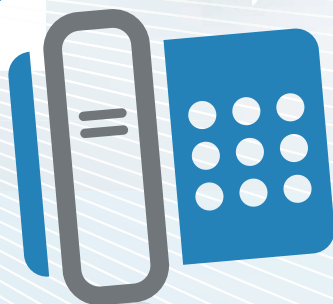# BERKELEY LAB

LAWRENCE BERKELEY NATIONAL LABORATORY

U.S. DEPARTMENT OF ENERGY

CallXpress

VOICE MAIL
USER GUIDE

Telephone Services x7997

tsc@lbl.gov

CallXpress Voice Mail User Guide

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Welcome to CallXpress Voice Mail

CallXpress is a unified communications system that gives users a higher level of call management capability and greater flexibility in accessing their messages. Access and manage your messages through the telephone, Web or email. Be notified of your most important messages, receive faxes and have calls follow you where you are available.

This Voice Mail User Guide covers standard telephone user access. To learn more about services like Vmail (messages in your email client), Web PhoneManager (messages via the Web), or Fax Messaging (receiving faxes in your voice mailbox), please visit Telephone Services online at tscweb.lbl.gov and click on Voice Mail. For additional information or support, please send email to TSC@lbl.gov or call x7997.

Getting Started

When accessing your voice mailbox for the **first time**, you will be prompted to complete a quick set up tutorial. This tutorial must be completed before you can begin listening to any new messages callers may have left you.

Quick Set Up Tutorial:

1. Access your voice mailbox by pressing the **VMBX** button (or ***5**) on your telephone set.

2. Enter a **new** Security Code*

3. Enter the new Security Code again to confirm

4. Record your **Name**

5. Record your **Personal Greeting**

Once you have successfully completed the tutorial, you can begin to fully use your voice mailbox.

*NOTE: You will only need to enter your security code to access your voice mailbox remotely. You may specifically request that the security code be required upon every log on.

Accessing Voice Mail

To access voice mail from your LBNL telephone at your desk:

1. Lift the handset & press the **VMBX** or *** 5** button

To access voice mail from another LBNL telephone or from a non-LBNL telephone:

1. Dial **x7100** (from outside the Lab, dial 510-486-7100 or the available toll-free number*)

2. Enter your **4-digit Mailbox Number**

3. Enter your **Security Code**

Voice Mail access via the Web is available with Web Phone Manager and email access through your mail client is available with Vmail. To subscribe to either service, or for more details, please contact Telephone Services at TSC@lbl.gov or call x7997.

NOTE: Please contact Telephone Services at x7997 for the toll-free number to dial.

Main Menu

When you access your mailbox you hear an announcement of:

> Number of **New Messages** or
> Number of **New** and **Saved Messages**

To Listen:

1. For **New Messages**, press [**5**]

2. For **Saved Messages**, press [**5 5**]

To Record and Send a Message Press [6]:

1. **Record** your message, Press [**#**] when done

2. Enter an **Address** (4-digit mailbox)

    a. To **Erase** the message, Press [******]

    b. To **Address by Name, Press** [**00**].
   Enter the first few letters of the person's last name.
   For "Q" use [**7**] and for "Z" use [**9**]

    c. You are prompted with a list of names to select.
   Select the number that matches your recipient.

    d. For sending **Options** (i.e. "Urgent"), press [**#**]

    e. To **Send** your message immediately, press [**##**]

For Greetings Press [4]:

1. For **Standard Greeting**, Press [**6**]

2. For your **Out of Office Greeting**, Press [**7**]

For Options to Customize your Mailbox Press [1 6]

1. Personal Options press [**1**]

2. Messaging Options press [**2**]

Note: If no keys are pressed after first accessing your mailbox the system will say "Ready" and repeat your options.

Personal Greeting

Your **Personal Greeting** plays when you are unable to answer calls.

To record or change your Personal Greeting:

1. Press [**4**] to select **Greeting**

2. Press [**6**] to select **Record** New Greeting

3. Begin recording at the tone, press any key when done

   a. Press [**#**] to save your greeting OR

   b. Press [*****] to quit

Additional options for your Personal Greeting are available through the **Phone Manager Menu**.

