

# Telephone Communications Support FAQs

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## How do I access Audix Voicemail?

1. On Campus dial 20999
2. Off Campus dial 1(814) 362-0999
3. When prompted for Extension
  - a. If dialing from your office phone press “#” when prompted for extension
  - b. Otherwise enter your 5 digit extension and press “#”
4. Enter your PIN and press “#”

## How do I change the recorded name that I hear when I log in to AUDIX?

1. Call AUDIX and log in.
2. Press 5 at the Activity Menu (Note: This option is not listed in the spoken menu).
3. Press 5 again to record your name.
4. At the tone, say your name.
5. Press 1 to stop recording.
6. Press # to approve your recording.
7. Go to another option or hang up.

## How do I record a voice mail greeting?

1. Call AUDIX and log in
2. Press 3 at the Activity Menu.
3. To record a new greeting, Press 1.
4. Enter the number you would like to assign to that greeting. (You can have up to 9 greetings recorded at one time. Only one can be the active greeting at any given time.
5. Speak your greeting at the tone.
6. Press 1 to edit the greeting, or # to accept the greeting as recorded.
7. Press 2, 3 to listen to the greeting.
8. Press 1 to use this greeting for all calls.

## How do I transfer calls directly to someone's voice mail?

1. Press the <FLASH> or <TRANSFER> button to put the current caller on hold.
2. Call the AUDIX Transfer number at 22000.
3. There will be a brief pause and you will hear a beep.
4. There will be another pause and you will hear one ring.
5. Enter the extension number of the person to receive the message.
6. Press <FLASH> or <TRANSFER> again to connect the caller to the voice mail system.

7. Hang up.

**When I receive calls, they go directly to voice mail. How do I fix this?**

1. Press #3 to deactivate the Send All Calls feature.
2. Hang up after the confirmation tone.
3. If this does not work, press #2 to deactivate any Forward that may have been placed on your extension.
4. Hang up after the confirmation tone.

**How do I make all of my calls go straight to voice mail?**

Press \*3 or <GOTO-COVER> to activate the Send All Calls feature. This will send your calls directly to coverage. (Note: Press #3 or <GOTO-COVER> to deactivate this feature.)

**How do I change the name that's displayed on digital phones when I call?**

Call Computing Services at extension 27660 to have the display changed.

**How do I transfer my calls to a different phone temporarily?**

Press \*2 or <CALL-FWD> and then enter the extension that you want to receive your calls. Hang up after the confirmation tone. (Note: Press #2 to cancel the forward and have the calls ring back to your extension.)

**My voice mail says, "Contact System Administrator," when I try to log in. Who do I call?**

Please call CTM at 27660.

**Can a phone have two voice mailboxes?**

Yes. The downside to doing this is that most phones only have one message light indicator. Only one mailbox can be assigned to the light, so the other mailbox would have to be checked periodically to see if there were new messages. Please call CTM at 27660 for the associated fees.

**My phone displays the name and/or number of the caller. How can I keep the caller's information in the display longer?**

You can make the caller information remain in the display window for the entire call by simply exiting out of the Soft Key Menu. To do this, press the <EXIT> button several times until the display is completely blank. The next time you receive a call, the caller information will stay in the display

window for the full length of the call. You can retrieve the Soft Key Menu by pressing the <MENU> button.

**Can I check my voice mail from off-campus?**

Yes. Call 1-814-362-0999 to access AUDIX from a telephone off-campus. Simply log in as normal using your extension and password.

**Someone I call regularly has a long greeting. Is there any way to skip the greeting and just record my message?**

Yes. Press 1 when the greeting begins to skip the greeting and record your message immediately.

**How can I speed up checking my voicemail?**

First, if you are calling from your own phone, press # only instead of entering your extension when logging in. Next, if you know what option you need, you can skip listening to the recorded voice by pressing the option number immediately. Once you are in the Get Messages menu, you can press '0' to start playback of a message immediately, skipping the message header.