

Voice Mail Information
and
Instructions for Staff

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Overview

- **CallXpress™ Voice Mail** is the ‘standard unified message service’ used by USQ. It is a system which provides an electronic message handling service. It is not just an answering machine; it is a complete **Call Processor**.
- After you are registered as a **Voice Mail Subscriber**, your telephone extension becomes your **Voice Mailbox**.
- This standard service will deliver your **Voice Mail Messages** directly into your **Microsoft Outlook Inbox** or, you can access your mailbox from any dial phone if you wish as the system is also capable of reading your email messages to you over the phone – albeit in a very computerised voice!
- The system is **Security Code** and **Password Protected** as you will be required to use a Security Code on the phone; and, you already need a logon password to access your Microsoft Outlook Mailbox.
- You will automatically have **24 hours Mailbox Access**.



Extension 2200 is the VoiceMail pilot number. When you dial this number internally the system automatically identifies your extension and prompts you for your Security Code. **If you are configuring a mailbox from other than its own extension, press *#** at the “Please enter your security code” prompt. You may enter another mailbox number

- Once you receive **advice** that your telephone extension is **registered** as a Voice Mail Subscriber, you will need to set up your Voice Mailbox as well as re-direct your phone to your Mailbox. Setting up your Mailbox consists of the following 5 steps:
 1. Access your Subscriber Mailbox
 2. Change the Default Security Code
 3. Record a name to identify your Mailbox
 4. Record a Personal (Standard) Greeting for your Mailbox
 5. Re-direct your phone to your Voice Mailbox

It is important that you do these steps within 24 hours of receiving your Registration advice from ICT, otherwise your callers will hear an Error Message saying that... the number they had called is invalid!

- Most computers have Microsoft Outlook already **configured** for Voice Mail use. **If** it is necessary to configure your computer, you will be contacted by ICT once your Voice Mailbox is registered.



Contact the ICT Service Desk on **1900**

Setup Instructions

Before you start it is recommended that you:

Find out from your Faculty or Department which “**reception**” your callers will be connected to when they press **Zero**, eg “ABC Reception”, as this information becomes part of your recording as shown in the sample greeting below.

Write down what you wish to record as your Personal (Standard) Greeting.

Sample greeting:

“Hello, this is [first name, last name]. I’m sorry I can’t take your call at the moment. I’m either on another call or out of the office. You can either press zero **now** to be connected to [state which reception, if applicable] or leave me your name, phone number and a short message after the tone so I can return your call. Thank you.”

Step 1 – Access your Subscriber Mailbox – for the first time

- 1 Dial **2200** from the extension you wish to setup
- 2 When prompted, enter the **Default Security Code** of 00000 (ie, 5 zeros).

Step 2 – Change the Security Code

- 3 **Press 3** to access the **Phone Manager Menu**
- 4 **Press 1** to access the **Personal Options**
- 5 **Press 4** to change your **Security Code**
- 6 When prompted, enter a **new numeric security code** followed by a # sign (**Minimum 6 digits.**)
- 7 CallXpress™ will repeat the code that you have just entered and **prompt** you to:
 - **Press 1, if correct**
 - or
 - **Press 9 to re-enter** a new security code



Protect your Voice Mail Security Code the same as you would your ATM PIN number, ie:

- Avoid ‘logical’ security codes like ‘123456’ or your phone number in reverse, etc.
- Memorise your security code. Do not write it down.
- Change your security code from time to time.
- Do not give your security code to anyone else.

If you forget your Voice Mail security code, you will need to lodge an ITSM job requesting ICT to reset your Voice Mail security code back to the default 00000. (As your security code cannot be viewed by anyone, it will have to be set back to the default before you can enter a new personal security code.)

