

## XPRESSIONS WEB ASSISTANT QRG

*The Xpressions Web Assistant is a user-friendly, web-based application for the individual configuration of your Xpressions mailbox. Clearly laid out Web pages allow each user the ability to customize personal voicemail settings.*

- 1) To begin using the Web Assistant, start your Web browser (*Internet Explorer, etc*)

Type in the Xpressions URL: <http://coreosvxpke> or <http://172.16.254.87>

2)

The below login page will appear



### Login

User ( or mailbox/ID number ) :

Password ( or PIN ) :

Remember me on this computer.



[\[Normal\]](#) [\[SSL\]](#)

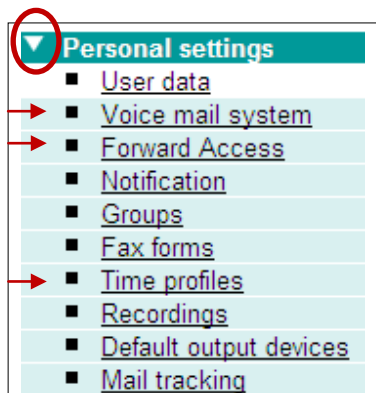
3) Enter your **4 - digit mailbox number** (no spaces or dashes) in the **User** field

4) Enter your **voicemail numerical password** in the **Password/PIN** field

5) Click the **Login** button

**NOTE:** The first time you log in you will be required to setup a password and a PIN. Each login, thereafter, only requires one of the two. The password parameters: Total of 8 characters; at least 1 number, 1 special character, 1 lowercase letter and 1 uppercase letter. The PIN is the same PIN you use to access your mailbox via the telephone.

- TOP Features to utilize in your **Personal Settings** Folder:



Customize your **Voicemail system** settings (*ie: change telephone password (PIN), define a referral extension, trusted number access*)

Configure customized **Forwarding** functions (*personal call processing / forwarding menu for specific greeting types*)

Configure global daily and weekly **Time Profiles** for telephone greetings (*define work hours, greeting assignment*)

## VOICEMAIL SYSTEM

- **Change PIN** - Telephone password
- **Referral extension** - Destination callers are transferred to when 0 # is selected (11-digit telephone number on the system)
- **Mailbox Options** - Select standard or abbreviated user prompts; adjust playback volume
- **Caller Options** - When selected, callers can mark their message urgent  
(**Note:** URGENT messages are presented to the user with the option to listen prior to all other new messages)
- **Voice mail query without user identification** – Allows user to program up to (3) Trusted Numbers. When the user dials the Xpressions Callback number from any of the trusted numbers, system does not require the user to enter a password. Great for checking messages from home or cell phone!
- **Simplified greeting configuration** (default) – If unchecked, mailbox will utilize the Enhanced Greeting Mode. This allows user to record up to nine greetings and assign to appropriate Greeting Types.
- **Mobility number** - (enable/disable) If enabled, callers can transfer directly to a remote telephone number by pressing a key stroke on the dial pad. (this is set up in the Forward Access Menu) **EXAMPLE:** A caller can transfer to your cell or home phone while listening to your voicemail greeting without knowing your personal telephone number. (Enter the full 11-digit telephone number of the "transfer to" target in this field)

- ▼ Personal settings
  - User data
  - **Voice mail system**
  - Forward Access
  - Notification
  - Groups
  - Time profiles
  - Recordings
  - Default output devices
  - Mail tracking

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### Voice mail system settings

Change PIN

#### Voice Mail System

Active voice mail system:

#### Referral extension

Extension number:

#### Mailbox options

User prompts:

Playback volume (default=5):

#### Caller options

Callers can leave urgent messages

#### Voice mail query without user identification

If calls are made from the following phones

Extension number 1:

Extension number 2:

Extension number 3:

#### Simplified greeting configuration

Use the simplified greeting configuration

#### Mobility number

Disabled

Enabled

Phone number:

Reachable with key(s):  [Change key\(s\)...](#)

#### Edit messages via telephone

Set filter for messages

Enable personal filter

- ▼ Personal settings
  - User data
  - Voice mail system
  - Forward Access
  - Notification
  - Groups
  - Fax forms
  - Time profiles
  - Recordings
  - Default output devices
  - Mail tracking

The **FORWARD ACCESS** menu page allows the user to specify the different variants (actions) the numeric dial pad will **perform for callers** when keys are pressed while listening to the assigned greeting.

**Step 1 - IMPORTANT!** First, select the Greeting that will use this Access Menu.  
(example: Internal, External, Busy, After-hours or Alternate Greeting)

Access menu for alternate greeting ▼

Phone key: Action

1 Skip

- Internal callers
- External callers
- alternate greeting
- when busy
- After-hours greeting

**You must have the appropriate greeting mode activated for the Forward Access Menu to perform properly. Be sure to view your Time Profiles page to view which greeting mode is being utilized (Alternate or Regular).**

*Example: If the Access menu for the Alternate Greeting is programmed, but the Regular Greeting Mode is activated, callers will not have the Forwarding options programmed available to them. The Regular Greeting Mode options would be available: Internal, External, Busy and After-Hours Forwarding Menu, depending on the type of call.*

### Forward Access menu

Access menu for alternate greeting ▼

Phone key:	Action:	Number to dial:
1	Skip greeting	
2	[not assigned]	
3	[not assigned]	
4	[not assigned]	
5	Mobility number	
6	[not assigned]	
7	[not assigned]	
8	[not assigned]	
9	[not assigned]	
0	[not assigned]	
*	[not assigned]	

