

Using CallXpress:

Use CallXpress to manage your voice, fax, and email messages.

CallXpress gives you quick access to your messages when you are in the office, and flexible access when you are on the road. You can listen to, reply to, forward, save, and delete messages of all three types from any telephone. And you can use the same commands for all message types.

Before You Start:

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

CallXpress external number:

Your subscriber number:

Your system administrator may also give you a default security code to access CallXpress the first time.

Accessing Your Subscriber Mailbox:

Follow these Simple steps to use CallXpress.

1. Call CallXpress, using its internal or external telephone number.
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. The first time you access your mailbox; your security code may be set to the system default security code.

The first time you use CallXpress, a setup tutorial will walk you through changing your security code and recording your name and greeting. If the tutorial has not been configured, see "Setting Up" for setup instructions.

Important Tips:

CallXpress provides features to make your job easier.

To find out more about View COACH, the interactive multimedia
CallXpress: tutorial, which you can request from your system administrator.

To find out your current options: Press (#)

To cancel the current feature: Press (*) once.

To exit CallXpress: Press (*) several times.

To quickly reach the option you want: Enter the key sequences to access different menus without waiting for the voice prompts.

Important Note:

To meet the specific needs of your company, CallXpress comes with many installation options. Some of the features mentioned here might not be available to you. Check with your system administrator for details.

Listening to Messages:

Each time you access your mailbox, CallXpress tells you how many new and saved messages you have.

Listening Basics:

Follow these steps to hear new messages:

- Access your mailbox
- Press 1 to listen to the first message
- Press 4 to delete the message or press 5 to save it.

For information on other listening options, read on.

Accessing Your Messages:

Access your subscriber mailbox, as described in "Accessing Your Subscriber Mailbox." 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 "Message Grouping" for more information.)
- To recover deleted messages Press 7
(See "Recovering Delete Messages" for more Information.)

If you have set message presentation to order incoming messages by type, as described in "Message Presentation," choose one of the following:

- To hear voice messages Press 1
- To hear about fax messages Press 2
- To hear email messages Press 3
(You'll hear a computer-Generated rendering of the message.)
- To hear messages from Outside callers Press 4
- To hear messages from a Specific mailbox Press 5
- To hear all messages Press 9

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 can:

- Increase speed Press 4 one or more times
- Decrease speed Press 7 one or more times
- Increase volume Press 8 one or more times
- Decrease volume Press 9 one or more times
- Set a bookmark Press 5

You'll be able to quickly return to this point in your message.

- Resume listening to a bookmark Press 8 from any point
- Change the language Press 3
(for text-to-speech for email messages)
- Pause and press 3 again to hear the next language.

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 any deleted messages, as long as you do so before exiting your mailbox. See “Recovering Deleted Messages” for more Information.
Save	Press 5 Ask your system administrator for the time limit on saved messages.
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 (no subscriber) Press 3 to transfer to the sender (with the company) Press 4 to transfer to the sender (outside the company)
Advance 5 seconds	Press 9 to advance through the message in 5-second increments
Get message info	Press 0 then press 0 again to hear the sender’s name and delivery information.
Choose group Selection options	Press 0 See “Message Grouping” for more information.

Message Grouping:

Handle messages more quickly by processing related messages as a group. For example, you can select all of your fax messages and forward them to a nearby fax machine. To use message grouping, first select the messages and then act on them.

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 selection of the current message Press 8 to cancel the selection of all messages.
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Note: If you’re listening to messages by type, all the messages of that type will be selected or cancelled.

To return to the main mailbox menu	Press *
To manage selected messages	Press 6 then press one of the following: Press 1 to listen to the selected messages Press 2 to forward the selected messages Press 4 to delete the selected messages Press 5 to save the 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.

1. Press * one keypress at a time until you hear the main menu for your subscriber mailbox.
2. Press 7 to recover deleted messages. Then follow the commands to locate the message you want to keep.

