



Telephone User Interface



Telephone User Interface (TUI)

Logging in	3
Main Menu	
Listening to your messages	3
Forwarding a message	4
Replying to a message.....	4
Deleting a message.....	5
Recovering a deleted message	5
Saving a message	5
Recording and sending a message	5
Routing options	6
Info/Group options.....	6
Managing selected messages	7
User Options (PhoneManager)	
Personal Options	8
Change message notification	8
Record personal greeting.....	9
Quick greeting record	9
Change security code	9
Record your name.....	10
Record an announcement for a mailbox you sponsor	10
Change language selection.....	10
Change SMS notification	10
Messaging Options	11
Record a name for a sponsored mailbox	11
Change a personal distribution list.....	11
Change message forwarding.....	12
Change message presentation ordering	13
Change message envelope settings.....	13



Telephone User Interface

Logging In

When logging into CallXpress please be aware the system recognizes the extension you are calling from, so when calling from your desk phone all the system will ask you for is a password. This added convenience then adds a step when you are not calling from your extension. Please see the appropriate methods below.

From your office telephone:

1. Dial 5-7000
2. Enter your password, the first time you login the default password is 1111.*

From another campus telephone:

1. Dial 5-7000
2. Press the * button to get to the Callxpress main menu, then press the # button and enter your 5 digit extension.
3. Enter your password, the first time you login the default password is 1111.*

From off campus (503) 725-7000:

1. Dial (503) 725-7000
2. Press the # button and enter your 5 digit extension.
3. Enter your password, the first time you login the default password is 1111.*

*The first time you login CallXpress will take you through a quick tutorial where you will set your voicemail password, record your name and record a standard greeting.

Main Menu

Each time you access your subscriber mailbox, CallXpress tells you how many new and saved messages you have and presents you with several options. You can:

- ◆ Press **1** to listen to messages in your Inbox;
- ◆ Press **2** to record and send a message;
- ◆ Press **3** for PhoneManager;
- ◆ Press **5** to listen to saved messages;
- ◆ Press **6** to listen to selected messages; or
- ◆ Press **7** to listen to deleted messages.

Listening to Messages

When you press **1** to listen to your messages, the system's default gives the time, the date, and the caller's phone number. You can change these "envelope options" under the PhoneManager menu.

Listen to saved messages by pressing **5**.

Press **7** to listen to deleted messages.

This works only at the time of message deletion. Once you hang up, the message cannot be recovered.



While listening to your messages, you can also:

Listening Options <i>(use while listening to your messages)</i>			
Pause	1	Review	6
Forward	2	Skip to next message	7
Back up five seconds	3	Reply	8
Delete	4	Advance five seconds	9
Save	5	Info/Group options*	0

*See page 6 for an explanation of Info/Group Options.

If you press **1** to pause, you have further options:

Pause Menu <i>(available while the message is paused)</i>			
Continue listening	1	Decrease speed	7
Increase speed	4	Resume from bookmark	8
Set bookmark*	5	Decrease volume	9
Increase volume	6		

*Setting a bookmark allows you to replay the message from that point without having to listen to the entire message.

Forwarding a Message

Pressing **2** forwards the message to another subscriber. The system prompts you to record a message. Press **2** to stop the recording. The system will then present you with the following options:

Select recipients and Send	#	Review	6
Continue recording	2	Advance 5 seconds	9
Backup 5 seconds	3	Set routing options*	0
Discard and re-record	4		

* Please see page 6

Once you're satisfied with your message, press **#**. The system then prompts you to enter the recipient's voice mailbox extension. If you don't know it, press **#** again to see the dial-by-name directory. Just enter the first few letters of the person's last name to find their extension, entering as many recipients as you wish. To remove the last number entered, press *****. Finally, press **#** to send.