**NOTE: Keystroke 1 defaults on all menus to Skip Greeting**

1	Skip greeting	
2	[not assigned]	
3	[not assigned]	
4	Hang up	
5	Callback access	
6	Direct access	
7	Guest access	
8	Mobility number	
9	Operator	
0	Page the user	
*	referral extension	
#	Skip greeting	
	Dial the number	
	[not assigned]	

**Step 2** – From the drop down arrow, determine the action to be performed when that specified numeric telephone key is pressed

**Step 3** - If a "transfer to" number is needed, type the number in the **Number to Dial** field

**NOTE: Some numbers are defined elsewhere and cannot be entered in the shown fields.**  
(ex: mobility number, pager number, referral extension, and Voicemail access numbers)

**Step 4** - Select **SAVE** from the bottom of screen when finished

In the **EXAMPLE** above, Joe has set up the Forward Access Menu for his **ALTERNATE Greeting**. The two options available to the caller when his Alternate Greeting is activated are: **PRESS 1** to bypass his greeting or **PRESS 5** to transfer to his mobility number.

The most common selections used in the Forward Access Menu are: **Mobility Number, Referral Extension and Dial the Number**

NOTE: Greetings must first be recorded. Access voicemail via the telephone to quickly record your greetings-Mailbox Options 81

**Time profiles** allows you to define *when* and with *which* voice greeting your mailbox should answer 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**. All profiles default to the Simplified Mode. 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**:

- **Greeting cannot be interrupted** – When checked, callers cannot bypass greeting (overrides setting in the Forward Access Menu).
- **Out of office** - When a date is inserted in this field, the Out of Office greeting is activated. Greeting will play for callers until expiration date entered. After expiration, current Personal Greeting mode will activate. To deactivate the Out of Office message before the date, simply delete the date from the field.

**SIEMENS**

**JONES\_SHERYL** [Logout](#) [Help](#)

Greeting cannot be interrupted

Out of office

• until  (mm/dd/yyyy) (Overrides all greetings below)

Alternate greeting  (Overrides all greetings below)

Internal

External

Busy

After-hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Business days	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Business hours

• from

• to

Use default system settings

Be sure to **SAVE** your settings

\* Per Sheryl's Time Profile settings, she has activated her Personal Greetings and is using the Regular Greetings to answer inbound calls. Sheryl has recordings for internal and external calls only. If the caller is sent to voicemail while her telephone is busy or after hours, they will hear the system canned greeting. Her business hours are Mon-Fri 8am - 5:01pm. Any call sent to her voicemail outside of her business hours will hear the After-Hours greeting.

## **PERSONAL GREETING MODES** (Alternate and Regular)

### Alternate

- **Alternate Greeting** - When a Personal Greeting is recorded and activated for the Alternate Greeting, this greeting will play for all callers 24/7. If the drop-down field shows "**none**," this greeting is deactivated.

### Regular

- **Internal** - *This greeting will play for internal callers when telephone is unanswered*
- **External** - *This greeting will play for external callers when telephone is unanswered*
- **Busy** - *This greeting will play for all callers when telephone is busy*
- **After-hours** - *This greeting will play for all callers when telephone is unanswered after business hours*
  
- **Business days** – *Select the Business Days that you work*
- **Business hours** – *Select the Business Hours of your workday*

**The Enhanced Greeting Menu** allows users to create up to 9 separate voicemail recorded greetings. Once created, the user can assign the different recordings to play on individual days by assigning recording numbers to the greeting type. The user can also customize their Business Hours per DAY instead of per week. This menu allows flexibility to users who have unique business needs. The below example shows the Alternate Greeting being utilized with three different recordings assigned.

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

- **Message recording not allowed** – *When checked, callers cannot leave a message in your mailbox on those particular days. You can determine specific days in which callers are allowed to leave a message in your mailbox.*
  
- **Greeting cannot be interrupted** – *When checked, callers cannot bypass greeting on those particular days (this overrides setting in the Forward Access Menu). You can determine specific days that your greeting cannot be interrupted.*

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
<b>Message recording not allowed</b>								
• Internal callers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• External callers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• alternate greeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• when busy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• out of business hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Greeting cannot be interrupted</b>								
• Internal callers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• External callers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• alternate greeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• when busy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Greetings</b>								
• Internal callers	none ▾	none ▾	none ▾	none ▾	none ▾	none ▾	none ▾	<input type="button" value="Access menu"/>
• External callers	none ▾	none ▾	none ▾	none ▾	none ▾	none ▾	none ▾	<input type="button" value="Access menu"/>
• alternate greeting	none ▾	none ▾	none ▾	none ▾	none ▾	none ▾	none ▾	<input type="button" value="Access menu"/>
• when busy	none ▾	none ▾	none ▾	none ▾	none ▾	none ▾	none ▾	<input type="button" value="Access menu"/>
<b>After-hours greeting</b>	1 ▾	1 ▾	1 ▾	2 ▾	1 ▾	3 ▾	3 ▾	<input type="button" value="Access menu"/>
<b>Business hours</b>								
• from	06:00am	06:00am	06:00am	06:00am	06:00am	06:00am	06:00am	
• to	05:01pm	05:01pm	05:01pm	05:01pm	05:01pm	05:01pm	05:01pm	
<b>Business hours 2</b>								
• from	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
• to	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<b>Out of office</b>								
• until	<input type="text"/> (mm/dd/yyyy)							
	<input type="checkbox"/> Use Monday settings for whole week							
	<input type="button" value="Save"/>							