Phone & Voicemail Instructions
General Phone Tips

To transfer a call to another line:
1. Press the **Conf** button
2. Dial the extension you wish to conference
3. Wait for the person to answer
4. Press **Conf** again to connect the two calls
5. Quietly hang up the phone

To place a call on hold
1. Press the **Hold** button.

To return to a held call:
1. Press the line button of the held call

To answer a call while active on another call:
2. Press the **Hold** button
3. Press the blinking line button of the incoming call you wish to answer

To add another user to an existing call (up to six parties):
1. Press the **Conf** button
2. Dial the number or extension of the new party
3. Wait for an answer
4. Press the **Conf** button again
5. Repeat steps for additional parties

Forward a call (Send call to another phone extension or number)
1. Pick up your phone and press *2 then your extension
2. Wait for the tone
3. Enter the extension or phone number to which you want to forward your calls
4. Hang up your phone

Un-forward a call
1. Pick up your phone and press #2 and your extension
2. Hang up your phone

Send all calls directly to voicemail
1. Pick you your phone and press *3
2. Hang up your phone

Un-send all calls directly to voicemail
1. Pick up your phone and press #3
2. Hang up your phone
Phone & Voicemail Instructions
Accessing your mailbox for the first time

1. Dial the Intuity Audix access number (6100) and wait for the system to answer.
   a. Welcome to Audix. For help at any time press *H

2. Listen for the prompt.
   a. Enter your extension and press #

   **Tip: If you are calling from your own extension, only press #**

3. Listen for the Prompt
   a. Enter password (**Your default password is 1997**) and press #

4. You are now prompted to record your name.
   a. Press 1 record your name.
   b. Press 1 to end recording.
   c. Press 23 to rewind play.
   d. Press # to approve your name.

5. The voice mail system will automatically ask you to create a new password at least 6 digits long.
   a. Enter your new 6-digit password and press #
   b. Listen for the prompt and re-enter your new password and press #
   c. Enter your new 6-digit password again to confirm and press #

6. To exit, press **X or hang up.**
Phone & Voicemail Instructions
Recording multiple personal greetings

1. Dial the Intuity Audix access number (6100) and wait for the system to answer.
   a. Welcome to Audix, for help at any time press *H

2. Listen for the prompt.

3. Enter your extension and press #

4. Listen for prompt.
   a. Enter your password and press #

5. You will hear the main activity menu:
   a. To record messages - Press 1
   b. To get messages - Press 2
   c. To Administer Personal Greetings - Press 3

6. Press 3 to administer your personal greeting.

7. Enter 1 to create, change or delete your greeting.

8. Enter a greeting number (This can be #1 through #9).

9. Recording your greeting.

10. Press # to approve your greeting.
   a. Greeting # approved. To use this greeting for all calls, Press 1

11. Press 1
   a. Greeting # is now active for all calls.

12. To exit, press **X or hang up.
Phone & Voicemail Instructions
Sending voicemail messages

1. Dial the Intuity Audix access number (6100) and wait for the system to answer.
   a. Welcome to Audix, for help at any time press *H

2. Listen for the prompt.

3. Enter your extension and press #

4. Listen for prompt.

5. Enter your password and press #

6. You will hear the Main Activity Menu.
   a. To record messages - Press 1
   b. To get messages - Press 2
   c. To Administer Personal Greetings - Press 3

7. Press 1 to record a message.

8. When finished, press # to approve or 1 to edit.

9. Record your message.

10. Press # to approve your message.

11. Listen for prompt.

12. Enter extensions and press #

13. Press # to approve address.

14. To send press # or enter an option (To hear options press 0).

15. Press # to send your message immediately.

16. To exit, press **X or hang up.
Phone & Voicemail Instructions
Listening to voicemail messages

1. Dial the Intuity Audix access number (6100) and wait for the system to answer.
   a. Welcome to Audix, for help at any time press *H

2. Listen for the prompt.
   a. Enter your extension and press #

3. Listen for prompt.
   a. Enter your password and press #

4. You will hear the Main Activity Menu.
   a. To record messages - Press 1
   b. To get messages - Press 2
   c. To Administer Personal Greetings - Press 3

1. Press 2 to get your message.

2. Listen to header of your message.

3. Press 0 to listen to your message.

4. At the end you will hear options:
   a. To respond (reply) or forward - Press 1
   b. To delete - Press *D
   c. To skip - Press #

5. To exit, press **X or hang up
Phone & Voicemail Instructions
Replaying to voicemail messages

1. Dial the Intuity Audix access number (6100) and wait for the system to answer.
   a. Welcome to Audix, for help at any time press *H

2. Listen for the prompt.
   a. Enter your extension and press #

3. Listen for prompt.
   a. Enter your password and press #

4. You will hear the Main Activity Menu.
   a. To record messages - Press 1
   b. To get messages - Press 2
   c. To Administer Personal Greetings - Press 3

6. Press 2 to get your old messages.
   a. Old messages (Listen to Header of your message)

7. Press 0 to listen to your message.

8. At the end you will hear options:
   a. To respond (reply) or forward - Press 1
   b. To delete - Press *D
   c. To skip - Press #

9. Press 1 to reply to old messages
   a. Press 1 to attach original, press Y for yes and N for no.
   b. When finished press # to approve or 1 to edit.
   c. Press # to approve.
   d. Press # to send reply.

10. To exit, Press **X or hang up
Phone & Voicemail Instructions
Forwarding a voicemail message

1. Dial the Intuity Audix access number (6100) and wait for the system to answer.
   a. Welcome to Audix, for help at any time press *H

2. Listen for the prompt.
   a. Enter your extension and press #

3. Listen for prompt.
   a. Enter your password and press #

4. You will hear the Main Activity Menu.
   a. To record messages - Press 1
   b. To get messages - Press 2
   c. To administer personal greetings - Press 3

5. Press 2 to get your messages.

6. Listen to header of your message.

7. Press 0 to play your message.

8. At the end you will hear options:
   a. To respond (reply) or forward - Press 1
   b. To delete - Press *D
   c. To skip (save) - Press #

9. Press 1 to reply or forward.

10. Press 2 to forward with comment.
    a. When finished press # to approve or 1 to edit
    b. Press # to approve comments
    c. Enter extensions and press #

11. To send message with comments press #

12. To exit press **X or hang up.