name, the corresponding extension will be used to address the message.

If you press an incorrect letter or digit, you can cancel the input and start over by pressing **\*D** at any time.

If an extension number has been requested and you wish to use a name, or a name has been requested and you wish to use an extension number, press **\*A** to change the addressing mode.

- b. Listen to the recipient's name or extension number. If the name or extension is not what you intended, press **\*D** to delete the entry.
- c. Repeat Steps a and b for each additional recipient.

To address a message to a group list, follow these steps:

- a. Press **\*L** to signal that you want to send this message to a group list rather than to a single extension.

## Special Procedures (continued)

- b. Enter the extension number or name of the list's owner followed by **#**.

If an extension number has been requested and you wish to use a name, or a name has been requested and you wish to use an extension number, press **\*A** to change addressing mode.

If you are the list's owner, you may press **#** only, regardless of the addressing mode.

AUDIX Voice Power will speak the name or extension number of the list's owner. (The name will be used if available, otherwise the extension number will be repeated.)

- c. Enter the list identifier followed by **#**.

AUDIX Voice Power repeats the list identifier and the number of entries. If the list is not found, AUDIX Voice Power will ask you to start over.

If the list identifier is not what you intended, press **\*D** to delete the entry and start again.

- d. Repeat Steps a through c for each additional list.

7. After you've entered the last name, extension, or list, press **\*#** to signal the end of addressing. The message is sent after you end addressing.

You may mix individual extension numbers, names, and lists in any order. Duplicates are eliminated.

### Reviewing the List of Recipients

While addressing your message, but before sending the message, you can review the list of recipients. To review the list of recipients, use these commands:

- Press **\*1** to begin reviewing.
- Press **#** to skip ahead to the next entry.
- Press **2 2** to back up to the previous entry.
- Press **2 3** to rewind and replay the current entry.
- Press **1** to add a new extension, name, or list.
- Press **\*D** to delete the current entry.
- Press **\*#** to end reviewing.

## How to Create Mailing Lists

AUDIX Voice Power allows you to create and maintain mailing lists to use when addressing voice mail.

To create a mailing list, follow these steps:

1. Log into AUDIX Voice Power.
2. At the Activity menu, press **5** , *Administer Lists or Password*.
3. At the submenu, press **1** , *Create a List*.
4. Enter a list identifier (up to 6 digits) followed by **#** .
5. Enter each extension or name to be included in the list followed by **#** . (At any time, you may change between extension mode and name mode by pressing **\* A** .
  - a. You can add the contents of an existing list to a new list by pressing **\* L** .
  - b. Then enter the list owner's extension or name followed by **#** and list identifier followed by **#** . The contents of the old list are added to the new list with any duplicates eliminated.
6. After you've entered all extensions or names, press **\* #** to signal the end of the list.
  - At any time during creation of the list, you may use the list editing commands discussed in the section *How to Review a Mailing List*.
  - At any time, you may change between extension mode and name mode by pressing **\* A** .
7. Repeat Steps 4 through 6 to create additional lists. Press **\* R** to return to the Activity menu.

## How to Scan Mailing Lists

You may scan your own mailing lists. During scanning, AUDIX Voice Power tells you the identifier and number of entries in each list. To scan your mailing lists, follow these steps:

1. Log into AUDIX Voice Power.
2. At the Activity menu, press **5** , *Administer Lists or Password*.
3. At the submenu, press **2** , *Scan Lists*.  
AUDIX Voice Power tells you the identifier of the first list and how many entries it contains.
4. At any time you may:
  - Press **#** to skip to the next list.
  - Press **\* D** to delete the current list.
  - Press **2 2** to backup to the previous list.
  - Press **2 3** to rewind and replay the current list.
  - Press **\* #** to end the scanning process.

## How to Review a Mailing List

To review a mailing list, follow these steps:

1. Log in to AUDIX Voice Power.
2. At the Activity menu, press **5** , *Administer Lists or Password*.
3. At the submenu, press **3** , *Review a List*.
4. Enter the extension number or name of the list's owner followed by **#** .

If an extension number has been requested and you wish to use a name, or a name has been requested and you wish to use an extension number, press **\* A** to change addressing mode.

If you are the list's owner, you may press **#** only, regardless of the addressing mode.

5. Enter the list identifier followed by **#** . If the list is not found, AUDIX Voice Power asks you to enter the list identifier again.

AUDIX Voice Power tells you the number of entries in the list and the first name (or number) on the list.

6. At any time you may:

- Press **#** to skip to the next entry.
- Press **2 2** to back up to the previous entry.
- Press **2 3** to rewind and replay the current entry.
- Press **\* D** to delete the current entry (if you own the list).
- Press **1** to add an entry to the list (if you own the list). You will then be prompted to add a new extension or name.
- Press **\* 1** to start over at the beginning of the list.
- Press **\* #** to end the review process.