- **Listen** to your current Personal Greeting
- **Re-record** your Personal Greeting

To access the Personal Greeting under Phone Manager:

1. Press [**161**] for Phone Manager at the "Ready" prompt

2. Press [**3**] for Greetings

3. Press [**2**] for recording options (your current Greeting will play)

Choose **one** of the options presented:

   a. Press [**4**] to **Discard** the current recording and return to previous menu

OR

   b. Press [**2**] to make a **New Recording**

   Press [**2**] to start recording, press [**2**] again when done

   Press [**5**] to **Save**

   Press [**6**] to **Review**

   Press [**4**] to **Discard** and re-record (if desired)

Out-Of-Office Greeting

Record an **Out-of-Office Greeting** to play for your callers if you are going to be away from your telephone for an extended period of time. This greeting overrides the Personal Greeting and will block the caller from leaving a message.

To record your Out-of-Office Greeting:

1. Press [**4**] to select **Greetings**

2. Press [**7**] to select **Record** Out-of-Office Greeting

3. Begin recording at the tone, press any key when done

   a. Press [**#**] to **Save** and **Activate** your greeting

   b. Press [*****] to **Quit**

Additional options for your Out-of-Office Greeting are available through the **Phone Manager Menu**.

- **Listen** to your current Out-of-Office Greeting
- **Re-record** your Out-of-Office Greeting

To access the Out-Of-Office Greeting under Phone Manager:

1. Press [**161**] for Phone Manager at the "Ready" prompt

2. Press [**3**] for Greetings

3. Press [**3**] for Out-of-Office and your current recording will play

Choose **one** of the options presented:

   a. Press [5] to **Turn On** the Out-of-Office Greeting

   b. Press [**4**] to **Discard** the current recording **OR**

   c. Press [**2**] to make a **New Recording**

   Press [**2**] to start recording, press [**2**] again when done

   Press [**5**] to **Save**

   Press [**6**] to **Review**

   Press [**4**] to **Discard** and re-record (if desired)

To Turn Off Out-of-Office Greeting:

1. Log into your mailbox and press [**4**] when prompted (your Standard Greeting will now resume playing)

Mailbox Name

Your recorded **Name** is used to correctly identify your mailbox extension. When other mailbox owners send you a message, or when you send others a message, it will play as confirmation of your identity. Your Name is also played when you send a message as a reply to others on the voice mail system.

To Record your Name:

1. Press [**161**] for Phone Manager at the "Ready" prompt

2. Press [**5**] to record your **Name** (your current recorded Name will play)

3. Press [**2**] to start recording, press [**2**] again when done

   You are presented with the following:

   a. Press [**6**] to **Review**

   b. Press [**5**] to **Save**

   c. Press [**4**] to **Discard** and re-record

Listening to and Managing Messages

To listen to New Messages after logging into your mailbox, press [**5**]. To jump to your Saved Messages press [**5 5**]. You can use the following commands to handle, answer, or get information about a message you have just reviewed.

During Message Playback, the following options are available:	
Return to the **beginning** of the message	2 2
Back Up 5 seconds	2
Mark message to be **Erased** (deleted) [†]	3
Fast Forward 5 seconds	4
Skip to the next message	5
Save the message	7
Hear the **date and time** of the message	8
Reply to the sender of the message (to Lab extensions only)	1 7
Call Back the sender of the message	1 4
Forward the message (to Lab extensions only)	1 3
Pause/Resume Play	*

[†]Note: Messages marked for deletion can still be reviewed during your logged in session. To save a message already marked for deletion, simply listen to that message again before logging out and press [**7**] to have the system mark it to be saved instead.

Recording and Sending a Message

To Record and Send a Message:

1. Press [**6**]

2. **Record** your message, press [**#**] when done

3. Enter an **Address** (4-digit mailbox)

   a. To Erase the message, press [*****]

   b. To **Address by Name**, press [**00**].
      Enter the first few letters of the person's
      last name. For "Q" use [**7**] and for "Z" use [**9**]

   c. You are prompted with a list of names to select.
      Select the number that matches your recipient.

   d. For sending **Options** (i.e. "Urgent"), press [**#**]

   e. To **Send** your message immediately, Press [**##**]

Message Forwarding

Message Forwarding gives you the option to have all your messages copied to another mailbox. Messages are still left in your mailbox and are unaffected by the other copied mailbox deleting it.

Call x7997 or email TSC@lbl.gov to activate this feature. Subscribers of Web PhoneManager service can manage the forwarding settings online. Contact TSC for more information on becoming a Web PhoneManager subscriber.

Call Back the Sender

During or after listening to a message, you may place a return call to the sender of the message when their call back number is provided.

To Call Back the Sender:

1. Press [**1 4**] during or after the message

2. You are placed on hold while the voice mail system places the call

3. You will not hear ringing during the call

Reply to Messages

You can send a **Reply** to a message when the sender is another mailbox in the voice mail system.

