



Xpressions v7 Voicemail TUI

User Guide

Simplified Greeting Menu



NEW Voicemail Features



- Customized greetings available for missed call types (busy, external, internal, after-hours, vacation, today's greeting)
- 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

NEW Voicemail Message Indicators: Incoming Call Alert LED illuminates on telephone & Envelope Icon on Telephone display

NOTE: If requested, users can have voicemail messages delivered to their email via a .wav file.

Mailbox Number: Your 7 or 11 digit Extension Number

Initial Default Password/PIN: 1 4 7 2 5 8

*** FIRST TIME VOICEMAIL SETUP ***

During the 1st time setup, you will be required to change your password and record a name. Please review password requirements prior to logging in (pg 2). Also, review the four greeting modes available (pg 3). Select which mode you would like to use as this will streamline your 1st time setup.

FROM YOUR OFFICE TELEPHONE	FROM AN EXTERNAL TELEPHONE
1 - Lift receiver and press the MESSAGES button	1 - Dial the LOCAL Direct Access Number for your Region
2 - Enter the default password 147258 and press #	2 - Enter your 11-digit telephone number and press #
3 - When prompted, enter your NEW password and press # (voicemail will replay your password at this time)	3 - Enter the default password 147258 and press #
4 - When prompted, Record your NAME and press * #	4 - When prompted, enter your NEW password and press # (voicemail will replay your password at this time)
	5 - When prompted, Record your NAME and press * #

TIP: When recording your name, the * key will STOP the recording and the # key enters it into the system

At this point, you are at **HOME state** in voicemail and can proceed to **Answering Options** (press 8), select your Greeting Mode and record your Personal Greeting (see pg. 3 for instructions and pg. 4 for Menu Selections).

XPRESSIONS ACCESS NUMBERS (all users)	SYSTEM A	SYSTEM B (DHS & OJD only)
DIRECT <i>Number for users to access voicemail</i>	1-541-465-2801	1-503-947-9895
GUEST <i>Number to dial to leave a message directly in another mailbox</i>	1-541-465-2808	1-503-947-9898
FORWARD <i>Target number to enter when forwarding your calls to voicemail</i>	1-541-465-2808	1-503-947-9898
TRANSFER <i>Target number used when transferring a call directly to a voicemail box</i>	1-541-465-2806	1-503-947-9896

Transfer a Call DIRECTLY to a Voicemail Box to Leave a Message

With caller on the line ⇒ press **TRANSFER** ⇒ Dial the appropriate **TRANSFER ACCESS NUMBER** for the location of the user, press **DIAL** soft key or **OK** ⇒ Dial the person's Mailbox number ⇒ Press the # key twice (# #) ⇒ Hang up

LOCAL XPRESSIONS DIRECT ACCESS NUMBERS	SYSTEM A	SYSTEM B (DHS & OJD only)
ALBANY	1-541-967-6799	1-541-967-2002
BEND	1-541-693-2892	1-541-388-6027
CORVALLIS	1-541-757-5399	1-541-757-4111
Eugene	1-541-684-2697	1-541-684-2698
GRANTS PASS	1-541-956-2999	1-541-471-2850
MEDFORD	1-541-858-3190	1-541-734-7503
PORTLAND	1-971-673-9097	1-971-673-9098
ROSEBURG	1-541-957-3654	1-541-464-2148
SALEM	1-503-947-9897	1-503-947-9895



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 contain more than three sequential numbers, ex: 1234, your extension number, or more than two identical numbers in a row ex: 1112. The system requires a "secure" password. Minimum of 4 digits, maximum of 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 finished, press *** #**

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)

TIPS: During message playback: press ***** to pause the message; ***6** to quickly delete or ***4** to quickly save

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 (NOTE: **THIS IS NOT YOUR GREETING**)
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)



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 the type of call type & state of phone
- **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		TEMPORARY GREETINGS	
<p><u>Alternate Greeting</u> From HOME State - Quick Keys 8 1 3</p> <p>Push 8 for Answering Options Push 1 for PERSONAL Push 3 Activate / Deactivate or Push 1 - CHANGE ALTERNATE Greeting</p> <p>Push 1 to record your greeting and press * # when finished - system will replay recorded greeting</p> <p>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</p>	<p><u>Regular Greeting</u> From HOME State - Quick Keys 8 1 2</p> <p>Push 8 for Answering Options Push 1 for PERSONAL Push 2 – Activate REGULAR Greetings</p> <ul style="list-style-type: none"> ○ 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 when phone is unanswered ○ Push 4 for - External – plays for external callers when phone is unanswered ○ Push 5 for – After Hours – plays for callers after Business hours <p>Push 1 to record your greeting and press * # when finished - system will replay recorded greeting</p> <p>NOTE: This Greeting Mode is perfect for users who would like to customize their greetings for individual types of calls.</p> <p>Additional feature rich functionality is available by utilizing the UC Use Case. To view this information please go to http://ucweb.uc.oregon.gov/owc or contact Project MUSIC.</p>	<p><u>Out of Office Greeting</u> From HOME State - Quick Keys 8 8 2</p> <p>Push 8 for Answering Options Push 8 for Temporary Greeting Push 2 for OUT of OFFICE</p> <p>Push 1 to record your Greeting and press * # when finished - system will replay recorded greeting</p> <p>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.</p> <p>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).</p>	<p><u>Today's Greeting</u> From HOME State - Quick Keys 8 8 1</p> <p>Push 8 for Answering Options Push 8 for Temporary Greeting Push 1 for Today's Greeting</p> <p>Push 1 to record your Greeting and press * # when finished - system will replay recorded greeting</p> <p>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.</p>

NOTE: If a Personal Greeting is not recorded, the following System Canned Greeting will play for callers: "The party you have called, "YOUR NAME" cannot be reached. Please leave a message after the tone."



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 (pause/continue).....	* 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

HOME STATE - VOICEMAIL MAIN DECISION TREE OPTIONS

PUSH 3: LISTEN TO MESSAGES *(if messages are present)*

PUSH 1: RECORD A MESSAGE *(used to send a message directly to another mailbox or group)*

PUSH 8: CHANGE ANSWERING OPTIONS *(record mailbox name and greetings)*

PUSH 9: CHANGE MAILBOX OPTIONS *(change password)*

PUSH 70: TO TRANSFER *(exit current mailbox and transfer to another user mailbox)*

PUSH 76: TO DISCONNECT *(exit voicemail and drop connection)*

