



Message eXpress  
Unified Messaging

Powered by Phone & Wireless

**Quick Reference Guide**

Customer Service

994 Mill Street, Suite 200, San Luis Obispo, CA 93401  
(805) 549-7800 or service@callamericacom.com

Your Personal Number: \_\_\_\_\_

Your Password is: \_\_\_\_\_

**To Log In To Your Messenger**

1. Call your 597-4800 from any phone
2. After the prompt, enter your Personal Number.
3. Enter your password followed by \*  
(The system will advise you on the number of messages, both "New" and "Played")

**To Personalize Your Messenger**

1. Call your Messenger and Log in
2. Press (6) to modify system options
3. Press (7) to modify Password, Outgoing Greeting or Voice Signature
4. Select (6) for Outgoing Greeting or (8) for Voice Signature
5. Select greeting number (1)
6. Press (7) to interrupt playback and begin recording
7. Record and Press \* to end and 5 to save

**To Modify Your Password**

1. Login into Messenger
2. Select (6) to **M**odify System Options
3. Select (7) to Select user **S**et-up
4. Select (7) to modify **P**assword
5. Enter new password (3-6 digits)
6. Re-Enter new password
7. System will confirm new password

**Helpful Keys**

- (9) X Cancels action
- (0) Pause

### **To Listen To Messages**

1. Call your Personal Number and Log in
2. Select (5) to Listen
3. If you wish store the message press (5) to **Keep**, then (6) for **Next**
4. To exit, just hang up

### **While listening To messages**

- (1) Back 8 seconds
- (11) Back to beginning of message
- (2) Forward 8 seconds
- (3) Delete Message
- (5) Keep Message
- (6) Next Message
- (7) Reply to Message
- (8) Transfer Message
- (9) Cancel
- (0) Pause

### **Additional Features**

(Based on service plan selected)

### **To Send A Message To Another User**

1. Call into system and Log In
2. Select (7) to **Send**
3. Enter the user's ID, press \*
4. Record message, press \*
5. Press (7) to **Send** or listen to prompts

### **To Reply To Another User**

1. After listening, press (7) to **Reply**
2. Enter User ID (if requested), press \*
3. Record your reply, press \*
4. Press (7) to **Send** or listen to prompts

### **To Transfer A Message**

1. After listening, press (8) to **Transfer**
2. Enter user ID, press \*
3. Record comment, press \*
4. Press (7) to **Send** or listen to prompts

### **Additional Features Available**

### **Message Connect, Fax Services, Call Screening, Out dial, Conference features**

For additional feature guides or information please contact customer service at (805) 549-7800