Before You Start

CallXpress internal number  5086
CallXpress external number  389-5086
Your subscriber mailbox number

Accessing Your Mailbox for the first time:
1. Call the internal or external number for CallXpress (listed above). Wait for the automated “Thank you for calling.”
2. If using the external number, press # to logon to your mailbox.
3. When prompted, enter your mailbox number (the same as your mailbox number in the old system).
4. Enter your security code (the default code is 111111). You will be prompted to change it to anything six characters or longer.

Accessing your voicemail from on campus, but from a phone/extension other than your own:
1. Dial 5086. Wait for the automated “Thank you for calling.”
2. Then Press * then #
3. When prompted, enter your mailbox number and security code.

Accessing your voicemail from off campus:
1. Dial 389-5086. Wait for the automated “Thank you for calling.”
2. Then Press #
3. When prompted enter your mailbox number and security code.

Setting Up/Reviewing/Changing Mailbox Recordings

If you want to …  Enter
Review/change daily reminder  312
Review/change your busy greeting  3131 or 35
Review/change your standard greeting  3132 or 34
Review/change out-of-office greeting  3133 or 36

Getting Started

If you want to …  Enter
Listen to new messages  1
Record a message for another subscriber  2
Set User Options  3
Listen to saved messages  5
Listen to and recover messages marked for deletion (current session only)  7

Listening to new messages

If you want to …  Enter
Listen to voice messages  1
Listen to fax messages  2
Listen to e-mail messages  3
Listen to messages from outside callers  4
Listen to messages from a specific mailbox  5
Listen to all messages  9

Change your security code  314
Review/change your name recording  315

Setting Up Your Mailbox (continued)

If you want to …  Enter
Change a personal distribution list  323
Set automatic message forwarding  324
Set message presentation ordering  325
Change message envelope settings  326
Change call screening  331
Change call blocking  332
Change extension-specific processing  333

While Listening to a Message

If you want to …  Enter
Pause  1
Increase playback speed †  1 4
Decrease playback speed †  1 7
Forward  2
Backup five seconds  3
Delete  4
Save  5
Review  6
Skip to the next message  7
Reply  8
Skip ahead five seconds  9
Listen to message envelope information  0 0

While Recording a Message

If you want to …  Enter
Stop recording  2
Backup five seconds  3
Discard and start over  4
Skip ahead five seconds  9

After Recording a Message

If you want to …  Enter
Send the message  #
Continue recording  2
Discard and start over  4
Review  6
Request future delivery  0 1
Mark the message urgent  0 2
Restrict forwarding of the message  0 3
Request a return receipt  0 5
Leave number where you can be reached  0 8