To Reply:

1. Press [**1 7**] during or immediately after the message

2. Begin recording your message

3. Press [**#**] when finished

Message Tags

When leaving someone a message or sending a message, you have the option of marking your message Private, Urgent, or Return Receipt. The recipient of the marked message will hear a **Message Tag** at the beginning of the message.

To Add a Message Tag

1. Create your message

2. Add your recipients

3. Press [**#**] for Messaging Options, then choose an option below

    a. Return Receipt, press [**1**]

    b. Private, press [**4**]

    c. Future Delivery, press [**5**] then follow the prompts to select a delivery date and time

    d. Urgent, press [**6**]

NOTE: Messages marked Private cannot be forwarded to another mailbox unless the recipient is a subscriber of Vmail service (allowing them to receive messages in their email client).

Distribution List

If you send messages to the same group of people regularly, you may choose to have a **Distribution List** Mailbox set up for you.* Distribution lists save time by enabling you to send messages to all members of the list at once.

Once your Distribution List Mailbox has been set up, you can add or remove individual mailboxes in your list using your telephone or from the Web if you subscribe to the Web Phone-Manager service.

Send a Message by Telephone:

1. Access your mailbox and press [**6**] at the main menu

2. **Record** your message after the beep, press [**#**] when done

3. Enter the **Distribution List** mailbox number

4. For **Addressing Options** press [**#**] OR

5. To **Send** immediately press [**##**]

Add or Remove Members by Telephone:

1. Access your mailbox and press [**16**] at the main menu

2. Press [**2**] for **Messaging Options**

3. Press [**3**] to **Change** a Personal Distribution List

4. Enter distribution list Mailbox number

    a. Press [**1**] to **Add** members

    b. Press [**2**] to **Remove** members

    c. Press [**3**] to **Listen** to the current members

    d. Press [**4**] to **Record** a name for the list

To have a Distribution List set up or to subscribe to Web PhoneManager, send your request to TSC@lbl.gov or contact the Telephone Service Center at x7997. Instructions for using Web PhoneManager are found in the online user Help Menu.

Notification

Advanced Options

Notification is a feature that will notify you on a Cellular Phone number or a Pager whenever you have a new message in your mailbox.

Advanced Options allow you to access your voice mail settings, preferences and features such as your Distribution List and message Notification.

In your request please include:

1. Your name

2. Extension

3. Cellular number or Pager number

4. Start and Stop time

5. Number of Retry Attempts

6. Minutes to wait before Retry

7. Days of the week to be activated

Immediate changes to your Notification settings can be done online if you subscribe to the **Web PhoneManager** service. Contact **TSC@lbl.gov** to add this service or call x7997 for assistance.

To Access Personal Options:

From the Main menu, Press [**1 6 1**]

For Message Notification, Press [**1**]

For Personal Greeting, Press [**3**]

For Security Code, Press [**4**]

For your Recorded Name, Press [**5**]

To Access Messaging Options:

From the Main menu, Press [**1 6 2**]

For Distribution List, Press [**3**]

For Message Settings, Press [**6**]

Security Code Change

You can change your **Security Code** from your voice mail-box. When changed by phone, the voice mail system will also update your Security Code for your other voice mail applications such as the Web PhoneManager or Vmail.

To Add a Message Tag

1. Access your voice mailbox by pressing the **VMBX** button (or ***5**) on your telephone set.

2. Press [**1 6**] for PhoneManager

3. Press [**1**] for **Personal Options**

4. Press [**4**] to change your **Security Code**

5. Enter a new **Security Code** from 4 to 15 digits long, followed by [**#**]

6. **Confirm** your new Security Code by entering it again, followed by [**#**]

NOTE: Subscribers of Web PhoneManager have the added flexibility of changing their Security Code online via the Web based voice mail system. For Security Code resets, please contact Telephone Services at TSC@lbl.gov or call x7997.

Exiting Voice Mail

When **Exiting** your mailbox, you have some options.

To access the Exit Options, Press [9]

Select an option below:

Press [**9**] to **Delete** messages marked for erasure and Exit your mailbox.

Press [*****] to continue using your mailbox.

Press [**0**] followed by the **4-digit extension** of another Lab member you would like to reach.

NOTE: Messages marked for deletion can still be reviewed during your logged in session. To save a message already marked for deletion, simply listen to that message again before logging out and press [**7**] to have the system mark it to be saved instead.

Help and Support

Additional help and support is available from Telephone Services by emailing TSC@lbl.gov or calling x7997. You may also visit our website at http://tscweb.lbl.gov and click on Voice Mail for more information.