


## CallXpress Unified Messaging Features

### Listen to a voice message

1. Double-click the voice message.
2. Right-click the voice attachment and select **Open**.<sup>1</sup>  
The CallXpress Media Player appears.
3. Click **Play**  to hear the message over your selected playback device.

### View a fax message

1. Double-click the fax message.
2. Right-click the fax attachment and select **Open**.<sup>2</sup>  
The RightFax viewer displays the fax.

### Reply to a voice message with an email message

1. Double-click the voice message.
2. Reply to this message as you normally do for an email message.
3. Verify the reply address is as desired.

### Forward a voice or fax message as an email message

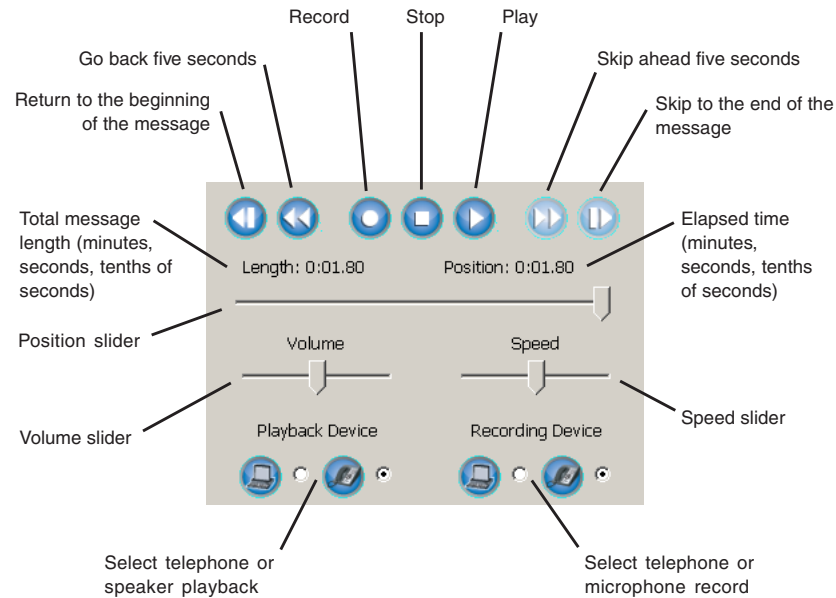
1. Double-click the voice or fax message.
2. Forward this message as you normally do for an email message.  
The voice or fax attachment will forward with the email message.

<sup>1</sup> You could also double-click the voice attachment to play the message using your default media player. However, the CallXpress Media Player will not appear and you will not be able to listen to the voice message over the telephone.

<sup>2</sup> You could also double-click the fax attachment to view the fax on your email client's default fax viewer.

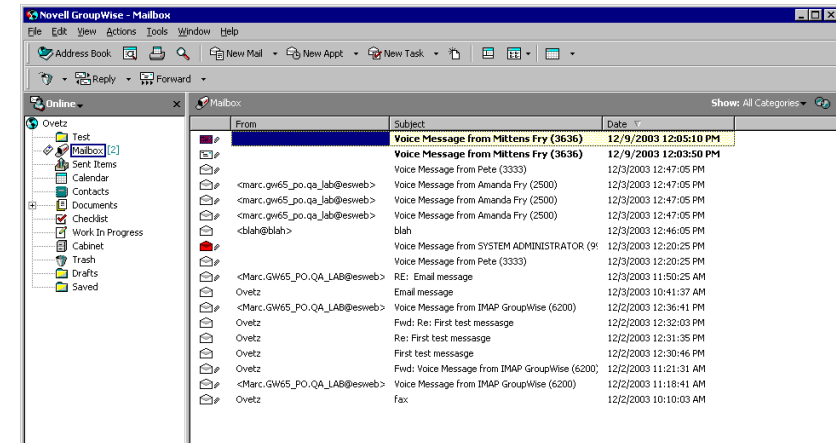
## Recording and Playback Tools

The following tools appear whenever you prepare to play back or record any greeting, or play back a voice message, with the CallXpress Media Player. (Alternatively, you may use the standard Windows Media Player for these tasks.)



