



Message eXpress
Unified Messaging
Powered by Phone & Wireless
Quick Reference Guide

Customer Service
545 Higuera, 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 Personal Number from any phone
 2. While Greeting plays, press *
 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 (Dial Personal Number, and during the greeting, dial *, password, and*)
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 (Dial Personal Number, and during the greeting, dial *, password, and*)
2. Select (6) to Modify System Options
3. Select (7) to Select user Set-up
4. Select (7) to modify Password
5. Enter new password (3-6 digits)
6. Re-Enter new password
7. System will confirm new password

To Set Up A VM Distribution List

1. Login into Messenger (Dial Personal Number, and during the greeting, dial *, password, and*)
2. Select (6) to Modify System Options
3. Select (5) for Group Message Lists
4. Enter List number (1) then *
5. Press 2 to add a VM Box number to the list then *

Helpful Keys

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

To Listen To Messages

1. Call your Personal Number and Log in (Dial Personal Number, and during the greeting, dial *, password, and*)
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
- (4) 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 (Dial Personal Number, and during the greeting, dial *, password, and*)
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