## CX Quick Reference Card Original TUI



\* Depending on how your CX system is set up, this command may not be available. Please consult your system administrator for additional information. Message Ordering\* **Listening Options Pause Options** Info/Group Options Main Menu Voice messages 1 0 Continue listenina Message info Pause Change language\* Select message Fax messages\* 2 **Forward** 2 3 1 2 Cancel selection Email messages\* Back up five seconds 3 Increase speed\* 4 5 7 Messages from outside callers Delete 4 Set bookmark Select all messages Listen to messages Messages from a specific mailbox Save 7 Cancel all selections 5 Decrease speed\* All messages Review 6 Resume from bookmark 8 7 Skip to next message Reply 8 **Reply Options** 9 Advance five seconds Select mailbox 1 Record and send a Info/group options 0 2 Record 2 message Exit/Cancel \* 3 Transfer to extension Help Transfer to number 4 Reply all\* 5 Listen to saved Recording Message **Recording Options Routing Options** messages† Enter recipient's mailbox number 2 Start / stop / continue recording Future delivery Access directory Back up five seconds 3 Set urgent status 2 Discard and start over 4 Restrict forwarding 3 Send 5 Request a receipt 5 Review 6 Leave callback number 8 Listen to selected Advance five seconds 9 6 messages Set routing options 0 Cancel message \* Help Manage Selected Messages Listen to deleted **Personal Options Messaging Options** messages† Listen Change Immediate msg notification\* Record a name for a sponsored mailbox Forward group 2 Change daily message reminder\* 2 Go to Change a personal distribution list 3 Record personal greeting Delete group 3 Message Change message forwarding Change security code 4 4 Save group Ordering Record your name Change message presentation order 5 Record an announcement for a Change message envelope settings † Keys 5 & 7 go to Message mailbox you sponsor Ordering (same as Key 1) Change language\* Change SMS notification\* User Options (PhoneManager™) **PhoneManager**<sup>TM</sup> **Automated Attendant Options** Personal options Messaging options 2 1 Record Personal Greetings Change call screening\* Automated attendant options 3 Set user options 2 Change call blocking\* Record your standard greeting Busy greeting\* Change extension-specific processing\* 3 Record your busy greeting\* 5 Standard greeting 2 Change diverted call processing\* Record your out-of-office greeting\* 6 Out-of-office greeting\* 3 Availability greeting\*