Telecommunication Systems

CallXpress

Web PhoneManager

Portland
State
UNIVERSITY

Web PhoneManager

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After you have logged into the telephone interface, dialed 5-7000, and gone through the setup tutorial, you will then have access to use Web Phone Manager.

Logging In

1. Open a web browser and in the address bar enter, https://**voicemail.pdx.edu**. We recommend bookmarking this page for quick use in the future.

2. In the Mailbox field enter your **5 digit extension (5XXXX)**. Please note a dash is not necessary.

3. In the Security Code field enter your **CallXpress password**. This will be the same password you use when logging in through the telephone interface.

4. Click the **Login** button.

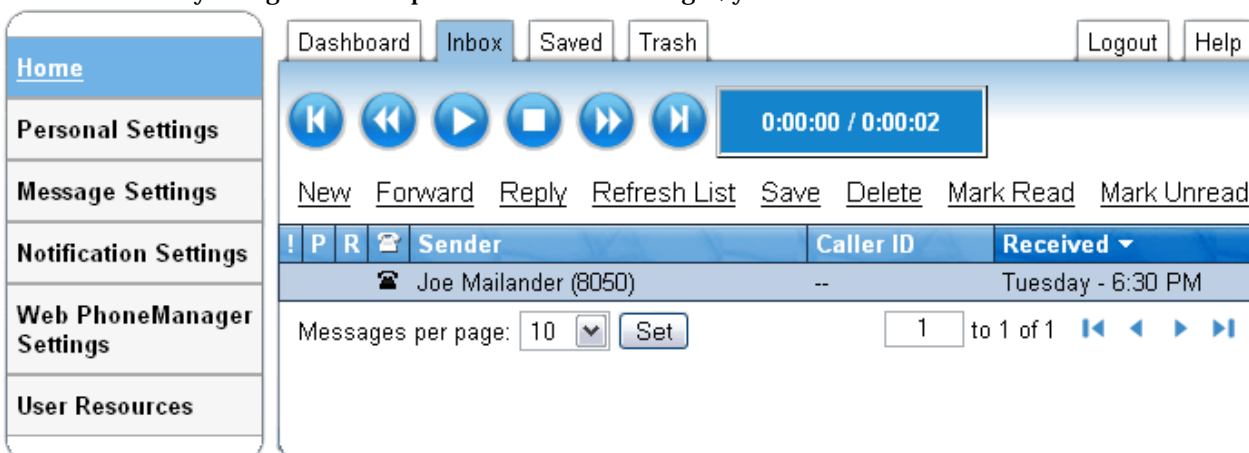# Using Web PhoneManager

Web PhoneManager's GUI (Graphic User Interface) provides easy access to the many options available on the CallXpress voicemail system. All the GUI options are also available through the telephone user interface (TUI). Web PhoneManager can be accessed at https://**voicemail.pdx.edu**.

Home

The first time you log in to CallXpress Web PhoneManager, you will see this screen:

In the Home section of Web PhoneManager, you access all your voicemails. You can listen, reply to, save, or delete all of your voicemails. It also contains the welcome screen, or Dashboard, where information regarding new voicemails or system information displays.

Hold your mouse over each tab to see a screen shot. Click on the tab to go directly to an explanation.

Three columns appear on every page: whether a message is Urgent (**!**), Private (**P**), or a Receipt flag (**R**), which indicates whether it is a delivery confirmation or a read message.

- **Dashboard**

  This screen displays system messages and current inbox information.

- **Inbox**

  The Inbox screen manages all your current inbox messages. Here, you can listen, forward, and reply to them.

Listening to your messages

To listen to a message, click on the sender's name, then click the **Play** button.

You can listen to your incoming voice messages in one of the following three ways:

- **Telephone playback** plays your messages back to you via your telephone
- **Streaming playback** plays your messages to you as streaming Internet audio. When you click the Play button, a media player window opens and plays your selected message. *Note:* No copy of the message is created on your computer.
- **Download playback** sends your messages to you as whole files and opens them in your default media player. It also creates a temporary copy of each message on your computer, and gives you the option of saving that copy.

You can change how your messages are played back in the Web PhoneManager Settings menu. Please see page 20 for instructions

The first time you access your mailbox you may be asked to run an ActiveX control, or open a file. You must complete this before you can access your messages.

