

Duke Office of Information Technology

Audix Voice Mail

For instructions on how to use the Audix voice mail system, select from the links below. You may access the voice mail system 24 hours a day, 7 days a week, from any touch-tone phone in the world. Once you're familiar with the system prompts, you may override them by pressing a keypad command.

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Set up a new mailbox

To set up a new mailbox, follow the steps below. Listen carefully to the system prompts.

1. Dial 4-7777 (or 684-7777 from a non-Definity G3R phone).
2. Press # (if calling from your line) or dial the last 5 digits of your telephone number.
3. Dial 11 followed by the last 5 digits of your phone number (this is the default password).
4. Press #.
5. Follow the system prompts to record your mailbox name (usually your name and department).
6. Dial **9 to exit.

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Administer personal greetings

OIT recommends you record a personal greeting.

1. Dial 4-7777 (or 684-7777 from a non-Definity G3R phone).
2. Press # (if calling from your line) or dial the last 5 digits of your telephone number.
3. Enter your password.
4. Press #.
5. Press 3 (to administer personal greetings).
6. Press 1 (to create, change, or delete a greeting).
7. Listen to the system prompts. When prompted for a greeting number, select 1-9.
8. When finished, press **9.

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Get messages

1. Dial 4-7777 (or 684-7777 from a non-Definity G3R phone).
2. Press # (if calling from your line) or dial the last 5 digits or your telephone number.
3. Enter your password.
4. Press #.
5. Press 2 (to get messages). The message header plays.
6. Press 0 (to listen).
7. Do any of the following:
 - ? Play back header - press 23
 - ? Delete - press *3
 - ? Undelete (restore) last deleted message - press **8
 - ? Save and skip to next message - press #
 - ? Save and skip to next category - press * #
 - ? Hold message in current category - press **4
1. When finished, press **9.

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Re-record name

1. Dial 4-7777 (or 684-7777 from a non-Definity G3R phone).
2. Press # (if calling from your line) or dial the last 5 digits or your telephone number.
3. Enter your password.
4. Press #.
5. Press 5.
6. Press 5 (to record your name).
7. Listen to the system prompts.
8. When finished, press **9.

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Outcalling options

With outcalling, you are notified (via pager or telephone) when you have new voice mail messages. This feature works with local numbers only, including Duke (970-xxxx) digital pagers and non-Duke pagers.

Activate outcalling

1. Dial 4-7777 (or 684-7777 from a non-Definity G3R phone).
2. Press # (if calling from your line) or dial the last 5 digits or your telephone number.
3. Enter your password.
4. Press #.
5. Press 6.
6. Press 1 (to change number).

7. Listen carefully to the system prompts.

NOTE: When programming your outcalling number, include 9 (to dial out of the system). Use * (star) for any pauses.

Example 1 - Outcalling to Duke pager Enter the outcalling number as: 9970xxxx****6847777# (replace xxxx with the last 4 digits of your Duke pager). "6847777" will display in your pager when you have a new message.

Example 2 - Outcalling to local telephone Enter the outcalling number as: 9419xxxx# (replace 419xxxx with the desired local number). The local number will ring when you have a new message. Follow the system prompts to listen to your message.

Turning outcalling on/off

To turn on outcalling, after programming your outcalling number, press Y (9).

To turn off outcalling, do the following:

1. Dial 4-7777 (or 684-7777 from a non-Definity G3R phone).
2. Press # (if calling from your line) or dial the last 5 digits of your telephone number.
3. Enter your password.
4. Press #.
5. Press 6.
6. Press 1 (to change number).
7. Press N (6).
8. Dial **9.

Change outcalling times

By default, outcalling is scheduled to notify you of all new messages between 8 a.m and 5 p.m. Monday through Friday. To change the outcalling time periods, do the following:

1. Dial 4-7777 (or 684-7777 from a non-Definity G3R phone).
2. Press # (if calling from your line) or dial the last 5 digits of your telephone number.
3. Enter your password.
4. Press #.
5. Press 6.
6. Press 2 (to change times).
7. Listen carefully to the system prompts.

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Keypad commands

The table below lists some of the commands available in the Intuity voice mail system.

Main (Activity) menu	
Press	If you want to
1	Record and send messages (record, edit, address, deliver)

2	Get and respond to messages (retrieve, sort/save, respond)
3	Create personal greetings (record, edit, activate)
4	Check messages (retrieve, sort/save, review/modify, resend)
5	Change password/Create lists/Personal directories (create, review/modify, scan)
7	Scan messages quickly (and/or headers)
Message playback controls	
2	Rewind
3	Play/Pause
4	Louder
5	Back up
6	Advance
7	Softer
8	Slower
9	Faster
0	Listen/Replay
Commonly-used/Basic commands	
*3 (*D)	Delete
9 (X)	Exit system
*4 (*H)	Help
4 (H)	Hold message in category
*8 (**N)	Look up name/extension
7 (R)	Re-log in
*7 (*R)	Restart at Activity Menu
1	Skip greeting (advance directly to tone to record message)
*0	Transfer call to operator
*8 (*T)	Transfer call to an extension
8 (U)	Undelete
*9 (*W)	Wait

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Quick message

To leave someone a voice mail message, it is not necessary to call their telephone number and wait to hear their greeting. To leave a quick message:

1. Dial 684-7000.
2. Dial the desired five-digit extension. Listen for the party's mailbox name.
3. At the tone, record your message.
4. Hang up.

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