## CallXpress Unified Messaging for IMAP

Welcome to CallXpress Unified Messaging for Internet Message Access Protocol (IMAP). With CallXpress Unified Messaging, you can manage your voice and fax messages along with your email messages through your email client interface. Voice and fax messages appear as attachments to email messages. Below is a picture of how you might see your voice and fax messages on a GroupWise client interface.



Voice and fax messages are indicated by attachment icons and on the Subject field.

You can see who sent the messages, the message subjects, and when the messages were sent. Because you can listen to messages in any order, it's easy to act on the important ones first.

CallXpress automatically guides new users through the process of setting up their mailboxes<sup>1</sup> when they access them through the telephone. Desktop PhoneManager<sup>2</sup> gives you another way to perform most of those steps as outlined here, except changing your security code.

### Step 1: Log on to the CallXpress telephony server

You can choose to work offline or online. Working offline does not mean that you are working without connecting to a network, but that you are working without logging on to your CallXpress mailbox. Even when you work offline, you can change some of the settings that are available when you work online, including your telephone extension and the record and playback devices. Logging on, however, permits you to make changes to all settings.

#### To work online:

1. From the Start menu, select Settings, then click **Control Panel**. Double-click **Desktop PhoneManager**.
2. At the Telephony Login dialog box, enter your CallXpress security code and click **OK** to open the Desktop PhoneManager dialog box.

#### To work offline:




1. From the Start menu, select Settings, then click **Control Panel**. Double-click **Desktop PhoneManager**.
2. Click **Work Offline** to open the Desktop PhoneManager dialog box.

### Step 2: Record your name

The recording you make of your name is used by the subscriber directory and the automated attendant directory to identify your mailbox to callers. Your recorded name is also used in envelope information for outgoing messages when appropriate. The recording should include your name only—it is not a greeting.

You can choose your recording and playback devices while recording your name, or you can set them in advance as your default settings using the Recording and Playback tab in Desktop PhoneManager. That is, you can choose to use either the telephone or your computer sound card, microphone, and speakers (if they are installed) each time you record and play back messages or you can simply use the devices that are already set.

#### To record your name:




1. If necessary, log on to your CallXpress mailbox.
2. Under Greetings on the Recording tab, select **Spoken Name**.
3. In the **Language** box, select the language in which you want the directory to introduce your name.
4. Click the **Record Greeting...** button.
5. If desired, select your recording device (telephone or microphone).
6. Click **Record**  and speak your name *only*.  
When recording, don't include an introduction such as "Hello, this is..." because CallXpress already provides an introduction.
7. To stop recording, click **Stop** .
8. To review the recording, select the playback device (telephone or speaker), then click **Play** .
9. When finished, click **OK**.

### Step 3: Record your ring/unanswered greeting

Your unanswered greeting plays to callers when you do not answer a call. You might find it helpful to write down what your greeting will say before you begin recording. A sample greeting you can use is provided.

*"You have reached the voice mailbox of <first and last name>. I am unable to take your call at the moment, but if you leave me a message I will return your call as soon as I can."*

#### To record your ring/unanswered greeting:

1. If necessary, log on to your CallXpress mailbox.
2. Under Greetings on the Recording tab, select **Ring/Unanswered Greeting**.
3. In the **Language** box, select the language in which you want the directory to introduce your greeting.
4. Click the **Record Greeting...** button.
5. If desired, select your recording device (telephone or microphone).
6. Click **Record**  and speak your greeting.
7. To stop recording, click **Stop** .
8. To review the recording, select the playback device (telephone or speaker), then click **Play** .
9. When finished, click **OK**.

After completing the three preceding steps, you are ready to use CallXpress Unified Messaging. Some basic features are covered on the other side.

To access help for CallXpress Unified Messaging, you must start Desktop PhoneManager from the Control Panel. Then click **Help** or press **F1** at any time.

<sup>1</sup> Each CallXpress server is configured differently, so this might not be true for your site.

<sup>2</sup> If you are using the international edition of the IMAP client software, use Web PhoneManager instead of Desktop PhoneManager to configure your settings.