Phone Manager Menu

Manage your mailbox preferences via the Phone Manager Menu. Only the most frequently used of the many available options are listed here. To access the Phone Manager, press **[1 6]** at the "Ready" prompt.

1	**Personal Options** (Greetings, Security Code)
2	**Messaging Options** (Distribution Lists, Message Forwarding)

Disconnect Options

Users have several options available when exiting the voice mail system.
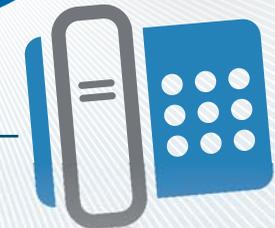
9 9	Exit session and **disconnect** (or simply hang up)
9 *	Return to the **Main Menu**

Great Tip ✔

You can place a call for free to another Lab extension. Exit your mailbox session by pressing **[9 0]** then enter the **4-digit** Lab extention. For added savings, contact Telephone Services for a toll-free number to use when checking messages remotely.

9 0 + ext.	Exit and **transfer out to a Lab extension** (enter 4-digit extension)

Enhanced Services

To keep you connected to your callers and access your messages when you're on the go, users may subscribe to additional services listed below. Contact Telephone Services at x7997 for more information.

Email Access to Messages
receive and play back messages in your email

Web Access to Messages
play back messages and manage your preferences online

Mobility
have calls follow you to a specific number

Notifications and New Message Alerts
receive an alert when new messages arrive

Helpful Tips

1. To access voice mail **remotely**: Call 510-486-7100 and enter your mailbox number, then your password. For the toll-free remote access dial-in number, contact Telephone Services.

2. **To place a call to another Lab extension without hanging up:** At the "Ready" prompt press **[9 0]** followed by the 4-digit extension of the person you wish to reach. The system dials your party free of charge. For added savings, contact Telephone Services for the toll-free number to use when checking messages remotely.

3. To record your standard **Greeting**: At the "Ready" prompt, press **[4 6]**. Start recording after the tone, press any key to stop. To save, press **[#]**. To cancel and start over, press **[*]**.

For more information, please visit us at **tscweb.lbl.gov** and click on Voice Mail. For help or support, please email Telephone Services at tsc@lbl.gov or call x7997.

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VOICE MAIL USER GUIDE

CalXpress Unified Messaging System
Telephone Services x7997
tsc@lbl.gov

Telephone Services x7997
tsc@lbl.gov

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CallXpress Voice Mail

CallXpress gives you more ways to manage your voice mail messages while keeping many of the same keypad commands you're already familiar with.

Stay connected, even on the go, with the many services available:

Email Access to Messages	✔
Web Access to Messages	✔
New Message Notification	✔
Mobility (calls follow you)	✔

Accessing the System

Lift your desk phone receiver and press either the **Message** or **VMBX** button, or **[*5]** on the keypad.

First Time Users

First time users are given a tutorial that walks them through the required process of selecting a **password** and recording a **name** and **greeting**.

1. Lift your desk phone receiver and press either the **Message or VMBX** button, or **[*5]** on your keypad.
2. Select a new password between 4 and 15 digits long (contact TSC for the default).
3. Follow the remaining prompts to record your name and greeting.
4. When done, you may hang up or choose to remain in your mailbox.

Main Menu

When you access your mailbox, you will hear the number of messages you have followed by the **"Ready"** prompt. From here, you are in the Main Menu and can easily access messages or other features.

4	**Greetings**
5	**Listen** to Messages
6	**Record and Send** a Message
1 6	**Options** Menu
0	**List** all available commands

Greetings Options

From the "Ready" prompt, you can also access your Greetings options.

4 6	**Personal Greeting**
4 7	**Out of Office Greeting** (callers can't leave messages)

Message Menu

When you press **[5]** after the **"Ready"** prompt, your New Messages will begin to play. If you have no New Messages, you can go directly to your Saved Messages by pressing **[5]** twice. While the message plays back, the following options are available.

1 4	**Call** the message sender
1 3	**Forward** Message
1 7	**Reply** to message
2	**Back up** 5 seconds
2 2	**Return** to beginning of message
3	**Delete** message
4	**Advance** 5 seconds
5	**Skip** to next message
6	**Record** new message
7	**Save** message
8	Hear **time and date** of message

Sending Messages

You can create a message while in your own mailbox and send it to either an individual user or a Distribution List* (a group of users).

Sending a Message:

1. At the "Ready" prompt, press **[6]**.
2. Record your message at the tone, then press **[#]**. To cancel and erase your message, press **[**]**.
3. Enter the 4-digit extension of either the recipient or the Distribution List*. To locate a person by name, press **[0 0]**. To cancel an address, press **[*]**.
4. After entering all recipients, press **[#]** for the addressing options listed below or simply press **[##]** to send.

Addressing Options:

1	**Return Receipt**
4	**Private**
5	**Future Delivery**
6	**Urgent**

To request a Distribution List, please contact Telephone Services at tsc@lbl.gov or call x7997.

Telephone Services x7997

tsc@lbl.gov