Before You Start

To set up CallXpress Voicemail, your system administrator will provide the following information.

Voicemail Phone number(s):

_____

Your mailbox number (ext):   _____

Security code: _____

Your system administrator will give you a default security code to use when logging into CallXpress for the first time. If you have forgotten your security code, please call the IT Helpdesk at 619-388-700 or x7000.

Gaining Access to Your Mailbox

1. Call the Voicemail Phone number or press the voicemail button on your district phone.

2. If you dialed the Voicemail Phone number, press the # key after your call is answered.

*Note: If your voicemail button is setup to access your departmental voicemail directly, you can access your personal voicemail by pressing the Voicemail button and instead of entering your departmental security code, **press * then #**, and then your voicemail extension when prompted.*

3. If prompted, enter your mailbox number.

4. Enter your security code.

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 …
Record and send a message	**6**
Review all new messages	**1 9 1**
Review saved messages	**1 9 2**
Review the first available new message	**5**

After Recording and Addressing a Message

If you want to …	Then enter …
Mark the message private	**# 4**
Mark the message urgent	**# 6**
Request return receipt	**# 1**
Request future delivery	**# 5**

After Listening to a Message

If you want to …	Then enter …
Forward the message to another subscriber	**1 3**
Delete the message	**3**
Reply (to an extension)	**1 7**
Reply (to an outside number)	**1 4**
Save the message	**7**

Setting Up Your Mailbox

If you want to …	Then enter …
Change your name recording	**1 6 1 5**
Change your busy greeting	**1 6 1 3 1**
Change your standard greeting	**1 6 1 3 2**
Change your out-of-office greeting	**1 6 1 3 3**
Change your password	**1 6 1 4**
Set automatic message forwarding	**1 6 2 4**
Set Immediate Message Notification	**1 6 1 1**

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CallXpress®

Quick Reference Card
for Octel Serenade/VMX Emulation

Main Subscriber Menu

Record a message	6
Listen to next new message	5
Record your standard greeting	4 6
Record your out-of-office greeting	4 7
List all available commands	0
Exit	9

Select mailbox actions...

Record your message, then...

Pause	*
Stop, address, and send	#

Enter another address	*address*
Delete previous address	*
Delete message	* *
Select address from directory	0 0
Addressing options	#

Recording Options

Resume recording	*
Back up five seconds	2
Return to beginning of message	2 2
Erase recording	3
Stop, address, and send	#

Addressing Options

Request or cancel return receipt	1
Turn privacy on or off	4
Turn future delivery on or off	5
Turn urgent status on or off	6
Send	#
Delete previous address	*
Delete message	* *

Listening to Messages

Pause or resume	*
Call message sender	1 4
Forward message	1 3
Reply to message	1 7
Change volume	1 8
Back up five seconds	2
Return to beginning of message	2 2
Mark message for deletion	3
Advance five seconds	4
Skip to next message	5
Record a new message	6
Save message	7
Hear date and time of message	8

Select mailbox actions...

Voice messages	1
Fax messages	2
Email messages	3
All messages	9
Cancel queue selection	*

Mailbox Actions Menu

Change message queue	1 9
User options (PhoneManager™)	1 6

New messages	1
Saved messages	2
Fax print options	8

Print to default fax number	1
Print to specific fax number	2
Return to previous menu	*

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

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

Messaging Options

Record a name for a sponsored mailbox	2
Change a personal distribution list	3
Change message forwarding	4
Change message envelope settings	6

Automated Attendant Options

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

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