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## Personal Options

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CallXpress provides a number of features that let you customize the way your mailbox works. Use PhoneManager features to modify your mailbox to meet your needs at any time.

- Access your voice mailbox.  
Press **3** to Access PhoneManager.
  - Press **1** for Personal options.
  - Press **2** for Message options.

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## Miscellaneous Information

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### Transfer a Caller Directly to a Mailbox

(These steps are PBX dependant)

- Press **TRF** key.  
Dial **79997**.  
Dial \*9 **Extension number**

### Leave a Quick Message for a Subscriber

(These steps are PBX dependant)

- Dial **79997**.  
Dial \*9 **Extension number**.

### To bypass a Personal Greeting

Press **2** or **#** when the greeting starts. Note- when you record an out-of-office greeting the ability to bypass the greeting is automatically disabled.

### For Help

- Press **# (pound)** for help at anytime.
- Press **\* (star)** to cancel action and repeat prompts.

Information Technologies Support Center

(505) 277-5757



This tri-fold document is best printed in landscape mode using duplex printing (2-sided).

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# CallXpress Voice Mail Quick Reference Guide

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The University of New Mexico

Access Number  
79997  
From off campus 277-9997

## Access Your Voice Mailbox

### From Your Telephone

- Dial voice mail extension **79997**.  
Enter your security code.

### From Another Telephone with Voice Mail

- Dial voice mail extension **79997**.  
Press **\*\***.  
Enter your mailbox number.  
Enter your security code.

### From Another Telephone without Voice Mail

- Dial voice mail extension **79997**.  
Press **\***.  
Enter your mailbox number.  
Enter your security code.

### From Outside the Office

- Dial **277-9997**.  
Press **\***.  
Enter your mailbox number.  
Enter your security code.

## Initialize Your Voice Mailbox

The first time you access your voice mailbox, you will be asked to initialize your mailbox. You must complete the initialization process for your mailbox to accept messages.

- Dial voice mail extension **79997**.  
Enter the default security code **123456**.  
Follow the initialization prompts to
  - Change your security code.
  - Record your name.
  - Record your personal greeting.

## Listen to Messages

When you access your voice mailbox, also called a *subscriber* mailbox, the system tells you how many new and saved messages you have.

- Press **1** to listen to new (unread, then read messages).  
Or press **5** to listen to saved messages.

### Options Available When Listening to Messages

| Option               | Action  |
|----------------------|---|
| Pause/Resume         | Press <b>1</b> then <ul style="list-style-type: none"><li>• Press <b>4</b></li><li>• Press <b>7</b></li><li>• Press <b>5</b></li><li>• Press <b>8</b></li></ul> |
| Forward              | Press <b>2</b>  |
| Back up 5 seconds    | Press <b>3</b>  |
| Discard              | Press <b>4</b>  |
| Save                 | Press <b>5</b>  |
| Review               | Press <b>6</b>  |
| Skip                 | Press <b>7</b>  |
| Reply                | Press <b>8</b>  |
| Advance 5 seconds    | Press <b>9</b>  |
| Info/Group selection | Press <b>0</b>  |
| Help                 | Press <b>#</b>  |
| Cancel/Exit          | Press <b>*</b>  |

## Record and Send Messages

You can quickly record and send a message to one or more voice mailboxes with a few simple steps.

- Access your voice mailbox.  
Press **2** speak and record your message.  
Press **2** to end recording.  
Press **#** to send the message.  
Enter the address of the message recipient (mailbox number).

### Options Available When Recording a Message

| Option                         | Action   |
|--------------------------------|--|
| Pause/Resume                   | Press <b>2</b>   |
| Back up 5 seconds              | Press <b>3</b>   |
| Discard                        | Press <b>4</b>   |
| Send                           | Press <b>#</b>   |
| Review                         | Press <b>6</b>   |
| Advance 5 seconds              | Press <b>9</b>   |
| Access message routing options | Press <b>0</b> then <ul style="list-style-type: none"><li>• Press <b>1</b></li><li>• Press <b>2</b></li><li>• Press <b>3</b></li><li>• Press <b>5</b></li><li>• Press <b>8</b></li></ul> |
| Help                           | Press <b>#</b>   |
| Cancel/Exit                    | Press <b>*</b>   |

*NOTE: Can only retrieve deleted messages while in current session! Press **7***