CX Short Message Service (SMS) Quick Reference Card

AVST

The Short Message Service (SMS) support1 in CX provides text message notification about new messages in your subscriber mailbox to your mobile telephone or pager. When SMS is enabled, your mobile device displays a text description for each new message that arrives. You can configure the messages you want to be notified of (voice, fax, or both), the days and times of day CX can notify you, and the number of your mobile device.

To use this feature, your cellular or paging service provider must support SMS. The feature must also be enabled in your subscriber mailbox by the system administrator. Check with the system administrator to find out if it's available and if you have privileges. In addition, your subscriber mailbox must be set for the standard CX telephone user interface (TUI) for the instructions on this card to be correct. The system administrator can tell you if this is the TUI you're currently using and provide you with an alternate SMS quick reference card if necessary.

The Quick Reference on this card gives an overview of the process for using SMS notification options.

*This feature may be restricted or not available. Check with the system administrator for availability.

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Enabling or disabling SMS notification

1. Access your subscriber mailbox.
2. Press 3 to access PhoneManager, then press 1 to access Personal Options.
3. Press 8 to access Short Message Service.
4. Press 1 to enable SMS notification or press 2 to disable it.
   CX returns you to the Personal Options menu.

Changing your SMS settings

1. Access your subscriber mailbox.
2. Press 3 to access PhoneManager, then press 1 to access Personal Options.
3. Press 8 to access Short Message Service, then press 3 to change your SMS settings.
4. When prompted, enter the mobile telephone number where you want to be notified of new messages, then press # and confirm the number. You must enter this number in the format required by the cellular or paging service provider.
5. Press 1 to be notified of urgent messages only, or press 9 to be notified of all messages.
6. Press 1 to be notified of specific types of messages only, or press 9 to be notified of all types of messages. If you pressed 1, select the types of messages you want to be notified of from the list of options, then press 9 when you are done selecting.
7. Press 1 to be notified of messages that arrive during specific times of the day, or press 9 to be notified of messages 24 hours a day. If you pressed 1, enter the start time when you want notification to begin, then press #. Repeat this step for the end time when you want notification to stop.
8. Press 1 to be notified on specific days of the week, or press 9 to be notified of messages 7 days a week. If you pressed 1, select the days on which you want to be notified. The list of days will repeat until you have selected all of the days you want. When you are finished, press 9.
   CX returns you to the Short Message Service menu.

Access Your Subscriber Mailbox

1. Call the CX Internal/external phone number:
   Internal _____   External _____
2. Enter any other keys that your system requires.
3. Enter your subscriber mailbox number: _____
4. Enter your security code.   You can press ✳ at any time to cancel the current feature.

Subscriber Mailbox

Access PhoneManager	3
Access Automated Attendant Options	1
Access Diverted Call Processing	8

Short Message Service

Enable Short Message Service	1
Disable Short Message Service	2
Change Short Message Service	3

Follow the prompts to enter the following information:
• The number of your SMS mobile telephone
• Whether you want to be notified of urgent messages only or all messages
• The message types you want to be notified of (voice, fax, or both)
• The hours of the day you want to be notified
• The days of the week you want to be notified
See "Changing your SMS settings" for more information about these steps.

SMS Notification Message

When a message arrives in your mailbox, the mobile phone will display a message similar to this:

   ABCMotors: Urgent voice msg from Donald Johnson 4254551212. Unread: 5

The text may also indicate if the new message is a fax. The sender may be shown by name, a CX mailbox number, a telephone extension number, or a fax number.