Using the Roger Williams University Voice Mail System

Logging into your Mailbox

1. Dial Audix extension 4444 (if off campus, dial 254-4444).
2. Enter your 4-digit extension number followed by the # key.
3. Enter your password followed by the # key. **FIRST TIME USERS**; **ENTER # AS YOUR PASSWORD**. To add your password, refer to the section titled "Changing your Password".

After you log in, you are at the Activity Menu. The system voice prompts tell you what to do and what your options are.
If you need help at any time, press *4.
To return to the Activity Menu, press *7.

Record your name

Record your name to replace the system greeting for your voice mailbox. Callers will hear your voice instead of Audix and feel more comfortable about leaving messages. The system asks you to record your name as you log in. The procedure is as follows:

1. Say your name at the tone.
2. Press 1.
3. Press # to approve.

You can change your recording at any time after logging into your mailbox using the following procedure:

1. Press 55 from the Activity Menu.
2. Say your name at the tone.
3. Press 1.
4. Press # to approve.

Change your password

Change your password IMMEDIATELY after you become an Audix subscriber. You should also continue to change your password at least once every semester. You can change your password at any time after logging in by following the procedure below:

1. Press 54 from the Activity Menu.
2. Enter the new password (up to 15 digits) and press #.
3. Re-enter your new password and press #.

Please DO NOT use a password that uses:

o Ascending or descending digits (for example, 1234 or 4321).
o The same digits (for example, 0000, 1111).
o The same number as your extension.
o Numbers that identify you, such as a social security number, student ID, or room number.

Also, DO NOT put your password on a programmable speed dial button.

Voice Mail continued.

The Main Activity Window

When you log into the voice mail system, you reach the activity menu. The menu has six activities that you can access by pressing one of the following keys:

1. Record a message
2. Get messages
3. Create greetings
4. Filed messages
5. Personal mailbox options
6. Scan messages

Creating a personal greeting

Personal greetings are the recordings that incoming callers hear when they reach your voice mail. To record a greeting, do the following:

1. Log into your mailbox
2. From the Activity Menu, press 3
3. To create a greeting, press 1
4. Enter the greeting number, it is advised that you use greeting 1
5. Record your greeting
6. To stop recording or pause before you are finished, press 1
7. To continue recording the message in progress, press 1
8. To play back your greeting, press 2 then 3
9. To delete the greeting, press *D (*3)
10. To approve the greeting, press #
11. To activate the greeting, press 1

Listening to your messages

1. Log into your mailbox
2. From the Activity Menu, press 2; you will hear the header of your first message
   a. To listen to your first message, press 0 (zero)
   b. To delete a message, press *D (*3)
   c. To playback the header of the message, press 2 then 3
   d. To save the message, press #

TO MAKE SURE ENOUGH HARD DRIVE SPACE IS AVAILABLE FOR ALL VOICE MAIL USERS, SAVED MESSAGES DELETE AUTOMATICALLY AFTER 10 DAYS.

Voice Mail continued.

Responding to a message

You can respond to a message after listening if the sender called from a campus extension.

1. Press 1
   a. To call the sender, press 0 (zero)
   b. To reply to the sender by voice mail, press 1
   c. To forward the message with a comment, press 2

If you selected an option that involves further recording:

1. Record and address the message
2. Press # to approve
3. Press # to send

Recording and sending messages

While in voice mail, you can record a message and send it to other voice mailboxes.

1. Log into your mailbox
2. Press 1 from the Activity Menu
3. Record the message
4. Press 1 to end the recording
5. Press # to approve the message
6. Enter the recipient's extension number
7. Press # to approve
8. Press # to send