Replying to a Message

You can reply to a message by pressing **8**. Two options exist:

- ◆ Press **4** to call the number back. CallXpress connects you with the local or campus caller who left the message. **Note:** *This option will not be presented for long distance numbers.*
- ◆ Press **1** to reply directly to a different CallXpress voice mailbox. **Note:** *You cannot reply directly to off-campus or non-CallXpress voice mailboxes.*



After pressing **1** to reply, the system prompts you to record a message. Press **2** to stop recording. You'll hear more options:

Select recipients and send	#	Review	6
Continue recording	2	Advance 5 seconds	9
Backup 5 seconds	3	Set routing options*	0
Discard and re-record	4		

* Please see page 6

Once you're satisfied with your message, press #. The system then prompts you to enter the recipient's voice mailbox number. If you do not know it, simply press # for the dial-by-name directory. Just enter the first few letters of the person's last name to find their extension. You may enter as many recipients as you wish. To remove the last number entered, press *. Press # to send.

Deleting a Message

After listening to a message, press **4** to delete it. The message moves out of your inbox and into the trash. Messages in the trash are recoverable for the **current telephone session** only. **Note:** *Once you hang up, the message cannot be recovered.*

Recovering a Deleted Message

At the Main Menu, press **7** to listen to deleted messages. The system replays the message and presents you with the following options:

Forward	2	Review	6
Recover	4	Reply	8

Recovering deleted messages can only occur during the session you deleted it. *Once you hang up, the message cannot be recovered.*

Saving a Message

You can press **5** to save a message while listening to it. This will move the message from your Inbox to the Saved folder. After saving, you can listen to it at any time by pressing **5** at the main menu. Saved messages remain in your mailbox until you delete them.

Recording and Sending a Message

At the Main Menu, press **2** to record messages for other subscribers.

The system prompts you to enter the recipient's mailbox number. If you don't know the person's extension, press # for the dial-by-name directory. Simply enter the first few letters of the person's last name, and their extension will appear.

Pressing **2** starts the recording. When you're finished, press **2**. This results in the following options:

Select recipients and send	#	Review	6
Continue recording	2	Advance 5 seconds	9
Backup 5 seconds	3	Set routing options*	0
Discard and re-record	4		

* Please see page 6



Once you're satisfied with your message, press #. The system then prompts you to enter the recipient's voice mailbox number. Again, if you don't know it, press # for the dial-by-name directory. You can enter as many recipients as you wish. To remove the last number entered, press *. Press # when you're ready to send.

Routing Options

The Routing Options feature changes your message delivery:

Future delivery	1	Request a receipt	5
Set urgent status	2	Leave callback number	2
Restrict forwarding	3	Return to recording options	*

◆ Future delivery

Choose to send your message at a future date. The system prompts you to enter a 6-digit number for the month/day/year. The system then prompts you to enter a standard, non-military time for message delivery, followed by the # key. Then press **1** for a.m. or **9** for p.m. Pressing # sends the message; pressing **0** presents more options.

Note: *Non-English users may need to use a day/month/year format and military time.*

◆ Set urgent status

Marking a message as **urgent** appears with an exclamation point (!) in Web PhoneManager. The urgent message also appears before all other non-urgent messages in the recipient's voice mailbox.

◆ Restrict forwarding

Use for private messages. They appear with a "P" in We PhoneManager and cannot be forwarded to others.

◆ Request a Receipt

Your voice mailbox receives a message when the recipient listens to your message. The system tells you when the message was listened to and replays the message. **Note:** *The recipient will not know that you requested this receipt notification.*

◆ Leave Callback number

The voicemail header reports a different callback number, but only if the recipient's voicemail settings allow it. If the subscriber has only a date/time header, or no header, no callback number will play.

Info/Group Options

Pressing **0** while listening to a message accesses the header information and group options:

Message info (header)	0	Select all messages	7
Select message	1	Cancel all selections	8
Cancel selection	2		

◆ Message Info (Header)

The Header gives such information about the call as its date and time, as well as the caller's name and number.

◆ Select Message

If two or more messages are from the same caller or relate to the same topic, you can select them and make a group. Then you can forward, delete, or save that group.

