CallXpress® Quick Reference Card

Main Subscriber Menu
- Listen to new messages 1
- Listen to saved messages 5
- Listen to deleted messages 7
- Listen to selected messages 6
- Record and send a message 2
- Set user options 3

Message Ordering
- Voice messages 1
- Fax messages 2
- Email messages 3
- Messages from outside callers 4
- Messages from a specific mailbox 5
- All messages 9

Listening Options
- Pause 1
- Forward 2
- Back up five seconds 3
- Delete 4
- Save 5
- Review 6
- Skip to next message 7
- Reply 8
- Advance five seconds 9
- Info / group options 0

Manage Selected Messages
- Listen 1
- Forward group 2
- Delete group 4
- Save group 5

Recording Options
- Approve for sending #
- Pause or continue 2
- Back up five seconds 3
- Discard and start over 4
- Review 6
- Advance five seconds 9
- Set routing options 0

User Options (PhoneManager™)
- Personal options 1
- Messaging options 2
- Automated attendant options 3
- Record your standard greeting 4
- Record your busy greeting 5
- Record your out-of-office greeting 6

Automated Attendant Options
- Change call screening 1
- Change call blocking 2
- Change extension-specific processing 3
- Change diverted call processing 4

Messaging Options
- Record a name for a sponsored mailbox 2
- Change a personal distribution list 3
- Change message forwarding 4
- Change message presentation ordering 5
- Change message envelope settings 6

Personal Options
- Change message notification 1
- Change daily message reminder 2
- Record personal greeting 3
- Change security code 4
- Record your name 5
- Record an announcement for a mailbox you sponsor 6
- Change language selection 7
- Change SMS notification 8

Busy greeting 1
- Standard greeting 2
- Out-of-office greeting 3

†Depending on how your CallXpress system is set up, these commands may not be available. Please consult your system administrator for additional information.
Welcome!

Your organization’s new CallXpress® unified messaging system is designed to provide you with the same convenient access to your voice, fax, and email messages whether you are at your desk or calling in over the telephone.

Before You Start

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

CallXpress internal number: 

CallXpress external number: 

Your subscriber mailbox number: 

Your system administrator may also give you a default security code to use when you log on to CallXpress for the first time.

Gaining Access to Your Mailbox

Follow these simple steps to start using CallXpress.

1. Call the internal or external number your administrator has given you for reaching your CallXpress system.
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 (or the default code, if your administrator has given you one).

Performing Common Tasks

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

Getting Started

If you want to … Then enter …

1. Listen to new messages
2. Record a message for another subscriber
3. Change your busy greeting
4. Change your name recording
5. Change your out-of-office greeting
6. Change your standard greeting
7. Change your password
8. Change your standard greeting
9. Change your busy greeting
10. Change your name recording
11. Change your out-of-office greeting
12. Change your standard greeting
13. Set automatic message forwarding
14. Set Immediate Message Notification
15. Set message presentation ordering

After Recording a Message

If you want to … Then enter …

Append a fax 0 4
Leave a number where you can be reached 0 8
Mark the message urgent 0 2
Request a return receipt 0 5
Request future delivery 0 1
Restrict forwarding of the message 0 3

While Listening to a Message

If you want to … Then enter …

Increase playback speed 1 4
Decrease playback speed 1 7
Skip ahead five seconds 9
Skip back five seconds 3
Skip to the next message 7

Setting Up Your Mailbox

If you want to … Then enter …

Change your busy greeting 3 1 3 1
or 3 5
Change your name recording 3 1 5
Change your out-of-office greeting 3 1 3 3
or 3 6
Change your password 3 1 4
Change your standard greeting 3 1 3 2
or 3 4
Set automatic message forwarding 3 2 4
Set Immediate Message Notification 3 1 1
Set message presentation ordering 3 2 5

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