

Live Reply




Live Reply is a convenient way to call back someone who left you a message, if Caller ID is available. Highlight the message, then click the Live Reply link. A pop-up shows the number to be dialed. Click OK to dial from your pre-set phone number under Web PhoneManager Settings. The system will then dial that number. Pick up the phone and wait to be connected.

Sender: DOE JOHN
Phone: 2560

Record a Greeting

Record greetings with Web PhoneManager. Three greetings are available in addition to your Recorded Name as the mailbox owner.

Standard	plays when you are not at your desk
Busy	plays when you are on the phone
Out of Office	when enabled, blocks callers from leaving a message

1. Go to **Personal Settings** in the Main Menu. Click the microphone  next to the item you will record.
2. Click Record  and the system will call your pre-set phone extension.
3. Pick up the phone and speak your greeting after the tone. Click Stop  when done recording, then hang up. Click OK to save.

Notification Settings

Receive notification on your cell phone or another phone number when new messages arrive. Choose which type of message to be notified of and when.

1. Go to **Notification Settings** in the Main Menu. Check the “Enable” box at the top of the tab to activate.
2. Under **Options**, choose which message types to be notified of.
3. Under **Time**, indicate the days and times you want the service on.
4. Under **Personal Call List**, type the number of **Attempts** to be made to call you if your number is busy and the **Interval** of time to wait between attempts. Under **Traverse**, type the number of times you want to be called at each number in the list.
5. Under **Wait**, enter the numbers at which to be notified and select the number of minutes the system should wait before calling the next number in the list. Click OK to save.

For your convenience, Telephone Services will set up your Notification Settings for you. Contact us at tsc@lbl.gov or x7997 for more information.

Helpful Tips

1. Invalid login: New voice mail users will need to *first* set up their mailbox by phone in order to log into the Web PhoneManager.
2. Password changes: Go to Personal Settings in the Main Menu, then the Security Code tab. Choose a new password between 4 to 15 digits long. (It is recommended to *not* use your 4-digit extension as the password.) Use this password for both Web PhoneManager and phone access. Click OK to save.
3. Can't hear message on computer: The default playback mode is by phone. To change, go to Web PhoneManager Settings in the Main Menu. Under Playback Settings, change from Telephone to Download. Click OK to save.
4. Playback/record using another number: Go to the Web PhoneManager Settings in the Main Menu. Enter the new telephone number. Numbers outside of the 510 area code must be entered as 1-510-xxx-xxxx. Click OK to save.

User References

Additional references are available to you under User References in the Main Menu. Follow step-by-step instructions in one of the Video Trainings or read through helpful User Guides.

Additional support is available in the Help Menu found at the top right corner of your screen or by contacting Telephone Services at x7997 or tsc@lbl.gov. For more information, please visit us at tscweb.lbl.gov and click on Voice Mail.



BERKELEY LAB
LAWRENCE BERKELEY NATIONAL LABORATORY



BERKELEY LAB

WEB PHONEMANAGER USER GUIDE

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

Telephone Services x7997 tsc@lbl.gov

Web PhoneManager

CallXpress Web PhoneManager keeps you connected on the go with Web access to all of your voice mail messages. Listen to and manage your messages online and update your personal settings instantly. You can also record a new greeting and even change how you're notified of new messages.

Subscribers of the Fax Messaging Service have the added benefit of viewing faxes online as well.

Logging In

Log in at <https://callpresswpm.lbl.gov> (or simply type "callpresswpm" in the address bar of your browser if you are on-site) and enter your 4-digit extension in the mailbox field. In the Security Code field, enter the same numeric password you use when checking messages from an external phone.

Mailbox

Security Code

☐ Remember me on this computer

Login

Note: New voice mail users will need to first set up their mailbox by phone in order to log into the Web Phone-Manager. For password resets or questions, please contact Telephone Services at tsc@lbl.gov or x7997.

Home Page

The home page contains the Main Menu shown below where you can control your settings and preferences.

Home	Message Inbox and System Dashboard
Personal Settings	Greetings, Password, Distribution Lists
Message Settings	Message Sorting, Time Zone
Notification Settings	Notification Options and Forwarding
Web PhoneManager Settings	Playback/Record Settings
User Resources	User Guides and Training

The home page also contains your voice mail message **Inbox**, a **Dashboard** tab to display system messages, and a **Trash** tab for temporary access to deleted messages (which will be permanently deleted when you log out).

Playback Options

Playback your messages through your phone or computer. For privacy, the default is your phone extension. To hear playback via your computer speakers or headphones, go to the Web PhoneManager Settings in the Main Menu. Under Playback Settings, select Download and click OK to save.

Playback Settings

☐ Telephone

☒ Download

OKCancel

Sorting Messages

Sort your messages by Sender, Date, Type, or any message flags the sender used to indicate privacy or urgency. The sender's Caller ID is shown, if available. Click on a column to sort according to your preference. Additional sorting preferences are available under Message Settings in the Main Menu.

0:00:00 / 0:00:00 Message length is displayed at the top of your Inbox. Select a message to display its length.

Messages per page: 10 25 50 Display between 10 to 50 messages per page.

Listening to Messages

To play a message in your Inbox, click the message first, then click **Play** in the recorder bar. During playback, you may Pause, Rewind, or Fast Forward. To view a fax, first click the fax message, then click the **Fax** button.

DashboardInboxTrash

0:00:00 / 0:00:04

NewForwardReplyLive ReplyRefresh ListDeleteMark ReadMark Unread

	Sender	Caller ID	Received
<input checked="" type="checkbox"/>	DOE JOHN (2560)	--	Today - 3:4
<input checked="" type="checkbox"/>	TRUMPETVINE MELODY (2561)	--	Today - 3:4
<input checked="" type="checkbox"/>	Wood Cindy (4777)	--	Today - 3:4
<input checked="" type="checkbox"/>	ALI ARWA (4648)	--	01/14/2008

Messages per page: 10 25 50 Set 1 to 4 of 4

Send, Reply, Forward

Send a message using the **New**, **Forward**, or **Reply** links at the top of your Inbox.

To create a new message:

1. Click on the **New** link in your Inbox.
2. Click **Record** and the system will call your desk extension*.
3. Pick up the phone and **speak** your message after the tone. Click **Stop** when done recording, then hang up.
4. **Add recipients** by entering a last name or extension in the Search field. Highlight a name and click **Add**.
5. Click any desired message flags for Urgent, Private, or Return Receipt.
6. Click **Send** to have your message sent. You will return to your Inbox.

To Forward or Reply to a message, click on the desired message to highlight it. Choose either the **Forward** or **Reply** link and then follow the steps above starting with Step 2.

*Note: Your desk phone extension is used to create recordings. To use a different phone number, go to Web PhoneManager Settings in the Main Menu. Type in the new phone number and click OK.