Message Presentation:

When you’re 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 in “Accessing Your Subscriber Mailbox”
To reach the message presentation ordering option:	Press 3 for Phone Manager Press 2 for Messaging Options Press 5 for the Message Presentation Ordering Option See- “Message Ordering Options” for details.

Message Ordering Options:

You have the following choices for ordering message presentations:

- Order received. Choose between first-in first-out and last-in first-out.
- Urgent message first. A caller can identify a message as urgent.
- By message type. Choose the message type you want to access: voice, fax, email, messages from outside callers, or messages from 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 subscriber’s mailbox. For example, you can forward messages to an assistant or to a coworker when you’re away from the office.

You can set forwarding for urgent messages only, for messages from a specific mailbox, and for specific messages types (voice and fax). You can also choose the hour of the day and the day of the week when messages will be forwarded.

1. From the main menu press 3 and then 1 to reach Personal Options.
2. Press 1 to turn this feature on or off or to change your message notification settings.

Forwarding to a Fax Machine:

While listening to an email or fax message, press 2 to forward it. To print the message on a fax machine, proceed as follows. You can print to any fax machine, as long as your CallXpress system has access to a RightFax server.

1. Enter the fax delivery mailbox number provided by your system administrator for the fax machine you want to use.
2. If the mailbox prompts for a telephone number, enter the telephone number and press #
3. Press 1 to confirm that the number is correct.
4. Enter your extension or telephone number and press #
5. Press 1 to confirm that the number is correct.
6. When prompted to record an introduction, press 5 instead to print your message

Press 9 to exit, or press 1 to forward the message to another fax machine or mailbox.

SMS Notification:

Use Short Message Service (SMS) notification to receive informative text messages about new messages on the LCD display of your mobile phone or pager. This feature requires system activation prior to use. Please contact your system administrator regarding the availability of this feature.

When a message arrives in your mailbox, your mobile phone will display a message similar to this:

ABCMotors: Urgent msg from Donald Johnson
4254551212. Unread: 5

Additional text may indicate if the new message is a fax. The sender may be a person shown by name, a CallXpress mailbox number, a telephone extension, or a fax machine number.

To turn SMS notification on and off, and to change settings,

Access your subscriber mailbox, as described in "Accessing Your Subscriber Mailbox"
Press 3 for Phone Manager
Press 1 for Personal Options
Press 8 for the SMS Notification Option

To access the SMS notification option:

Press any of the following:

- To enable SMS
- To disable SMS
- To change SMS Settings

Press 1
Press 2
Press 3 See "SMS Settings" for details

SMS Settings

Follow the prompts to enter the following information:

- **Mobile Phone Number.** This is the number on which SMS messages will arrive
- **Message Urgency.** Indicates whether you want to be notified of all messages or only of urgent messages.
- **Message Type.** Indicate whether you want to be notified of all message types or only specific types, such as voice or fax.
- **Time of Day.** Indicates whether you want to receive notifications at any time or only at specific times of day (by specifying start and end times).
- **Days of Week.** Indicates whether you want to receive notifications every day or only on specific days of the week.

IMN Notification:

When you're not at your desk, you can use Immediate Message Notification (IMN) to request CallXpress to call you at another telephone number to notify you of a new message. During the call, CallXpress provides direct access to your mailbox, so that you can listen to your message.

Contact your system administrator regarding the availability of this feature.

To turn IMN notification on and off, change settings: Access your subscriber mailbox, as described in "Accessing Your Subscriber Mailbox"

To access the IMN notification option:

Press 3 for Phone Manager
Press 1 for Personal Options
Press 1 for the IMN Option

Press any of the following:

- To enable IMN
- To disable IMN
- To change IMN settings

Press 1
Press 2
Press 3
See "IMN Settings" for details.

IMN Settings:

Follow the prompts to enter the following information:

- **Message urgency.** Indicate whether you want to be notified of all messages or only of urgent messages.
- **Message type.** Indicate whether you want to be notified of all message types or only specific types, such as voice, fax, or email.
- **Time of day.** Indicate whether you want to receive notifications at any time or only at specific times of day (by specifying start and end times)
- **Days of week.** Indicate whether you want to receive notifications every day or only on specific days of the week.
- **Personal call list.** Enter up to nine telephone numbers where you may be reached. Callxpress calls each of the numbers in the list, in the order entered, in an attempt to reach you.