Step 3 – Record a Name for the Mailbox

At this point, you will be in the Personal Options menu

- 8 **Press 5** to record your name
- 9 **Press 2** to start recording
- 10 **Press 2** to stop recording
- 11 At this point, you will hear the following choice of prompts:
 - **Press 6** to review your recorded name
 - **Press 4** to discard your recorded name and start again
 - **Press *** to cancel and exit this menu
- 12 When satisfied with the recording, **press 5** to save it

Step 4 – Record a Personal (standard) Greeting



To allow for international callers, when recording your greeting, always **pause** momentarily at the beginning of your recording as well as the end before you stop the recording.

At this point, you will still be in the Personal Options menu.

- 13 **Press 3** to record a personal greeting
- 14 **Press 2** to start recording
- 15 **Pause** briefly before speaking
- 16 **Pause** briefly again at the end of the greeting
- 17 **Press 2** to stop recording
- 18 At this point, you will hear the following choice of prompts:
 - Press 6 to review your recorded greeting
 - Press 4 to discard your recorded greeting and start again
 - Press * to cancel and exit this menu
- 19 When satisfied with the recording, **press 5** to save it.



Always keep your greeting as current as possible

Re-direct your Phone to your Voice Mailbox

For PABX Handsets:

Your Voice Mailbox will not work (ie, not receive and deliver any messages into your Outlook Inbox) **unless your phone is re-directed to Voice Mail**. *Before* re-directing to your Voice Mailbox, you will need to **cancel all existing re-directions**.

To cancel existing “Busy re-direct”:

- Pick up the handset and listen for the dial tone
- Press ##0#
- You will hear a high-pitched beep indicating that the diversion was successfully cancelled
- Replace the handset

To cancel existing “Not Answering Re-direct”:

- Pick up the handset and listen for the dial tone
- Press ##0#
- You will hear a high-pitched beep indication that the diversion was successfully cancelled
- Replace the handset

Re-direct “If  Busy” to your Voice Mailbox

- Pick up the handset and listen for the dial tone
- Press #0#
- Press 2200
- You will hear a high-pitched beep indicating that the diversion was successfully set
- Replace the handset

Re-direct “If  Not Answering” to your Voice Mailbox

- Pick up the handset and listen for the dial tone
- Press #0*
- Press 2200
- You will hear a high-pitched beep indicating that the diversion was successfully set
- Replace the handset



FOR CISCO IP HANDSETS

Your phone is automatically redirected to your Voice Mailbox for all calls that are not answered a when you are busy on another call. This cannot be disabled from the phone.

When you have received a message, it will be either sent to MS exchange or the red light on the top of the handset will be illuminated depending on your account configuration.

The *messages* or *msgs* button will take you direct to voicemail.

Opening a Voice Mail Message in MS Outlook



Check your messages frequently and act on them promptly. (Voice Mail is meant to improve communications, not reduce them!)

Use every day ‘housekeeping’ rules for all Outlook messages. Voice Mail messages are stored on a **server** – not on your computer’s hard disk! These messages can be stored for up to **25 days**, eg if you are on leave.

CallXpress can store/record Voice Mail messages up to **5 minutes** in length.

All Voice Mail messages are automatically delivered into your **Outlook Inbox**. They will appear as shown below:

Voice Mail Message icon

From	Subject	Received
Voice Mail Message	Voice Message from DIVERTED INTERNAL (9990)	Tue 14/01/2...

CallXpress™ has no way of letting you know exactly who left the message. So this is more than likely the only type of Voice Message you will receive.

From	Subject	Received
Voice Mail Message	Voice Message from DIVERTED INTERNAL (9990)	Tue 14/01/2...
Anne Woodroffe	FYI	Thu 9/12/19...