Replying to a Message

1. Select the message you would like to answer, then click **Reply**. This brings up the following screen:
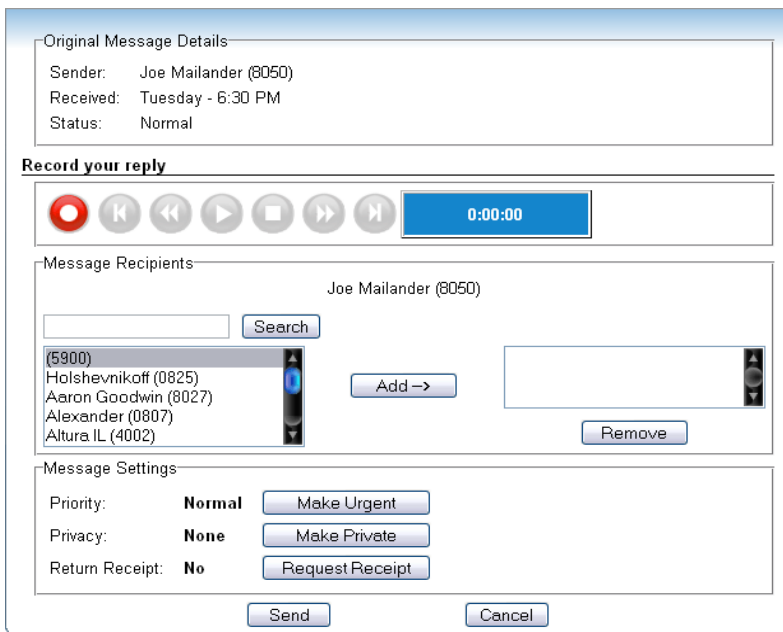
2. Click the red **Record** button. CallXpress calls you so you can record your message.

3. Record your message at the beep, then hang up.

4. Type the name or mailbox number of a recipient and click **Search**.

5. Select the recipient's name in the left-hand column, then click **Add** to move it to the right-hand column. This adds the recipient to the list of people who will receive your reply.

6. Repeat steps 6 and 7 for any additional recipients.

7. Choose the options you want to apply to the message. You can mark it as urgent, or make it private, which prevents the recipient from forwarding it to anyone. You can also find out when the message was heard, by requesting a notification.
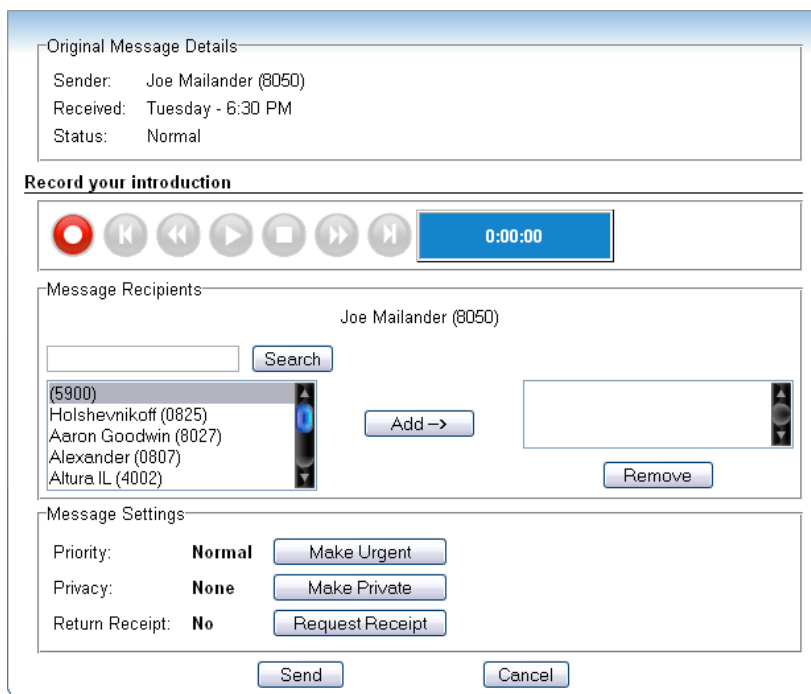
    Note: The recipient will not know that you have asked for notification.

8. When you are finished addressing your message, click **Send**.

Note: You cannot use these options to reply to messages from outside the CallXpress system. Also, you cannot add other recipients when replying to a private message.

Forwarding a Message

1. Select the message you would like to forward, then click **Forward**. This will bring up the following window:

2. Optionally, you can record an introduction to the forwarded message by clicking the red **Record** button. CallXpress calls you so you can record your comments. Record your comments at the beep, then hang up.

3. Type the name or mailbox number of the recipient, then click **Search**.

4. Select the recipient in the left column, then click **Add** to move it to the right column.

5. Choose the options to apply to the forwarded message. You can mark the message as urgent, or make it private, which prevents the recipient from forwarding it to anyone. You can also request to see a notification when the recipient listens to the message.

