



## Retaining an already Saved Message

The CallXpress Voice Mail System will automatically purge any message after it becomes **45** days old, which includes both new and saved messages. The system will also let you know when a message is nearing the automatic purge date. This automatic purge warning will start one week before the date of deletion. If you are concerned that a saved message is nearing the 45 day limit, it would be advisable to check your saved message(s) from time to time.

In order to retain a previously saved message and to reset the 45 day automatic purge counter, it will be necessary to forward (transfer) that particular message back to your own mailbox. The only exception would be if an on campus subscriber who originally left you the message, had restricted message forwarding (this is rare).

### To forward a particular message:

- 1) While listening to a message, or at the end of the message, press **2** to **forward**.
- 2) When prompted, enter your own mailbox number (**X X X X**).
- 3) You will then be given the option to record an introduction by pressing **2** to start recording, and then **2** again when you are finished recording.
- 4) After recording your introduction you will be given the option to press **5** to send the message along with your introduction.

If you would prefer not to add an introduction to your message, skip step 3 and then press **5** immediately after entering the mailbox number.

**NOTE:** After pressing 5, the original message will remain in either your new or saved message box unless you delete it, or until it reaches the automatic purge date. If you hang up after pressing 5, the message will automatically remain in its present state (saved or new).