

NEW VOICEMAIL SYSTEM 'XPRESSIONS' INFORMATION SHEET

When accessing Xpressions for the 1st time:

- Xpressions will require you to change your password from the default password (123456). It cannot be numbers that are consecutive (i.e. 567890) for security purposes and must be at least 6 digits long, not to exceed 24 digits.
- Xpressions will require you to record your spoken name (first and last name).

1. Dial 4200 from the phone you are setting up for voicemail.
2. You will be asked to press #.
3. Enter default password (123456) and then press #.
4. Enter new password (must be at least 6 digits) and then press #.
5. Say the name that you want recorded for your voicemail box, then press * and then #.
6. To record a greeting press **81311**. Say what you would like callers to hear when they call your extension, then press * and then #.



Sample Greeting

This is (Name) with (NWCC). I am currently unable to take your call. Please leave a detailed message at the tone and I will return your call as soon as possible. If you need to speak to someone immediately, press 0 # and you will be transferred to the operator. Thank you for calling.

Operating Procedures:

- To access the voicemail system you will use the same buttons on your phone as you always have. Enter your password followed by the '#' key.
- To listen to your messages, press **3**. To delete a message, press **6**; forward a message, press **9**; save a message, press **4**. To stop a message and repeat, press * then **7 3**. The graphic to the right shows you which keys correspond to the appropriate action.
- Change alternate greeting in future– press **8 1 1 1 1**. Your alternate greeting is considered your standard/default greeting. Additional greetings can be defined for after hours, internal callers, external callers, etc. if you would like to do so. To setup additional greetings select 'regular greeting' when prompted to receive additional options.

| | | | | |
|---------|-----------|----------|-----------|---------|
| | | Skip | | |
| Record | 1 | 2 abc | 3 def | Listen |
| Save | 4 ghi | 5 jkl | 6 mno | Delete |
| Reverse | 7 pqrs | 8 tuv | 9 wxyz | Forward |
| Stop | * | 0 | # | Enter |
| | | Help | | |

- Change current day's greeting only - press **8 8** (Greeting will go back to alternate/default greeting the next day/midnight).
- Change password – press **9 3**.

Xpressions Access Numbers:

- **Direct** Access Number 4200 (internal)
(to access **your** mailbox) 662-560-4200 (external)
- **Guest/Forward** Access Number 5200 (internal) NEW OPTION
(to leave a message without ringing phone, 662-560-5200 (external)
or **forward** your calls directly to voicemail without
ringing phone) The forward button on your phone still works to
forward a caller to another extension.
- **Transfer** Access Number 4203 NEW OPTION
(to transfer callers to voicemail without ringing phone)
The transfer button on your phone still works to transfer
a caller to another extension.

Must Answer (Referral Extension) This is when the caller dials 0# out of someone's voicemail box.

NEW OPTION – you may change these if you wish, but it is not necessary or required in Senatobia however in Southaven, Olive Branch or Oxford, these need to be changed to your operator's extension.

- Select 8 for Answering Options
 - Select 3 for Referral Extension
 - Select 1 to change
 - Enter extension number followed by #
-

USING CONTROL FEATURES

WHILE listening to the message header. . .

Skip the message header - proceed directly to message
Skip to next message header

Press

3
2

TO STOP a message, and . . .

Skip forward to the next message header
Skip backward to the previous message header
Replay the current message header
Save it
Delete it
Skip backward to the beginning of the message
Skip backward a few seconds
Skip forward to the end of the message
Skip forward a few seconds

* 2
* 7 2
* 7 7
* 4
* 6
* 7 3
* 7 8
* 9 3
* 9 8

TO CHANGE the message order . . .

Play with the newest message first
Play with the oldest message first

9 5 3 1 #
9 5 3 2 #

TO BYPASS the greeting when you call someone

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After a CALLER leaves a message, they may hang up, or...

For more recording options
Mark a message urgent (if configured)
To send message to other Xpressions mailboxes
To delete the message

*
* # 3
* # 5
* # 6

TO TRANSFER a caller directly into an Xpressions voicemail box without ringing phone:

- Press Transfer
- Enter Xpressions Transfer Access number **4203**
- Enter extension where they want to leave a message
- Press ## and hang up

Message Queue Order . . . (to skip to next message queue, press #)

1. Urgent
 2. Returned messages/return receipts
 3. New
 4. Saved
 5. Outgoing
 6. New messages received while in Xpressions
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