

VOICE MAIL QUICK REFERENCE
(Faculty and Staff & Single Occupancy Residence Hall Rooms)

Tutorial

The first time you log into (access) your mailbox, you will be forced into the tutorial. It will guide you through creating a greeting for your callers, recording your name, and creating a security code. (Note: Be sure to complete the tutorial or it will repeat the next time you log into your mailbox.) **Please see your Departments Administrative Assistant or contact the Help Desk at x7777 for the default security code.**

Reminder

Check messages whenever your message waiting indicator (stutter dial tone or message waiting light) is activated. Discard unnecessary messages.

ACCESSING YOUR VOICE MAIL TO RETRIEVE MESSAGES:

From Off-Campus:

- Dial 301-687-4030
- **Immediately, after the system answers, enter a “star” (*)**
- **Enter your mail box number**
- When prompted, enter the default security code or your security code

From Your Office Phone:

- Dial 4030
- When prompted, enter the default security code or your security code

From A Campus Phone, Other Than Your Own, With Voice Mail:

- Dial 4030
- Immediately, after the system answers, enter “star” (*) **twice**
- When prompted, enter your mail box number
- When prompted, enter the default security code or your security code

From A Campus Phone, Other Than Your Own, Without Voice Mail:

- Dial 4030
- Immediately, after the system answers, enter “star” (*) **once**
- When prompted, enter your mail box number
- When prompted, enter the default security code or your security code

LEAVING A MESSAGE FOR YOURSELF OR OTHERS

From Off-Campus:

- Dial 301-687-4030
- **Enter the mail box number of the person you wish to leave a message for**
- When the greeting begins, press **2** and at the tone leave your message

From Any Campus Phone With Voice Mail:

- Dial 4030
- When the system answers, press *
- **Enter the mail box number of the person you wish to leave a message for**
- When the greeting begins, press **2** and at the tone leave your message

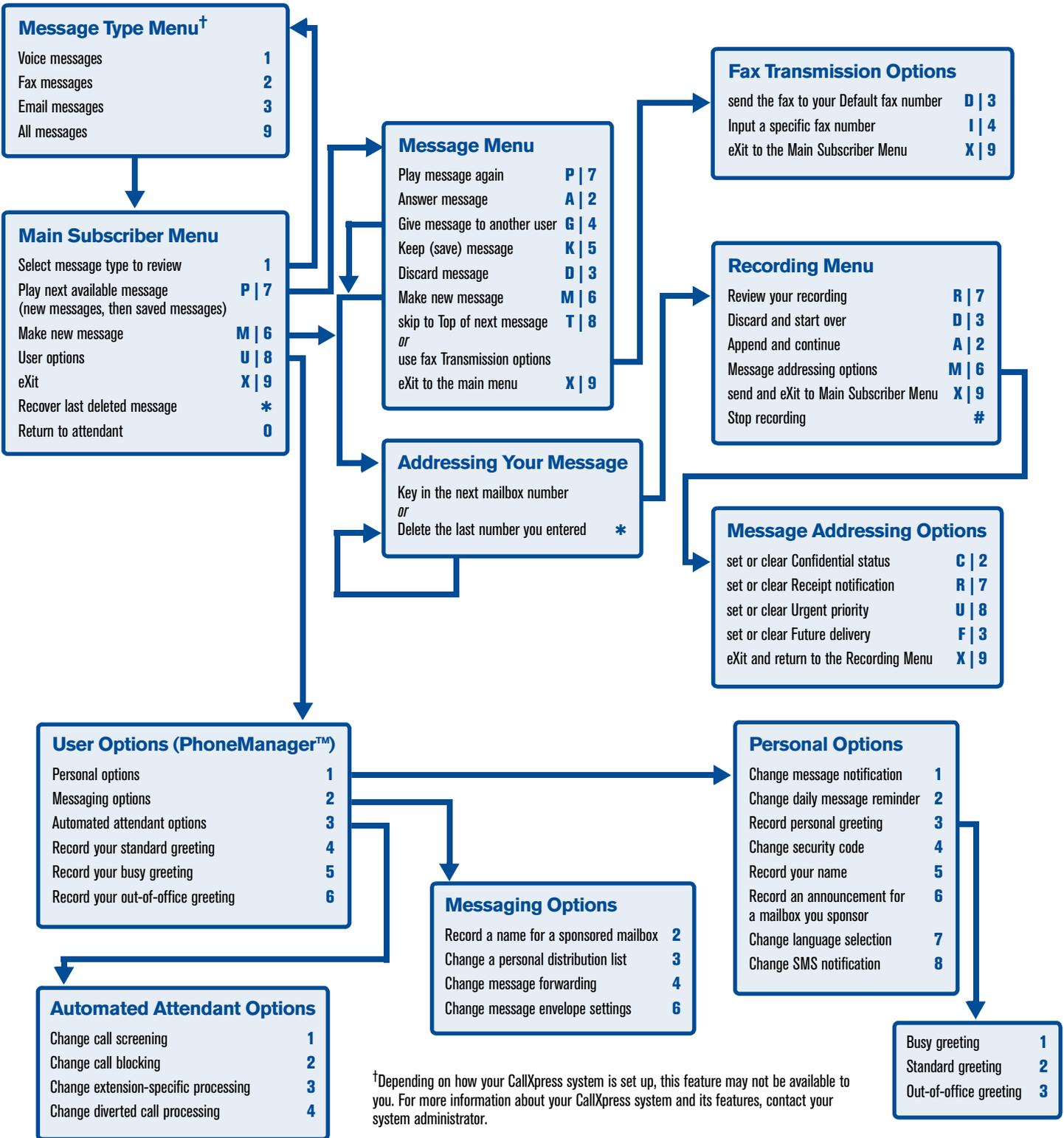
From Any Campus Phone Without Voice Mail:

- Dial 4030
- When the system answers, **enter the mail box number of the person you wish to leave a message for**
- When the greeting begins, press **2** and at the tone leave your message

Note: If the person you are leaving a message for is part of a shared mail box, you must use the primary mail box number to reach that person's mail box. Then you will be prompted as to which of the shared mail boxes you wish to leave a message for.



CallXpress® Quick Reference Card for Centigram Emulation



Welcome!

Your organization's new CallXpress® 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, our Centigram 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 CallXpress, your system administrator will give you the following information.

CallXpress internal number:

CallXpress external number:

Your subscriber mailbox number:

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

Gaining Access to Your Mailbox

Follow these simple steps to start using CallXpress.

1. Call the internal or external number your administrator has given you for reaching your CallXpress system.
2. If necessary, press # or any other key that your CallXpress system requires.
3. If prompted, enter your subscriber mailbox number.
4. Enter a security code (or the default code, if your administrator has given you one).

Performing Common Tasks

If you're looking for a quick hint on how to perform a specific task, read on.

Getting Started

<i>If you want to ...</i>	<i>Then enter ...</i>
Listen to the first new message	7
Listen to other new and saved messages	7 , then 8 as many times as needed
Make a message for another subscriber	6 extension

After Recording a Message

<i>If you want to ...</i>	<i>Then enter ...</i>
Mark the message confidential	6 2
Mark the message urgent	6 8
Request a return receipt	6 7
Request future delivery	6 3

After Listening to a Message

<i>If you want to ...</i>	<i>Then enter ...</i>
Answer (reply to) the message	2
Discard (delete) the message	3
Give (forward) the message to another subscriber	4 extension
Keep (save) the message	5
Make a message for another subscriber	6 extension
Send the message to a fax number you specify (if it is a fax)	8 4 number
Send the message to your default fax number (if it is a fax)	8 3

Setting Up Your Mailbox

<i>If you want to ...</i>	<i>Then enter ...</i>
Change your busy greeting	8 1 3 1 or 8 5
Change your name recording	8 1 5
Change your out-of-office greeting	8 1 3 3 or 8 6
Change your password	8 1 4
Change your standard greeting	8 1 3 2 or 8 4
Set automatic message forwarding	8 2 4
Set Immediate Message Notification	8 1 1

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