You can only have one group at a time. Grouped messages stay together, so if you delete the group, those messages disappear.



◆ **Cancel Selection**

This cancels only the selection of specific messages for grouping.

◆ **Select All Messages**

Pressing 7 selects all the messages in your Inbox or saved mailbox, which you can then process as a group.

◆ **Cancel All Selections**

This cancels the Select All messages command. All message selections are cancelled once you hang up.

Managing Selected Messages

Selecting messages allows you to process them as a group. The following options are available for managing selected messages:

Listen	1	Delete group	4
Forward group	2	Save group	5

- ◆ **Listen**—This allows you to listen to only the messages that have been selected. In this way, you can review which messages are in the group before message processing.
- ◆ **Forward group**—This allows you to forward all the selected messages to once person, at one time, with the announcement. The recipient will receive each message that you forwarded as a separate voicemail. All of them will have the same announcement.
- ◆ **Delete group**—This will delete all messages in the group.
- ◆ **Save group**—This will save all the messages in the group.



User Options (PhoneManager)

Reach the User Options menu by pressing **3** when in the Main Menu. Choose from the following options:

Personal options	1	Record your busy greeting	5
Messaging options	2	Record your out-of-office greeting	6
Record your standard greeting	4		

Personal Options

By pressing **3**, then **1**, from the Main Menu, Personal Options can be changed; for example:

Change message notification	1	Record an announcement for a mailbox you sponsor	6
Record personal greeting	3	Change language selection	7
Change security code	4	Change SMS notification	8
Record your name	5		

Change Message Notification

Pressing **1** changes immediate message notification settings:

- ◆ First, press **1** to turn message notification on. Press **2** to turn it off.
- ◆ Press **3** to edit setup. The system guides you through further options:
 - ♣ Press **1** to edit the setting for that current option; or **9** to continue to the next option without making any changes. Once you've made a change, the system automatically presents you with the next set of options, in the following order:
 - ♣ **Urgent Messages only**—Press **1** to limit notification to urgent messages only; *and/or*
 - ♣ **Limit notification to messages from a specific mailbox**—Press **1** to limit the message notification to messages received from a specific CallXpress subscriber. The system prompts you to enter the 5-digit extension, and then to press # when finished; *and/or*
 - ♣ **Limit to notification to specific types**—Press **1** to limit notification to specific types of messages:
 - **1** for voice messages;
 - **2** for fax messages;
 - **3** for email messages; *and/or*
 - ♣ **Limit notification to specific hours**—Press **1** to limit notification to specific hours:
 - enter the start time, followed by the # sign. Press **1** for a.m. and **9** for p.m.;
 - Enter the end time, followed by the # sign. Press **1** for a.m. and **9** for p.m.; *and/or*
 - ♣ **Limit notification to specific days**—Press **1** to limit notification to specific days:

Monday	1	Friday	5
Tuesday	2	Saturday	6
Wednesday	3	Sunday	7
Thursday	4		



Enter the number for the day(s) you want the notification active. For multiple days, enter more than one number, and press **9** when finished.

- ✦ **Number of times to traverse personal call list**— Enter how many times CallXpress should traverse your Personal Call List before it abandons notification attempts, followed by the # sign.
- ✦ **Personal Call List**—To notify you of messages, CallXpress dials the numbers in this list, in the order you specify.
 - Press **1** to add an entry to the call list. Enter the phone number, followed by the # sign. *Note:* for a radio pager, press **1**; for a digital pager, press **2**; or press **3** for a PIN pager. Otherwise, press **9**.
 - Press **2** to modify an entry, entering its line number. For example, if you want to modify the second number in the list, press **2**.
 - Press **4** to delete an entry by entering its line number, i.e., if you want to delete the second number in the list, press **2**. The system repeats the number and asks you to confirm the deletion.
 - Press **5** to review the call list

Entries are announced in the order you specified.

Record Personal Greeting

From the User Options menu, press **1** for personal options, then **3** to record your personal greetings.

