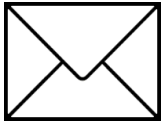


NEW Voicemail Features



- **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**

Mailbox Number: Your Extension

Initial Default Password: 1111 #

Accessing Your Xpressions Voicemail Box

1. Press the **Phonemail** button on **your** telephone **OR** dial the Direct Access Number 76115 and follow voice prompts.
***note that the first time you access your new voicemail box, you will be prompted to record your name – this is required in order to proceed.**
2. Enter password followed by the # key (use initial default password, 11111, when logging in for the first time)
***note that the first time you access your new voicemail box, you will be prompted to change your initial default password – this is required in order to proceed.**

ONCE YOU HAVE DIALED INTO XPRESSIONS, ENTERED YOUR MAILBOX NUMBER AND CHANGED YOUR PASSWORD, YOU ARE NOW AT HOME STATE! This will allow you to check your messages and make changes to your mailbox

Recording Your Name

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

Changing Your Password

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.)*

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 (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)

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."

Recording Greetings**8**

1. From HOME STATE, be sure to Push **8** for Answering Options

SIMPLIFIED GREETING MENU

THERE ARE (3) GREETING MODES: Today's Greeting, Regular Greetings or Alternate Greeting
Only (1) Greeting MODE can be active.

| <u>TODAYS Greeting</u> (Quick Keys 8 8) | <u>REGULAR Greetings</u> (Quick Keys 8 1 2) | <u>ALTERNATE Greeting</u> (Quick Keys 8 1 3) |
|--|--|---|
| Push 8 for Answering Options Push 8 for TODAYS GREETING Push 1 to record your greeting. (When finished, press *7 3 to replay greeting, or simply hang up.) <i>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 the morning after, until a new daily greeting has been recorded.</i> | Push 8 for Answering Options Push 1 for PERSONAL GREETINGS Push 2 – Activate REGULAR Greetings <ul style="list-style-type: none"> 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 Push 1 to record your greeting and press * # when finished | Push 8 for Answering Options Push 1 for PERSONAL GREETINGS Push 3 – Activate ALTERNATE Greeting Push 1 to record your greeting and press * # when finished <i>NOTE: When active, this greeting plays for callers 24/7.</i> |

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

Xpressions Access Numbers

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

Direct Access Number **76115**

(To access voicemail within the office)

Remote/After Hours Direct Access Number **(561) 297-6115**

(To access voicemail outside the office)

- **Broward** **(954) 762-5292**

- **Palm Beach** **(561) 799-8699**

- **Jupiter, Harbor Branch and Treasure Coast** **(772) 873-3495**

Guest Access Number **76215**

(To leave a message directly in another mailbox within the office)

Forward Access Number **76215**

(Target extension used to forward your calls directly to voicemail)

Transfer Access Number **76215**

(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 **76215**

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

Options Available

AFTER 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 # |

Other Tips

| | Press |
|---|----------------|
| Bypass a Greeting | 1 |
| Abbreviated Prompts | 9 2 2 |
| <small>(from HOME State)</small> | |
| Change the order of message playback to First In, First Out (default is Last In, First Out) | 9 5 3 2 |
| <small>(from HOME Menu)</small> | |

Options Available

WHILE 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 |