CX Quick Reference Card



* Depending on how your CX system is set up, this command may not be available. Please consult your system administrator for additional information. Message Ordering* **Listening Options Pause Options Info/Group Options** Main Menu Voice messages 1 0 Pause Continue listenina Message info 1 Change language* 3 Select message Fax messages* 2 Forward 2 1 2 Cancel selection Email messages* Back up five seconds 3 Increase speed* 4 5 7 Messages from outside callers Delete 4 Set bookmark Select all messages Listen to messages Messages from a specific mailbox Save 7 Cancel all selections Decrease speed* All messages Review 6 Resume from bookmark 8 7 Skip to next message Reply 8 **Reply Options** 9 Advance five seconds Select mailbox 1 Record and send a Info/group options 2 2 message Record Transfer to extension 3 Transfer to number 4 Listen to saved Recording Message Recording Options **Routing Options** Addressing Message messages † Approve for sending Future delivery Enter an address Record your message Mailbox Number Stop / continue recording 2 Set urgent status 2 Directory Back up five seconds 3 Restrict forwarding 3 Cancel previous address * (available after one or more Discard and start over 4 Append a fax* addresses have been entered) Review 6 5 Request a receipt Erase message ** Listen to selected Advance five seconds 9 Leave callback number 6 Send Set routing options messages 0 Return to Recording Options Cancel message * Manage Selected Messages Listen to deleted **Personal Options Messaging Options** messages† Listen Change Immediate msg notification* Record a name for a sponsored mailbox Forward group 2 Change daily message reminder* 2 Go to Change a personal distribution list 3 Record personal greeting Delete group 3 Message Change message forwarding Change security code 4 4 Save group Ordering Record your name Change message presentation order 5 Record an announcement for a † Keys 5 & 7 go to Message Change message envelope settings mailbox you sponsor Ordering (same as Key 1) Change language* Change SMS notification* User Options (PhoneManager™) **PhoneManager**TM **Automated Attendant Options** Personal options 1 Messaging options 2 1 Record Personal Greetings Change call screening* Automated attendant options 3 Set user options 2 Change call blocking* Record your standard greeting Busy greeting* 3 Change extension-specific processing* Record your busy greeting* Standard greeting 2 Change diverted call processing* Record your out-of-office greeting* 6 Out-of-office greeting* 3 Availability greeting*

Welcome!

Your organization's new CX 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.



Before You Start

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

CX internal number:	
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CX external number:

Your subscriber mailbox number:

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

Gaining Access to Your Mailbox

Follow these simple steps to start using CX.

- 1. Call the CX internal or external number.
- 2. If necessary, press the key for triggering a subscriber log on (default = #).
- 3. If prompted, enter your subscriber mailbox number.
- 4. Enter your security code (or the default code, if your administrator has given you one).

Performing Common Tasks

If you are looking for a quick hint on how to perform a specific task, here is the list of the shortcut commands.

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Getting Started

additional information.

If you want to	Then enter
Listen to new messages	1
Record and send a message	2
Listen to saved messages	5
Review, forward, delete, or save messages you have selected	6
Listen to and recover messages you have marked for deletion (in this session only)	7

Changing Your Mailbox Options

If you want to	Then enter
Change name	315
Change password	314
Change standard greeting	3 4 or 3 1 3 2
Change busy greeting*	3 5 or 3 1 3 1
Change out-of-office greeting*	3 6 or 3 1 3 3
Set automatic message forwarding	3 2 4
Set message presentation ordering	3 2 5
Set Immediate Message Notification*	311

While Listening to Message

If you want to	Then enter
Increase playback speed	14
Decrease playback speed	17
Skip back five seconds	3
Skip to next message	7
Skip ahead five seconds	9

After Recording Message

If you want to	Then enter
Request future delivery	01
Mark the message urgent	0 2
Restrict forwarding of the message	0 3
Append a fax	0 4
Request a return receipt	0 5
Leave a callback number	0 8

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