NEW Voicemail Features

- ***Customized greetings available for missed call types***
  (busy, external, internal, after-hours, vacation, today's greeting)
- ***Continuous message playback available***
- ***Automatically call the sender of voicemail message (internally or externally) with (2) key strokes***
- ***Quickly pause, delete, skip, replay or save messages during playback***

Messages Button: Provides access to the Voicemail System & may provide NEW message notification

NEW Voicemail Message Indicators: Incoming Call Alert LED illuminates on telephone & Envelope Icon on Telephone display
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Mailbox Number: Your Extension Number   **Initial Default Password/PIN: 000000**

Xpressions Access Numbers

Direct Access Number (Internal)..**22401**
(Internal extension number for users to access voicemail within the office)

Remote/After Hours Direct Access Number (External) **631-632-2401**
(External number for users to access voicemail from outside the office)

Guest Access Number ....**631-632-2402 or 22402**
(Number to dial to leave a message directly in another mailbox without ringing their telephone)

Forward Access Number **22402**
(Target number to enter when forwarding your calls directly to voicemail)

Transfer Access Number **11021970002**
(Target number used when transferring a caller directly to a voicemail box)

> **Transfer a Caller to a Voicemail Box to Leave a Message**:
> With caller on the line ⇨ press **TRANSFER** ⇨ Dial **11021970002,** press **OK** ⇨ Dial the person's Mailbox number ⇨ Press the **#** key twice (# #) ⇨Hang up your handset.

> ****** The first time your mailbox is accessed, you will be forced to change your password & record your name. ******

Accessing Your Xpressions Voicemail Box   HOME STATE

1. Lift receiver and press the **MESSAGES** button on your telephone (or get dial tone and press Messages button)
2. Enter your password followed by the # key

   OR

   Dial the **Direct Access Number** and follow the voicemail prompts

   You are now at HOME STATE and can access the below voicemail options!!

Changing Your Password *(after first-time setup)*   *Quick Keys:* 9 3

1. *From HOME STATE*, Push **9** for Mailbox Options
2. Push **3** to Change Password
3. Enter new password and press **#** (Xpressions will verify your new password)
   *(note: **new** passwords cannot be consecutive numbers, i.e.: 123456, your extension number, or the same number in sequence, i.e.: 111111. The system requires a "secure" password. Minimum of 4 digits in length, maximum 24 digits.)*

Recording Your Name *(after first-time setup)*   *Quick Keys:* 8 4 1

1. *From HOME STATE*, Push **8** for Answering Options
2. Push **4** to Record Name

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3. Push **1** to change your recorded name (if already recorded)

Recording Your Greeting(s)   ANSWERING OPTIONS   *Quick Key:* 8

THERE ARE (4) GREETING MODES

* NOTE: SOME GREETINGS MAY NEED TO BE DEACTIVATED PRIOR TO USING ANOTHER *

- **ALTERNATE** - *One Greeting activated - plays for all callers 24/7*
- **REGULAR** - *Four Greetings activated – each greeting plays according to call type*
- **OUT OF OFFICE** - *One Greeting activated - plays during set vacation hours*
- **TODAY'S GREETING** - *One Greeting activated - plays for all callers until midnight / System Canned greeting plays for callers after midnight until new greeting is recorded*

Only (1) Greeting MODE can be active at a time

PERSONAL GREETINGS 8 1		TEMPORARY GREETINGS 8	

Alternate Greeting
From HOME State -
Quick Keys 8 1 3
 	
Push **8** for **Answering Options**
  Push **1** for **PERSONAL**
    Push **3** Activate / Deactivate
or
    Push **1** - CHANGE
      ALTERNATE Greeting
 	
Push **1** to record your greeting and **press** ✳ **#** when finished - *system will replay recorded greeting*
 	
NOTE: This Greeting Mode is perfect for the user who wants ONE GREETING played for all callers. When active, this greeting plays for callers 24/7
	Regular Greeting
	From HOME State -
	Quick Keys 8 1 2
	
	Push **8** for **Answering Options**
	  Push **1** for **PERSONAL**
	    Push **2** – *Activ*ate
	      REGULAR Greetings
	    o Push **2** for **- Busy** – plays for both internal and external callers when you are on the phone
	    o Push **3** for **- Internal** – plays for internal callers only when phone is unanswered
	    o Push **4** for **- External** – plays for external callers when phone is unanswered
	    o Push **5** for – **After Hours** – plays for callers after Business hours
	
	NOTE: Confirm Business Hours per design – user can set Business Hours via Web Assistant.
	
