

# CALL XPRESS USER GUIDE

## ACCESS YOUR MAILBOX

### From your desk

- Press **Message** key or dial **7000**
- Enter password

### From a phone with a mailbox

- Press **Message** key or dial **7000**
- Press \* and your mailbox number
- Enter password

### From a phone without a mailbox

- Dial Ext. **7000**
- Press \* when the Auto Attendant Answers
- Enter extension/mailbox number, then #
- Enter password

### From outside the building

- Dial 315-792-5690
- Press 3 to access voicemail
- Enter extension, then #
- Enter password

## RECORD YOUR NAME

- Access your mailbox
- Press **3** for phone manager
- Press **1** for personal options
  - Press **5** for your name
  - Press **2** to begin recording
  - Press **2** (for a full second) to stop recording

### After recording you can:

- Press **4** to discard and re-record
- Press **5** to save the name
- Press **6** to review the name

## RECORD PERSONAL GREETING

- Access your mailbox
- Press **3** for phone manager
- Press **1** for personal options
- To record a personal greeting press **3**
  - Press **2** for normal greeting
  - Press **3** to record and set Out of Office greeting
- Press **2** to begin recording
- Press **2** to stop recording

### After recording you can:

- Press **4** to discard and re-record
- Press **5** to save the name
- Press **6** to review the name

### Sample for Normal Greeting

Hello. This is [your name]. I'm not available to take your call. Please leave your name, number and a short message and I will return your call as soon as possible.

### \*\*Sample for Out of Office Greeting

Hello. This is [your name]. I will be out of the office from \_\_\_\_ I will return \_\_\_\_\_. Please leave your name, phone number and a short message and

I will return your call as soon as possible. If you require further assistance please press 0 now.

*\*\*As soon as your Out of Office Greeting is recorded and saved, it will begin to play. The next time you access your mailbox to retrieve messages, you will be notified that your Out of Office greeting is playing and will be given the option to delete it and return to the normal greeting.*

## RECORD AND SEND MESSAGES

- Access your mailbox
  - Press **2** to record a message
  - Press **2** to start recording
  - Press **2** (for a full second) to stop recording
  - Enter mailbox number of person to whom you are sending message, then #
  - Enter in additional mailboxes, separated by #
  - End list with a #, then # to send message
- After recording your message, you can:**
- Press **4** to discard and re-record
  - Press **5** to save
  - Press **6** to review
  - **0** - for message routing options
  - **1** - Specify future delivery
  - **2** - Set urgent status
  - **3** - Restrict message forwarding
  - **5** - Request receipt notification

## LISTEN TO MESSAGES

- Access your mailbox
- Press **1** to listen to new messages, or
- Press **5** to listen to saved messages or to save messages

While listening to messages you have the following options:

- **1** - Pause/resume listening
- **2** - Forward message
- **3** - Back up 5 seconds
- **4** - Discard message
- **5** - Save message
- **6** - Review message
- **7** - Skip to next message
- **8** - Reply to message
- **9** - Advance 5 seconds
- **0** - Info/group selection options
  - **0** - Message sender info
  - **1** - Select message
  - **2** - Cancel selection
  - **7** - Select all messages
  - **8** - Cancel all message
- Press **4** to discard message
- Press **6** to review message

## LEAVE A MESSAGE FOR ANOTHER USER

- Dial extension 7002
- Enter mailbox number of who you wish to leave a message for, then #

## TRANSFER CALL DIRECT TO VOICEMAIL

- Press **Transfer** softkey
- Dial **7002**
- Enter mailbox number, then press #
- Complete transfer

## VOICE MAIL USER GUIDELINES

Voice mailbox management is the responsibility of the user. The listed items should be used and reviewed on a regular basis.

- Review current messages and discard in a timely manner
- Respond to voice mail messages promptly (within 2 hours is recommended)
- Encourage callers to leave detailed messages, not just their name and number
- Take the time to update and review your personal greeting, reflecting your current location, meetings, sick time, vacation, etc.
- When out of the office, check your voice mail on a regular basis
- Change your password periodically for security and privacy
- While listening to someone's personal mailbox greeting, you may press the "**5**" key to skip to the tone and leave your message.