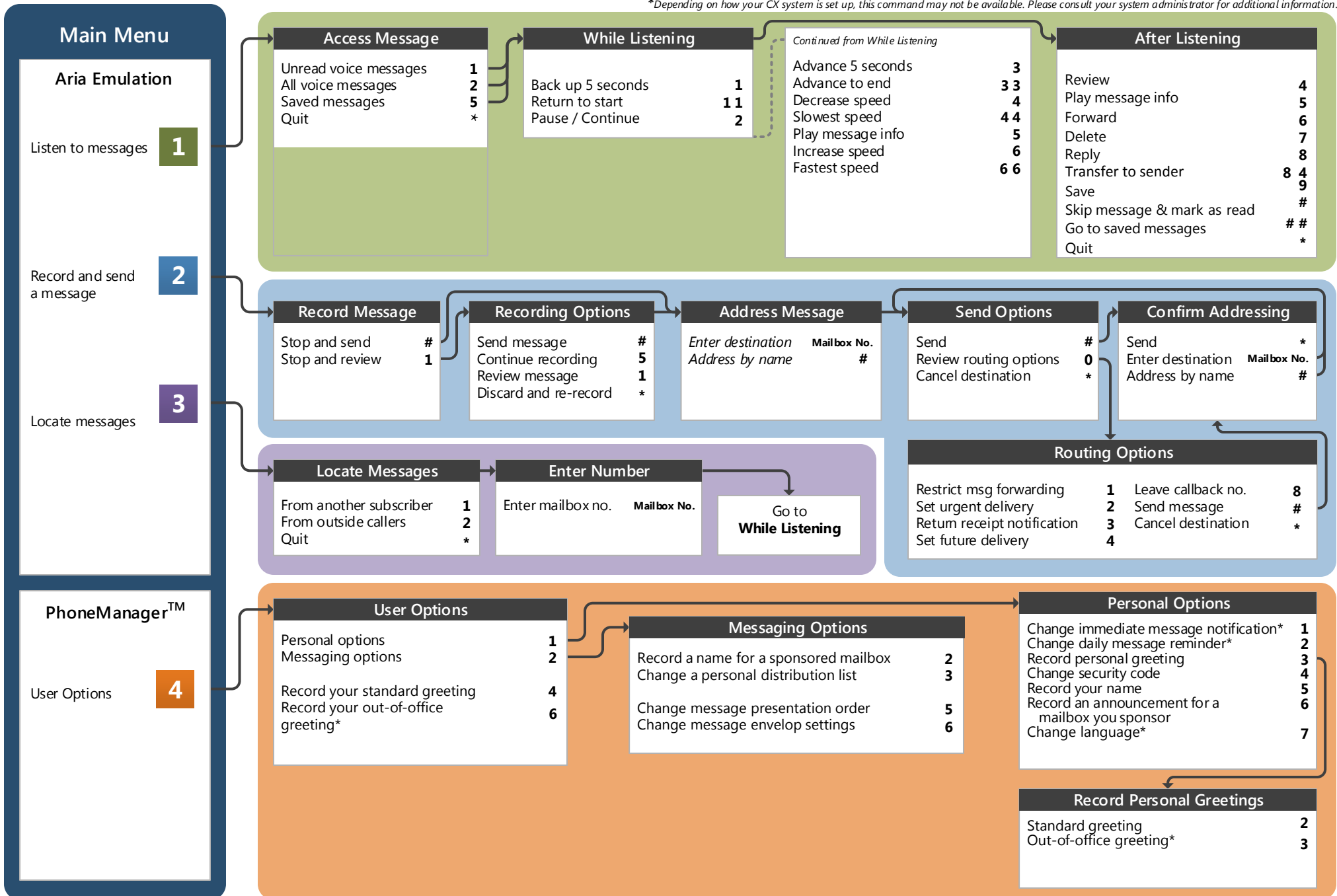


**Depending on how your CX system is set up, this command may not be available. Please consult your system administrator for additional information.*



Welcome!

York's new XM Connect unified messaging system is designed to provide you with the same convenient access to your voicemail messages, whether you are at your desk or calling in over the telephone.



Before You Start


Access numbers and credentials:

Voicemail internal number:	<u>55111</u>
Voicemail external number:	<u>416-736-5111</u>
Your subscriber mailbox number:	<u>your 5-digit extension</u>


Gaining Access to Your Mailbox

Follow these simple steps to start using CX.

To log on from your office To log on from outside the university

- | | |
|--|--------------------------------------|
| 1. Dial 55111 or tap  | 1. Dial (416) 736-5111 |
| 2. Enter your password | 2. Enter your 5 digit mailbox number |
| | 3. Enter password |

To log on from another office phone

- Dial 55111 or tap 
- Press * #
- Enter your 5 digit mailbox number
- Enter password

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.

Getting Started...

<i>If you want to...</i>	<i>Then enter...</i>
Listen to new messages	1
Record and send a message	2
Locate messages	3
User options	4

Changing Your Mailbox Options

<i>If you want to...</i>	<i>Then enter...</i>
Change name	4 1 5
Change password	4 1 4
Change standard greeting	4 4 or 4 1 3
Change out-of-office greeting*	4 6 or 4 1 3
Create or update a personal distribution list	4 2 3
Set Immediate Message Notification*	4 1 1

After Recording & Addressing Message

<i>If you want to...</i>	<i>Then enter...</i>
Restrict message forward	1
Mark the message urgent	2
Request a return receipt	3
Request future delivery	4
Leave a number where you can be reached	8

After Listening to Message

<i>If you want to...</i>	<i>Then enter...</i>
Review message	4
To hear envelop information	5
Forward message to another subscriber	6
Delete the message	7
Reply	8
Transfer to a sender	8 4
Save the message	9

Telecommunications, UIT
Administrative Services: (416)736-2100, Ext 44357
Location: 016 Steacie Science and Engineering Building
Email: telecomm@yorku.ca