



Mailbox Number: Your Extension

Initial Default Password: 1111

### Xpressions Access Numbers

- Phonemail/Mailbox Button:**
- Accesses your mailbox when pressed
  - Provides message waiting indication

**Direct Access Number** ..... 6640  
*(To access voicemail within the office)*

**Remote/After Hours Direct Access Number** ..... 850-412-6640  
*(To access voicemail outside the office)*

**Guest Access Number** ..... 850-412-6641 or 6641  
*(To leave a message directly in another mailbox within the office)*

**Forward Access Number** ..... 6641  
*(Target extension used to forward your calls directly to voicemail)*

**Transfer Access Number** ..... 16640  
*(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* (or ✓) ⇒ Dial Transfer Access Number 16640

⇒ Dial the person's extension ⇒ Press the # key twice (# #) ⇒ Hang up your handset.

### Accessing Your Xpressions Voicemail Box

1. Press the **Phonemail** button on **your** telephone **OR** dial the Direct Access Number
2. Enter password followed by the # key (use initial default password when logging in for the first time)

### Changing Your Password

**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)  
*(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.)*

### Recording Your Name

**Quick Keys: 8 4**

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 prompted, say your full name and **press \* #** when finished

### 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)

### Recording and Sending a Message

**Quick Keys: 1**

1. Push **1** to record a message
2. Record your message and **press \* #** when finished
3. Enter recipient's extension and **press #** (or press \* to search by name)
4. Enter additional extensions 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)

**SIMPLIFIED GREETING MODE**

**Recording Greetings      Quick Keys: 8 8 – Today’s Greeting      8 1 – Personal Greetings**

- o Push **8** for **Answering Options**
- o Push **8** for **TODAY’S GREETING** (Once recorded, TODAY’S GREETING will override below greetings if they are being used. Greeting expires at the end of the day. If a new greeting is not recorded once Today’s Greeting expires, the “Canned System Greeting” is played.)

**OR**

- o Push **8** for **Answering Options**
- o Push **1** for **PERSONAL GREETINGS** (If one of the below greetings is selected, TODAY’S GREETING will be deactivated.)
- o Select which **Greeting Type** to record
  - 3 – Activate ALTERNATE** – when this greeting is active it **overrides ALL** below greeting types.
  - 2 – Activate REGULAR Greetings**
    - 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
    - Push **4** for - **External** – plays for external callers only
    - Push **5** for - **After-Hours** – play after normal business hours as determined by System Admin.
- o Push **1** to record your greeting and **press \* #** when finished recording (while recording press **\* 6 1** to delete and rerecord)
- o Push **#** to continue (or follow prompts to rerecord greeting)

**Sample Greeting**

“You have reached (your name). I am unavailable to take your call. If you need immediate assistance, press **0**, and you may select to transfer to someone 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.”

Options Available	
<u>AFTER</u> Listening to a Message	
	Press
Replay entire message .....	<b>7 3</b>
Save the message.....	<b>4</b>
Delete the message .....	<b>6</b>
Skip to the next message.....	<b>2</b>
Reply to a message (delete or save first).....	<b>1</b>
Forward a message (delete or save first) .....	<b>9</b>
Call the sender (delete or save first).....	<b>7 0</b>
Reply .....	<b>#</b>
Return to main menu .....	<b>7 #</b>

Options Available	
<u>WHILE</u> Listening to a Message	
	Press
Pause a message .....	<b>*</b>
Continue message playback.....	<b>3</b>
Save the message.....	<b>* 4</b>
Delete the message .....	<b>* 6</b>
Skip Forward to next message .....	<b>* 2</b>
Skip Back to previous message .....	<b>* 7 2</b>
Skip To End of message .....	<b>#</b>
Slow Down message playback.....	<b>7</b>
Speed Up message playback .....	<b>9</b>
Replay message from the beginning .....	<b>* 7 3</b>
Go Forward 8 seconds .....	<b>* 9 8</b>
Go Backward 8 seconds .....	<b>* 7 8</b>
Increase Volume .....	<b>5</b>
Decrease Volume.....	<b>8</b>
Listen to Message Details.....	<b>* 7 1</b>
Replay Message Header (from/time/date).....	<b>* 7 7</b>
Go to Next Message Queue.....	<b>* 9 1</b>
Skip back to Previous Message Queue .....	<b>* 9 2</b>
Return to Home State .....	<b>* 7 #</b>
End voicemail session.....	<b>* 7 6</b>
Help .....	<b>0</b>

Other Tips	
	Press
Bypass a Greeting .....	<b>1</b>
Change the order of message playback to First In, First Out (default is Last In, First Out) .....	<b>9 5 3 2</b> (from the Main Menu)