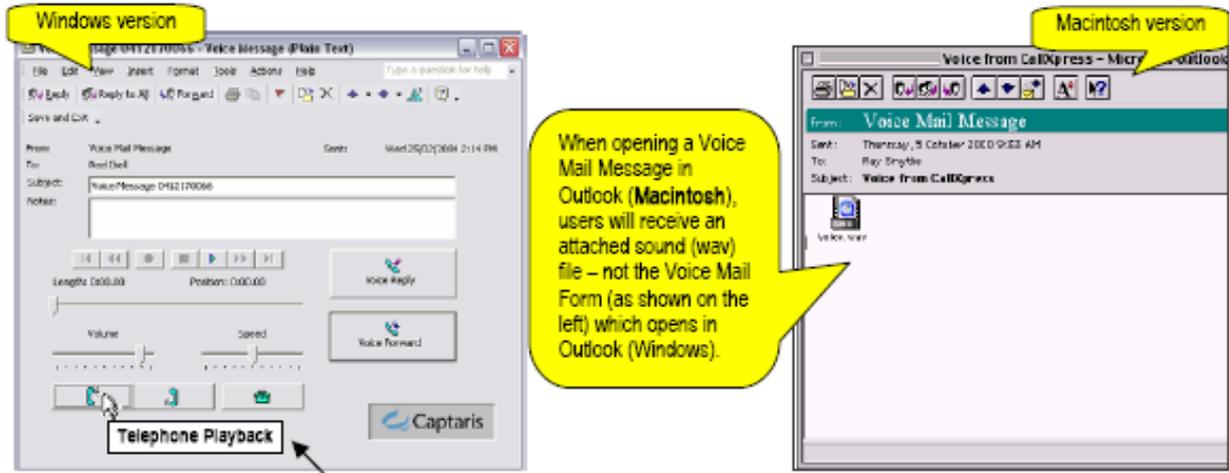
If someone records and sends a new Voice Message through MS Outlook to someone else who has a registered Voice Mailbox, the Voice Mail message icon is visible together with the sender's name.



The following instructions are for use in Microsoft Outlook. When using a Tone Dial Phone, please refer to the Quick Reference Sheet, on page 15

Playing Voice Mail Messages through your Phone

- 1 Double-click on the **Voice Mail Message** in the Inbox, to open it. *(The opened message will appear as shown below.)*

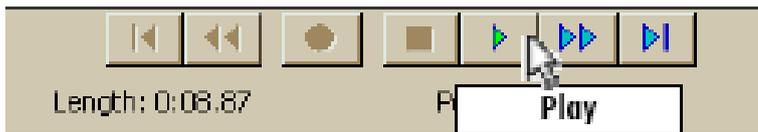


- 2 **Telephone Playback** is the default setting as shown above

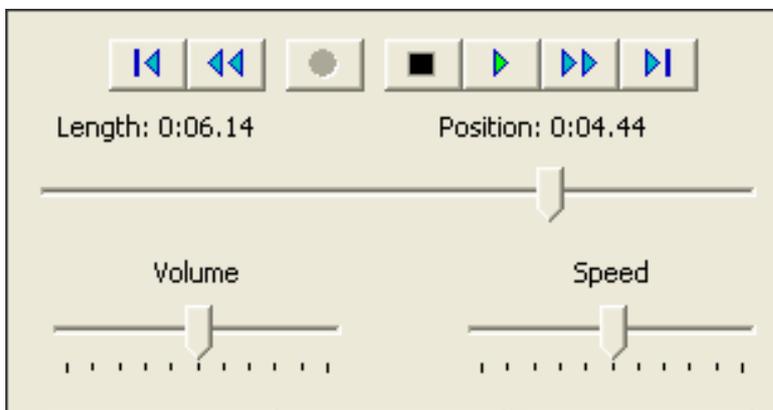


All the buttons on the Voice Mail Message Forms will display **Screen Tips**.

- 3 When **Play** is pressed, your telephone will give short rings until answered.



- 4 Pick up the handset and listen to your message



- 5 At any time while playing the message you can press **Rewind**, **Forward**, and **Stop** as well as adjust the **Volume** or **Speed controls** as shown above.
- 6 When finished, **replace** the handset
- 7 The **telephone button** on the Voice Mail Message as shown below will hang-up automatically when you replace the handset.



