

Xpressions Voicemail

SETUP ON MIGRATION DAY



The first time your mailbox is accessed you will need to change your password and record your name.

1. Access your mailbox
 - From desk phone, lift receiver and press the MESSAGES button
 - From any other phone, dial 1-541-465-2801, enter your 11 digit telephone number and press #
2. Enter the default password 147258 and press #
3. Enter your NEW password and press # (password will replay)
4. At the prompt, record your NAME then press *# to return to the main menu and set up your greeting.
5. Press 8, 1, 3, 1. At the prompt, record your personal greeting then press * # to finish and replay

PASSWORDS:

- Minimum 4 digits - Maximum 24 digits
- May NOT contain:
 - Your extension #,
 - More than three sequential numbers (ex: 1234)
 - More than two consecutive, identical numbers (ex: 1112)
 - See reset info below

GREETING MODES

There are four greeting modes available to choose from. Only one may be selected at a time and most will need to be deactivated before you can activate a different greeting.

ALTERNATE GREETING - (MOST USERS) One greeting plays for all callers 24/7

REGULAR GREETING - Each of four greetings play - Busy, Internal, External, After Hours

TODAY'S GREETING - One greeting set for today, deleted by the system at midnight each night

OUT OF OFFICE GREETING - One greeting that plays during vacation dates set by user

ALTERNATE GREETING QUICK KEYS 8 1 3

8 for Answering Options

1 for Personal

3 Activate / Deactivate or 1 – Change Alternate Greeting

1 to record your greeting, * # to finish and replay

NOTE: This is what most staff are familiar with using. It is also the greeting in the first-time setup steps.

REGULAR GREETING QUICK KEYS 8 1 2

8 for Answering Options

1 for PERSONAL

2 Activate

2 for Busy – plays for all callers when you miss a call because you are on the phone

3 for Internal – plays for internal callers

4 for External – plays for external callers

5 for After Hours – plays after business hours

1 to record your greeting, * # to finish and replay

NOTE: All business hours are set as M-F, 8 am - 5 pm.

TODAY'S GREETING QUICK KEYS 8 8 1

8 for Answering Options

8 for Temporary Greeting

1 for Today's greeting

1 to record your greeting, * # to finish and replay

NOTE: After midnight the system greeting plays "The party you have called, 'YOUR NAME' cannot be reached. Please leave a message after the tone."

OUT OF OFFICE GREETING QUICK KEYS 8 8 2

8 for Answering Options

8 for Temporary Greeting

2 for OUT of OFFICE

1 to record your greeting, * # to finish and replay

NOTE: 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. 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.)

To reset your password go to: <https://pwreset.uc.oregon.gov:8043/OSILAManager>

Then enter your 11 digit phone number (e.g. 15031234567)

VOICEMAIL SYSTEM ACCESS NUMBERS

You can access the voicemail system while away from your desk by using the access numbers below. Additional local numbers are provided for toll free landline calls.

Voicemail Access Numbers		DHS/OHA ONLY Voicemail Access Numbers	
Forward	1-541-465-2808	Forward	1-503-947-9898
Transfer	1-541-465-2806	Transfer	1-503-947-9896
Salem	1-541-465-2801	Salem	1-503-947-9895
Albany	1-541-967-6799	Albany	1-541-967-2002
Bend	1-541-693-2892	Bend	1-541-388-6027
Corvallis	1-541-757-5399	Corvallis	1-541-757-4111
Eugene	1-541-684-2697	Eugene	1-541-684-2698
Grants Pass	1-541-956-2999	Grants Pass	1-541-471-2850
Medford	1-541-858-3190	Medford	1-541-734-7503
Portland	1-971-673-9097	Portland	1-971-673-9098
Roseburg	1-541-957-3654	Roseburg	1-541-464-2148

COMMONLY USED VOICEMAIL PROCEDURES

Listening To Your Messages

Quick Keys: 3 3

1. Lift the receiver and press the messages button.
2. Press 3 to listen to messages.
3. Press *6 to delete or *4 to save the message at any time during playback.

TIPS: Press 3 to bypass the message header and go directly to message.

Changing Your Referral Extension

Also known as "Zero Out"

(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
4. Enter the referral extension (7 or 11 digits) followed by #
5. Push # to confirm

Changing Your Password (after first-time setup)

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)

Recording Your Name (after first-time setup)

Quick Keys: 8 4 1

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 finished, press * #

Forwarding a voicemail to another person

Quick Keys: 4 9

1. Listen to the message
 2. Push 4 to Save the message
 3. Push 9 to Forward the message
 4. Record an intro message and press #
 5. Input the destination phone number or press * to use the directory.
 6. Follow the prompts to finish and disconnect
- NOTE: Destination phone numbers must be at least 7 digits.

Transferring a call directly to a voicemail box to leave a message

1. Begin with the caller on the line
2. Press the Transfer Key
3. Dial the 1-541-465-2806 for the user
4. Press OK or the DIAL softkey
5. Dial the person's Mailbox Number
6. Press # # (the # key twice)
7. Hang up

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XPRESSIONS VOICEMAIL COMMANDS

Home State	Other Tips
3 Listen to messages	76 Disconnect
8 Answering Options	1 Bypass Greeting
9 Mailbox Options	9-2-2 Abbreviated Prompts
70 Transfer (exit mailbox and enter another)	9-5-3-2 Change Playback order

Options available WHILE listening to a message	
* Pause playback	5 Increase volume
*3 Continue playback	8 Decrease volume
*4 Save message	7 Slow down playback
*6 Delete message	9 Speed up playback
*2 Skip to next message	*73 Replay Message from the beginning
*72 Skip to previous message	*98 Go forward 8 seconds
*# Skip to the end of message	*78 Go backward 8 seconds
*7# return to home state	*71 Listen to message Details
*91 Go to next message queue	*77 replay message header (from/time/date)
*92 Skip to previous message queue	

Options available AFTER listening to a message	
73 Replay entire Message	1 Reply to a message
4 Save the message	9 Forward a message
6 Delete the message	7# Return to main menu
2 skip to the next message	

XPRESSIONS DEFAULT GREETING

It is recommended you record a personal greeting, If a personal greeting is not recorded, the following system greeting will play for callers:

"The party you have called, "Your Name" cannot be reached. Please leave a message after the tone."

Keep in mind callers will not know about a referral extension (zero out) unless you tell them. The referral extension is not mentioned in the canned system greeting. Below are example voicemail scripts:

If you do not have a referral extension (Zero out):

Hello, you have reached (your name) with (your agency). I am unavailable to take your call. Please leave a detailed message including your phone number after the tone and I will return your call as soon as possible."

If you have set up your referral extension:

You have reached (your name) with (your agency). 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 including a phone number after the tone and I will return your call as soon as possible.

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