

Xpressions Voicemail Simplified & Enhanced Greetings User Guide

Mailbox Number: 3380

Initial Default PIN: 111

Xpressions Access Numbers

Voicemail/Mailbox/PhoneMail Button • Accesses your mailbox when pressed
• Provides message waiting indication

Direct Access Number **3380**

Access Voicemail within the office

Remote/After Hours Direct Access Number **301-975-3380**

Access Voicemail outside the office

Guest Access Number **3381**

Leave a message directly in another mailbox on campus

Forward Access Number **3381**

Extension used to forward your telephone directly to Voicemail

To Transfer a Caller directly into a Voicemail Box to Leave a Message:

With caller on the line ⇒ **Press** Transfer

⇒ Dial Transfer Access Number, 3382

⇒ Dial the recipient's extension

⇒ **Press** the # key twice (# #)

⇒ Hang up your handset

Accessing Your Xpressions Voicemail Box

HOME STATE

- **Press** the **Voicemail/Mailbox/PhoneMail** button on **your** telephone
- Enter PIN followed by the # key (use [initial default PIN](#) when logging in for the first time)

OR Dial the **DIRECT ACCESS NUMBER** and follow the prompts

You are now at HOME STATE and can access the below Voicemail options!!

Changing Your PIN (to change your PIN after initial setup)

Quick Keys: 9 3

THE FIRST TIME A USER LOGS INTO THEIR NEW MAILBOX, THEY WILL AUTOMATICALLY BE PROMPTED TO CHANGE THEIR PIN.

- From **HOME STATE**, **Press 9** for **Mailbox Options**
- **Press 3** to **Change PIN**
- Enter new PIN and **Press #** (Xpressions will verify your new PIN)

NOTES:

- The system requires a "secure" PIN. New PIN cannot be consecutive numbers, i.e., 123456, include your extension number, or the same number in sequence, i.e., 111111.
- PIN must be at least 6 digits long.
- You can change/reset your own PIN via Xpressions Web Client.

Recording Your Name (to change your name after initial setup)

Quick Keys: 8 4 1

THE FIRST TIME A USER LOGS INTO THEIR NEW MAILBOX, THEY WILL AUTOMATICALLY BE PROMPTED TO RECORD THEIR NAME.

- From **HOME STATE**, **Press 8** for **Answering Options**
- **Press 4** to **Record Name**
- **Press 1** to change your recorded name (if previously recorded)
- When prompted, say your full name and **Press * #** when finished

VIA THE TELEPHONE

- Dial in to Xpressions
- **Press 3** to listen to messages (*Press 3 to bypass the message header and go directly to message*)

VIA THE MAIL CLIENT

- Log into the Web Client
 1. Go to: <https://xpressions1.nist.gov>
 2. Enter NIST Domain User ID and Password (these are the user name and password you enter when logging on to your workstation)
 - User: [NIST\user ID] – NOTE: Backslash [\] must be used after NIST
 - Password: [NIST Domain Password]
- Expand “Mail Client” tab from left menu panel
- Select “Inbox” from dropdown
- Click on the **Subject** link of Voicemail
- Click on Play feature option to listen to message through your computer speakers or via telephone

Note: User activates incoming message email notification.

Recording Greetings

SIMPLIFIED GREETING MENU

Quick Keys: 8 8 or 8 1

THERE ARE (3) GREETING MODES: **TODAY’S Greeting**, **REGULAR Greeting**, or **ALTERNATE Greeting**