- 8 If you wish, you can now select and change the **subject line** to something more relevant, eg 'Ring ICT to book into that new training course'.
- 9 Choose **Save and Exit** button as shown below



Playing Voice Mail Messages through your speakers



For privacy/confidentiality reasons, it is **not** recommended that you play your Voice Mail Messages through your computers speakers.

- 1 Double-click on the **Voice Mail Message** in the Inbox, to open it
- 2 Press the **Telephone Playback** to switch to **Speaker Playback** as shown below.



- 3 Play the message as per the instructions for **Telephone Playback**, page 7



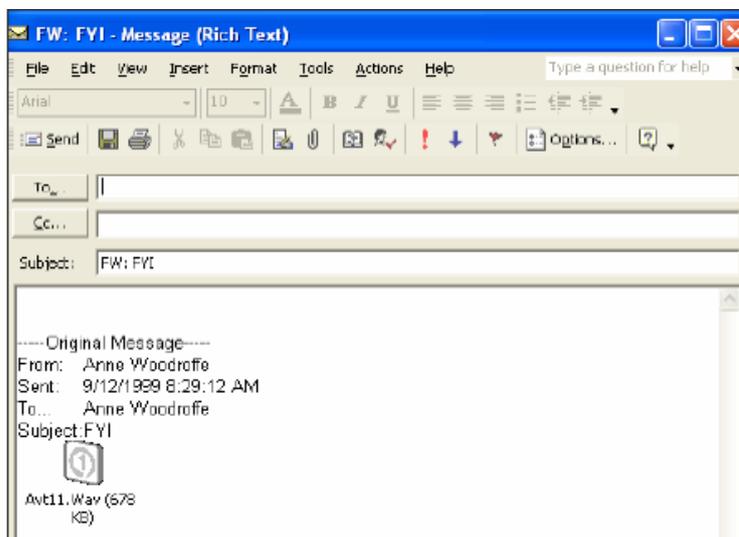
You can still adjust the volume and speed controls on your screen while listening to your message through the Speakers.

Forwarding a Voice Mail Message

- 1 When forwarding a Voice Mail Message, use the **Forward button** on the Standard Toolbar at the top of the opened message as shown below



- 2 A new email message window will open with a sound (*.wav) file attached as shown below



- 3 **Address** and **send** the message the same as a standard email message

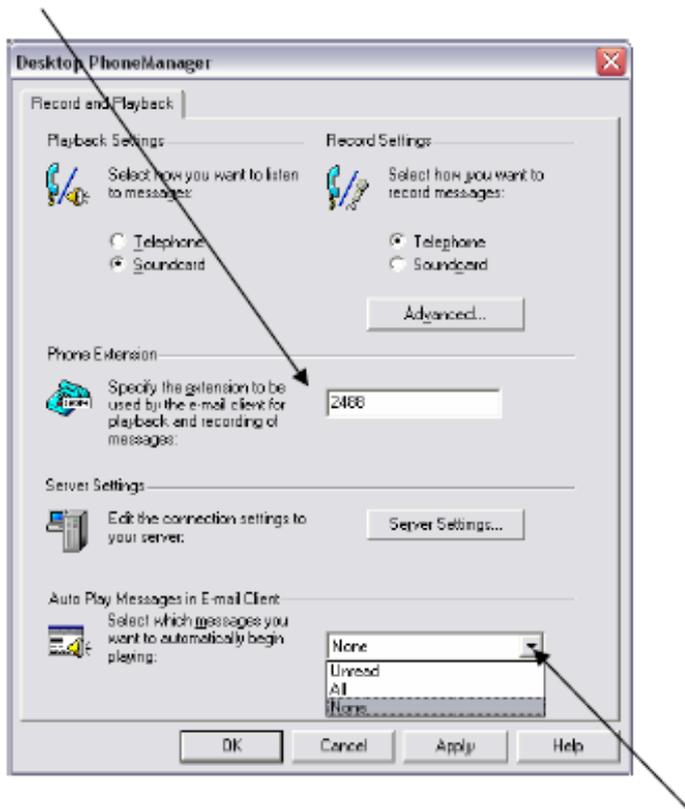
AutoPlay Messages in Outlook

If you find that your Voice Mail Messages are automatically playing the moment you open it, you can change this setting through the Phone Manager tool if you wish.

