**DRAFT - for posting to tns.sdsu.edu/voicemail.htm**

**Web PhoneManager**

**CallXpress allows users to manage their voicemail changes either using a telephone or web interface. Web PhoneManager is an easy-to-use online application designed to assist users in managing their voicemail using a web browser. All functionality in Web PhoneManager can be performed through the Telephone User Interface (TUI). You must set up your mailbox and have a security code before you can use Web PhoneManager.**

**Managing your SDSU Voicemail using CallXPress Web PhoneManager (WPM)**

**To access Web PhoneManager go to: voicemail.sdsu.edu.** An online tutorial is provided to guide you through all features available. **Go to “User Resources” and click “Web   
PhoneManager Online Tutorial”.** You can either listen to the entire presentation or select from the options to learn about a specific feature. See notes below for exceptions.

**Here are some useful features:**

1. **Reset Security Code:** You can reset your security code. Go to: voicemail.sdsu.edu to log in to WPM and click “Forgot Security Code”. Please note, if you receive an error message this means your email address does not match our records. Contact the TNS Help Desk at ext. 4-1935 to update your email information.
2. **Change Security Code:** You have the option to change your security code. In WPM, go to “Personal Settings” and click “Security Code”.
3. **Forward messages to another mailbox:** You have the option to forward your messages to a different mailbox when you are away from office. In WPM, go to “Notification Settings” and click “Forwarding”.
4. **Register your cell and/or home phones:** You have the option to register your mobile and/or home phones so whenever you call to pick up your voicemail from one of these phones, the system will recognize your telephone number and not ask you to enter your mailbox number. In WPM, go to “Personal Settings” and click “Phone Numbers”.
5. **Phone Notification:** You have the option to receive a phone notification by programming the phone number(s) to call when you receive a voicemail message. It will ask you to enter your security code to hear the message. In WPM, go to “Notification Settings” and click “Immediate”
6. **Email Notification:** You have the option to receive an email notification whenever you receive a voicemail message.To hear your message, call 619-594-7444. In WPM, go to “Notification Settings” and click “SMS”.
7. **Message Envelope:** You have the option to play your message envelope (i.e. date/time information) before or after you listen to your message. In WPM, go to “Message Settings” and click “Presentation”.
8. **Create Distribution List:** You have the option to have a distribution list so you will be able to send your message to multiple voicemail boxes on your list. Note: you must submit a TNS service order to create the list and there is a $10 one-time fee for this. Once the list is created, you can add or delete voicemail boxes on your own. In WPM, go to “Personal Settings” and click “Distribution Lists”.

**Note:**

1. We did not implement Fax services so this feature is not available.
2. Other features not available in WPM: Message features (compose, reply, forward, save and delete); User Availability and Personal Address Book.