HOW TO ACCESS CALLXPRESS

From My Phone
Press Key 1
Press MSG Key (when Message Indicator is on)
Enter your Security Code

From Another Phone with a Mailbox
Press Line or Pickup Receiver
Dial - 81700
Press *
Press #
Enter your Mailbox Number
Enter your Security Code

From Another Phone without a Mailbox
Press Line or Pickup Receiver
Dial - 81700
Press *
Press #
Enter your Mailbox Number
Enter your Security Code

From Out of the Office
Dial — 416-978-1700
Press #
Enter your Mailbox Number
Enter your Security Code

ROOM FOR YOUR NOTES

University of Toronto
CallXpress
Voicemail User Guide

HOW TO ACCESS CX

CX Access Number – Inside the office: 81700
CX Access Number – Outside the office: 416-978-1700

LOGIN:

From your office phone:
1. Dial the CX access number 81700
NOTE: For first time login, enter the default password: 1111

From outside the office:
1. Dial the CX access number shown above.
2. Press the # sign when CX answers.
3. Enter your mailbox number.
4. Enter your security code
NOTE: For first time login, enter the default sc: 1111

As a new user, CallXpress will walk you through a tutorial to set up the following:

CREATE A NEW PASSWORD
(NOTE: Trivial security codes pose a danger to the system from hackers, i.e. 1234, 4321, using your extension #.)

RECORD YOUR NAME GREETING

RECORD YOUR PERSONAL GREETING
REVIEW MESSAGES

1. Press 11 to listen to new messages and 12 for all messages.
2. Press 15 to listen to saved messages.

- **While listening**, options are:
  1. Rewind 5 secs
  2. Pause / Resume
  3. Advance 5 secs
  4. Slower
  5. Envelope
  6. Faster
  8. Decrease Volume
  9. Increase Volume
  [##] Go to saved messages

- **After listening**, options are:
  4. Review
  5. Envelope Information
  6. Forward Message
  > Record comment and press #
  > Enter mailbox number and press #
  7. Erase
  8. Reply
  9. Save
  [#] Skip (mark as read)
  [##] Go to saved messages

SEND MESSAGES

1. Press 2 to Record and Send a New Message.
2. At the tone, record your message and press #.
3. Enter desired mailbox address and press #.
4. Enter an additional address (if desired) and press #.

**Delivery** options are:
1. Restrict message forwarding
2. Urgent
3. Request a Receipt
4. Future Delivery

MESSAGING OPTIONS

1. Press 4 for Phone Manager (User Options)
2. Press 2 for Messaging Options
   2. Record a Name for a Sponsored Mailbox
   3. Change a Personal Distribution List
   4. Change Message Forwarding
   5. Change Message Envelope Settings

RECORD GREETINGS

1. Press 44 or 4132 to record your Personal Greeting.
2. Press 46 or 4133 to record your Out of Office Greeting
3. Press 415 to record your Name Greeting.

CHANGE SECURITY CODE

1. Press 414 to change your security code

EXIT MAILBOX

1. To initiate an exit from within your mailbox, press *.

TRANSFER CALL DIRECTLY TO VOICEMAIL

1. Press transfer
2. Dial the CX access number (81700)
3. Enter mailbox number and press #
4. Release the call and complete the transfer.

VOICEMAIL TIDBITS

* When you call another user’s extension and roll into their voice mail, you can press keys 1-9 to bypass their personal greeting.

* If you begin a recording (such as a message or personal greeting) and decide you do not want to record after all, press the * key to cancel.

* Skip to End of the Message and Delete: 3 3 7

* From within mailbox to get to auto-attendant, press 5 to restart from Main Menu