- 1 From Microsoft Outlook, select the **Tools** option and **Desktop Phone Manager** Option from the drop-down window.
- 2 Click on **Work Offline** when prompted



- 3 In **Server Settings** check that **Server Name** is *callxpr1* and **Mailbox** is your extension number.
- 4 Choose **OK**
- 5 On the **Record and Playback** window is shown below, check that **Phone Extension** is your extension.



- 6 Click on the **Auto Play Messages in Outlook drop-down list** as shown above.
- 7 Select **None**
- 8 Choose **Apply**
- 9 Choose **OK**
- 10 **Close** the Control Panel window

Recording Name and Greetings

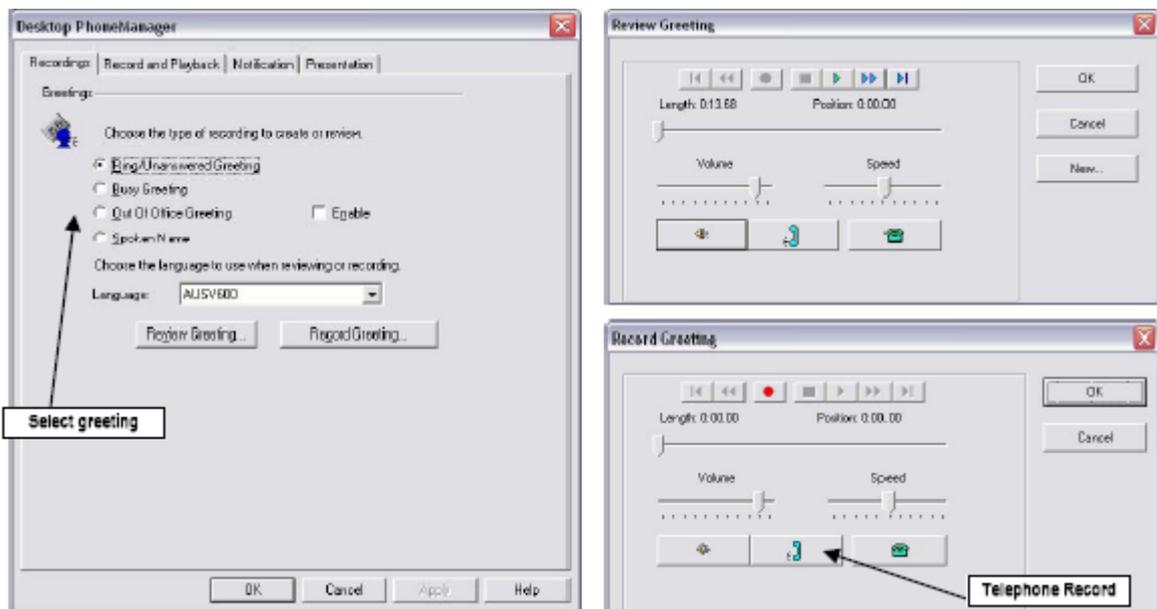
You have already recorded your standard greeting back in the setup phase in step 4. Other greetings that are available are *Out-of-Office* and *Busy*. You have two options for recording or changing these greetings, a simple way from your PC via the graphical setup tool, and via the telephone which can be from on or off campus.