Only (1) Greeting MODE can be active

TODAYS GREETING (8 8)	PERSONAL GREETINGS (8 1)	
<p>TODAYS GREETING (from HOME State - Quick Keys 8 8)</p> <p>Press 8 for Answering Options Press 8 for TODAYS GREETING Press 1 to record your Greeting. (When finished, Press * 7 3 to replay greeting or simply hang up.)</p> <p><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 Greeting” will play for incoming callers the morning after, until a new daily greeting has been recorded.</i></p>	<p>REGULAR GREETING (from HOME State - Quick Keys 8 1 2)</p> <p>Press 8 for Answering Options Press 1 for PERSONAL GREETINGS Press 2 – Activate REGULAR Greetings</p> <ul style="list-style-type: none"> ○ Press 2 for Busy plays for both internal and external callers when you are on the phone ○ Press 3 for Internal plays for internal callers only when phone is unanswered ○ Press 4 for External plays for external callers when phone is unanswered ○ Press 5 for After Hours plays for callers after Business hours (<i>business hours 8am – 5pm</i>) <p>Press 1 to record your greeting and Press * # when finished</p> <p><i>NOTE: This Greeting Mode is perfect for users who would like to customize their greetings for individual types of calls.</i></p>	<p>ALTERNATE GREETING (from HOME State - Quick Keys 8 1 3)</p> <p>Press 8 for Answering Options Press 1 for PERSONAL GREETINGS Press 3 – Activate ALTERNATE Greeting</p> <p>Press 1 to record your greeting and Press * # when finished</p> <p><i>NOTE: This Greeting Mode is perfect for the user who wants ONE GREETING played for all callers. When active, this greeting plays for callers 24/7.</i></p>

Sample Greeting

“You have reached [your name]. I’m 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, please leave a detailed message, and a phone number after the tone, and I will return your call as soon as possible.”

Note: See “Changing Your Referral Extension” section on page 3.

TO SWITCH TO THE ENHANCED GREETING MODE: 8 9

ENHANCED GREETING MENU

(recording numbers for greetings)

THERE ARE (3) GREETING MODES: **TODAY'S Greeting**, **REGULAR Greeting**, or **ALTERNATE Greeting**

Only (1) Greeting MODE can be active

TODAYS GREETING (8 8)	PERSONAL GREETINGS (8 1)	
<p>TODAYS GREETING (from HOME State - Quick Keys 8 8)</p> <p>Press 8 for Answering Options Press 8 for TODAYS GREETING Press 1 to record your Greeting. (When finished, Press * 7 3 to replay greeting or simply hang up.)</p> <p><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 Greeting" will play for incoming callers the morning after, until a new daily greeting has been recorded.</i></p>	<p>REGULAR GREETING (from HOME State - Quick Keys 8 1 2)</p> <p>Press 8 for Answering Options Press 1 for PERSONAL GREETINGS Press 2 – Activate REGULAR Greetings</p> <ul style="list-style-type: none"> ○ Press 2 for Busy plays for both internal and external callers when you are on the phone ○ Press 3 for Internal plays for internal callers only when phone is unanswered ○ Press 4 for External plays for external callers when phone is unanswered ○ Press 5 for After Hours plays for callers after Business hours (business hours 8am – 5pm) <p>Select a Recording Number (1 thru 9)</p> <p>Press 1 to record your greeting and Press * # when finished</p> <p><i>NOTE: This Greeting Mode is perfect for users who would like to customize their greetings for individual types of calls.</i></p>	<p>ALTERNATE GREETING (from HOME State - Quick Keys 8 1 3)</p> <p>Press 8 for Answering Options Press 1 for PERSONAL GREETINGS Press 3 – Activate ALTERNATE Greeting</p> <p>Select a Recording number (1 thru 9)</p> <p>Press 1 to record your greeting and Press * # when finished</p> <p><i>NOTE: This Greeting Mode is perfect for the user who wants ONE GREETING played for all callers. When active, this greeting plays for callers 24/7.</i></p>

(NOTE: Up to 9 different greetings can be recorded and saved for greeting assignment.)

