

CALLXPRESS

VOICE ACTIVATED RESPONSES

There are many voice activated responses in CallXpress. Only the most common responses are listed in this document. If you want to listen to all the available responses in CallXpress, say "Help" and follow the operator instructions.

Common Responses

- Voice activated responses are the default when you log into CallXpress.
- You can listen to the operator for options or just speak over the operator with a response.
- To use voice activated responses, say what you want to do.
- Some common responses:
 - Say "Get read messages"
 - Say "Get unread messages"
 - Say "Get deleted messages"
 - Say "Send a message"
 - Say "Dial <phone number or extension>"
 - Say "Change"
 - "My name"
 - "My greeting"
 - "My password"
 - "My out-of-office greeting"
 - Say "Enable" or "disable"
 - "Do not disturb"
 - "Out-of-office greeting" (callers will be unable to leave a message)
 - "Call Waiting"
 - Say "Review greetings" to listen to your recorded announcements
 - Say "Review settings" to listen to your basic phone settings
 - Say "Goodbye" to end the call or just hang up
 - Say "Help" for a list of valid voice options

CALLXPRESS TOUCH TONE MENUS

- To use your keypad instead of the activated voice responses, press #1 on your keypad after you enter your password. You will be told that you are now using “touch tone menus.” The operator will provide options. Some of the most common options are listed below.
 - To listen to unheard messages, press 11
 - To listen to saved messages press 5
 - You cannot delete a message until it reaches the end. If you want to delete a message before it ends, press 33, then 7
 - To delete a message after it has been read, press 7.
 - To save a message, press 9. Your message will be saved for 20 days
 - To record and send a message, press 2
 - To record & turn on your out-of-office greeting (callers will be unable to leave a message)
 - Press 4, then 1, then 3, then 3
 - You will be instructed to record your out-of-office greeting or leave it as is and press 5 to turn on
 - To turn off your out-of-office greeting
 - When you log into you voice mail, you will be notified that your out-of-office greeting is on
 - To turn it off, press 4

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ACCESS VOICE MAIL FROM OFF CAMPUS

If you want to access your voice mail from off-campus, follow these instructions:

- Call the College main number (724-287-8711).
- As soon as you hear the auto attendant, press # on your phone.
- Say or dial your 4 digit extension number.
- Say or dial your security code (password).
- At this time, you can press #1 for touchtone responses you can say what you want to do. For common responses, refer back to "Voice Activated Responses" or let the operator list available options.
- For example, if you want to listen to your unread messages:
 - Say "Get unread messages."
 - Your first unread message will be played.
 - After playing the message, the operator will ask you what you want to do.
 - For example, if you want to delete the message, say "Delete message."
 - You can continue to listen to unread messages or hang up.

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ACCESS VOICE MAIL FROM ANOTHER PHONE ON CAMPUS

If you want to access your voice mail from another phone on-campus, follow these instructions:

- Dial 8612.
- At the first voice prompt push *#.
- Say or dial your 4 digit extension number.
- Say or dial your security code (password).
- At this time, you can say what you want to do or press #1 to activate touch tone menus. For common responses, refer back to “Voice Activated Responses” or “Touch Tone Menus”, or let the operator list available options.
- For example, if you want to listen to your unread messages:
 - Say “Get unread messages.”
 - Your first unread message will be played.
 - After playing the message, the operator will ask you what you want to do.
 - For example, if you want to delete the message, say “Delete message.”
 - You can continue to listen to unread messages or hang up.

CALLXPRESS TO CALL AN EXTENSION AND LEAVE A MESSAGE FROM OFF-CAMPUS

If you want to call an extension during off-hours and leave a message, follow these instructions:

- Call the College main number (724-287-8711).
- As soon as you hear the auto attendant, dial the extension number you want to access.
- The system operator will ask you “who is calling please.”
- Say your name into the phone.
- If no one answers, the phone will announce the person you are calling.
- At this time, you can say what you want to do. For common responses, refer back to the first page of this document labeled “Voice Activated Responses” or let the operator list available options.
- For example, if you want to leave a message:
 - Say “Leave a message.”
 - At the tone, leave your message.
 - When you are done, press the # key on your phone.
 - Say “Send.”
 - You may hang up the phone.