



# Missouri State

UNIVERSITY

## Welcome to CX-E

### To Access Your Mailbox

#### On-Campus at Your Own Phone

Dial 65888

Enter your security code

#### On-Campus Not at Your Phone

Dial 65888

Enter \* # when the system answers

Enter mailbox number

Enter security code

#### Off-Campus Any Phone

Dial (417) 836-5888

Enter # when the system answers

Enter mailbox number

Enter security code

#### First Time Users

CX-E will walk you through a setup tutorial to establish a security code, the name directory, and a personal greeting. If you are interrupted or unable to complete the tutorial you will be prompted to restart at the beginning of the tutorial when you begin a new session.

#### Web PhoneManager (WPM)

WPM allows you to manage your mailbox using a web browser at <http://voicemail.missouristate.edu>. Non-unified messaging (UM) subscribers can use this tool to create and update name and greeting recordings for their mailboxes, and administer mailbox settings.

#### Added Features

During the initial rollout of CX-E, voicemail subscribers are assigned standard system features. New features will be introduced to the campus community in phases. Additional features will include a voice user interface (VUI), unified messaging (voicemail delivered to Outlook and email delivered text-to-speech through the phone), personal assistant (Outlook calendaring, contacts, and find me/follow me), and fax server (delivery and transmission of fax messages from the desktop and through Outlook).

Telecommunications  
BLSH 153  
6-8580

<http://telecom.missouristate.edu>

## CX-E Touchtone User Interface (TUI)

Reference Guide for Voicemail

Main Subscriber Menu	
Listen to new messages	1
Record message to subscriber	2
Set user options	3
Listen to saved messages	5
Undelete (this session only)	7
Directory	*
Help	#
Exit	* *

Listen to Messages	
<b>Pause*</b>	1
<b>Forward**</b>	2
Backup five seconds	3
Delete	4
Save	5
Review	6
Skip to the next message	7
<b>Reply**</b>	8
Skip ahead five seconds	9
<b>Listen to message envelope***</b>	0

Main Menu press 1 or 5 to go here

* Pause	
Increase speed	4
Decrease speed	7
** Forward or Reply	
Enter mailbox number then:	
Record introduction	2
End introduction	2
Delete	4
Send	5
Review	6
Exit	*
*** Listen to Envelope	
Sender name and time	0
Select single message	1
Select all messages	7
Exit	*

Record Message Options	
Enter mailbox number for delivery:	
Begin recording	2
Pause or Continue	2
Approve for sending	#
Back up five seconds	3
Discard and start over	4
Send	5
Review	6
Advance five seconds	9
<b>Set routing options*</b>	0
Exit	*

Main Menu press 2 to go here

*Set Routing Options	
Future delivery	1
Set urgent status	2
Restrict forwarding	3
Request a receipt	5
Leave callback number	8
Recording options	*

Set User Options		
Change immediate msg notification	1	1
Change personal greeting	1	3
Change security code	1	4
Change name recording	1	5
Change distribution list	2	3
Set message ordering	2	5
Set message envelope	2	6
Change greeting personal		4
Change greeting busy		5
Change greeting out of office		6

Main Menu press 3 to go here

## QUICK REFERENCE GUIDE

### Setting up Your Mailbox

Record busy greeting	3131
Record standard greeting	3132
Record out-of-office greeting	3133
Turn on out-of-office greeting	31335
Turn off out-of-office greeting	4
(Only available if out-of-office is on)	
Change password	314
Record your name	315
Back up one menu level	*

### Get Messages

Listen to messages	1
Listen to saved message	5

### While Listening to a Message

Pause/Resume	1
Forward	2
Skip back 5 sec	3
Play faster	4
Play slower	7
Skip ahead 5 sec	9
Get envelope info	00

### After Listening to a Message

Forward	2
Delete	4
Save	5
Review	6
Reply live	8
Message header	00

**NOTE: Message CANNOT be undeleted after you hang up.**

### Record / Send a Voice Message

Recording a message	2
Stop/continue recording	2
Discard and re-record	4
Review	6
Cancel the message	*

### After Recording a Message

Send	5
Request future delivery	01
Mark message urgent	02
Restrict forwarding	03
Request return receipt	05
Approve and send	#

### General Assistance

Help	#
Exit	**

## Question & Answer

### Q: What is my campus access number to CX-E?

A: Springfield:	65888
West Plains:	58000
Mt. Grove:	77555

### Q: How can I Transfer to Voicemail Without Ringing the Phone?

#### A: CX-E Subscriber

Multi-line Phone: Press [Transfer] 65888 \* 9 extension # [Transfer] then hang up

Single-line Phone: Press [Flash] 65888 \* 9 extension # then hang up

#### A: CX-E Non-Subscriber

Multi-line Phone: Press [Transfer] 65888 # \* 9 extension # [Transfer] then hang up

Single-line Phone: Press [Flash] 65888 # \* 9 extension # then hang up

### Q: How do I get my greeting to play?

A: A standard greeting is created when you walk through the tutorial. This greeting will be used for no answer calls and busy calls until you manually create additional greetings.

### Q: How do I change my Standard Greeting?

A: Log into CX-E  
Standard Greeting: Press 3 1 3 2

### Q: How do I create a Busy Greeting?

A: Log into CX-E  
Busy Greeting: Press 3 1 3 1

### Q: How do I administer an Out-of-Office Greeting?

A: Log into CX-E  
*Record Out -of-Office Greeting:* Press 3 1 3 3  
*Activate Out-of-Office Greeting:* Press 3 1 3 3 5

*Deactivate Out-of-Office Greeting:* If your Out-of-Office greeting is activated the system will automatically ask if you want to deactivate Out-of-Office when you log into your mailbox. Press 4 to deactivate.

You can also administer Out-of-Office Greetings through the Web Phone Manager. Select *Personal Settings* and check or uncheck the "Enable Out-of-Office Greeting" box on the Recordings tab.

### Q: How do I access the Web Phone Manager (WPM)?

A: From a web browser <http://voicemail.missouristate.edu>

### Q: How do I administer the message envelope (header)?

A: Log into CX-E  
Press 3 2 6

### Q: Callers tell me they don't know what to do when they hear my greeting?

A: Tell the caller to say "Leave a message."

Missouri State University  
Telecommunications

CX-E®  
Voice Messaging

User Guide  
for  
Touchtone User Interface (TUI)

Telecommunications  
BLSH 153  
6-8580  
<http://telecom.missouristate.edu>