

NEW Voicemail Features

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

Voicemail/Messages Button : yWhen 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 v(xgl5gEMC BT /P gEMC B TJ EMC ET /P <</MCID 50 >>BDC EMC /P <</MCID 51 >>BDC

(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 digits in length, maximum 24 digits.)

Recording Your Home State, Push

- x Log in to Voicemail
- x From HOME STATE, push 8 for Answering Options
- x 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)
- x 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)
- x 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.

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

- x ALTERNATE 8 1 3/1 (One Greeting activated - played for all callers 24/7)
- x REGULAR 8 1 2 (Four Greetings activated - played according to call type)
- x OUT OF OFFICE 8 2 (One Greeting activated - played during set vacation hours)
- x TODAY'S 8 8 (One Greeting activated - played forvated 8600.005 T Tm <AE.ray

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 0 # when finished
3. Enter recipient's extension or Distribution List and press # (or press 0 to search by name)
- 4.

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	Press
<u>AFTER</u> Listening to a Message	
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	#