

# CX Quick Reference Card *Meridian Mail®/CallPilot® Emulation*



\*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

### Meridian Mail® / CallPilot® Emulation

- Skip backward **1**
- Play **2**
- Skip forward **3**
- Previous message **4**
- Record **5**
- Next message **6**
- Message Commands **7**
- Mailbox commands **8**
- Call sender **9**
- Operator transfer **0**

#### Basic Commands

The Basic commands can be dialed anywhere in this menu.

- Help **\***
- Cancel/Exit **#**

## Playing Message

- Decrease playback speed **2 1**
- Increase playback speed **2 3**

## Message Commands

- Reply **1**
- Play envelope **2**
- Forward **3**
- Compose **5**
- Delete/restore **6**
- Print fax/email **7**
- Send **9**
- Message options **0**

## Addressing Message

- Enter the mailbox number, then **#**
- To end addressing **#**
- Remove last entered number **0 #**
- Access names dialing **1 1**

## Message Options

- Urgent **1**
- Normal **2**
- Private **4**
- Return receipt **5**
- Future delivery **6**

## Recording Message

- Record **5**
- End record **#**

## Sending Message

- Review message **2**
- Send message **7 9**

## Mailbox Commands

- Log off **3**
- Go to message **6**
- Change message list **9**
- Mailbox options **0**

## 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**

## 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**

## Record Personal Greetings

- Busy greeting\* **1**
- Standard greeting **2**
- Out-of-office greeting\* **3**
- Availability greeting\* **4**

## 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. When you call in, the Meridian Mail® / CallPilot® emulation saves you the effort of relearning most of the keystroke commands you use to send, retrieve, and manage messages.



## Before You Start

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

CX internal number: \_\_\_\_\_

CX external number: \_\_\_\_\_

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.

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### Getting Started...

<i>If you want to...</i>	<i>Then enter...</i>
Listen to a message	<b>2</b>
Go to the previous message	<b>4</b>
Go to the next message	<b>6</b>
Compose a message	<b>7 5</b>
Change message lists	<b>8 9</b>

### After Recording & Addressing Message

<i>If you want to...</i>	<i>Then enter...</i>
Mark the message Urgent	<b>7 0 1</b>
Mark the message Private	<b>7 0 4</b>
Request return receipt	<b>7 0 5</b>
Request future delivery	<b>7 0 6</b>
Send the message	<b>7 9</b>

### Changing Your Mailbox Options

<i>If you want to...</i>	<i>Then enter...</i>
Change name	<b>8 0 1 5</b>
Change password	<b>8 0 1 4</b>
Change standard greeting	<b>8 0 1 3 2</b>
Change out-of-office greeting*	<b>8 0 1 3 3</b>
Change busy greeting*	<b>8 0 1 3 1</b>
Set automatic message forwarding*	<b>8 0 2 4</b>
Set message presentation order	<b>8 0 2 5</b>
Set Immediate Message Notification*	<b>8 0 1 1</b>

### While Listening to Message

<i>If you want to...</i>	<i>Then enter...</i>
Skip back 5 seconds	<b>1</b>
Skip ahead 5 seconds	<b>3</b>
Decrease playback speed	<b>2 1</b>
Increase playback speed	<b>2 3</b>
Reply to the message sender	<b>7 1</b>
Forward the message to another subscriber	<b>7 3</b>
Delete the message	<b>7 6</b>
Call the message sender	<b>9</b>