- ◆ **1** records the busy greeting that plays when you are on another call.
- ◆ **2** records your standard greeting.
- ◆ **3** records and sets your out-of-office greeting.

Note: *This greeting activates immediately after recording it; it cannot be saved for later use.*

Once you select which greeting to record, the system plays the current greeting (if there is one), and then gives you these options:

Save	5
Delete and record new	4
Review	6

After recording your greeting you will have the following options:

Quick Greeting Record

CallXpress give you the option of quickly recording your greeting. From the User Options menu:

Record standard greeting	4
Record busy greeting	5
Record out-of-office greeting	6

This option won't play a current greeting. It only prompts you to "start recording at the tone." Press any key to stop recording, then press **5** to save it.

Note: *Out-of-office greetings activate immediately.*

Change Security Code

From the User Options menu, press **1** to reach personal options, then **3** to change your security code. CallXpress prompts you to enter your new security code, then press # when done. Repeat this process to confirm the code.

Your security code must be at least four digits and cannot be a simple run or repetition of numbers (i.e. 1234 or 1212).



Recording your name

CallXpress uses your recorded name both to identify you to your caller and to anyone who types your name into the directory. Therefore, say only your first and last names when recording.

From the main menu, press **3** to access the User Options, **1** to access personal options, and then **5** to record your name. The system will state your mailbox number and the current recorded name. Press **2** to start recording, and **2** to stop recording. You then have three options:

Save	5
Review	6
Discard	4

Follow the prompts if you need to re-record your name.

Recording an Announcement for a Mailbox you Sponsor

If you sponsor a mailbox (announcement, call processor, distribution list, interactive mailbox, or message center), you can record an announcement for it. Press **3** at the Main Menu to get to the User Options menu, press **1** to access your personal options, and then press **6** to record the announcement.

The system prompts you to enter the mailbox number. Press **2** to start recording and **2** again to end. You then have three options:

Save	5
Review	6
Discard	4

Follow the prompts if you need to re-record your sponsored mailbox announcement message.

Change Language Selection

With CallXpress, you can choose to have your messages presented in American English, French, Spanish, German, and British English.

To change the language, press **3** at the Main Menu to get to User Options. Then press **1** to access your personal options and press **7** for language selection. The system prompts you to press **1** to select the next language, in this order: American English, French, Spanish, German, and British English. Once you've changed the language, all prompts present in that language. You now need to record greetings in the new language.

Change SMS Notification

Pressing **8** in the Personal Options menu allows you to change SMS notification options. The system walks you through setting your SMS notification options.

- ◆ First, press **1** to turn SMS notification on. (Press **2** to turn it off.)
- ◆ Press **3** to edit the setup. The system prompts you to either press **1** to edit the settings for the current option, or to press **9** to proceed without making any changes. Making a change causes the system to provide the following options, in the following order:
 - ♣ **Urgent messages only.** Press **1** to limit notification to urgent messages only; *and/or*
 - ♣ **Limit notification to specific types.** Press **1** to limit notification to specific types of messages such as
 - voice messages (**1**);
 - fax messages (**2**);



- email messages (3).
- ♣ **Limit notification to specific hours.** Press **1** to limit notification to specific hours.
 - Enter the start time, followed by the # sign. Press **1** for a.m. and **9** for p.m.
 - Enter the end time, followed by the # sign. Press **1** for a.m. and **9** for p.m.
- ♣ **Limit notification to specific days.** Press **1** to limit notification to specific days.

Monday	1	Friday	5
Tuesday	2	Saturday	6
Wednesday	3	Sunday	7
Thursday	4		

Enter the number of the day that you want notification active. For more than one day, enter more than one number. Press **9** when done.

