Voice Mail Users Guide

Setting Up and Accessing your Voice Mail

- From your office telephone, dial extension **7000**. *(For initial mailbox setup, your temporary security code is* **0000***).*
- From another phone on campus, dial extension **7999**, wait for greeting, press **#**, then your mailbox no. **XXXX**. *(Your mailbox number is the same as your phone extension number)*
- From a mobile or off campus telephone, dial **(216) 397-6200**, wait for greeting, press **#**, then your mailbox number **XXXX**. *NOTE: Call System Administrator at ext. 1777 to request an "Alternate Device" (your cell or home telephone number)," to automate off campus message retrieval. See description on page 3)*

IMPORTANT TIPS
At any time you can do the following:

- To get help on the current options: Press **#**
- To cancel the current feature: Press ***** once
- To exit CallXpress: Press ***** several times

Listening to Messages (Note 1)

- Access you mailbox
- Press **1** to listen to **new messages (Note 2)**
- or press **5** to listen to **saved messages (Note 3)**

Options while Listening

- Press **1** to **pause** the message for 1 minute *(see pause options on page 3)*
- Press **2** to **forward** the current message to another mailbox **(Note 4)**
- Press **3** to **backup** in the message 5 seconds *(depress once for each additional 5 seconds)*
- Press **4** to **delete** the message **(Note 5)**
- Press **5** to **save** the message
- Press **6** to **review** the message from the beginning **(Note 6)**
- Press **7** to **skip** to the next message **(Note 7)**
- Press **8** to **reply** to the message **(Note 8)**
- Press **9** to **advance** forward 5 seconds *(depress once for each additional 5 seconds)*
- Press **0** to **repeat** the **name** and **time** of the message

Recovering a Deleted Message

After pressing 4 to delete a message, and before ending the current voicemail session in which you deleted that same message, you can still recover it. You <u>must</u> <u>not</u> **log out** of voice mail or the message will be lost.

To recover a deleted message after pressing 4 to delete, and before hanging up:

- Press the <u>*</u> key, at which point it you will be taken back to your initial log-in menu and be offered a complete set of options.
- When offered the option, press **7** to *Recover Deleted Messages*. The system will play all deleted messages.
- Press **4** to *Recover the Message* you are listening to.
- If you do not want to recover the current message, press **7** to *Skip* to the next deleted message, at which point you can press 4 to recover it.

Sending a Message (NOTE 9)

- Access your mailbox
- Press **2** to **record and send** a message to another on campus mailbox user
- Enter the mailbox number (**XXXX**) of the recipient, or press **#** to dial by name
- Press **2**, **begin recording** the message, then press **2** to **stop recording**
- Press **5**, to send the message, or choose an **option** from the list below:

Options before Sending

- Press **2** to **continue recording** *(append to the current recording)*
- Press **3** to **backup** 5 seconds
- Press **4** to **discard and re-record** the message
- Press **5** to **send** the message
- Press **6** to **review** the message
- Press **0 1** for **future delivery**
- Press **0 2** to mark the message **urgent**
- Press **0 3** to **restrict forwarding** of this particular message
- Press **0 5** to request **message receipt notification**
- Press **0 8** to leave a **number where you can be reached**

Options after Sending

- You will be given the option to add additional recipients; follow the prompts

Change Greetings

- Access your mailbox
- Press **3** to access **Phone Manager**
- Press **1** for Personal Options **then**,
- Press **1** to change your "**Busy**" **greeting** *(you may need to request this feature)*
- *P*ress **2** to change your "**Standard**" **greeting**
- Press **3** to change your "**Out of Office**" **greeting** the message **(Note 10)**

Change Name Recording or Security Code

- Access your mailbox
- Press **3** to access **Phone Manager**
- Press **1** to select **Personal Options** *then,*

- Press **4** to change your "**Security code**"
- Press **5** to change your "**Name**" recording

PAUSE OPTIONS
After pressing **1** to pause a message, you have the following options
- Press **1** to **continue listening**
- Press **4** to **increase speed** *(depress once for each increase)*
- Press **5** to **set bookmark**
- Press **6** to **increase volume** *(depress once for each increase)*
- Press **7** to **decrease speed** *(depress once for each decrease)*
- Press **8** to **resume from bookmark**
- Press **9** to **decrease volume** *(depress once for each decrease)*

TRANSFER A CALLER DIRECTLY INTO VOICE MAIL WITHOUT RINGING THE PHONE
- With the caller on the line, press Flash or Transfer key
- Dial **7999**, wait for voice mail answer
- When you hear the greeting begin to play, enter the mailbox no. **XXXX**, then, **hang up immediately**. **(Note 11)**

OPTIONAL FEATURES YOU CAN REQUEST:

ALTERNATE DEVICE
Your cell phone number, home number or both (unlimited numbers), can be added as an "Alternate Device(s)" to your voice mailbox. What this will do is to allow you to dial the main voice mail number (397-6200) from any of these devices, at which point you will be directly prompted for your security code (as if you were dialing 7000 from your room telephone). Contact the system administrator at 1777 to request this feature.

DISTRIBUTION LIST
You can request a Distribution List mailbox which can be used to send messages to a group of predefined subscribers. For example, a Distribution List mailbox can contain the mailbox numbers for all the subscribers in a particular department or for everyone assigned to a project, etc.

