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

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Listen to Messages

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

* Set Routing Options

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

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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 # 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 # 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.”