

## Welcome!

Welcome to the University of New Mexico's CallXpress voice mail system. Follow the instructions below to access your voice mailbox and perform common tasks. For a more detailed list of functions please refer to the CallXpress Quick Reference Card or Guide. For all other questions or for assistance please contact UNM IT Support Center at 277-5757

## Before You Start

To set up voice mail, your system administrator will give you the following information.

Voice mail access number: 79997

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Voice mail off campus access number: 277-9997

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Your subscriber mailbox number:

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

## Entering Your Mailbox

Your mailbox number is your five digit UNM extension number (2xxxx, 7xxxx, etc.)

### From your own UNM extension:

- Dial 79997;
- Enter your password when prompted.

### From another UNM extension that has a mailbox:

- Dial 79997, and when prompted to enter a password, enter \*\*
- The system will ask you to enter your mailbox number;
- When prompted, enter your password.

### From a UNM extension that does not have a mailbox:

- Dial 79997 to connect to the message center;
- Dial \* followed by your mailbox number;
- When prompted, enter your password.

From off campus

- Dial 277-9997;
- When you reach the message center, enter \* followed by your mailbox number;
- When prompted, enter your password.

**NOTE: Once you have personalized your mailbox, follow the instructions on page 2 to forward your phone to the voice mail system – or callers will not hear your greeting.**

## Performing Common Tasks

### Getting Started

<i>If you want to ...</i>	<i>Then enter ...</i>
Listen to new messages	1
Listen to saved messages	5
Listen to and recover messages you've marked for deletion	7
Review, forward, delete, or save messages you've selected	6
Record a message for another subscriber	2

### After Recording a Message

<i>If you want to ...</i>	<i>Then enter ...</i>
Leave a number where you can be reached	0 8
Mark the message urgent	0 2
Request a return receipt	0 5
Request future delivery	0 1
Restrict forwarding of the message	0 3

### While Listening to a Message

<i>If you want to ...</i>	<i>Then enter ...</i>
Increase playback speed †	1 4
Decrease playback speed †	1 7
Skip ahead five seconds	9
Skip back five seconds	3
Skip to the next message	7

### Setting Up Your Mailbox

<i>If you want to ...</i>	<i>Then enter ...</i>
Change your name recording	3 1 5
Change your out of office greeting	3 1 3 3 or 3 6
Change your password	3 1 4
Change your standard greeting	3 1 3 2 or 3 4
Set automatic message forwarding	3 2 4
Set message presentation ordering	3 2 5

## Call Forwarding your Extension to the Voice Mail System

**It is very important that your extension be call forwarded to the voice mail system (7-9997) in order for your callers to hear the greeting from your mailbox.**

• **Clear any call forwarding that may exist on your extension. Hang up between each \* function.**

- \*3=Removes Busy Call Forwarding
- \*4=Removes No Answer Call Forwarding
- \*2=Removes All Call Forwarding

