The Xpressions Web Assistant is a user-friendly, web-based application for the individual configuration of your Xpressions mailbox. Clearly laid out Web pages allow each user the ability to customize personal voicemail settings.

1) To begin using the Web Assistant, start your Web browser (Internet Explorer, etc).

Type in the Xpressions URL:  http://coreosvxpke  or  http://172.16.254.87

2) The below login page will appear

NOTE: The first time you log in you will be required to setup a password and a PIN. Each login, thereafter, only requires one of the two. The password parameters: Total of 8 characters; at least 1 number, 1 special character, 1 lowercase letter and 1 uppercase letter. The PIN is the same PIN you use to access your mailbox via the telephone.

3) Enter your 4 - digit mailbox number (no spaces or dashes) in the User field

4) Enter your voicemail numerical password in the Password/PIN field

5) Click the Login button

- TOP Features to utilize in your Personal Settings Folder:

  - User data
  - Voice mail system
  - Forward Access
  - Notification
  - Groups
  - Fax forms
  - Time profiles
  - Recordings
  - Default output devices
  - Mail tracking

Customize your Voicemail system settings (ie: change telephone password (PIN), define a referral extension, trusted number access)

Configure customized Forwarding functions
(personal call processing / forwarding menu for specific greeting types)

Configure global daily and weekly Time Profiles for telephone greetings (define work hours, greeting assignment)
VOICEMAIL SYSTEM

- **Change PIN -** Telephone password
- **Referral extension -** Destination callers are transferred to when 0 # is selected (11-digit telephone number on the system)
- **Mailbox Options -** Select standard or abbreviated user prompts; adjust playback volume
- **Caller Options -** When selected, callers can mark their message urgent
  
  (Note: URGENT messages are presented to the user with the option to listen prior to all other new messages)
- **Voice mail query without user identification -** Allows user to program up to (3) Trusted Numbers. When the user dials the Xpressions Callback number from any of the trusted numbers, system does not require the user to enter a password. Great for checking messages from home or cell phone!
- **Simplified greeting configuration (default) -** If unchecked, mailbox will utilize the Enhanced Greeting Mode. This allows user to record up to nine greetings and assign to appropriate Greeting Types.
- **Mobility number -** (enable/disable) If enabled, callers can transfer directly to a remote telephone number by pressing a key stroke on the dial pad. (this is set up in the Forward Access Menu) EXAMPLE: A caller can transfer to your cell or home phone while listening to your voicemail greeting without knowing your personal telephone number. (Enter the full 11-digit telephone number of the "transfer to" target in this field)

**Voice mail system settings**

- **Change PIN**
  - [Change]

- **Voice Mail System**
  - Active voice mail system: [PHONEMAIL]

- **Referral extension**
  - Extension number:

- **Mailbox options**
  - User prompts: [Standard]
  - Playback volume (default=5): [5]

- **Caller options**
  - [Check box] Callers can leave urgent messages

- **Voice mail query without user identification**
  - If calls are made from the following phones:
    - Extension number 1:
    - Extension number 2:
    - Extension number 3:

- **Simplified greeting configuration**
  - [Check box] Use the simplified greeting configuration

- **Mobility number**
  - [Check box] Disabled
  - [Check box] Enabled
  - Phone number:
  - Reachable with key(s): [undefined] [Change key(s)]

- **Edit messages via telephone**
  - Set filter for messages
    - [Enable personal filter]
    - [Edit personal filter]
The FORWARD ACCESS menu page allows the user to specify the different variants (actions) the numeric dial pad will perform for callers when keys are pressed while listening to the assigned greeting.

**Step 1 - IMPORTANT!** First, select the Greeting that will use this Access Menu. (example: Internal, External, Busy, After-hours or Alternate Greeting)

**Step 2** – From the drop down arrow, determine the action to be performed when that specified numeric telephone key is pressed.

**Step 3** - If a "transfer to" number is needed, type the number in the Number to Dial field.

NOTE: Some numbers are defined elsewhere and cannot be entered in the shown fields. (ex: mobility number, pager number, referral extension, and Voicemail access numbers)

**Step 4** - Select SAVE from the bottom of screen when finished.

In the EXAMPLE above, Joe has set up the Forward Access Menu for his ALTERNATE Greeting. The two options available to the caller when his Alternate Greeting is activated are: PRESS 1 to bypass his greeting or PRESS 5 to transfer to his mobility number.

The most common selections used in the Forward Access Menu are: Mobility Number, Referral Extension and Dial the Number.
NOTE: Greetings must first be recorded. Access voicemail via the telephone to quickly record your greetings-Mailbox Options

**Time profiles** allows you to define **when** and with **which** voice greeting your mailbox should answer incoming calls. *(Greetings must first be created in Recordings OR via the telephone using the Mailbox Options)*

There are two (2) Greeting Menus available to users, **Simplified** and **Enhanced**. All profiles default to the Simplified Mode. The choices on the Time Profile screen vary slightly depending on the menu activated.

Below is an example of Time Profiles using the **Simplified Greeting Menu**:

- **Greeting cannot be interrupted** – *When checked, callers cannot bypass greeting (overrides setting in the Forward Access Menu).*
- **Out of office** - *When a date is inserted in this field, the Out of Office greeting is activated. Greeting will play for callers until expiration date entered. After expiration, current Personal Greeting mode will activate. To deactivate the Out of Office message before the date, simply delete the date from the field.*

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**PERSONAL GREETING MODES** *(Alternate and Regular)*

**Alternate**

- **Alternate Greeting** - *When a Personal Greeting is recorded and activated for the Alternate Greeting, this greeting will play for all callers 24/7. If the drop-down field shows "none," this greeting is deactivated.*
**Regular**

- **Internal** - This greeting will play for internal callers when telephone is unanswered
- **External** - This greeting will play for external callers when telephone is unanswered
- **Busy** - This greeting will play for all callers when telephone is busy
- **After-hours** - This greeting will play for all callers when telephone is unanswered after business hours

- **Business days** – Select the Business Days that you work
- **Business hours** – Select the Business Hours of your workday

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**The Enhanced Greeting Menu** allows users to create up to 9 separate voicemail recorded greetings. Once created, the user can assign the different recordings to play on individual days by assigning recording numbers to the greeting type. The user can also customize their Business Hours per DAY instead of per week. This menu allows flexibility to users who have unique business needs. The below example shows the Alternate Greeting being utilized with three different recordings assigned.

Below is an example of Time Profiles using the Enhanced Greeting Menu:

- **Message recording not allowed** – When checked, callers cannot leave a message in your mailbox on those particular days. You can determine specific days in which callers are allowed to leave a message in your mailbox.

- **Greeting cannot be interrupted** – When checked, callers cannot bypass greeting on those particular days (this overrides setting in the Forward Access Menu). You can determine specific days that your greeting cannot be interrupted.
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Save