Personal Options

CallXpress provides a number of features that let you customize the way your mailbox works. Use PhoneManager features to modify your mailbox to meet your needs at any time.

- Access your voice mailbox.

    Press 3 to Access PhoneManager.
    — Press 1 for Personal options.
    — Press 2 for Message options.

Miscellaneous Information

Transfer a Caller Directly to a Mailbox

(These steps are PBX dependant)

- Press Transfer key.

    Dial 49995.

    Dial Extension number

    Press Transfer key again.

Leave a Quick Message for a Subscriber

(These steps are PBX dependant)

- Dial 49995.

    Dial Extension number.

To bypass someone's personal greeting, press 2 when the greeting starts.

For Help

- Press # (pound) for help at anytime.
- Press * (star) to cancel action and repeat prompts.

UNH CallXpress Voicemail Quick Reference Card

AVST

Applied Voice & Speech Technologies

The UNH AVST Voicemail access number during June and July 2018 will be limited to:

(603) 862-4444   2-4444 all campuses

After the August 2018 cutover of all users, alternate access numbers will be redirected to this new system:

(603) 513-5290   35290 on campus
(603) 641-4300   14300 on campus
(603) 862-8888   28888 on campus

Access Your Voice Mailbox

From Your Telephone

- Dial voice mail extension 24444.

  Enter your security code.

From Another Telephone with Voice Mail

- Dial voice mail extension 24444.

  Press * #.

  Enter your mailbox number.

  Enter your security code.

From Another Telephone without Voice Mail

- Dial voice mail extension 24444.

  Press #.

  Enter your mailbox number.

  Enter your security code.

From Outside the Office

- Dial 862-4444

  Press #.

  Enter your mailbox number.

  Enter your security code.

Initialize Your Voice Mailbox

The first time you access your voice mailbox, you will be asked to initialize your mailbox. You must complete the initialization process for your mailbox to accept messages.

- Dial voice mail extension 24444.

  Enter the temporary security code.

  Follow the initialization prompts to
  - Change your security code.
  - Record your name.
  - Record your personal greeting.

Listen to Messages

When you access your voice mailbox, also called a *subscriber* mailbox, the system tells you how many new and saved messages you have.

- Press 1 to listen to new (unread, then read) messages.

  Or press 5 to listen to saved messages.

Options Available When Listening to Messages

Option	Action
Pause/Resume • Increase speed • Reduce speed • Increase volume • Reduce volume • Set bookmark • Skip to bookmark	Press 1 then • Press 4 • Press 7 • Press 6 • Press 9 • Press 5 • Press 8
Forward	Press 2
Back up 5 seconds	Press 3
Discard	Press 4
Save	Press 5
Review	Press 6
Skip	Press 7
Reply	Press 8
Advance 5 seconds	Press 9
Info/Group selection	Press 0
Help	Press #
Cancel/Exit	Press *

Record and Send Messages

You can quickly record and send a message to one or more voice mailboxes with a few simple steps.

- Access your voice mailbox.

  Press 2 speak and record your message.

  Press # to end recording.

  Enter the mailbox number of the message recipient or press 1 for directory.

  Press # to send the message.

Options Available When Recording a Message

Option	Action
Pause/Resume	Press 2
Back up 5 seconds	Press 3
Discard	Press 4
Send	Press 5
Review	Press 6
Advance 5 seconds	Press 9
Access message routing options • Future delivery • Urgent status • Restrict forwarding • Return receipt	Press 0 then • Press 1 • Press 2 • Press 3 • Press 5
Help	Press #
Cancel/Exit	Press *