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HiPath Xpressions V5.0 Voicemail User Guide - Simplified Greeting Mode

Mailbox Number: Your Extension   **Initial Default Password: 1111**

Xpressions Access Numbers

Phonemail/Mailbox Button: • Accesses your mailbox when pressed
                                • Provides message waiting indication

Direct Access Number **6640**
   (To access voicemail within the office)

Remote/After Hours Direct Access Number **850-412-6640**
   (To access voicemail outside the office)

Guest Access Number ....**850-412-6641 or 6641**
   (To leave a message directly in another mailbox within the office)

Forward Access Number **6641**
   (Target extension used to forward your calls directly to voicemail)

Transfer Access Number **16640**
   (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* (or ✓) ⇨ Dial Transfer Access Number **16640**
   ⇨ Dial the person's extension ⇨ Press the **#** key twice (# #) ⇨ Hang up your handset.

Accessing Your Xpressions Voicemail Box

1. Press the ***Phonemail*** button on ***your*** telephone **OR** dial the Direct Access Number
2. Enter password followed by the # key (use initial default password when logging in for the first time)

Changing Your Password   *Quick Keys:* 9 3

1. 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.)*

Recording Your Name   *Quick Keys:* 8 4

1. 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

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)

Recording and Sending a Message   *Quick Keys:* 1

1. Push **1** to record a message
2. Record your message and **press ✱ #** when finished
3. Enter recipient's extension and **press #** (or press ✱ to search by name)
4. Enter additional extensions 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)

SIMPLIFIED GREETING MODE

Recording Greetings   *Quick Keys:* 8 8 – Today's Greeting   8 1 – Personal Greetings

- o Push **8** for **Answering Options**
- o Push **8** for **TODAY'S GREETING** *(Once recorded, TODAY'S GREETING will override below greetings if they are being used. Greeting expires at the end of the day. If a new greeting is not recorded once Today's Greeting expires, the "Canned System Greeting" is played.)*

OR

- o Push **8** for **Answering Options**
- o Push **1** for **PERSONAL GREETINGS** *(If one of the below greetings is selected, TODAY'S GREETING will be deactivated.)*
- o Select which **Greeting Type** to record
    - **3** – *Activate* ALTERNATE – when this greeting is active it **overrides ALL** below greeting types.
    - **2** – *Activate* REGULAR Greetings
        - Push **2** for **- Busy** – plays for both internal and external callers when you are on the phone
        - Push **3** for **- Internal** – plays for internal callers only
        - Push **4** for **- External** – plays for external callers only
        - Push **5** for **- After-Hours** – play after normal business hours as determined by System Admin.
- o Push **1** to record your greeting and **press ✶ #** when finished recording
  (while recording press **✶ 6 1** to delete and rerecord)
- o Push **#** to continue (or follow prompts to rerecord greeting)

Sample Greeting

"You have reached (your name). I am unavailable to take your call. If you need immediate assistance, press **0**, and you may select to transfer to someone 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."

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
Change the order of message playback to First In, First Out (default is Last In, First Out)	9 5 3 2
	(from the Main Menu)