To use the PC graphical tool

- 1 From Microsoft Outlook, select the **Tools** option and the **Desktop Phone Manager** option from the drop-down window
- 2 Type your **Security Code** number into the **password** field and press **OK**



- 3 From the **Recordings** tab items you can review or change your greetings. The operation is similar to playing a message.
- 4 When you select either of the buttons you will see the playback/record options



To check one of your current greetings:

- 5 Select the greeting required. If the Review Greeting button is greyed out, you do not have that greeting recorded yet
- 6 Press the **Review Greeting** button
- 7 Press the play green button

To record or change a greeting:

- 8 Select the required one, press the **Record Greeting** button
- 9 Ensure that telephone option is selected and then just press the play red record button. Your phone will ring, give a short beep and start recording
- 10 Press the **black** stop button at the end of your greeting and hang-up the phone
- 11 Use the play buttons to check your recording, when you are satisfied, press OK to save the greeting

To Activate (or Deactive) Out-of-Office:

- 1 Simply **Tick** the box beside **Enable** to activate Out-of-Office
- 2 If you did not record the out-of-office greeting a generic one will be played to the caller
- 3 Do not forget to login and **un-tick** the box to turn off the out-of-office state on your return

Out-of-Office Greeting:

If you have not recorded an Out-of-Office greeting, CallXpress will use a generic greeting. This feature is very useful for part time staff who are out of their offices at regular times/regular days.

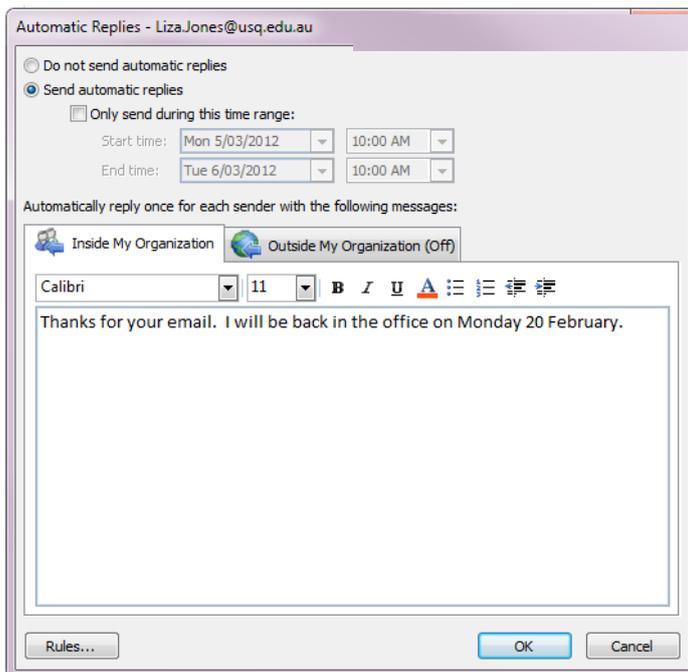
To use the Telephone to change greetings

RECORDING AND OUT-OF-OFFICE GREETING VIA THE PHONE:

Before you start recording, it is recommended that you first write down what you want to say in this greeting.

- 1 Dial **2200** (VoiceMail)
- 2 Enter your **Security Code** when prompted
- 3 Wait a moment and then **press 3** for Phone Manager menu

- 4 **Press 1** for Personal Options
 - 5 **Press 3** to Record a Personal Greeting
 - 6 Once you are prompted to **Record and Set your Out-of-Office greeting, press 3**
 - 7 **Press 2** to start recording your Out-of-Office greeting
 - 8 **Pause** briefly before speaking
 - 9 When finished, **pause** briefly again before stopping the recording
 - 10 **Press 2** to stop recording your Out-of-Office greeting
 - 11 Once you have stopped the recording, you will be prompted with the following choices:
 - **Press 6** to review your (Out-of-Office) greeting;
 - **Press 4** to discard this greeting;
 - **Press 5** to save this greeting.
 - 12 When prompted, **press 5** to set/activate the Out-of-Office greeting
- At this time you may also activate your Out-of-Office in Outlook if required. To do this:
- 13 In Outlook, choose **File, Automatic Replies (Out of Office)**