6. When you are finished addressing, click **Send**.

Record and Send a Message Directly to Voicemail

1. In the Inbox or Saved tab of the Home menu, click **New**. This will bring up the following window:

2. Click the **Record** button. CallXpress calls you so you can record your message.
3. Record your message at the beep, then hang up.
4. Type the name or mailbox number of the recipient, then click **Search**.
5. Select the recipient in the left column, then click **Add** to move it to the right column.
6. Choose the options to apply to the message. You can mark the message as urgent, or make it private, which prevents the recipient from forwarding it. You can also request a notification of when the recipient listens to the message.
7. When you are finished addressing your message, click **Send**.

Viewing a Fax Message

Click the sender's name, then click the **View Fax** button. Your computer's default fax view will display the fax.

Saving a Message

From the Home page's Inbox tab, select the message you would like to save and click **Save**. The message now appears in the Message List of the Saved Tab.

Deleting a Message

In the Inbox or Saved tab of the Home menu, select the message you would like to delete and click **Delete**. The message now appears in the Message List of the Trash Tab.

♦ **Saved**

This screen displays all saved messages. You can perform the same functions on saved messages as you can on those in your Inbox.

♦ **Trash**

This screen displays messages you have marked for deletion. Now you can permanently delete them, or recover deleted messages.

Recovering a Deleted Message

To recover a deleted message, go the Trash tab of the Home main menu. Select the message you want to recover and click **Undelete**.

Note: This only works on messages displayed in the Trash tab. If you have already emptied your trash can, you cannot recover the message.

Personal Settings

The Personal Settings menu allows you to change your recorded name, as well as record and review standard greetings. You may also choose a default audio language. This menu also allows you to modify distributions lists and change your security code.
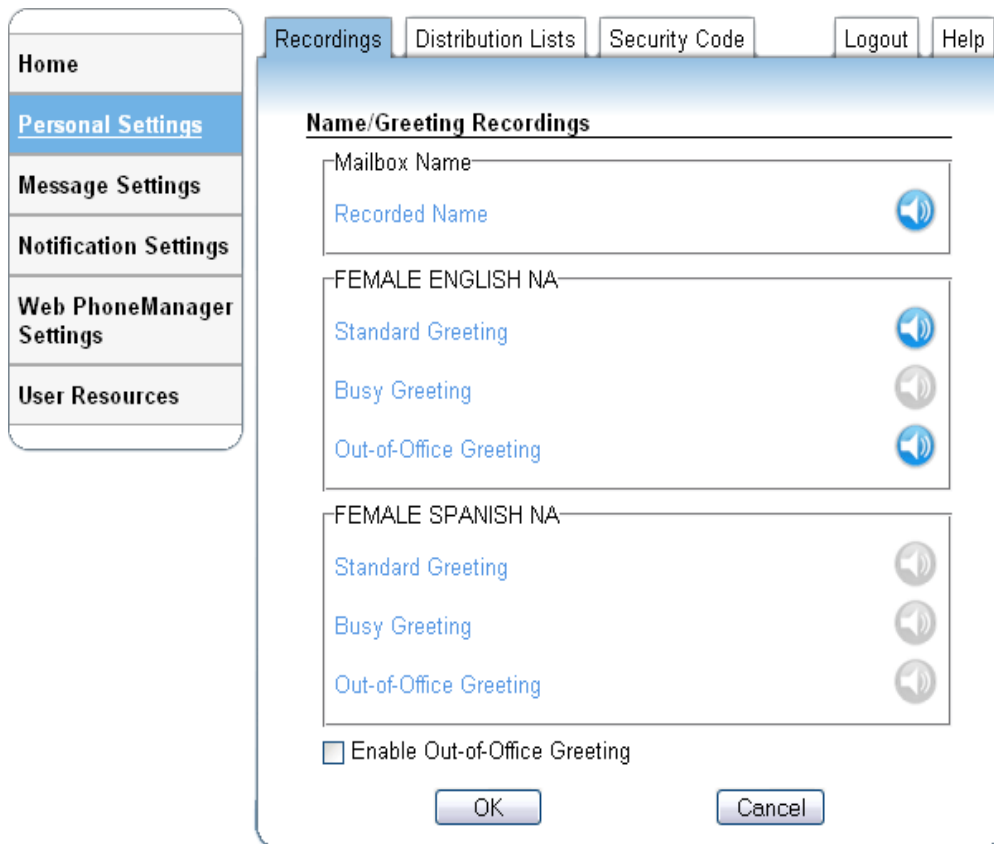
Recordings

This tab allows you to record and review standard greetings and to choose the language to use when recording or reviewing. You can select the greeting you want to record or review from this table. The blue icons indicate active greetings.