Messaging Options

The Messaging Options menu can be reached by pressing **1** in the Main Menu, then **2** in the User Options Menu. The following options are available:

Record a name for a sponsored mailbox	2	Change message presentation ordering	5
Change a personal distribution list	3	Change message envelope settings	6
Change message forwarding	4		

Record a Name for a Sponsored Mailbox

You can record a name for an announcement mailbox, call processor, distribution list, an interactive mailbox, or a message center. To record a name for a mailbox that you sponsor, press **3** at the main menu to get to the User Options menu. Then press **2** to access Messaging Options, and press **2** to record the name.

The system prompts you to enter the mailbox number, and it plays the recorded name. Press **2** to start recording, and **2** again to stop. You then have the following options:

Save	5
Review	6
Discard	4

Change a personal distribution list

Personal distribution lists allow you to quickly send messages to a set group. You can add and remove members for any distribution list you sponsor.

To change such settings as who can send messages to the list, contact NTS at 5-4434.

To change a personal distribution list, press **3** in the Main Menu to access User Options, then **2** for Messaging Options. Finally, press **3** to change a personal distribution list.

The system prompts you to enter the number of your sponsored list. CallXpress then lists the following options:



Add Members	1	Record Distribution List Name	4
Remove Members	2	Cancel	*
Review Members	3		

◆ Adding Members

The system prompts you to enter the new member's mailbox number. If you don't know the mailbox number, press # to search the directory. Once you have input the number, the system says the person's name and adds the number to your distribution list.

Note: Press * to cancel and go back one menu at any time.

◆ Removing members

To remove a member from a distribution list, enter that person's mailbox number. If you don't know the mailbox number, press # to search the directory. After entering the mailbox number, the system verifies the person's name and then removes it from the list.

You can press * to cancel and go back one menu at any time.

◆ List members

Press 3 to list all the members in your distribution list. You can skip ahead by pressing 9 or skip back by pressing 3.

◆ Recording a name for the distribution list

Recording a name on a distribution list makes the list easier to identify. To record a name, press 5. The system will then play the recorded name, if any. Press 2 to begin recording and 2 to stop the recording. You will then have the following options:

Save	5	Discard	4
Review	6	Cancel or go back one menu	*

Change Message Forwarding

◆ First, press 1 to turn message notification on. Press 2 to turn it off.

◆ Press 3 to edit the setup. The system walks you through the following options: 1 to edit the current setting; or press 9 to continue without making any changes. After you make a change, the system automatically presents you with the next set of options, in the following order:

- ♣ **Enter forwarding mailbox.** Enter the mailbox to which you want your messages automatically forwarded.
- ♣ **Limit forwarding to urgent messages only.** Press 1 to limit forwarding to urgent messages only.
- ♣ **Limit forwarding to messages from a specific mailbox.** Press 1 to limit forwarded messages to messages from a specific mailbox. The system prompts you to enter the mailbox from which to forward.
- ♣ **Limit to specific types.** Press 1 to limit notification to either fax or voice messages. Press 1 to forward only voice messages, and 2 to forward only fax messages.
- ♣ **Limit notification to specific hours.** Press 1 to limit notification to specific hours.
 - Enter the start time, followed by the # sign. Press 1 for a.m. and 9 for p.m.
 - Enter the end time followed by the # sign. Press 1 for a.m. and 9 for p.m.
- ♣ **Limit notification to specific days**—Press 1 to limit notification to specific days:



Monday	1	Friday	5
Tuesday	2	Saturday	6
Wednesday	3	Sunday	7
Thursday	4		

Change Message Presentation Ordering

- ◆ **First-in, first-out.** Press **1** to have messages presented in time/date order.
- ◆ **Last-in, first-out.** Press **2** to have the last message left retrieved before older messages.
- ◆ **Urgent first.** Press **1** to have urgent messages played first. To skip this option, press **9**.
- ◆ **Listen to messages by type.** Press **1** to have messages presented and sorted by type. Press **9** to skip this step.

Change Message Envelope Settings

The message envelope contains the name, phone number and time of call. You can hear the message envelope first (press **1**), after the message (press **2**), or only on request (press **9**).

Hear before message	1
Hear after message	2
Only on request	9



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