Voicemail Quick Steps

Welcome!
The University of Cincinnati’s new CallXpress® voicemail system is designed to provide you with convenient access to your voice messages, whether you are at your desk or calling in over the telephone.

Before You Start
To set up your voicemail box, follow these steps:

1. Press the MAIL button on your phone or dial *5. Or if you are calling from a campus phone other than your personal line, Dial *5, press # and enter your 5-digit campus phone number followed by the 1111 security code.
   Or, from off campus, dial 558-6245 press # and enter your 5-digit campus phone number followed by the 1111 security code.

2. Create and confirm a 4-to-15 digit security code.

3. Record your first and last name.

4. Record your personal greeting.
   Sample: Hello, you’ve reached (YOUR NAME). Sorry I missed your call. Please leave a message, and I’ll return your call as soon as I can. Thank you!

Performing Common Tasks
If you’re looking for a quick hint about how to perform a specific task, read on.

Getting Started
If you want to... Then enter...

Listen to new messages 1
Record and send a message 2
Listen to saved messages 5
Review, forward, delete, or saved messages you’ve selected 6
Listen to and recover messages you’ve marked for deletion (in this session only) 7

After Recording a Message
If you want to... Then enter...
Request future delivery 0 1
Mark the message urgent 0 2
Restrict forwarding of the message 0 3
Request a return receipt 0 5

While Listening to a Message
If you want to... Then enter...
Forward the message 2
Skip back five seconds 3
Delete the message 4
Save the message 5
Skip to the next message 7
Call the person who left the message 8
Skip ahead five seconds 9
Increase playback speed 1 4
Decrease playback speed 1 7

Setting Up Your Voicemail box
If you want to... Then enter...
Change your standard greeting 3 4
Change your busy greeting 3 5
Change your out-of-office greeting 3 6
Set Immediate Message Notification 3 1 1
Change your password 3 1 4
Change your name recording 3 1 5
Set message presentation ordering 3 2 5

Web PhoneManager
To log in...
1. Go to http://webfone.uc.edu/
2. Enter your 5-digit extension (X-XXXX).
3. Enter your security code.
4. Click the "Login" button.