- 14 After typing in your **Auto Reply** message, select the **“Send automatic replies”** option
- 15 Choose **OK**

Removing your Out-of-Office Greeting via the Phone:

- 1 Dial **2200** (Voice Mail)
- 2 When prompted, enter your **Security Code**
- 3 If the Out-of-Office greeting is on, you will be immediately prompted to either **remove** it or leave it on
- 4 **Press 4 to remove** your Out-of-Office greeting
- 5 **Press * twice** to exit out of Voice Mail
- 6 Don't forget to turn off the Outlook Out-of-Office



An Out-of-Office greeting can be **removed**, however you don't need to record another Out-of-Office greeting the next time you wish to turn it on, unless, of course, you do actually need to change the information.

Busy Greeting

If you use the '**Divert Busy**' option on the PABX you can record a separate message to your standard *not available* message if you wish. If you do not record a message a *generic* message will be played. If you want to use the standard message for both 'No Reply' and 'Busy', please notify the ICT Service Desk to have the *Busy* option turned off in your Voicemail account. Record your message as follows:

RECORDING A BUSY GREETING

- 1 Dial **2200** (Voice Mail)
- 2 Enter your **Security Code** when prompted
- 3 Wait a moment and then **press 3** for Phone Manager menu
- 4 **Press 1** for Personal Options
- 5 **Press 3** to Record a Personal Greeting
- 6 Once you are prompted to **Record your Busy greeting, press 1** (if enabled)
- 7 **Press 2** to start recording your Busy greeting
- 8 **Pause** briefly before speaking
- 9 **Press 2** to stop recording you Busy greeting
- 10 Once you have stopped the recording, you will be prompted with the following choices:
 - **Press 6** to review your (Busy) greeting
 - **Press 4** to discard this greeting
 - **Press 5** to save this greeting
- 11 **Press * 4 times** to exit

Quick Reference Sheet (when using a Tone Dial phone)

Access your Voice Mailbox:

Interstate Off-campus On-campus
 ↓ ↓ ↓
0 7 4 6 3 1 2 2 0 0 for Voice Mail
 (ie, your Voice Mailbox Number)
 Enter your Security Code

Menu 1 - Listen to Messages:

- 1** New Messages
- 1** Voice Messages*
- 2** Fax Messages
- 3** Email Messages

* If you haven't received any Voice Messages, you will not be prompted to listen to any.

Options during Playback:

- 1** Start/Stop
- 2** Forward
- 3** Backup 5 seconds
- 4** Discard
- 5** Save
- 6** Review
- 7** Skip to next message
- 8** Reply
- 9** Advance 5 seconds



If a message has completed playing, then options **1** and **9** are not valid. During playback, if the user presses **4** to delete the message, a confirmation will be requested. Remember, deleting messages through the phone is permanent!

Menu 2 - Record and Send a Message:

- 2** To Record and Send a Message
- 2** To Start/Stop
- 4** Discard
- 5** Send
- 6** Review

- 0** Message Routing Options
 - 1** Specify future delivery
 - 2** Set Message Priority

Menu 3 - Phone Manager for Personal Options:

To Record a New Personal Greeting:

- 3** Phone Manager
- 1** Personal Options
- 3** Record a Personal Greeting
- 2** Start Recording
- 2** Stop Recording

- 6** Review your Greeting
- 4** Discard your Greeting and start over
- *** Cancel
- 5** Save your Greeting

To Change your Security Code:

- 3** Phone Manager
- 1** Personal Options
- 4** Change your Security Code

- (You will be prompted to end new code with **#**)
- 1** If code is correct
 - 9** If code is incorrect

To Record your Mailbox Name:

- 3** Phone Manager
- 1** Personal Options
- 5** Record your Mailbox Name

- 2** Start Recording
- 2** Stop Recording
- 6** Review the Name
- 4** Discard the Name and start over
- 5** Save the Name

***** Cancel - present option and return to the previous menu. **#** Help - lists all options available for the current feature.