CX–Series 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.*

Main Menu

- Listen to messages — **1**
- Record and send a message — **2**
- Listen to saved messages †† — **5**
- Listen to selected messages — **6**
- Listen to deleted messages †† — **7**

†† Keys **5** & **7** go to Message Ordering (same as Key **1**).

PhoneManager™

- Set user options — **3**

Message Ordering†

Voice messages	1
Fax messages†	2
Email messages†	3
Messages from outside callers	4
Messages from a specific mailbox	5
All messages	9

Listening Options

Pause	1
Forward	2
Back up five seconds	3
Delete	4
Save	5
Review	6
Skip to next message	7
Reply	8
Advance five seconds	9
Info/group options	0

Pause Options

Continue listening	1
Change language†	3
Increase speed†	4
Set bookmark	5
Decrease speed†	7
Resume from bookmark	8

Reply Options

Record	2
Transfer to extension	3
Transfer to number	4

Info/Group Options

Message info	0
Select message	1
Cancel selection	2
Select all messages	7
Cancel all selections	8

Recording Message

Record your message

Recording Options

Approve for sending	#
Stop / continue recording	2
Back up five seconds	3
Discard and start over	4
Review	6
Advance five seconds	9
Set routing options	0
Cancel message	*

Routing Options

Future delivery	1
Set urgent status	2
Restrict forwarding	3
Append a fax†	4
Request a receipt	5
Leave callback number	8
Return to Recording Options	*

Addressing Message

Enter an address	Mailbox Number
Directory	9
Cancel previous address *(available after one or more addresses have been entered)*	*
Erase message	**
Send	#

Manage Selected Messages

Listen	1
Forward group	2
Delete group	4
Save group	5

Go to **Message Ordering**

User Options (PhoneManager™)

Personal options	1
Messaging options	2
Automated attendant options	3
Record your standard greeting	4
Record your busy greeting†	5
Record your out-of-office greeting†	6

Personal Options

Change Immediate msg notification†	1
Change daily message reminder†	2
Record personal greeting	3
Change security code	4
Record your name	5
Record an announcement for a mailbox you sponsor	6
Change language†	7
Change SMS notification†	8

Record Personal Greetings

Busy greeting†	1
Standard greeting	2
Out-of-office greeting†	3

Messaging Options

Record a name for a sponsored mailbox	2
Change a personal distribution list	3
Change message forwarding	4
Change message presentation order	5

Automated Attendant Options

Change call screening†	1
Change call blocking†	2
Change extension-specific processing†	3
Change diverted call processing†	4

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.

‡ Please be sure that this is the most recent version of the document.

POWERED BY ATOM

Before You Start

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

CX internal number: _*##, OR push your envelope button____

CX external number: ___412-344-2000_____

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.

† Depending on how your CX system is set up, this command may not be available. Please consult your system administrator for additional information.

Getting Started...

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	**3 1 5**
Change password	**3 1 4**
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	**3 1 1**

While Listening to Message

If you want to…	*Then enter...*
Increase playback speed	**1 4**
Decrease playback speed	**1 7**
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	**0 1**
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**

© 2014 Applied Voice & Speech Technologies, Inc. (AVST). No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, adapted, or translated into any language in any form by any means without the written permission of AVST. Trademarks, service marks, products names, company names or logos of AVST are protected by trademark and other laws of the United States, as well as international conventions and the laws of other countries. Other such properties that are not owned by AVST may not be used without the express permission from their owners.
AVST is registered trademarks of Applied Voice & Speech Technologies, Inc.