Welcome to CallXpress Unified Messaging for Microsoft Exchange. With CallXpress Unified Messaging, you can manage your voice and fax messages along with your email messages through one familiar user interface—Microsoft Outlook. Below you can see the new tools and icons included to help you manage your voice and fax messages.

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

If you have questions or want to explore the features available to you, click the Help button in Unified Messaging Connection Manager, a Control Panel utility provided with CallXpress Unified Messaging.

For best results, print this card on 8 x 14 inch paper.
Getting Started

CallXpress automatically guides new users through the process of setting up their mailboxes when they access them through the telephone. Unified Messaging Connection Manager gives you another way to perform most of those steps as outlined here, except changing your security code.

Logging 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. If Microsoft Outlook is running, click Connection Manager from the Outlook toolbar.
2. At the Telephony Server Login dialog box, enter your security code and click OK. If not already configured, enter the Server and your Mailbox number.

To work offline:
1. If Microsoft Outlook is running, click Connection Manager from the Outlook toolbar.
2. Double-click Unified Messaging Connection Manager.
3. Click Work Offline to open the Unified Messaging Connection Manager dialog box.

Recording Your Name and Greetings

Your name and voice mail greeting are recorded through the CallXpress telephone or web system. Each site is configured differently. If Web PhoneManager is configured for your site, you can change your greetings through a web interface. If it isn't configured for your site, or if you prefer using the telephone interface, you can record your greetings using your telephone.

CallXpress Unified Messaging Features

Create a voice message
1. Click the New Voice Message button on the Microsoft Outlook toolbar. The Voice Message form appears.
2. Click To and select the name of the recipient(s) from the displayed address list. Click OK.
3. Click Record and begin recording your message using your selected recording device.
4. To stop recording, click Stop.
5. To review your message, select a playback device (telephone or speaker), and then click Play.
6. To send the voice message, click Send on the toolbar.

Reply to a message using Live Reply
1. Select the message to which you want to reply.
2. Click Live Reply on the Microsoft Outlook toolbar.
3. Verify the telephone number in the Number box. If the number is not the number you want to call, either click the down arrow and select the desired number, or click the box and type another telephone number.
4. Click Start Call. CallXpress dials the telephone number automatically.

You can also use Live Reply to place a call to someone in your Contacts listing.

Recording and Playback Tools

The following tools appear whenever you prepare to play back or record any greeting or message:

Reply to a voice or fax message with a voice message
1. Double-click the voice or fax message in the Inbox.
2. Click Voice Reply. The Voice Message form appears. The To box will indicate the name of the person to whom you are replying.
3. Click Record and begin recording your message using your selected recording device.
4. To stop recording, click Stop.
5. To review your message, select a playback device (telephone or speaker), and then click Play.
6. Click Send. The original message is not sent with the reply.

Listen to a voice message
1. Double-click the voice message in the Inbox.
2. If your message doesn’t begin playing immediately, click Play to hear the message over your selected playback device.

Recording and Playback Tools

The following tools appear whenever you prepare to play back or record any greeting or message.

1 Each CallXpress server is configured differently, so this might not be true for your site.
2 You can also use Web PhoneManager to set up your mailbox. Contact your system administrator to find out whether Web PhoneManager is available to you.