	Push **1** to record your greeting and **press** ✳ **#** when finished - *system will replay recorded greeting*
	
	NOTE: This Greeting Mode is perfect for users who would like to customize their greetings for individual types of calls.
		Out of Office Greeting
		From HOME State -
		Quick Keys 8 2
		
		Push **8** for **Answering Options**
		  Push **2** for **OUT of OFFICE**
		
		Push **1** to record your Greeting and **press** ✳ **#** when finished - *system will replay recorded greeting*
		
		The System will guide the user to enter the year, month and day of when this greeting should expire. Once a date has been entered, this greeting will be active.
		
		NOTE: This greeting is perfect for being out of the office for an extended period of time. When active, this greeting will play for the duration of the time set. Once time has expired, the system will revert to the previously set Personal Greeting (Regular or Alternate).
			Today's Greeting
			From HOME State -
			Quick Keys 8 8
			
			Push **8** for **Answering Options**
			  Push **8** for **TODAY**
			
			Push **1** to record your Greeting
			
			(When finished, **press** ✳7 3 to replay greeting, or simply hang up).
			
			NOTE: This greeting is perfect for the user who updates their greeting daily. When active, this greeting is deleted at midnight daily. The System "Canned" Greeting will play for incoming callers, until a new daily greeting has been recorded.

Sample Greeting

"You have reached (your name). I am unavailable to take your call. If you need immediate assistance, press **0 #**, and you will be transferred to *(referral extension)* who can assist you. Otherwise, leave a detailed message and a phone number after the tone and I will return your call as soon as possible."

Changing Your Referral Extension (0 # transfer target)   *Quick Keys:* 8 3 1

1. Press **8** for Answering Options
2. Press **3** for Referral Extension

3. Press **1** to change your referral extension

Recording and Sending a Message *(used to SEND a message to another mailbox)*   *Quick Keys:* **1**

1. *From HOME STATE*, Push **1** to record a message
2. Record your message and **press ✶ #** when finished
3. Enter recipient's extension or Distribution List and **press #** (or press ✶ to search by name)
4. Enter additional extensions or Distribution Lists if sending to more than one person
5. Push **#** when finished entering all destinations
6. Push **#** for regular delivery or press **3** for special delivery options and follow the prompts

    ### Special Delivery Options *(if mailbox permissions are set)*
    1 – *Return Receipt* (confirmation will be sent to you when message has been retrieved)
    2 – *Private* (prevents recipient from forwarding message to another user)
    3 – *Urgent* (Urgent messages will be heard first)
    4 – *Future Delivery* (specify date and time of delivery, along with recurring delivery options)

Listening To Your Messages   *Quick Keys:* **3 3**

1. Log in to Xpressions
2. Press **3** to listen to messages (Press **3** to bypass the message header and go directly to message)

Options Available
AFTER Listening to a Message

	Press
Replay entire message	**7 3**
Save the message	**4**
Delete the message	**6**
Skip to the next message	**2**
Reply to a message (delete or save first)	**1**
Forward a message (delete or save first)	**9**
Call the sender (delete or save first)	**7 0**
Reply	**#**
Return to main menu	**7 #**

Other Tips

	Press
Bypass a Greeting	**1**
Abbreviated Prompts	**9 2 2**
	(from HOME State)
Change the order of message playback to First In, First Out	
(default is Last In, First Out)	**9 5 3 2**
	(from HOME Menu)

Options Available
WHILE Listening to a Message

	Press
Pause a message	**✶**
Continue message playback	**✶3**
Save the message	**✶ 4**
Delete the message	**✶ 6**
Skip Forward to next message	**✶ 2**
Skip Back to previous message	**✶ 7 2**
Skip To End of message	**#**
Slow Down message playback	**7**
Speed Up message playback	**9**
Replay message from the beginning	**✶ 7 3**
Go Forward 8 seconds	**✶ 9 8**
Go Backward 8 seconds	**✶ 7 8**
Increase Volume	**5**
Decrease Volume	**8**
Listen to Message Details	**✶ 7 1**
Replay **Message Header (from/time/date)**	**✶ 7 7**
Go to **Next Message Queue**	**✶ 9 1**
Skip back to **Previous Message Queue**	**✶ 9 2**
Return to **Home State**	**✶ 7 #**
End voicemail session	**✶ 7 6**
Help	**0**