Recording your Name

1. In the Mailbox Name group, click **Recorded Name**. This opens the following window:

Record Name

OK   Cancel

2. Click the red **Record** button. CallXpress calls you so you can record your message.
3. Record your message at the beep, then hang up. If you click **Stop** instead of hanging up, you'll stay on the line. Then, you can review the message and re-record it if you're not satisfied.
4. To save your recording, click **OK**.

Recording your Customized Greetings

CallXpress allows you to record three different types of greetings. The Standard Greeting plays whenever a caller transfers to your voice mailbox. You can activate a Busy Greeting so that callers hear a different message when you are on a call. Use your Out-of-Office Greeting whenever you will be out of the office for an extended period of time. **Note:** *A TUI out-of-office greeting activates as soon as you record it, but GUI requires checking a box at the bottom of the screen.*

Recording your Standard and Busy Greetings

Here is an example of a standard greeting:

"Hello. You have reached <first and last name> at <department> for Portland State University . I am away from my desk at the moment, but if you leave me a message I will return it as soon as I can."

A busy greeting might sound like this:

"Hello. You have reached <first and last name>. I am on another call at the moment, but if you leave me a message I will return your call as soon as I can."

♦ **To record greeting:**
1. Click **Personal Settings** on the main menu, then click the **Recordings** tab.
2. Click the greeting type you want to record and the language group.
3. Click the **Record** button. CallXpress calls you so you can record your message.
4. Record your message at the beep, then hang up; or you can click **Stop** to stay on the line. You have an opportunity to review the message and re-record it.
5. To save your recording, click **OK**.

Recording and Setting your Out-of-Office Greeting

If you will be out of the office for an extended period, record an out-of-office greeting. This temporary greeting alerts callers of your absence, and lets them know your return date and whether you will check messages. This greeting plays instead of your standard personal greeting. Whenever you log on, CallXpress will ask you if the greeting should be removed or left in place.

Depending on how long you're away, you may want to ask the CallXpress administrator to set your mailbox so it will not accept messages. When you return, simply turn off your out-of-office greeting to allow new messages again.

Note: You must first ask your CallXpress administrator to allow this feature for your mailbox.

Here's a sample out-of-office greeting:

"Hello. You have reached <first and last name>. I am on medical leave and will return to the office on March 31. I will not be checking messages during this time, nor am I currently accepting messages."

♦ **To record and set an out-of-office greeting:**

1. Click **Personal Settings** on the main menu, then click the **Recordings** tab.
2. Click **Out-of-Office Greeting** in the language group of your choice. This will open the following window:

3. Click the **Record** button. CallXpress calls you so you can record your message.
4. Record your message at the beep, then hang up; or you can click **Stop** to stay on the line. Then, you can review the message and re-record it if you're not satisfied with your greeting.
5. To save your recording, click **OK**.
6. To enable the out-of-office greeting, select the **Enable Out-of-Office Greeting** box in the **Recordings** tab, then click **OK**.

Reviewing your Greetings

To review your greetings, first select the greeting. This brings up a player control. Press the **Play** button. CallXpress will call you so you can listen to your greeting.

Modify Distribution Lists

On this tab, you can modify any distribution list you sponsor. Here you can add the names of other CallXpress subscribers.

♦ **To modify a distribution list:**

1. Click the distribution list you would like to change.
2. Under Modify Distribution List, add subscribers by typing a name or mailbox number in the Search box and clicking the adjacent **Search** button.
3. In the left-hand column, select any new members you want to add to the list and click **Add** to move them to the right-hand column.
4. In the right-hand column, select any members you want to remove from the list and click **Remove** to move them to the left-hand column.
5. Click **OK** when you are done modifying your distribution list.

Security Code

Use this screen to change your voice mailbox security code.

♦ **To change your security code**

Enter your current code, then enter the new code and confirm it. If you do not know your security code, you will need to call Networking & Telecommunications at 503-725-4434 (5-4434) to reset your phone.

Message Settings

The Message Settings menu allows you to set how your voicemails are presented to you. It also allows you to change various call settings, such as enabling call screening or blocking. This menu also allows you to change your time zone.

Presentation

Changing Message Presentation and Sorting

The presentation tab allows you to change how CallXpress arranges messages and presents them to you.

- **Auto Play Envelope**

  Choose if you want CallXpress to play envelope information before or after voice or fax messages, or not at all. Voicemail header information tells you what time and date a message was sent. Envelope information for fax messages always includes the number of pages, day, date, time, and the telephone number or name of the sender.

