Brooklyn College Information Technology Services
Office of Telecommunications
718.951.5533

CallXpress® Quick Reference Card

Main Subscriber Menu

Listen to new messages (unread, then read)	1
Listen to saved messages	5
Listen to deleted messages	7
Listen to selected messages	6
Record and send a message	2
Set user options	3

Message Ordering

Voice messages	1
Fax messages	2
Email messages	3
Messages from outside callers	4
Messages from a specific mailbox	5
All messages	9

Listening Options

Pause	1
Forward	2
Back up five seconds	3
Delete	4
Save	5
Review	6
Skip to next message	7
Reply	8
Advance five seconds	9
Info / group options	0

Continue listening	1
Change language[†]	3
Increase speed[†]	4
Set bookmark	5
Increase volume	6
Decrease speed[†]	7
Resume from bookmark	8
Decrease volume	9

Manage Selected Messages

Listen	1
Forward group	2
Delete group	4
Save group	5

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

Select mailbox	1
Record	2
Transfer to extension	3
Transfer to number	4

Enter a mailbox number	
or	
Directory	#

Start recording	2
Speak your message	
Stop recording	2

Recording Options

Pause or continue	2
Back up five seconds	3
Delete	4
Send	5
Review	6
Advance five seconds	9
Set routing options	0

Future delivery	1
Set urgent status	2
Restrict forwarding	3
Append a fax	4
Request a receipt	5
Leave callback number	8

User Options (PhoneManager™)

Personal options	1
Messaging options	2
Automated attendant options	3
Record your standard greeting	4
Record your busy greeting	5
Record your out-of-office greeting	6

Personal Options

Change message notification	1
Change daily message reminder	2
Record personal greeting	3
Change security code	4
Record your name	5
Record an announcement for a mailbox you sponsor	6
Change language selection	7
Change SMS notification	8

Messaging Options

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

Automated Attendant Options

Change call screening	1
Change call blocking	2
Change extension-specific processing	3
Change diverted call processing	4

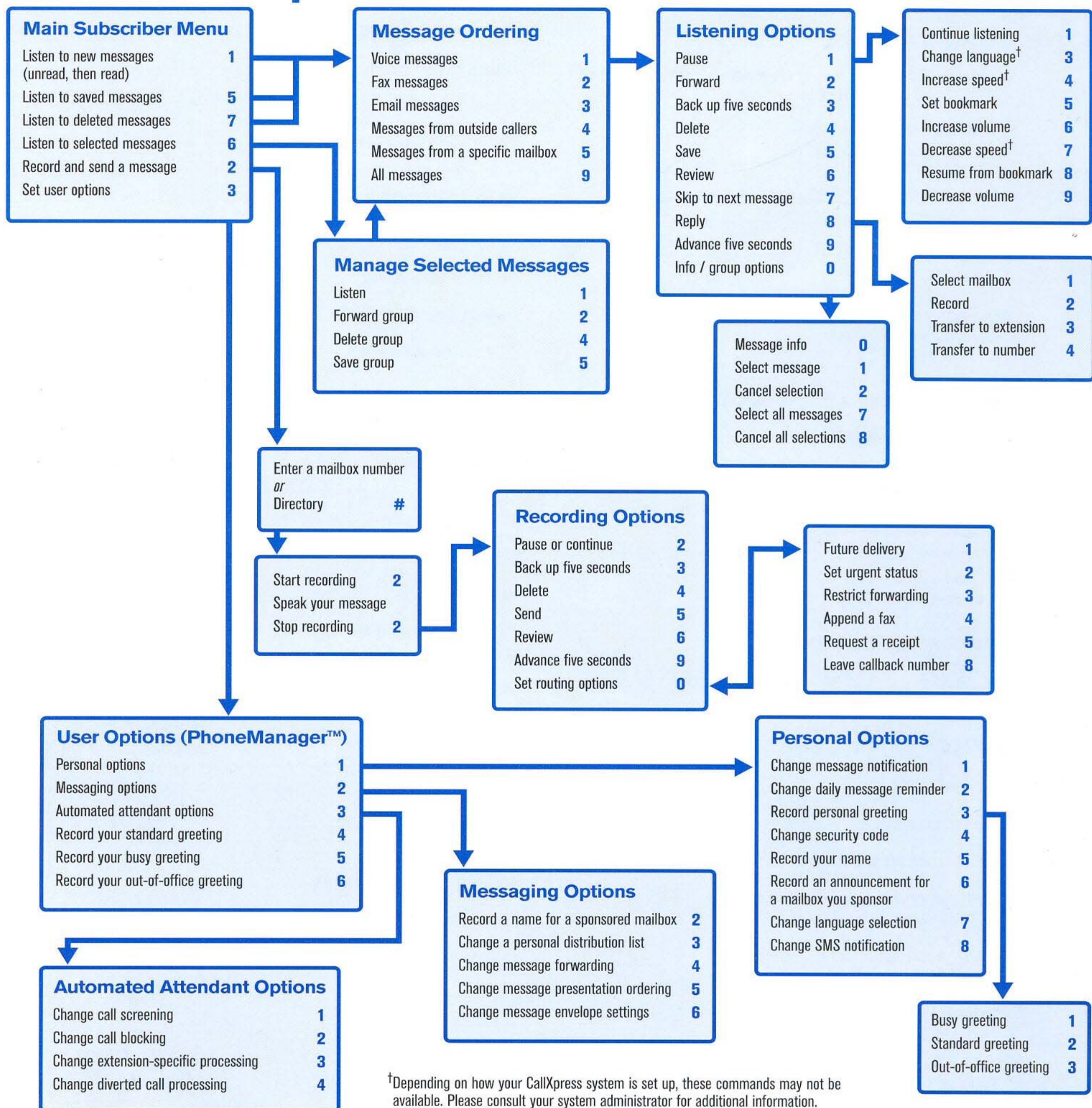|	
Busy greeting	1
Standard greeting	2
Out-of-office greeting	3