## Mailing List Suggestions

To use mailing lists more effectively:

- Use the letters on the buttons to spell something meaningful for the list identifier.
- Each supervisor may have a list that includes everybody in the group. The department head may have a list that includes everybody in the department. These lists can be used to send voice mail to the group or department.
- Existing lists can be used as the basis for a new list. Copy the existing list(s) to the new list and then make additions and/or deletions. (Changes made to the new list do not affect the original list. Changes made to the original list *after* copying it do not affect the new list.)
- When you combine lists, duplicates are eliminated automatically.
- You can switch between extension mode and name mode at any time by pressing **\* A** .

## Miscellaneous Procedures

### How to Use Outcalling

The Outcalling feature informs you when new messages are received. You may specify a telephone or beeper number to be called. Outcalling is an optional feature. Ask your System Manager whether this feature is available. To use the Outcalling feature, follow these steps:

1. Log in to AUDIX Voice Power.
2. At the Activity menu, press **6**, *Change Outcalling Information*.

You are then presented with the following submenu:

- 1** Change outcalling number
- 3** Listen to instructions for outcalling
- Y** Turn on outcalling
- N** Turn off outcalling
- \* R** Return to the Activity menu

Select one of the above options and proceed as follows.

#### Changing the Outcalling Number

To change the outcalling number, select option **1** from the submenu and then enter the outcalling number terminated by **#**.

The outcalling number consists of the digits **0** through **9** and the character **\***, which represents a pause of 4 seconds. The maximum number of digits has been set by your System Manager.

If you are calling a pager that requires a **#** as the final digit, use **# #** at the *beginning* of the number. Some pagers may require more than a 4-second pause.

If you need an outside line access code of **\*** or **#**, you can use either of these as the *first* character. In any other position, **\*** causes a 4-second pause and **#** indicates the end of the number.

**Example 1:** Dial an outside line and dial 123-4567.  
Enter: **9 1 2 3 4 5 6 7 #**.

## Miscellaneous Procedures (continued)

**Example 2:** Dial an outside line, dial 123-4567, pause 4 seconds (waiting for answer), and page 890.

Enter: **# # 9 1 2 3 4 5 6 7 \* 8 9 0 #**.

AUDIX Voice Power repeats the number back to you. If the number is not what you intended, start over by pressing **1**.

#### Listening to Instructions for Outcalling

To listen to the instructions for outcalling, select option **3** from the submenu.

#### Turning On Outcalling

To turn on outcalling, follow these steps:

1. Select option **Y** from the submenu.
2. Select one of the following:
  - Press **1** for outcalling to be active only during the hours selected by the System Manager.
  - Press **2** for outcalling to be active 24 hours a day.

#### Turning Off Outcalling

To turn off outcalling, select option **N** from the submenu.

#### Listening to Messages when Called

When AUDIX Voice Power calls you to notify you of a received message, you should either log in when prompted and listen to the message, or acknowledge by pressing **\* #**. Otherwise, AUDIX Voice Power will continue to attempt to notify you of a received message.

#### Outcalling Notes

Ask your System Manager for the following information:

- *Initial delay*—how long the system will wait, after receiving a message for you, before calling you.
- *Retry interval*—how long the system will wait between attempts to reach you.
- *Maximum number of attempts*—how many times the system will attempt to reach you.
- *System administered hours*—the hours when outcalling is active if you do not request 24-hour service.

## How to Transfer to Another Extension

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If this feature is enabled in your system, and you are calling in for your messages from outside the office, particularly if you are calling long distance, you can transfer outside of AUDIX Voice Power to another extension within your company by pressing **\* T** at the Activity menu. You will be requested to enter the desired extension number or name, depending on how your System Manager has set the default mode.

Enter the desired extension number or name followed by **#**.

If an extension number has been requested and you wish to use a name, or a name has been requested and you wish to use an extension number, press **\* A** to change mode.

When dialing a name, use **7** (PQRS) to represent "Q" and use **9** (WXYZ) to represent "Z." You need not dial the complete name, but you must dial at least one letter.

If more than one name is found that matches the letters you have dialed, AUDIX Voice Power will recite the names found and ask you to press a button from **1** to **5** to select the appropriate name. If more than five names are found, AUDIX Voice Power will request that you press **#** to get additional names after each group of five. When you select a name, the corresponding extension will be used to transfer the call.

If you press an incorrect letter or digit, you can cancel the input and start over by pressing **\* D** at any time.

## What to do with Undelivered Messages

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You will be notified of undelivered mail when you listen to your messages.

- If the recipient's mailbox is full, the message is returned.
- To resend a returned message, press **1**, *Reply* and then **5** *Resend*.
- If the recipient is not currently a subscriber, the message is returned.
- To delete a returned message, press **\* D**.