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 - 5466
Press *
Press #
Enter your Mailbox Number
Enter your Security Code

From Another Phone without a Mailbox
Press Line or Pickup Receiver
Dial - 5466
Press *
Press #
Enter your Mailbox Number
Enter your Security Code

From Out of the Office
Dial — 905-828-5466
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: 5466
CX Access Number – Outside the office: 905-828-5466

LOGIN:

From your office phone:
1. Dial the CX access number 5466 or press the MSG key
2. Enter your security code
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. Rewind to beginning
  3. Advance 5 secs
  4. Slow
  5. Envelope
  6. Faster
  7. Decrease Volume
  8. Increase Volume
  9. Go to saved messages

- **After listening**, options are:
  1. Review
  2. Envelope Information
  3. Forward Message
  4. Record comment and press #
  5. Enter mailbox number and press #
  6. Erase
  7. Reply
  8. Save
  9. 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
   1. Record a Name for a Sponsored Mailbox
   2. Change a Personal Distribution List
   3. Change Message Forwarding
   4. 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 (5466)
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