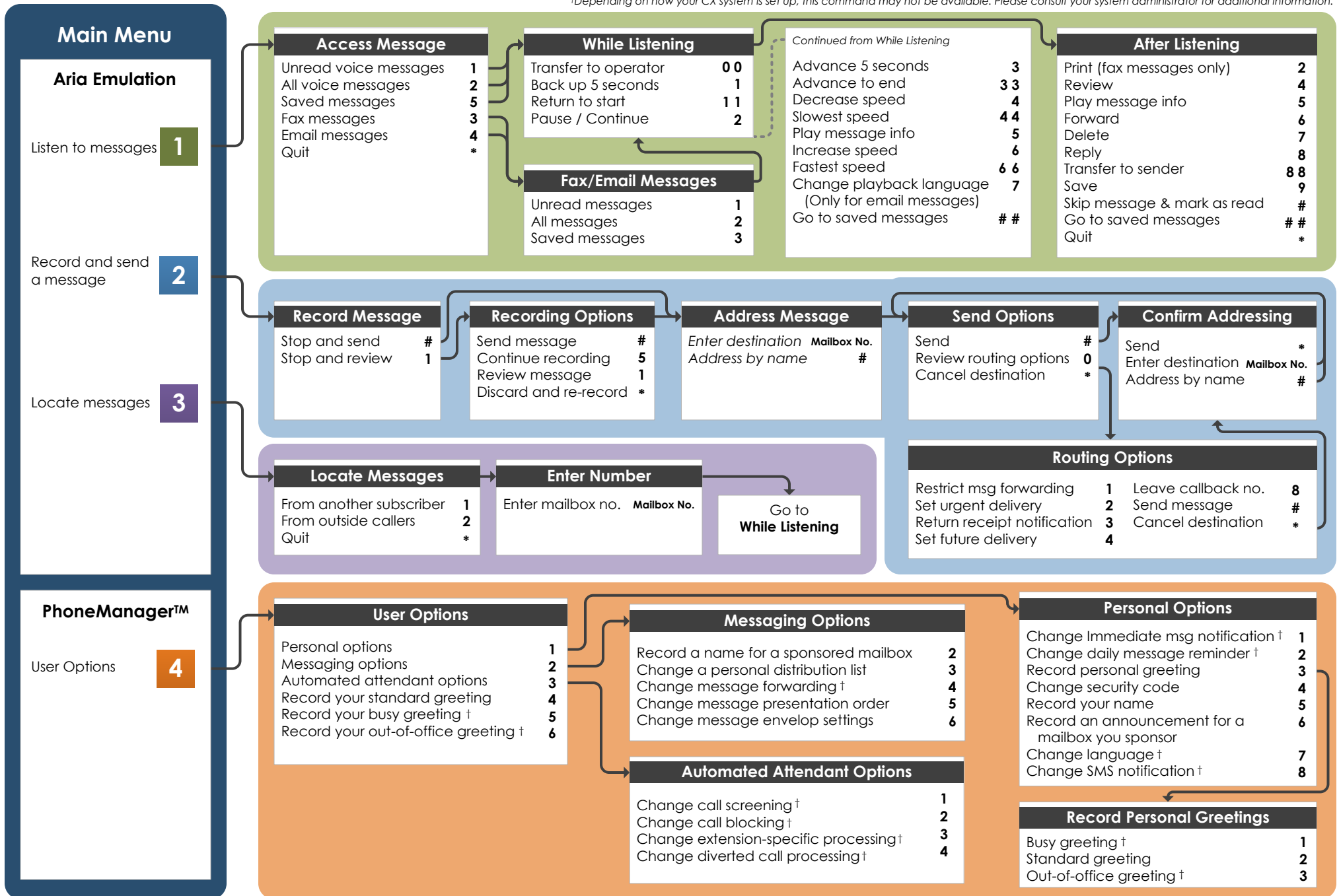


# IT Services - Voice Mail Quick Reference Guide

*†Depending on how your CX system is set up, this command may not be available. Please consult your system administrator for additional information.*



## Welcome!

Your organization's new CX 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. When you call in, the Octel Aria emulation saves you the effort of relearning most of the keystroke commands you use to send, retrieve, and manage messages.

‡ Please be sure that this is the most recent version of the document.



## Before You Start

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

CX internal number: \_\_\_\_\_

CX external number: \_\_\_\_\_

Your subscriber mailbox number: \_\_\_\_\_

Your system administrator may also give you a default security code to use when you log on to CX for the first time.

## Gaining Access to Your Mailbox

Follow these simple steps to start using CX.

1. Call the CX internal or external number.
2. If necessary, press the key for triggering a subscriber log on (default = #).
3. If prompted, enter your subscriber mailbox number.
4. Enter your security code (or the default code, if your administrator has given you one).

## Performing Common Tasks

If you are looking for a quick hint on how to perform a specific task, here is the list of the shortcut commands.

† Depending on how your CX system is set up, this command may not be available. Please consult your system administrator for additional information.

### Getting Started...

<i>If you want to...</i>	<i>Then enter...</i>
Listen to new messages	<b>1</b>
Record and send a message	<b>2</b>
Locate messages	<b>3</b>
User options	<b>4</b>

### After Recording & Addressing Message

<i>If you want to...</i>	<i>Then enter...</i>
Restrict message forward	<b>1</b>
Mark the message urgent	<b>2</b>
Request a return receipt	<b>3</b>
Request future delivery	<b>4</b>
Leave a number where you can be reached	<b>*8</b>

### Changing Your Mailbox Options

<i>If you want to...</i>	<i>Then enter...</i>
Change name	<b>4 1 5</b>
Change password	<b>4 1 4</b>
Change standard greeting	<b>4 4 or 4 1 3 2</b>
Change out-of-office greeting †	<b>4 6 or 4 1 3 3</b>
Change busy greeting †	<b>4 5 or 4 1 3 1</b>
Create or update a personal distribution list	<b>4 2 3</b>
Set automatic message forwarding	<b>4 2 4</b>
Set Immediate Message Notification	<b>4 1 1</b>

### After Listening to Message

<i>If you want to...</i>	<i>Then enter...</i>
Forward message to another subscriber	<b>6</b>
Delete the message	<b>7</b>
Reply	<b>8</b>
Transfer to a sender's extension	<b>8 8</b>
Transfer to a sender's outside number	<b>8 4</b>
Save the message	<b>9</b>
Send message to default fax number †	<b>2 1</b>
Send message to spec. fax number †	<b>2 2</b>