Xpressions Web Assistant
Accessing your voicemail via the web
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Introduction
The Unify Xpressions Web Assistant is a user-friendly, Web-based application for the individual configuration of your Voicemail mailbox. With the clearly laid out web pages, you will be able to easily customize your personal settings for messages, greetings, etc. that will meet your own needs. Using the Web Assistant, you can:

- Check your voicemail box by using the Mail Client.
- Check your User Data and add additional information.
- Customize your Voice mail settings.
- Configure customized Forwarding functions.
- Activate incoming message Notifications.
- Configure daily and weekly Time Profiles for telephone greetings.
- Record and administer telephone announcements and greeting texts.

Note: Before accessing your mailbox via the Web Assistant, you must first access your mailbox through the telephone. Here you will change your voicemail pin from the default and record your name.

Accessing the Web Assistant
The following explains how to access the Web Assistant website.

1. In an internet browser, go to http://voicemail.kennesaw.edu.

2. In the User Login field, enter your phone extension #.

![Figure 1 – User Login](image-url)
3. In the Password or Pin field, enter your mailbox pin number.

![Figure 2 - Enter your Mailbox Pin](image2)

4. Click the Login Button.

5. You will be taken to a page that will allow you to change your Xpressions Web Assistant password. This password will be used to log into the Expressions Web Assistant website.

6. Enter a **New Password** for the New Password field. The password must contain **8 characters** with a mix of upper and lower case letters as well as special characters.

![Figure 3 - Create New Password](image3)
7. Re-enter the **password** you just created into the *Confirm new password* field.

8. Click the **Change Password** button.

9. You will be taken into the *OpenScape Xpressions Web Assistant* page.

10. To access your **Voicemail**, click on the *Mail Client* tab.
11. You will be taken to the *Mail Client*. The *Mail Client* allows you to check voicemail messages, view messages sent, and compose a message. Options include:

- Selecting message by priority, date/time, caller ID, etc.
- Saving voicemail to your Computer’s hard drive.

**Playing back your Voicemail**

The following explains how to playback your voicemail messages.

1. In the *Mail Client* window, click on the **Subject Line** of the Voicemail you wish to playback.

2. The *Message Window* will open. To hear your message via the computer, click on the **Play** button. The message will be downloaded to your computer.
3. You may also open the message by clicking on the .wav file, located under the Attachments section.

Personal Settings

The User Data page displays certain information on your Xpressions user account. You can modify some of the settings, depending on the configuration of the Web Assistant. You can modify or supplement your user data such as company, department, phone number, etc. This information is not required for voicemail. To access the User Data page:

1. Click on the Personal Settings link.
2. You will be taken to the Personal Settings page. To view User Data, click on the User Data link.
3. The **User Data** page will open. Here, you will be able to set your **Mailbox Redirection** (which allows other users to accept voicemail messages for you), your **Business Phone Number**, your **Email Address**, and other **User related information**.

![Figure 13 - User data](image)

**Changing Your Start Page**

If you wish to change your start page after log in and be taken to the **Mail Client** each time you access the Web Assistant, you may do so through the **User Data** page. The following explains how to change the **Start Page** after logging into the **Web Assistant**.

1. Access the **User Data** page, located under the **Personal Settings** Tab in the **Web Assistant**.

![Figure 14 - User Data Page](image)
2. Click the **Start page after login** dropdown menu.

3. Select the **Inbox** option. This change will automatically take you to the **Mail Client** each time you log into **Web Assistant**.

4. Click on the **Save** button.
Voice Mail System Settings

To access the Voice Mail System Settings, click on the **Voice mail system** link, located under the **Personal Settings** Tab.

You will be taken to the **Voice Mail Settings** page. With the **Voice Mail System Settings** page, you will have access to:

- **Change Pin** – Change the telephone password.
- **Programmable Shortcuts** – User can define multiple functions in one touch on keyboard.
- **Referral extension** – Destination callers are transferred to when 0 # is selected.
- **Mailbox Option** – Select standard or abbreviated voicemail prompts & playback volume.
- **Caller Options** – Allows callers to mark their message as urgent. For example, if a caller marks a message URGENT, it will be placed in front of all other incoming messages. The system will play the URGENT messages before playing regular messages.
Additional Features of the Voice Mail System

In the Voice mail system page, you also have access to additional features. These features include:

- **Voice mail query without identification** – Allows you to setup trusted number access. Automatically plays messages when you dial Xpressions callback number from any of the numbers defined in field. (Great for checking messages from home or cell phone!)

- **Simplified greeting configuration** – If unchecked, you will be in the Enhanced Greeting Mode. This allows you to record up to nine greetings and assign to appropriate Greeting Types.

- **Mobility number** – If enabled, callers can transfer directly to a remote number by pressing a predetermined number on the dial pad. Set up in the Forward Access menu, a caller can transfer to your cell phone or home phone while listening to your voicemail greeting without knowing your personal numbers.

**Personal Filters**

*Personal Filters* allow you to select the type of messages that should be played via your Xpressions mailbox. To set Personal Filters:

1. Click on the **Edit Personal Filter Button**.
2. Select your preferred filter settings. These messages should be played via your Xpressions mailbox.

![Personal filters]

Figure 23 - Filter Settings

3. Click on the **Save** button to save your settings.

![Personal filters](Figure 24 - Save Button)

**Forward Access Menu**

The **Forward Access Menu** allows users to specify different actions that the numeric dial pad will perform for callers when keys are pressed while listening to your greeting. The following explains how to use the **Forward Access Menu**.
1. In **Personal Settings**, click on the **Forward Access** link.