Changing Your Referral Extension (0 # transfer target out of Voicemail) Quick Keys: 8 3 1

- From HOME STATE, Press 8 for Answering Options
- Press 3 for Referral Extension
- Press 1 to change your referral extension

Recording and Sending a Message (used to SEND a message to another mailbox) Quick Key: 1

- From HOME STATE, Press 1 to RECORD a message
- Record your message and Press * # when finished
- Enter recipient's extension and Press # (or Press * to search by name)
- Enter additional extensions if sending to more than one person
- Press # when finished entering all destinations
- Press # for regular delivery or Press 3 for special delivery options and follow the prompts

Special Delivery Options

- 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)

Xpressions Voicemail Shortcuts

Options Available	
<u>AFTER</u> 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 <i>(while listening to a greeting)</i>	
	Press
Bypass a Greeting (go directly to beep)	1
<i>(from HOME State)</i>	
Change the order of message playback to First In, First Out (default is Last In, First Out)	9 5 3 2
Change to <i>ABBREVIATED</i> Prompts ..	9 2 2
Change to <i>STANDARD</i> Prompts.....	9 2 1
Switch Greeting Menu (Enhanced/Simplified)	8 9

Options Available	
<u>WHILE</u> 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

TRAINING NOTES:

For more information, go to: <http://telephone.nist.gov>

For assistance, contact iTAC at x5375, Option 4

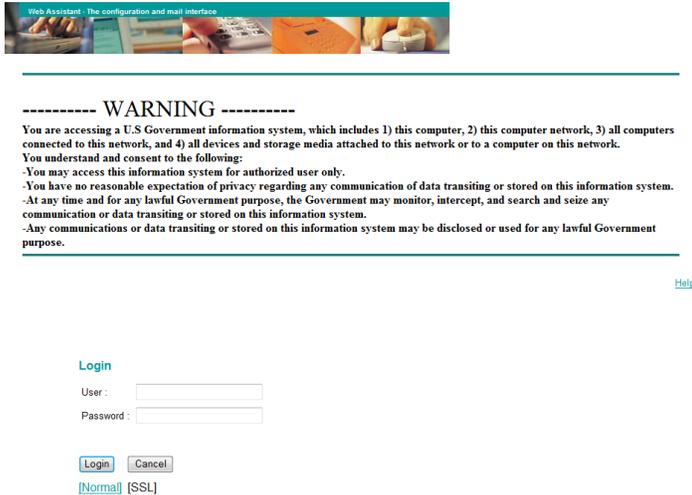


XPRESSIONS WEB ASSISTANT/CLIENT

The ***Xpressions Web Assistant/Client*** is a user-friendly, Web-based application for the individual configuration of your HiPath Xpressions mailbox. Clearly laid out Web pages help customize your personal settings for messages, greetings, etc. to meet your own requirements. Using the ***Web Assistant/Client*** you can:

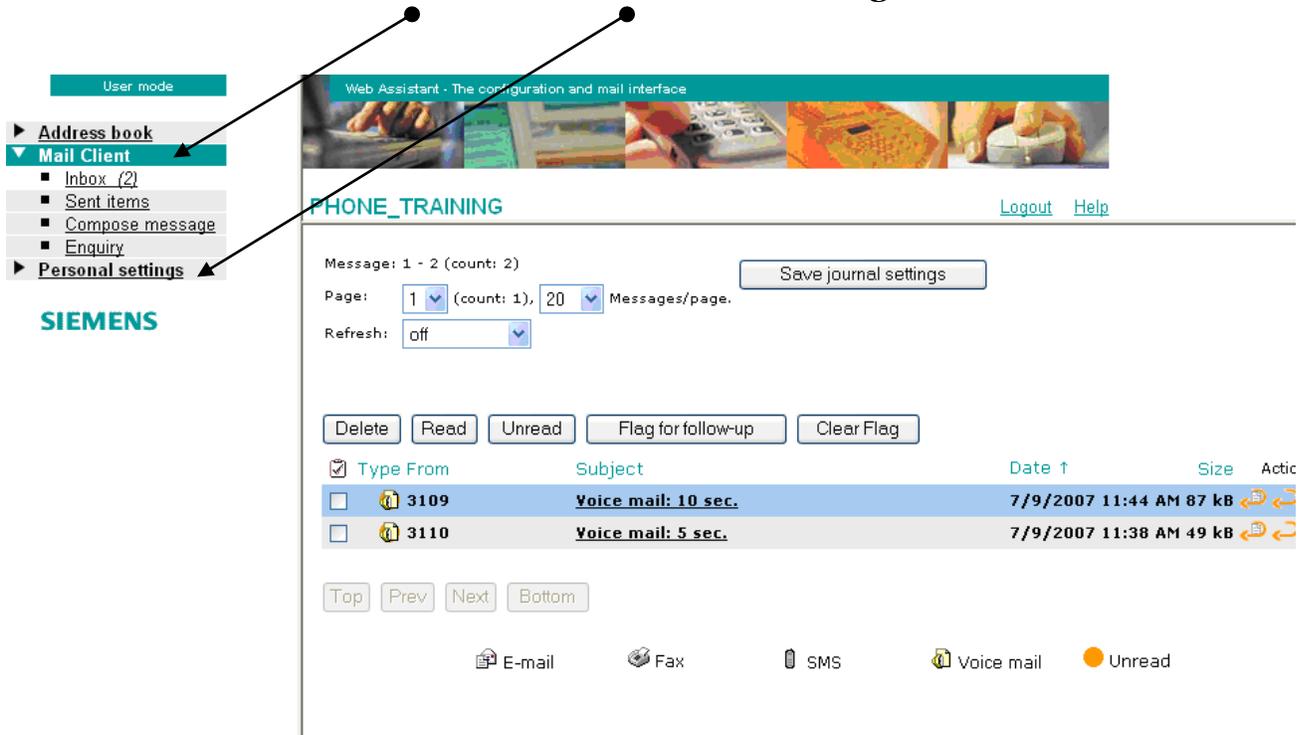
- Check your Voicemail box using **Mail Client** (page 6)
 - Access your **Personal Settings** to:
 - Verify your **User data** (leave “E-mail” field blank here) (page 8)
 - Customize your **Voice mail system** settings (i.e. **Change your PIN**, create *programmable shortcuts*, define a *Referral extension*) (page 9)
 - Configure customized **Forward Access** functions (pages 11 & 12)
 - Activate incoming message **Notification** (i.e. email, Voicemail, or fax) and customize outcalling (page 13)
 - Define Distribution **Groups** and lists for sending messages (page 14)
 - Configure global daily and weekly **Time profiles** for telephone greetings (pages 15 & 16)
 - **Record** and administer telephone announcements and greeting texts (page 16)
 - **[Voice]Mail tracking** allows you to customize how Xpressions responds to read receipts (page 17)
- 1) Before accessing your mailbox via the Web Assistant, **first access your mailbox through the telephone**. Set up your PIN and record your Name.
 - *The system requires a “secure” PIN. New PIN cannot be consecutive numbers, i.e., 123456, include your extension number, or the same number in sequence, i.e., 111111.*
 - *PIN must be at least 6 digits long.*
 - 2) To begin using the Web Assistant, start your Web browser (Internet Explorer, etc.)
 - 3) Type in the Xpressions URL: <https://xpressions1.nist.gov>
 - Must have NIST Domain credentials to use Web Client.
 - i. See your Sponsor for an account.
 - Xpressions Web will time-out after ten minutes.

4) The below Login page will be displayed in the browser window.



- 5) Enter NIST Domain User ID and Password (these are the user name and password you enter when logging on to your workstation)
- 6) Type prefix "NIST\" then your User ID
NOTE: Backslash [\] must be used after NIST
- 7) Password: [NIST Domain Password]
- 8) Click the **Login** button.

Left Pane allows access to **Mail Client** and **Personal settings**:

