

Audix Voicemail: Administer Greetings

After you've recorded a greeting and assigned it a greeting number, the greeting can be activated for specific types of incoming calls (for example, internal or external calls, or after-hours calls).

Log in to Audix and press 3 to administer personal greetings.

Administer or create greetings

1. Press 1 then enter the greeting number, 1-9.
2. Record your greeting
 - a. To begin recording, press 1
 - b. Speak clearly
 - c. To approve press 0; To edit press 1

Note: During recording press 2 to rewind, then 1 to restart recording.)

Activate a greeting

After recording, follow the prompts to activate your greeting.

- For all calls, press 1
- When finished press #

Scan greetings

- To scan through created greetings press 2
- To skip through greetings press #
- To listen to greeting press 0
- To delete press *3 (*D)
- When finished press *#

Listen to greetings

- Press 0, then enter the greeting number, 1-9
- To re-record greeting press 1
- To review status press 2
- To listen to greeting again press 0
- To delete greeting press *3 (*D)
- When finished press #

Select call type

To select call type press 4.

- For internal/external calls press 1.
 - Internal - message played to those who call from within OHSU.
 - External - message played to those who call from outside OHSU.
- or
- For busy/no answer press 2.
 - Busy - message played to callers when you are on the telephone.
 - No answer - message played to callers when you are away from your desk.
- For after-hours calls press 3. (Hours are 7:00 am to 5:00 pm.)
- To remove after-hours call handling press 4.
- To use the same greeting for all calls press 5.

Activate multiple greetings

You can activate multiple greetings after you've recording more than one greeting and then selected a call type. Press 3, then enter the greeting number, 1-9.

- To activate for all calls press 0
 - For busy press 1
 - For no answer calls press 2
 - For after-hours calls press 3 (Hours are 7 am to 5 pm)
- or
- To activate for all calls press 0
 - For internal press 1
 - For external press 2
 - For after-hours calls press 3 (Hours are 7 am to 5 pm)

Press # when finished.

Note: the same greeting can be used for more than one type. For example, greeting 2 could be used for internal calls and greeting 3 could be used for external and out of hours calls.