NEW Voicemail Features

- One touch to features (ex: SAVE, DELETE, SKIP)
- Easy to navigate visual and audible voicemail prompts
- Customized greetings available for missed call types (busy, external, internal, after-hours, vacation)
- Continuous message playback available
- Automatically call the sender of voicemail message (internally or externally) with (2) key strokes

Voicemail/Messages Button: • When pressed, user may access their Messages

Mailbox Number: Your Extension Number Initial Default Password/PIN: 000000

Xpressions Access Numbers

Direct Access Number (Internal) .......................................................... 9900
(Internal extension number for users to access voicemail within the office)

Remote/After Hours Direct Access Number (External) ......................... 470-578-9900
(External number for users to access voicemail from outside the office)

Guest Access Number ............................................................................. 14200
(To leave a message directly in another mailbox within the office)

Transfer Access Number ............................................................................ 14400
(Target extension used to transfer a caller to voicemail)

Transfer a Caller to a Voicemail Box to Leave a Message:
With caller on the line ➜ Press Transfer ➜ Dial 14400 ➜ 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 and record your name. ****

Accessing Your Xpressions Voicemail Box

1. Press the MESSAGES button on your telephone and then the Soft Key “Call Mailbox”
OR dial the Direct Access Number and follow voice prompts.
2. Enter password followed by the # key

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 6 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
3. Push 1 to change your recorded name (if already recorded)
4. When prompted, say your full name and press ★ # when finished
Recording Alternate Greeting

- Log in to Voicemail
- **From HOME STATE**, push **8** for Answering Options
- Push **1** to change your PERSONAL GREETING
  - Push **3** to ACTIVATE your ALTERNATE GREETING
  - OR, Push **1** to CHANGE your ALTERNATE GREETING (Voicemail will play your current greeting)
- Push **1** to record a new greeting (or push **3** to deactivate greeting, push **4** to keep greeting, or push **6** to delete and use System Greeting)
- When prompted, record your greeting and press **#** when finished

**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.

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Greeting Modes

**THERE ARE (4) GREETING MODES** *(Located in the Answering Options Folder)*

- **ALTERNATE 8 1 3/1** (One Greeting activated - played for all callers 24/7)
- **REGULAR 8 1 2** (Four Greetings activated - played according to call type)
- **OUT OF OFFICE 8 2** (One Greeting activated - played during set vacation hours)
- **TODAY'S 8 8** (One Greeting activated - played 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**

<table>
<thead>
<tr>
<th>PERSONAL GREETINGS 8 1</th>
<th>TEMPORARY GREETINGS 8 8</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Alternate Greeting</strong></td>
<td><strong>Out of Office Greeting</strong></td>
</tr>
<tr>
<td>From HOME State -</td>
<td>From HOME State -</td>
</tr>
<tr>
<td>Quick Keys 8 1 3</td>
<td>Quick Keys 8 1 2</td>
</tr>
<tr>
<td>Push 8 for Answering Options</td>
<td>Push 8 for Answering Options</td>
</tr>
<tr>
<td>Push 1 for PERSONAL</td>
<td>Push 2 for PERSONAL</td>
</tr>
<tr>
<td>Push 3 - ACTIVATE or</td>
<td>Push 2 - Activate</td>
</tr>
<tr>
<td>Push 1 - CHANGE</td>
<td>[regular greetings]</td>
</tr>
<tr>
<td>ALTERNATE Greeting</td>
<td></td>
</tr>
<tr>
<td>Push 1 to record your greeting</td>
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</tr>
<tr>
<td>and press <strong>#</strong> when finished - system will replay recorded greeting</td>
<td>(When finished, press <strong># 7 3</strong> to replay greeting, or simply hang up).</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th><strong>Regular Greeting</strong></th>
<th><strong>Today's Greeting</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>From HOME State -</td>
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</tr>
<tr>
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<tr>
<td>Push 1 for PERSONAL</td>
<td>Push 2 for PERSONAL</td>
</tr>
<tr>
<td>Push 2 - ACTIVATE</td>
<td>Push 2 - Activate</td>
</tr>
<tr>
<td>[regular greetings]</td>
<td></td>
</tr>
<tr>
<td><strong>NOTE:</strong> Confirm</td>
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</tr>
<tr>
<td>Business Hours per</td>
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<tr>
<td>design</td>
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**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).

**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.
Greetings

(Alternate Greeting) One Greeting to Answer your telephone 24/7 under all conditions
Hello, this is _______________ from KSU. I am either on the phone or away from my desk. Please leave a message after the tone and I will return your call as quickly as possible. If you need to speak to someone immediately, press zero (0) for further options. Thank you for calling.

(Busy Greeting) On The Phone
Hello, this is ______________ from KSU. I am on the phone right now. Please leave a detailed message after the beep and I will return your call as soon as possible. If you need to speak to someone immediately, press zero (0) for further options. Thank you for calling.

(External Greeting) No Answer, Away From Desk
Hello, this is ______________ from KSU. I am away from my desk right now. Please leave a detailed message after the beep and I will return your call as soon as possible. If you need to speak to someone immediately, press zero (0) for further options. Thank you for calling.

(Internal Greeting) No Answer, Away From Desk
Hello, this is _______________. I am away from my desk right now. Please leave a message after the tone.

** NOTE: If you program a REFERRAL EXTENSION, insert the following into your greeting: "If you need to speak to someone immediately, press zero (0) followed by the # sign and you will be transferred to (referral extension name) who can further assist you.

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 (available only if mailbox class of service permits)
   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 #

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

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)