SMS TEXT
The Short Message Service (SMS) in the voice mail system will send a brief text message to your mobile telephone or pager. When SMS is enabled, your mobile device displays a text description for each new message that arrives. The message notification includes date and time, message priority, available sender identification (internal user name and extension, or external telephone number). This information will help you to decide whether you need to call into the voice mail system to listen to that particular message.
NOTE: *To use this feature, your cellular or paging service provider must support SMS, and you must have that as an option on your plan. Charges may apply.*

HELPFUL HINTS

- Message length is **3 minutes**, system wide, and there is no limit on the number of messages allowed per mailbox.
- Messages will remain active for **45 days**, at which point they will be automatically deleted. Prior to deletion, a reminder message will play indicating your message is scheduled to be deleted within **7 days**. Make sure to check <u>saved</u> <u>messages</u> periodically for deletion message. For IMPORTANT messages, you may retain a copy of the message by forwarding the message to yourself within the 7-day window or it will be lost and permanently deleted. **(NOTE 4)**
- Forwarding voicemail to a mobile or home phone is not permitted under normal circumstances; however, you may access your messages at any time by dialing **216-397-6200**, wait for the greeting, press **#**, then enter your **mailbox number** then your security code. To simplify the retrieval process from a cell or home telephone (or both), contact the system administrator to have either your cell or home number or both, added as an alternate extension in your voice mailbox. This will allow you to dial 397-6200, and be immediately prompted for your security code.
- BYPASS GREETING - After calling another extension and being transferred to the voice mail greeting of that subscriber, you can bypass the greeting by pressing "**1**." Their voice mail will beep and you can leave your message.
- DIAL By NAME - If you don't know someone's phone extension, you can use the voice mail system to dial by name. Simply dial extension **7000**. When prompted for your security code, press <u>*</u> **8** to dial by name, and follow the prompts.

NOTES:

NOTE 1 - The first time you listen to a new or saved message, the system will include the entirety of the" Message Envelope Information" which will sometimes include a name and extension, or the 10-digit Caller ID. While listening to a new or saved message, and then pressing 6 to review the message again, the system <u>will</u> <u>not</u> include the "Message Envelope Information," but you can recall it by pressing **0**, **0** at any time during the message. You can also choose to have the "Message Envelope Information" played at the end of each message instead of at the beginning, or to not have it automatically included with each message, and use the **0**, **0** feature whenever you want to hear the caller info.

NOTE 2 - CallXpress plays back the unread messages first, and will pre-empt the messages by stating: *"Unread messages."* In the unread inbox, the system will play urgent messages first, and then play all other unread messages. After that, the system will play the messages you had previously heard, but not saved or deleted, which is pre-empted by: *"Read messages."*   The system will automatically play the next message after you have either deleted or skipped the current message. If you hang up in the middle of listening to a new message, it will remain as a new message. All new messages will remain new until you delete or save all messages in the inbox.

NOTE 3 - After pressing **5** to listen to <u>saved messages</u>, you do not need to save the message again. It will stay as a saved message until you delete it, or when it is automatically deleted after the **45** day message purge feature. While listening to a saved message, you can either press **4** to <u>delete</u> it, or press **7** to <u>skip</u> to the next saved message.

NOTE 4 - After entering the mailbox number where you want to forward the message, the system will ask you to record an introduction by pressing **2**, and then pressing **2** again when finished. If you do not want to record an introduction, simply press **5** to send the message. You will then be offered the opportunity to forward the same message to another, or to quit.

NOTE 5 - After pressing **4** to <u>delete</u> a message, you can recover the message if you do not log out of your voice mailbox. Once you log out, the message will be lost.   If you have pressed 4 to delete message, and then realize that you need to recover this message, press the * key. This will take you back to your initial log-in level where one of the options will be to press **7** to retrieve deleted messages.

NOTE 6 – While listening to a message, you can press **6** to start the message again, from the beginning. You can press 6 at any point during the message, or even at the very end. When you press **6**, you will not hear the message envelope information again. You can also press **6** to skip the message envelope information and begin playing the message.

NOTE 7 - When you are listening to a new message, and you press **7** to *skip* to the next message, the previous message will remain as a new message until you delete or save the message. While listening to the first **saved** message, the only way to listen to subsequent messages is to press **7** to *skip* to the next saved message.

NOTE 8 - While listening to a message and pressing **8** to reply to it, you can record a response to the message by pressing **2** to begin recording, and **2** again to stop recording. When you reply in this way, the system will attach a copy of the original message from the person to whom you are replying. You may also be given the option press **3** to be transfer to phone of the person who left you the message. If you press **3** to be transferred to the originator of the message instead of recording a response, the message you are replying to will remain in the new or saved message inbox. The reply feature will only work for messages received from other *on* campus voice mail subscribers. You cannot reply to a message received from *off* campus, or from an *on* campus phone that does not have a mailbox on the system, such as a courtesy phone. When you try to reply to a message from one these sources, you will not be given the opportunity to reply.

NOTE 9 - After pressing **2** to *record and send a message*, you will be prompted for a mailbox number. You can't make a message for a part time professor or graduate student by entering their phone extension number since they share a phone and their mailbox numbers do not match their phone extension. You would need to know their individual mailbox number. When you are trying to make a message for a faculty, staff or administrative member and you do not know their extension number, you can press the **#** button, to dial by name.

NOTE 10 - Once you record the *Out of Office Greeting*, it will automatically be enabled. Callers will hear this new greeting when they call your phone and are transferred to voice mail. To disable the Out of Office Greeting, log into your mailbox and you will be given the option to press **4** to turn the greeting off, or press **5** to continue the out of office greeting.

NOTE 11 - Once you have entered the mailbox number of the person to whom you wish to transfer the caller to, their greeting will begin to play shortly thereafter. If you wait until you hear the greeting of that person to begin and then hang up, the caller will have missed the portion that you listened to, and will only hear the remainder of the greeting. This is why we suggest that you hang up immediately after entering the mailbox (extension) number.