The IP35 and IP55 desk phones use a voicemail system called Xpressions, which allows users to set up customized greetings for missed incoming calls and includes some very powerful ways to manage phone messages.

We'll cover some of the basics, including how to access your voicemail, how the different greeting types relate to one another and some useful terminology.

First, we'll access the voicemail.

To do this, lift the receiver and press the messages key. The system voice will greet you and ask for your password – if this is your first time logging in, you’ll be required to change your password and record your name.

Once you've logged in, you're ready to access voicemail features — this is called the Home State.
Now let's take a look at the different Greeting Modes:

- There are two main greeting types: Personal Greetings, which; once activated, stay activated until you set up a different greeting.
- Temporary Greetings, which will play for a finite period after activation before reverting to your Personal Greeting.

Because of this, it's a good idea to set up a Personal Greeting before moving on to Temporary Greetings.

The most basic Personal Greeting is the Alternate Greeting which will play for all missed calls 24/7. This is ideal for most users.

The Regular Greeting is intended for advanced users. This is a four-part greeting; which has different recordings for internal, external, after hours and busy calls.
For your Temporary Greetings, you also have two options.

An Out of Office Greeting which will play for a period you define during setup.

Today's Greeting will reset each day at **midnight**.

Once you've decided which of these best fits your needs, check out the individual greeting instructions for help with setup.