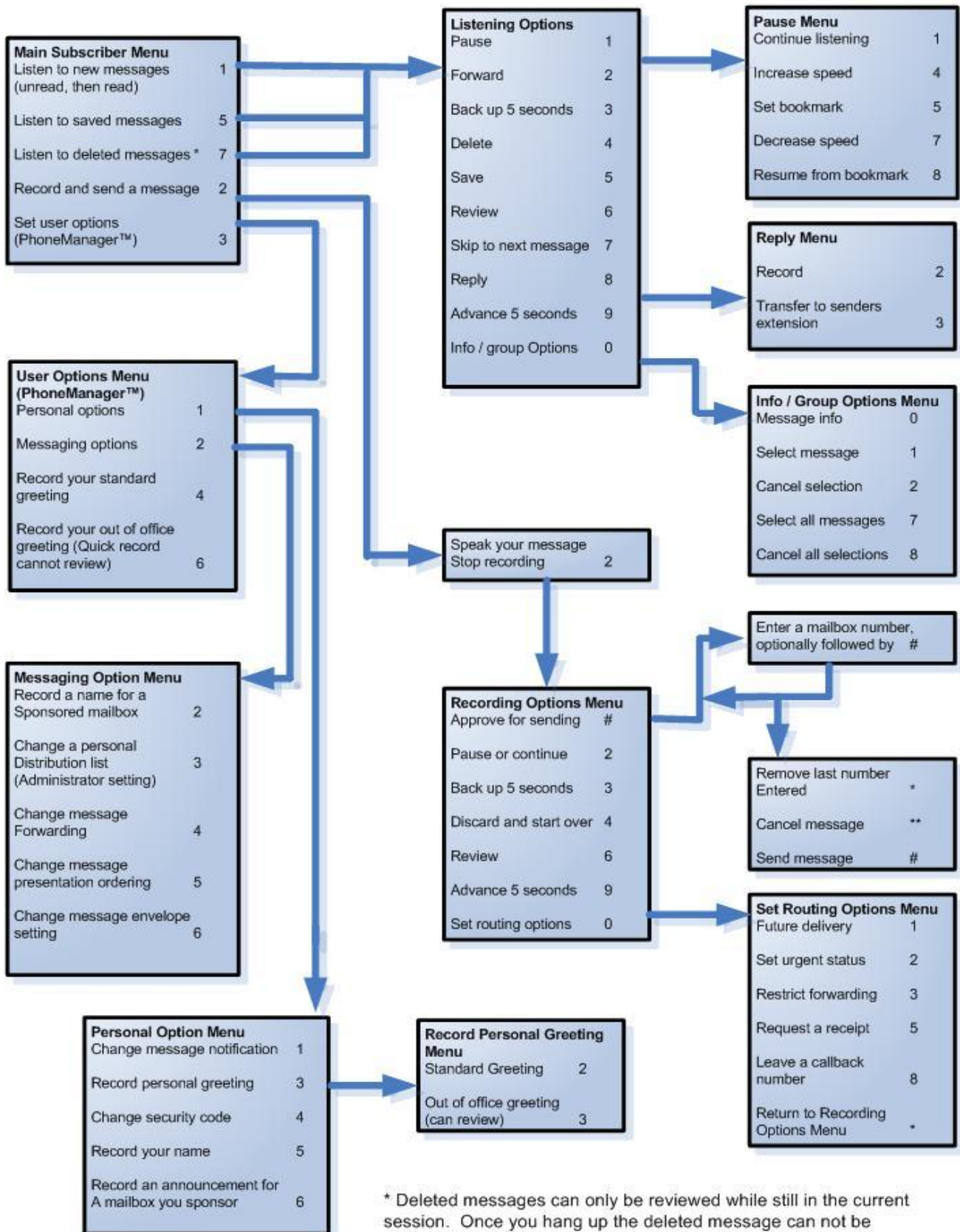
• **Call forward your extension to voice mail. Hang up between each # function. Please note when setting call forwarding, you will see FORWARD SET 31001 on your digital phone display.**

- Busy Call Forwarding – Dial #379997
- No Answer Call Forwarding – Dial #479997
- All Call Forwarding – Dial #279997 – If this function is enabled, your telephone will not ring.

**Important:** #2 overrides #3 and #4. The #3 and #4 will remain set after you clear the #2

- When setting call forwarding, you will hear a stutter dial tone after depressing the #2, #3, or #4. Dial 79997 over the stutter dial tone.
- If you find that your voice mail is not picking up your calls, then one of the above call forwarding functions is not set. Follow the above instructions to reset.
- The 4 rings prior to going to a voice mail greeting are pre-set in the system and cannot be changed or adjusted. It is possible for the caller to hear as few as 2 rings and as many as 6 depending upon where they enter in the ring cycle.
- At any time during a greeting you may dial \* followed by a 5 digit extension to be transferred to and exit the voice mail system.

# CallXpress Quick Reference Card



\* Deleted messages can only be reviewed while still in the current session. Once you hang up the deleted message can not be retrieved.