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

Voice mail off campus access number: 277-9997

Your subscriber mailbox number:

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

If you want to …	*Then enter …*
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

If you want to …	*Then enter …*
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

If you want to …	*Then enter …*
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

If you want to …	*Then enter …*
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

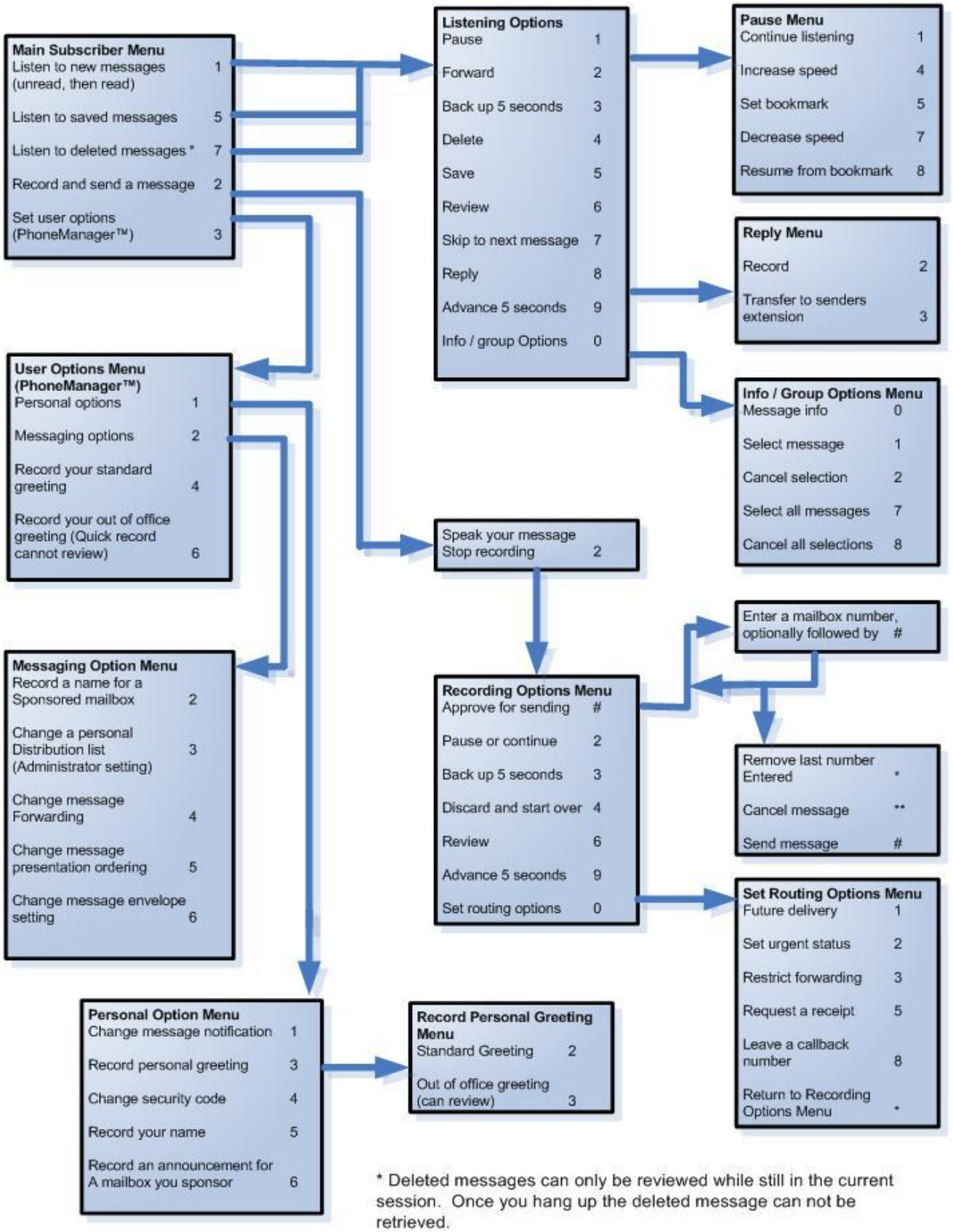
• When setting call forwarding, you will hear a stutter dial tone after depressing the #2, #3, or #4. Dial 79997 over the stutter dial tone.

• 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.