

How do I use Xpressions Voice mail? Is there a Quick Reference Guide?

OWENS COMMUNITY COLLEGE

Xpressions 3.0 Unified Messaging Quick Reference Guide

HiPath XPRESSIONS VOICE MAIL

Your HiPath Xpressions mailbox can contain new and saved voice mail and e-mail messages. You may access your mailbox through an office telephone or remotely using the direct access number provided to you.

MAILBOX NUMBER = Your extension

DEFAULT PASSWORD = 000000, #

TOLEDO VOICEMAIL DIRECT ACCESS (to Access your own mailbox) ext. 5000 or 567-661-5000

GUEST ACCESS (to Leave messages directly) 5001 or 567-661-5001

TRANSFER ACCESS (to Transfer callers into a box) 5001

FINDLAY VOICEMAIL DIRECT ACCESS (to Access your own mailbox) 3000 or 567-429-3000

GUEST ACCESS (to Leave messages directly) 3001 567-429-3001

TRANSFER ACCESS (to Transfer callers into a box) 3001

ACCESSING HiPath Xpressions Voice Mail MESSAGING SYSTEM

1. Press the Voicemail button on your telephone or dial Extension 5000 OR 3000 and follow audible and visual prompts

CHANGE PASSWORD

1. Press 9 for mailbox options
2. Press 3 to change your password and follow prompts

RECORD FIRST & LAST NAME

1. Press 8 for answering options
2. Press 4 for record name option
3. Press 1 to record your first and last name and follow prompts

RECORD YOUR GREETING

1. Press 8 for answering options
2. Press 1 to record your greetings
3. Press 1 to record a new greeting
4. Select greeting type to record

The system has 5 greeting types

1 = Alternate (your standard greeting)

2 = Busy line (you're on the phone)

3 = Internal (only internal Owens Community College extensions will hear this greeting

outside callers will NOT)

4 = External (only outside callers will hear this greeting)

5 = After Hours (advanced/future functionality)

Select recording number to record (1-9), 9 recordings are available to assign to a greeting type

5. Press *, # to stop recording

OWENS COMMUNITY COLLEGE SAMPLE STANDARD (ALTERNATE) GREETING:

“Hello, this is Sally Jones. I am unavailable to take your call. Please leave a detailed message at the tone and I will return your call. If you require immediate assistance, press 0 followed by the pound sign (#) and you will be transferred to someone who can assist you.”

CHANGING PROMPT LEVEL

1. Press 9 for mailbox options
2. Press 2 to change between standard and abbreviated prompts
3. Press 2 to switch to abbreviated prompts or
4. Press 1 to switch to standard prompts or
5. Press # to keep the current and return to the main menu

CHOOSE WHAT MESSAGE TYPES YOU WANT TO HEAR OVER THE PHONE

1. Press 9 for mailbox options
2. Press 8 to specify the types of messages you want to access on the phone and follow prompts

When LEAVING a message:

1. Override greeting, start recording “ Press 1
2. Choose 1 from Home, record message, press * #, follow prompts

When LISTENING to a message you have the following choices:

Note: You must press star (*) to stop the message before you can delete, save, or skip.

1. Choose 3 from Home, start to listen to your messages
2. To Stop " Press *
3. Skip from the header to message " Press 3
4. Stop, replay entire message " Press * 7 3
5. Delete during message " Press * 6
6. Delete After message " Press 6
7. Save during message " Press * 4
8. Save After message " Press 4
9. Move back 8 seconds during message " Press * 7 8
10. Move forward during message 8 seconds " Press * 9 8
11. Skip to next message during message " Press * 2
12. Skip to next message After message " Press 2

Article ID: 426

Last updated: 22 Oct, 2013

Revision: 1

Information Technology Services -> Telephones -> How do I use Xpressions Voice mail? Is there a Quick Reference Guide?

<http://www2.owens.edu/faq/entry/426/>