UNIFY

Xpressions v7.0 Voicemail TUI User Guide - Simplified Greeting Menu

NEW Voicemail Features

- ***One touch to features*** *(ex: SAVE, DELETE, SKIP)*
- ***Easy to navigate visual and audible voicemail prompts***
- ***Customized greetings available for missed call types***
  (busy, external, internal, after-hours, vacation)
- ***Continuous message playback available***
- ***Automatically call the sender of voicemail message (internally or externally) with (2) key strokes***

Voicemail/Messages Button: • When pressed, user may access their Messages

Mailbox Number: Your Extension Number   **Initial Default Password/PIN: 000000**

Xpressions Access Numbers

Direct Access Number (Internal)..**9900**
(Internal extension number for users to access voicemail within the office)

Remote/After Hours Direct Access Number (External) **470-578-9900**
(External number for users to access voicemail from outside the office)

Guest Access Number **14200**
(To leave a message directly in another mailbox within the office)

Transfer Access Number **14400**
(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* ⇨ Dial **14400** ⇨ Dial the person's Mailbox number ⇨ Press the **#** key twice (# #) ⇨Hang up your handset.

**** The first time your mailbox is accessed, you will be forced to change your password and record your name. ****

Accessing Your Xpressions Voicemail Box   HOME STATE

1. Press the **MESSAGES** button on your telephone and then the *Soft Key* **"Call Mailbox"**

OR dial the Direct Access Number and follow voice prompts.

2. Enter password followed by the # key

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 be consecutive numbers, i.e.: 123456, your extension number, or the same number in sequence, i.e.: 111111. The system requires a "secure" password. Minimum of 6 digits in length, maximum 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 prompted, say your full name and **press ✱ #** when finished

- Log in to Voicemail
- *From HOME STATE*, push **8** for *Answering Options*
- Push **1** to change your PERSONAL GREETING
  Push **3** to ACTIVATE your ALTERNATE GREETING
  OR Push **1** to CHANGE your ALTERNATE GREETING *(Voicemail will play your current greeting)*
- Push **1** to record a new greeting *(or push 3 to deactivate greeting, push 4 to keep greeting, or push 6 to delete and use System Greeting)*
- When prompted, record your greeting and **press ✱ #** when finished

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.

Greeting Modes *Quick Key from Home State:* **8**

THERE ARE (4) GREETING MODES *(Located in the Answering Options Folder)*

- **ALTERNATE 8 1 3/1** *(One Greeting activated - played for all callers 24/7)*
- **REGULAR 8 1 2** *(Four Greetings activated - played according to call type)*
- **OUT OF OFFICE 8 2** *(One Greeting activated - played during set vacation hours)*
- **TODAY'S 8 8** *(One Greeting activated - played 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 8 1		TEMPORARY GREETINGS 8 8	
Alternate Greeting *From HOME State -* *Quick Keys 8 1 3* Push **8** for **Answering Options** Push **1** for **PERSONAL** Push **3** - ACTIVATE or Push **1** - CHANGE ALTERNATE Greeting Push **1** to record your greeting and **press ✱ #** when finished - *system will replay recorded greeting* *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*	**Regular Greeting** *From HOME State -* *Quick Keys 8 1 2* Push **8** for **Answering Options** Push **1** for **PERSONAL** Push **2** – *Activate* REGULAR Greetings o Push **2** for **- Busy** – plays for both internal and external callers when you are on the phone o Push **3** for **- Internal** – plays for internal callers only when phone is unanswered o Push **4** for **- External** – plays for external callers when phone is unanswered o Push **5** for – **After Hours** – plays for callers after Business hours *NOTE: Confirm Business Hours per design* Push **1** to record your greeting and **press ✱ #** when finished - *system will replay recorded greeting* *NOTE: This Greeting Mode is perfect for users who would like to customize their greetings for individual types of calls.*	**Out of Office Greeting** *From HOME State -* *Quick Keys 8 2* Push **8** for **Answering Options** Push **2** for **OUT of OFFICE** Push **1** to record your Greeting and **press ✱ #** when finished - *system will replay recorded greeting* 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. *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).*	**Today's Greeting** *From HOME State -* *Quick Keys 8 8* Push **8** for **Answering Options** Push **8** for **TODAY** Push **1** to record your Greeting (When finished, **press ✱**7 3 to replay greeting, or simply hang up). *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.*

Greetings

(Alternate Greeting) One Greeting to Answer your telephone 24/7 under all conditions

Hello, this is _____ from KSU. I am either on the phone or away from my desk. Please leave a message after the tone and I will return your call as quickly as possible. If you need to speak to someone immediately, press zero (0) for further options. Thank you for calling.

(Busy Greeting) On The Phone

Hello, this is _____ from KSU. I am on the phone right now. Please leave a detailed message after the beep and I will return your call as soon as possible. If you need to speak to someone immediately, press zero (0) for further options. Thank you for calling.

(External Greeting) No Answer, Away From Desk

Hello, this is _____ from KSU. I am away from my desk right now. Please leave a detailed message after the beep and I will return your call as soon as possible. If you need to speak to someone immediately, press zero (0) for further options. Thank you for calling**.**

(Internal Greeting) No Answer, Away From Desk

Hello, this is _____. I am away from my desk right now. Please leave a message after the tone.

** NOTE: If you program a REFERRAL EXTENSION, insert the following into your greeting: "If you need to speak to someone immediately, press zero (0) followed by the # sign and you will be transferred to *(referral extension name)* who can further assist you.

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
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** *(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)

1. Log in to Xpressions
2. Press **3** to listen to messages (Press **3** to bypass the message header and go directly to message)

**Options Available
<u>AFTER</u> 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
<u>WHILE</u> 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**
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)	