

# CX Quick Reference Card *Avaya Intuity™ AUDIX® Emulation*



\* Depending on how your CX system is set up, this command may not be available. Please consult your system administrator for additional information.

### Activity Menu

#### Audix Emulation

Record and send messages **1**

Get messages **2**

#### Basic Commands

The Basic commands can be dialed anywhere in this menu.

Help	* 4
Restart at Activity Menu	* 7
Transfer Out	* 8
Disconnect	* * 9

#### PhoneManager™

Change user options **5**

#### Record Message

Approve for sending	#
Edit message	1

#### Edit Message

Recording /After recording	1
Playback	2 3
Approve	#
+Rewind	2
+Pause / Start playing	3
+Delete	* 3
+Replay last 5 seconds	5
+Advance 5 seconds	6
+Play message slower	8
+Play message faster	9
+Restart at activity menu	* 7
+Disconnect	* * 9

*+ The plus (+) sign indicates an option only presented when pressing \*4 for help.*

#### Address Message

Enter destination	Number, then #
Finish addressing	#
+List all recipients	* 1
+Name addressing	* 2
+Delete previous entry	* 3
+Add mailing list	* 5
+Send and restart at Activity Menu	* 7
+Disconnect	* * 9

#### Finish Addressing

Send	#
Hear list of options	0
Send and restart at Activity Menu	* 7
Disconnect	* * 9
+Make message Private	1
+Make message Priority	2
+Schedule Future Delivery	3
+Send	#

#### Message Type\*

Voice messages	1
Fax messages	2
Email messages	3

#### Listen to Message

Respond to / Forward message	1
Delete	* 3
Save and skip to next message	#
+Replay header	2 3
+Replay last 5 seconds	5
+Advance 5 seconds	6
+Replay previous msg segment	* 5
+Advance to next msg segment	* 6
+Play message slower	8
+Play message faster	9

*(Continued from Listen to Message...)*

+Restart at Activity Menu	* 7
+Undelete	* * 8
+Replay from beginning	0
+Print a fax*	* 1
+Mark msg as unread	* * 1
+Rewind	2
+Pause / Start playing	3
+Disconnect	* * 9

#### Respond / Forward Message

Call sender	0
Reply	1
Forward with comment	2
Reply all recipients	5
+Send and restart at Activity Menu	* 7
+Return to Get Messages menu	#
+Disconnect	* * 9

Go to Record Message

#### Get Messages

Listen to message	0
Respond to/Forward msg	1
Delete	* 3
Save and skip to next msg	#
+Replay header	2 3

#### User Options (PhoneManager™)

Personal options	1
Messaging options	2
Automated attendant options	3
Record your standard greeting	4
Record your busy greeting*	5
Record your out-of-office greeting*	6

#### Messaging Options

Record a name for a sponsored mailbox	2
Change a personal distribution list	3
Change message forwarding*	4
Change message presentation order	5

#### Automated Attendant Options

Change call screening*	1
Change call blocking*	2
Change extension-specific processing*	3
Change diverted call processing*	4

#### Personal Options

Change immediate message notification*	1
Change daily message reminder*	2
Record personal greeting	3
Change security code	4
Record your name	5
Record an announcement for a mailbox you sponsor	6
Change language*	7
Change SMS notification*	8

#### Record Personal Greetings

Busy greeting*	1
Standard greeting	2
Out-of-office greeting*	3
Availability greeting*	4

## Welcome!

Your organization's new CX unified messaging system is designed to provide you with the same convenient access to your voice, fax, and email messages whether you are at your desk or calling in over the telephone. When you call in, the Avaya® Intuity™ AUDIX® emulation saves you the effort of relearning most of the keystroke commands you use to send, retrieve, and manage messages.



## Before You Start

To set up your CX mailbox, your system administrator will give you the following information.

CX internal number: \_\_\_\_\_

CX external number: \_\_\_\_\_

Your subscriber mailbox number: \_\_\_\_\_

Your system administrator may also give you a default security code to use when you log on to CX for the first time.

## Gaining Access to Your Mailbox

Follow these simple steps to start using CX.

1. Call the CX internal or external number.
2. If necessary, press the key for triggering a subscriber log on (default = #).
3. If prompted, enter your subscriber mailbox number.
4. Enter your security code (or the default code, if your administrator has given you one).

## Performing Common Tasks

If you are looking for a quick hint on how to perform a specific task, here is the list of the shortcut commands.

\* Depending on how your CX system is set up, this command may not be available. Please consult your system administrator for additional information.

### After Recording & Addressing Message

<i>If you want to...</i>	<i>Then enter...</i>
Mark the message Private	# 1
Mark the message Urgent	# 2
Request Future Delivery	# 3
Address the message to the first subscriber and to each additional subscriber	Destination #
Review or modify the list of recipients	* 1
Toggle between mailbox number and name addressing modes	* 2
Delete the last Address added	* 3
Send the message	# #

### After Listening to Message

<i>If you want to...</i>	<i>Then enter...</i>
Forward the message	1 2
Delete the message	* 3
Reply to sender	1 1
Reply all	1 5
Send the message to your default fax/email*	* 1 1
Send the message to fax/email*	* 1 2

## Changing Your Mailbox Options

<i>If you want to...</i>	<i>Then enter...</i>
Change name	5 1 5
Change password	5 1 4
Change standard greeting	5 4 or 5 1 3 2
Change out-of-office greeting*	5 5 or 5 1 3 3
Change busy greeting*	5 6 or 5 1 3 1
Create or update a personal distribution list	5 2 3
Set automatic message forwarding*	5 2 4
Set Immediate Message Notification*	5 1 1

Note

