



**Networking & Telecommunications**  
Allegheny Hall, Bsmt Room 002  
610-436-3535  
fax: 610-436-3110  
NetTel@wcupa.edu

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## **WCU Voice Mail**

### **INITIAL ACCESS INSTRUCTIONS**

Dial x2232

You will immediately be prompted for a security code (password): enter 0 0 0 0 0 0  
The system will ask you to enter a new security code (password): enter your desired security code (password) and press the # key.

The system will ask you to reenter the new security code (password): reenter the same new security code (password) and press the # key

Next you will be prompted to record a name. This is the name that only you hear when you enter your mailbox to check messages. Follow the instructions given by the system: press 2 to record your name; then press 2 again to stop. Press 5 to save the new recorded name.

Next you will be prompted to record a new greeting. This is the greeting that all callers will hear when call you. Follow the instructions given by the system: press 2 to record your name; then press 2 again to stop. Press 5 to save the new greeting.

Once you have completed these three steps, the system will go into a speech about some features on the system. When it has completed; you can check messages in the same way as before. Press 1 to listen; 7 to delete, etc.

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## ADDITIONAL VOICEMAIL SYSTEM INSTRUCTIONS

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### ENTERING THE VOICEMAIL SYSTEM

From your office phone:

1. Dial x2232
2. Enter security code (password) when prompted.

From any other campus phone:

1. Dial x2232
2. When the system answers and the announcement starts, immediately press \* and #
3. Enter four digit extension of the number for which you want to check voicemail
4. Enter security code (password) when prompted.

From off campus:

1. Dial 610-436-2232
2. When the system answers and the announcement starts, immediately press \* and #
3. Enter four digit extension of the number for which you want to check voicemail
4. Enter security code (password) when prompted.

### CHANGING THE RECORDED NAME

1. Press 4 (user options)
2. Press 1 (personal options)
3. Press 5 (recorded name)
4. Follow the system prompts to record your name

### CHANGING YOUR GREETING

1. Press 4 (user options)
2. Press 1 (personal options)
3. Press 3 (record personal greeting)
4. Press 2 (standard greeting)
5. Follow the system prompts to record your greeting

### CHANGING YOUR SECURITY CODE

1. Press 4 (user options)
2. Press 1 (personal options)
3. Press 4 (change security code)
4. Follow the system prompts to change your security code.

### CHECKING/REVIEWING MESSAGES

1. Press 1 1 to hear unheard messages
2. Press 4 to replay the message
3. Press 6 to forward a copy of the message to another voicemail user
4. Press 7 to erase the message
5. Press 8 to reply to the message via voicemail (of campus voicemail user)
6. Press 9 to save the message

## **SKIPPING TO THE END OF A MESSAGE**

From time to time you may find you have a message that never seems to end or is so long that you don't want to wait for the end. In order to skip to the end of a message:

1. Press 1 to listen to start listening to your messages
2. Once the troublesome message begins to play press 3,
3. Immediately press 3 again – this takes you to the end of the message
4. Press 7 to delete the message or 9 to save it.

## **MESSAGE WAITING INDICATOR**

1. A stutter dial tone is used to notify the recipient of new messages waiting to be heard.
2. You will need to periodically lift your telephone receiver to see if you have a stutter dialtone.
3. If you usually receive a few messages a day and find someday that you have gone a long time without any messages, dial into your voice box and check for messages anyway. If this does happen to you, report the trouble to the office of Networking & Telecommunications.

## **ADDITIONAL VOICEMAIL INFORMATION**

- A phone with voicemail cannot be forwarded to a phone that does not have voicemail, and vice versa because the incoming calls will be left in limbo.
- The Networking & Telecommunications office does not store security codes (password). It is up to the user to remember his/her security code (password).
- Once you enter the voicemail system, the system will provide voice prompt instructions so that no matter where you are, the system will guide you to the option you wish to reach. In addition, you can follow along with the Quick Reference Card (PDF)