[†]Depending on how your CallXpress system is set up, these commands may not be available. Please consult your system administrator for additional information.

Welcome!

Brooklyn College's new CallXpress® unified messaging system is designed to provide you with the same convenient access to your voice, fax, and email messages whether you are at your desk or calling in over the telephone.

Before You Start

To set up CallXpress, your system administrator will give you the following information.

CallXpress internal number:

5600

CallXpress external number:

718-951-5600

Your subscriber mailbox number:

Is your 4 digit phone extension

Your default security code is 0000.

Gaining Access to Your Mailbox

Follow these simple steps to start using CallXpress.

1. Call the internal or external number your administrator has given you for reaching your CallXpress system.
2. If necessary, press # or any other key that your CallXpress system requires.
3. If prompted, enter your subscriber mailbox number.
4. Enter a security code (or the default code, if your administrator has given you one).

Performing Common Tasks

If you're looking for a quick hint on how to perform a specific task, read on.

Getting Started

If you want to ...	Then enter ...
Listen to new messages	1
Listen to saved messages	5
Listen to and recover messages you've marked for deletion (in this session only)	7
Review, forward, delete, or save messages you've selected	6
Record a message for another subscriber	2 extension

After Recording a Message

If you want to ...	Then enter ...
Append a fax	0 4
Leave a number where you can be reached	0 8
Mark the message urgent	0 2
Request a return receipt	0 5
Request future delivery	0 1
Restrict forwarding of the message	0 3

While Listening to a Message

If you want to ...	Then enter ...
Increase playback speed[†]	1 4
Decrease playback speed[†]	1 7
Increase playback volume	1 6
Decrease playback volume	1 9
Skip ahead five seconds	9
Skip back five seconds	3
Skip to the next message	7

Setting Up Your Mailbox

If you want to ...	Then enter ...
Change your busy greeting	3 1 3 1 or 3 5
Change your name recording	3 1 5
Change your out-of-office greeting	3 1 3 3 or 3 6
Change your password	3 1 4
Change your standard greeting	3 1 3 2 or 3 4
Set automatic message forwarding	3 2 4
Set Immediate Message Notification	3 1 1
Set message presentation ordering	3 2 5