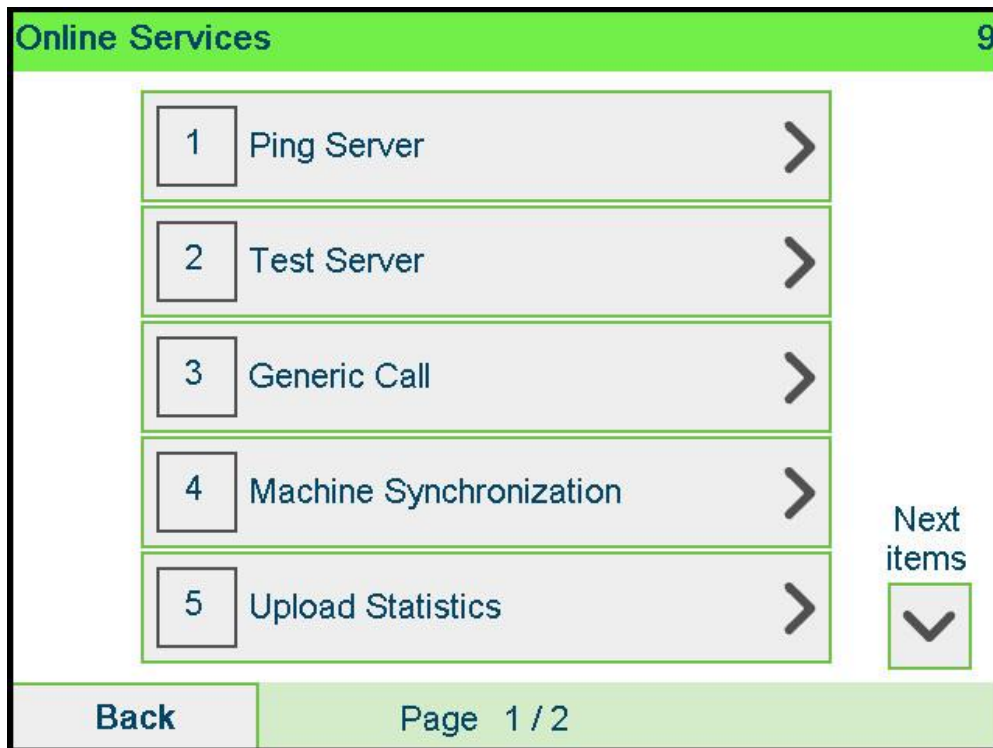# How to Run a Generic Call on IX9

To trigger a generic call:

- Press ☰ and select the path: ONLINE SERVICES then GENERIC CALL

- The Mailing System connects to the server and downloads the available elements (rates, slogans, etc.).

- If successful, you will see the successful message appear.
- If a failure message appears, try a second time. If the failure message appears again, please contact OMECorp Service at 918-664-2588, option 1 for service.