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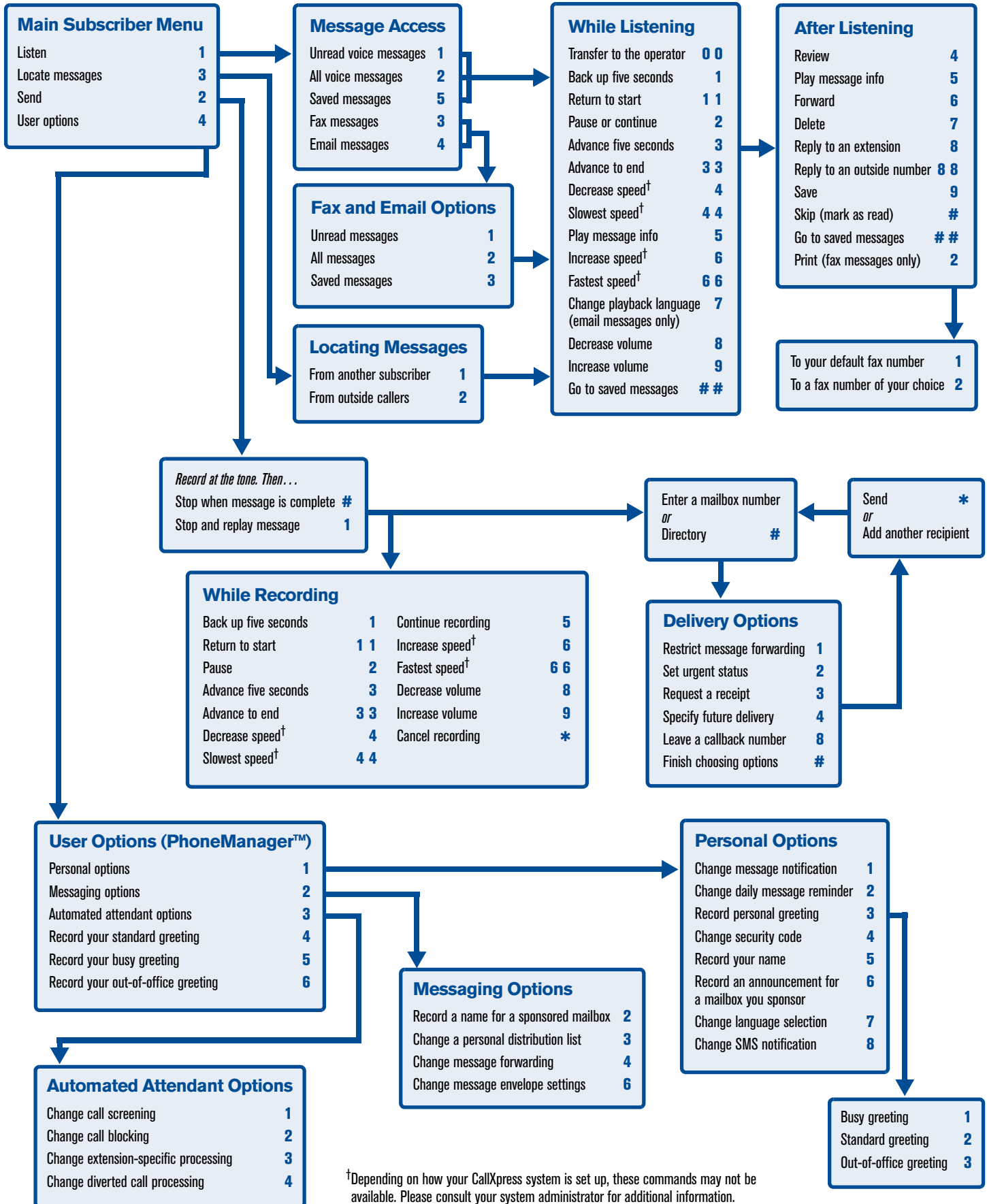
If you have any questions, or need assistance please contact our office.

Networking & Telecommunications  
436-3535 (x3535 on-campus)



# CallXpress® Quick Reference Card

## for Octel Aria Emulation



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

## Welcome!

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

## Before You Start

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

CallXpress internal number:

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CallXpress external number:

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Your subscriber mailbox number:

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

## Gaining Access to Your Mailbox

Follow these simple steps to start using CallXpress.

1. Call the CallXpress internal or external number.
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

<i>If you want to ...</i>	<i>Then enter ...</i>
Listen to new voice messages	<b>1 1</b>
Review new fax messages	<b>1 3 1</b>
Review new email messages	<b>1 4 1</b>
Locate messages from a specific subscriber	<b>3 1</b>
Locate messages from outside callers	<b>3 2</b>
Record and send a message	<b>2</b>

## After Recording and Addressing a Message

<i>If you want to ...</i>	<i>Then enter ...</i>
Restrict forwarding of the message	<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>

## After Listening to a Message

<i>If you want to ...</i>	<i>Then enter ...</i>
Forward the message to another subscriber	<b>6</b>
Delete the message	<b>7</b>
Reply (to an extension)	<b>8</b>
Reply (to an outside number)	<b>8 8</b>
Save the message	<b>9</b>
Send the message to your default fax number (if it is a fax)	<b>2 1</b>
Send the message to a fax number you specify (if it is a fax)	<b>2 2</b>

## Setting Up Your Mailbox

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

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