

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 [11] Rewind to beginning
- [2] Pause / Resume
- [3] Advance 5 secs [33] Advance to end
- [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