

USING CALLXPRESS VOICEMAIL

Before You Start

To set up CallXpress you will need to know the following telephone numbers:

CallXpress Internal Number: **4545**

CallXpress External Number: **01334 424545**

Your mailbox number: **Usually your extension number**

Default Security Code: **0000**

Accessing Your Subscriber Mailbox

Follow these simple steps to use CallXpress:

1. Call CallXpress using the internal or external telephone number
2. If necessary Press # to enter the voicemail system
3. If prompted enter your mailbox number
4. Enter a security code. The first time you access your subscriber mailbox your security code will be set to the default (0000) which should be changed when setting up your mailbox.

The first time you use CallXpress a tutorial will talk you through the set-up process. How to change your security code and how to record your greeting.

Listening to Messages

Each time you access your mailbox CallXpress will tell you how many new and saved messages you have.

Listening Basics

Follow these steps to hear new messages:

1. Access your mailbox
2. To listen to new messages – **Press 1**
3. To delete it – **Press 4** or To save it – **Press 5**
4. **Press 7** to skip (whilst listening)

For information on other options read on

Accessing Your Messages

Access your mailbox as described above. Then do one of the following:

- To listen to new messages - **Press 1**
- To listen to saved messages - **Press 5**
- To access selected messages - **Press 6** See “Group Messaging for more information
- To recover deleted messages - **Press 7** “See Recovering Deleted Messages” for more information

Listening to a Message

CallXpress provides many options to make it easier for you to listen to messages.

- To pause - **Press 1**
- To continue - **Press 1** again

While paused you may:

- Increase speed - **Press 4** one or more times
- Decrease speed - **Press 7** one or more times
- Increase volume - **Press 6** one or more times
- Decrease volume - **Press 9** one or more times
- Set a bookmark - **Press 5** Then you will be able to quickly return to this point in your message. You can set only one bookmark per message.
- Resume listening from a bookmark - **Press 8** from any point in the message

Handling a Message

You can choose the following options at any time, before moving on to the next message

- Forward to one or more subscribers - **Press 2** then follow the prompts
See “Forwarding Messages” for more information
- Back up 5 seconds - **Press 3**
- Delete- **Press 4** You can recover a deleted message from your mailbox as long as you do so before exiting CallXpress. See “Recovering Deleted Messages” for more information
- Save - **Press 5** (Kept for 21 days)
- Review – **Press 6** to listen to the message again from the beginning
- Skip – **Press 7** to skip to the next message
- Reply/Transfer – **Press 8** then press any of the following
 - **Press 1** to send the message to another subscriber
 - **Press 2** to record a reply to the sender
 - **Press 3** to transfer to the sender (internal only)
 - **Press 4** to transfer to the sender (external only)
- Advance 5 seconds – **Press 9** to advance through the message in 5 second increments
- Get message information – **Press 0** then **Press 0** again to hear delivery information.

Message Grouping

Handle messages more quickly by processing related messages in a group. You can select messages and forward them to a selected mailbox. To use message grouping, first select the messages and then act on them. To select messages:

- To select the messages – **Press 0** then press any of the following:
 - **Press 1** - to select the current message for group processing
 - **Press 7** - to select all messages for group processing
 - **Press 2** – to cancel the current message selection
 - **Press 8** – to cancel selection of all messages
 - **Press *** - to return to mail mailbox menu
 - **Press 6** – to manage the messages you have selected. Then press any of the following:
 - **Press 1** – to listen to the selected messages
 - **Press 2** – to forward selected messages
 - **Press 4** – to delete the selected messages
 - **Press 5** – to save selected messages

Recovering Deleted Messages

If you delete a message by mistake, you can recover it as long as you do so **before exiting** your mailbox:

- **Press *** - one key press at a time until you hear the main menu for the subscriber mailbox
- **Press 7** – to recover the deleted message. Then follow the prompts to locate the message you want to keep

Message Presentation

When you are listening to messages, CallXpress lets you choose how messages are presented, so that you listen to the messages you want to hear first. To choose the order of message presentation access your subscriber mailbox as described above. To reach the message presentation ordering option:

- **Press 3** – for Phone Manager
- **Press 2** – for Messaging Option
- **Press 5** – for Message Presentation Ordering Option

Message Ordering Options

You will now have the following choices for ordering message presentation:

- **Order Received** – Chose between First-In or First-Out, Last-In or Last-Out
- **Urgent Messages First** – A caller can identify a message as urgent
- **By Message Type** – Choose the message type you want to access: voice, messages from outside callers or messages from a specific mailbox

Forwarding Messages

When listening to a message you can forward (transfer) it to another subscriber mailbox, as described in “Handling a Message”. You can also change your message notification to automatically forward messages to another subscribers mailbox. For example, you can forward messages to an secretary, assistant or co-worker when you are away from the office. You can also choose the hour of the day and day of the week when messages can be forwarded. From the main menu:

- **Press 3 and then Press 1** – to reach personal options
- **Press 1** – to turn this feature and on and off or to change your message notification settings. Prompts will guide you through this process.

NAVIGATION MAP

Access Mailbox (01334 42) 4545 - Mailbox Number _____ Security Code _____



