

Forward a Copy of a Message to another mailbox on the same UMass System

After listening to a message:

- **Press [6]** to Copy that message to another subscriber(s) mailbox
- You will be prompted to record your introduction, then **Press [#]**
- Enter the mailbox(es) to forward to, **pressing the [#] key** after each destination

Note: Messages marked "Private" cannot be forwarded

Phone Manager Options at the Main Menu

Change Security Code

Security Code [4, 1, 4]

Personal Distribution Lists

If you send messages to the same group of people regularly, telecommunications can build a personal distribution list mailbox for you. The initial setup is done by telecommunications, but you have full control thru your own voice mailbox once it is built.

Log into your voice mailbox

At the **Main Menu**, press

- [4] for User Options
- [2] for Messaging Options
- [3] to Change a Personal Distribution List

You will be prompted to enter the distribution mailbox number. Enter the mailbox number or to hear a list of these mailboxes **Press [#]**

Once you are in the distribution list mailbox

- [1] to add members
- [2] to remove existing members
- [3] to hear a list of current members
- [4] to record a name

Change/Record/Activate Greetings

Standard/Personal greeting [4, 4]

Name recording [4, 1, 5]

Out of Office Greetings-

This system allows you to have an Out of Office Greeting pre-recorded. You will be able to listen to it and keep it or discard it. If you choose to not have a pre-recorded out of office greeting, you can still record one and it will become active as soon as you record it. You are reminded at log in that it is active.

To record for immediate activation:

Log into your mailbox

From the **Main Menu**, press

- [4] Phone Manager Functions
- [6] Out of Office Greeting

Start recording.

When you are finished recording, **Press any key to stop.**

To **save** the greeting, **Press [#]**

To **cancel** Press [*] **this action does not save the greeting.**

To **re-record**, Press [6]

When you dial into your mailbox the system tells you your out of office is on.

Remove press [4]

Continue and keep press [5]

Pre-record Out of Office- Log into your mailbox

From the **Main Menu**, press

- [4] Phone Manager Functions
- [1] Personal Options
- [3] Personal Greetings
- [3] Out of Office

The system will announce if you already have an Out Office Greeting Recorded. It will then play it for you. You will have the option to keep it, delete it, or turn it on.

To record a new Out of Office Greeting, **Press [2]**

To hear your newly recorded greeting, **Press [6]**

To erase and re-record your greeting, **Press [4]**

To turn on the Out of Office, **Press [5]**



**CallXpress
Voice Mail Instructions
With Email (SMS)
Notification**

To Access the CallXpress System

From your phone

Press Message Waiting Key if flashing or dial extension **5-5555**

Enter your security code

From another phone that has voice mail

Dial extension **5-5555**, when the system answers **Press [*] then [#] sign**

Enter your mailbox number and security code

Externally 774-455-5555

When the system answers, **Press the # key**

Enter your mailbox number (your 5 digit extension)

Enter your security code

For assistance contact the UMW Help Desk at 68643 to have a ticket opened for a Telecommunications staff member to contact you. Information is also available on the web site : <http://inside.umassmed.edu/is/telecom/index.aspx>

Voice Mail Message Notification Options

Message Waiting Light

You can be notified of new messages with a message waiting light on your UMass Telephone. This is the system default. **We can now light more than 1 extension for the same mailbox.** If you would like this option, contact the UMass Customer Support Center at X68643.

Short Message Signaling (SMS)

By system default a notification (SMS) email is sent to your Outlook Inbox. The email lets you know that you have a new voice mail message. **DO NOT reply back to this email address, it is for outbound emails only.**

If the caller who left you the message has a voice mailbox on the system, you will see their name in the subject line of the email. If the caller is not on the voice mail system, you will see whatever their phone system sends out for caller ID. In some calls you will get their phone number.

Example :

From Line

voicemail@umassmed.edu

Subject Line-from a subscriber

Voice msg from Smith, John Unread: 1

Subject Line-from a non subscriber

Voice msg from Outside caller 95083342000

Body of the Message

Please call Internally extension 5-5555 or Externally 774-455-5555 to listen to your voice mail messages. Thank you

To opt out of the SMS email notification, contact the UMass Customer Support Center at ext. 68643

Listening to Messages

Dial into the system and log into your voice mailbox

The system will announce if you have messages.

At the Main Menu

New Messages: **Press [1, 1]**

All Messages: **Press [1, 2]**

Saved Messages: **Press [1, 5]**

While Listening

Back up five seconds [1]

Return to start [1 1]

Pause or continue [2]

Advance five seconds [3]

Advance to end [3 3]

Advance to end and delete [3 3 7]

Advance to end and save [3 3 9]

Decrease speed [4]

Slowest speed [4 4]

Play message info [5]

Increase speed [6]

Fastest speed [6 6]

Skip to next saved message [#]

After listening to a new message

-To review this message [4]

-To message envelope information [5]

-Forward the message to another subscriber [6]

-Delete the message [7]

-To save this message [9]

-To skip to the next message [#]

-To quit [*]

Additional prompts you will hear if the message is from another subscriber on the CallXpress System

-Reply to message [8]

-To transfer to the person who sent this message [8 8]

Note: Once you save a message the system will automatically re-save it. You will not need to press [9] again to save it.

After listening to a saved message

-To review this message [4]

-To message envelope information [5]

-Forward the message to another subscriber [6]

-Delete the message [7]

-To skip to the next message [#]

-To quit [*]

Additional prompts you will hear if the message is from another subscriber on the CallXpress System

-Reply to message [8]

-To transfer the person who sent this message [8 8]

Sending Messages– From within your own mailbox

Log into your mailbox

-At the **Main Menu**, **Press [2]** send a message

-Record your message, when finished **Press [#]**

-When prompted, enter the mailbox number to send to. **The mailbox must be on the UMass CallXpress System.** You will hear the recorded name of the destination you entered. If correct, you may send by **Pressing the [#] sign OR:**

Press zero to review routing options: (before sending)

[1] Private delivery

[2] Urgent

[3] Return Receipt Delivery

[4] Future delivery

When done sending the message to all destinations, **press the [*] key** to return to the **Main Menu**

The system will ask if there are other destinations for this same message, follow the prompts to send to other mailboxes.

Number of Messages per mailbox:

-150 messages, new and saved– it is recommended that you delete any unnecessary messages.

-Subscriber message length– maximum 4 minutes

-Outside callers message length– maximum 5 minutes

-Messages can be saved for up to 6 months.