The list entries are numbered. If you want to modify an entry in the list, you will need to specify its list entry number, from 1 to 9.

You can keep track of your personal call list here.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____

Sending Messages:

Using CallXpress, you can record new voice message and send it to one or more CallXpress subscribers.

Sending Basics:

Follow these simple steps to send a message:

- Access your mailbox
- Press 2
- Enter the mailbox number of the recipient
- Press 2 and record the message; then press 2 again
- Press 5 to send it

For more information about your options, read on.

Specify the Recipient:

1. Access your subscriber mailbox, as described in “Accessing Your Subscriber Mailbox.”
2. Press 2 to indicate that you want to record and send a message.
3. Enter the mailbox number of the message recipient.
4. To use the subscriber directly, press # and follow the instructions to get the number you need.
5. Press 2 and then record your message. Press 2 again when you’re finished.

While Recording:

Pause/continue	Press 2 to pause while recording a message; press 2 again to resume recording.
Back up 5 Seconds	Press 3 when reviewing your message, to back up through the message in 5-second increments.
Discard	Press 4 to delete the message you’re recording and start over.
Send	Press 5 when you’re satisfied with your message To send to more than one person, listen for further instructions.
Review	Press 6 to listen to your message before sending it
Advance 5 seconds	Press 9 when reviewing your message, to advance through The message in 5-second increments.

Message Routing Options:

Press 0 and follow the prompts for routing options.

To specify future deliver	Press 1 (Sends reminders to your own mailbox.)
To set urgent status	Press 2
To restrict message forwarding	Press 3 (The recipient will not be allowed to forward the message.)
To append a fax	Press 4 (This requires a RightFax server, and you must be calling from a fax-equipped telephone.)
To request receipt notification	Press 5
To leave a callback number	Press 8

TIPS:

- To quickly send messages to a set group of subscribers, set up a personal distribution list mailbox. See your system administrator for details.
- Send a new fax message, with an optional voice comment, to one or more subscribers from any fax-equipped telephone. First record the message. Then press 0 and 4 to append the fax, as described in “Message Routing Options.” Insert the document into the fax machine and hang up.

Setting Up:

After you have accessed your mailbox the first time, you may be automatically walked through the setup process. If you are not, follow the three steps that will get you up and running with CallXpress.

Step 1: Change Your Security Code:

To access your Subscriber mailbox

If necessary, follow the directions in “Accessing Your Subscriber Mailbox”

To reach the security code option

Press 3 for Phone Manager
Press 1 for Personal Options
Press 4 for the Security Code.

To enter a new Numeric Security Code

When prompted, press the digits in sequence, followed by # key. The code can be any number of digits greater than the minimum indicated by your system administrator and less than 15.

To confirm your new Security code.

Enter the code again, followed by the # key.

CallXpress notifies you that your security code has been changed.

Step 2: Record Your Name:

Your name is used to identify your mailbox.

From the Personal Options menu, proceed as follows to record your name.

To access the option to record your name.

Press 5

To begin recording

Press 2 then say your name (first and last)

To stop recording

Press 2 again.

Review your name

Press 6

Delete your name

Press 4

Cancel and exit

Press *

Save recording

Press 5

Step 3: Record a Personal Greeting:

The standard greeting is used for normal conditions, such as when you’re away from your desk. You can also record greetings to be used when your line is busy or when you’re out of the office, if you have those features enabled.

From the Personal Options menu, proceed as follows to record a personal greeting.

To record a personal greeting

Press 3

To to record a standard greeting

Press 2

To record

Press 2, say the greeting

To stop recording

Press 2 again

Review your greeting

Press 6

Delete your greeting and start over

Press 4

Cancel and exit w

Press *

Save your greeting

Press 5

Exit PhoneManager

Press *