- **Envelope Content**

  You can choose if you want CallXpress to play the complete envelope information or just the time and date.

- **Options**

  This section allows you to select your sorting options: all messages marked urgent can be displayed first; certain types of messages can be placed together; and older messages can appear at either the top or bottom of your inbox.

- **Language**

  Here you can change the Text-to-Speech language, as well as the language of different elements of the unified messaging forms.

Time Zone

By specifying your local time zone, CallXpress can adjust the time stamps on your messages to reflect your location.

Notification Settings

This section allows you to setup when and how you are notified of messages when you are away from your desk. This includes having CallXpress call you or send you a text page to alert you of a new voicemail message. It also allows you to set up a daily reminder to check your messages, as well as message forwarding.

Immediate Notification

Allows you to configure Notification of messages by callout to a pager or telephone as soon as a new message is received.

- **Options**
  - **Notify Status** - You can select whether you wish to be alerted of all new voicemail messages, or only those marked urgent.
  - **Specific Sender** - You can set CallXpress to alert you of voice messages left by a specific caller.
  - **Message Types** - Select whether you wish to be notified of voice messages, email messages, fax messages, or all three.
- **Time**
  - **Hours** - You can set during which hours you wish to have CallXpress notify you of new messages.
  - **Days** - Select which days you wish CallXpress to notify you of new messages.
- **Personal Call List Options**
  - **Busy Retry** - Enter the number of notification attempts CallXpress should make to the subscriber if the number is busy. The system waits for the specified amount of time in the Wait column of the Personal Call list before dialing the next number.
  - **Traverse List** - Specifies the number of times that CallXpress should attempt to call all the numbers in the list.
- **Call List**
  - **Telephone Number** - Enter the telephone numbers to be called, in order of importance. Be sure to enter a "9"

before the number if you are dialing off-campus.

- ♣ **Type** - Select the type of device to be called:
  - Normal - for regular telephone numbers
  - Radio - for radio and voice announce pagers
  - Digital - for digital pagers
  - PIN - for PIN-type pagers
  - PIN Number - Enter the PIN if this entry describes a PIN-type pager
- ♣ **Wait (min)** - Enter the amount of time CallXpress should wait before contacting the next number in the list.

Enable Daily Message Reminder

Select the **Enable Daily Message Reminder** box. Enter the phone number CallXpress should dial and then enter the time you wish to be called. Click **OK** to save your changes.

Forwarding

This tab allows you to configure Automatic Message Forwarding. This feature forwards copies of your incoming messages to another mailbox as soon as they are received. **Note:** This feature can only be used to forward voice mails to another CallXpress subscriber.

- ♦ **Options**
  - ♣ **Notify Status** - You can have all new voicemail messages forwarded, or only those marked urgent.
  - ♣ **Specific Sender** - You can set CallXpress to forward messages left by a specific caller.
  - ♣ **Message Types** - You choose whether to be notified of voice messages, fax messages, or both.
- ♦ **Time**
  - ♣ **Hours** - You can set during which hours you wish to have CallXpress notify you of new messages.
  - ♣ **Days** - Select which days you wish CallXpress to notify you of new messages.

Enabling Automatic Message Forwarding

Check the **Enable Automatic Message Forwarding** box and enter the mailbox number to which to forward the messages. Set your options and activation time, then click **OK** to save your settings.

SMS (Short Message Service)

This tab allows you to enable an SMS feature that sends a message to your mobile telephone, pager, or email account when you receive a new message.

- ♦ **Options**
  - ♣ **Notify Status** - You can select whether to be notified of all new voicemail messages, or only those marked urgent.
  - ♣ **Message Types** - Select whether to be notified of voice messages, fax messages, or both.
- ♦ **Time**
  - ♣ **Hours** - You can set during which hours CallXpress can notify you of new messages.
  - ♣ **Days** - Select which days you wish CallXpress to notify you of new messages.
- ♦ **Contact Details**

  Enter *either* a phone/page number OR an email address for SMS notification.

Enable SMS

Check the **Enable Short Messages Service (SMS)** box. Select the third-party provider used by your SMS-equipped device and click **OK.**

Web PhoneManager Settings

Changing Playback Options

Here you configure how you want to record and play back voice messages and other audio recordings during your Web PhoneManager session.

Enter the telephone number where CallXpress can reach you to make the recordings. Then select whether you want your playback options via telephone, streaming audio, or downloaded to your hard drive. If you chose telephone, the number you enter can be any local number. So if you are not on campus a cell or home phone number can be used.

Once you have logged out of Web PhoneManager this setting will return to the default of calling your campus extension.

Telecommunication Systems

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