2. You will be taken to the **Forward Access** window. Here, determine the type of calls that should have the ability to use the **Forward Access Menu** by clicking on the **Access menu** dropdown. For example: Internal Calls, External Calls, Busy Conditions, After-hours or alternate greeting. Note that this selection should match the greeting chosen to answer your telephone.

   ![Figure 25- Access Menu Dropdown](image)

3. For each **phone key**, use the **Dropdown arrows** to determine the forwarding action to be performed when those keys are pressed.

   ![Figure 26 - Selecting your actions](image)
Notifications
The Notification page allows additional methods of notification for new messages. You can select the message type and the method of notification. The system will then inform you of new incoming messages in the desired manner. The following explains how to access the Notification page and create a new Notification.

1. Click on the Notification link, located under the Personal Settings.

![Figure 27 - Accessing Notifications](image)

2. In the Notifications window, click on the Create notification button.

![Figure 28 - Create Notification](image)
3. Set your desired notifications in the window that appears.

![Figure 29 - Setting Notifications](image)

4. Click Save.

**Time Profiles**

Time profiles allow you to define when and with which voice greetings your mailbox should react to incoming calls. (Greetings must first be created in *Recordings OR via the telephone using the Mailbox Options*).

There are two (2) Greeting Menus available to users, **Simplified** and **Enhanced**. The choices on the *Time Profile* screen vary slightly depending on the menu activated.
Below is an example of *Time Profiles* using the **Simplified Greeting Menu**:

- **Message recording not allowed** – When checked, callers cannot leave a message in your mailbox.
- **Greeting cannot be interrupted** – When checked, callers cannot bypass the greeting. This will override the setting in the Forward Access Menu.
- **Business days** – Select the Business Days that the hours will apply.
- **Selects the Business Hours** – Selects the Business Hours of your Workday.

If you wish to use the **Enhanced Greeting Menu**, note that you must enable the *Enhanced Greeting Menu* view. To do so:

1. Click on the *User Data* link, located under *Personal Settings*.
2. Remove the check from the *Simplified web access* Check Box.
3. Click on the **Save** button.

![Figure 30 - Click Save](image)

4. In the confirmation window, click on the **Continue** button.

Below is an example of **Time Profiles** using the **Enhanced Greeting Menu**:

![Figure 31 - Enhanced Greeting Menu](image)
The Enhanced Greeting Menu allows users to create up to 9 separate voicemail greetings. Once created, users can assign different greetings to play on individual days by assigning recording numbers to the greeting type. They can also customize their business hours per day instead of per week. This menu allows flexibility to users who have unique business needs.

Recordings Menu
The Recordings menu allows you to record several greetings, create a personal name recording, as well as create a name recording for a distribution list.

Note: The Recordings Menu also allows you to delete recordings. Deleting a greeting via the Web Assistant will erase the recording that you have already created on your phone.

The following explains how to create a Personal Name Recording.

1. Click on the Recordings link, located under Personal Settings.

2. To create a new recording, click on the Create button.

3. To record a Personal Name Recording, under the Type of Recording section, select the Personal Name Recording option. Note: This option will not be available if you have already recorded a Personal Name recording on your phone.
4. To create a recording from your phone, select the **Record via telephone now** option under the *Select a Method* section.

![Select a method](image)

*Figure 34 - Select a method*

5. Enter the **phone number** that you wish to be called on in order to record your greeting and click **OK**.

![Enter the Extension](image)

*Figure 35 - Enter the Extension*

6. The phone you specified will ring. Upon answering, you will be taken to the *Recording Screen*. To begin recording, click on the **Record** button.

![Click Record](image)

*Figure 36 - Click Record*

7. Upon clicking on the **record** button, say your **name** into the phone.
8. When you have completed your *Personal Name Greeting*, click on the **Pause** button.

   ![Click Pause]
   
   **Figure 37 - Click Pause**

9. When you are satisfied with your recording, click **Exit**. You may also hang up your phone.

10. Click on the **Save** button to apply your changes.

   ![Click Save]
   
   **Figure 38 - Click Save**

**Uploading a Recording**

Alternatively, you may upload a greeting that you have created on your computer. The following explains how to upload a greeting to the *Voicemail System*.

1. In the *Recordings* window, located under *Personal Settings*, click **Create**.

   ![Click Create]
   
   **Figure 39 - Click Create**
2. Select the **Greeting Number** that you wish to record in the *Personal Greeting* Dropdown.

![Personal Greeting Dropdown](image)

*Figure 40 – Personal Greeting Dropdown*

3. Select the *Personal Greeting* radio button.

![Personal Greeting Button](image)

*Figure 41 - Personal Greeting Button*

4. Under the *Select a method* section, select **Upload Recording**.

![Upload Recording](image)

*Figure 42 - Upload recording*
5. Click **Browse**.

![Figure 43 - Click Browse](image)

6. Navigate to and select the greeting file that you created. Note: it is recommended that your greeting files be recorded as a **.wav file**.

7. Click **Open**.

![Figure 44 - Click Open](image)

8. In the **Create a new recording** screen, click **Create**.

![Figure 45 - Click Create](image)

9. Your new recording will be created. To set your greeting to be played to specific callers or on specific days, you may do so via the **Time Profiles** page.

![Figure 46 - Time Profiles](image)