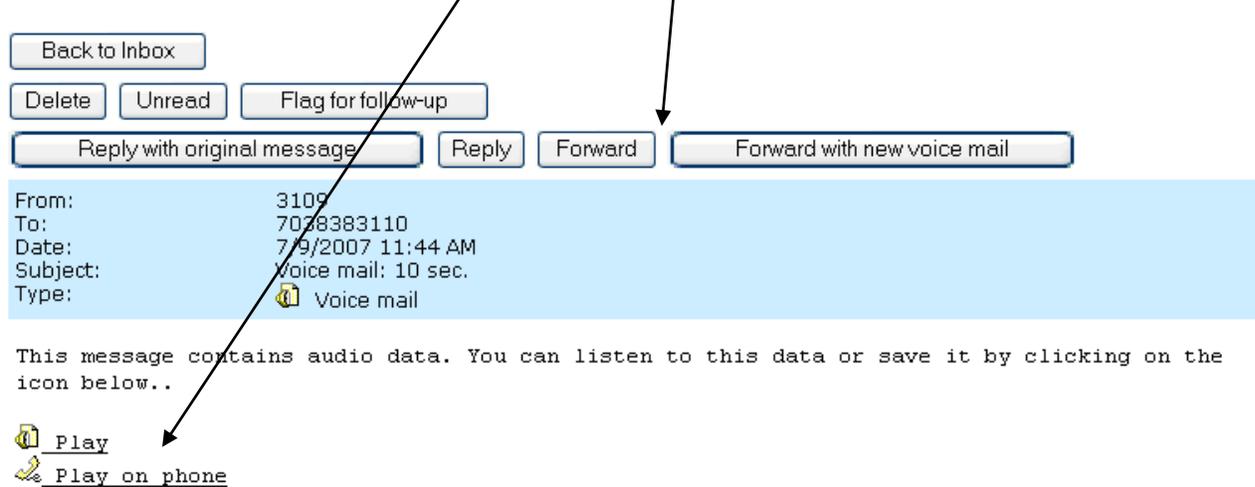


The **MAIL CLIENT** allows you to **check Voicemail messages**.
(Message hints: **Bold** = "Unread" message, **Red w/!** = "URGENT" message)

****VOICE ONLY USER BENEFITS:**

- Select message by priority, date/time, caller ID, etc.
- Save Voicemail to your computer hard drive
- Forward Voicemail off-system to an email address

Double click on a message, select **Play** to hear message via computer speakers, or **Play on phone**.



****IMPORTANT****

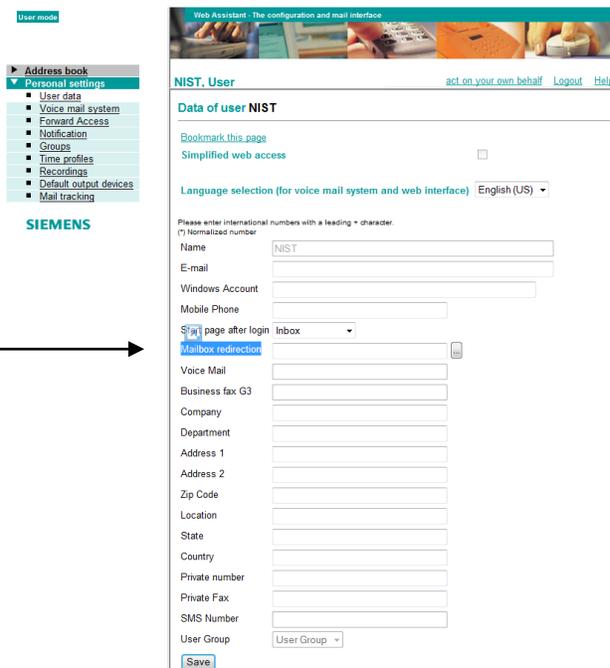
- **Played messages will be purged after 90-days. You can save your messages from the Web Client to your hard drive if you need to keep messages longer than 90-days.**
- **Voicemail accounts that have not been accessed for 90-days or longer will be removed.**

PERSONAL SETTINGS

The **User data** page displays certain information on your Xpressions user account. You can modify some of the settings depending on the configuration of the Web Assistant. You can modify or supplement your user data in regards to company, department, phone number, etc. **This information is not required for Voicemail.**

Mailbox redirection (Stand-In) Field: Allows another Xpressions user to accept Voicemail messages for you while they are your “*Designated Deputy*”. Your Voicemail messages will directly go into your Deputy’s mailbox, but callers will hear your personal Greeting.

NOTE: Messages that have been delivered to your deputy do **not** appear in your mailbox.



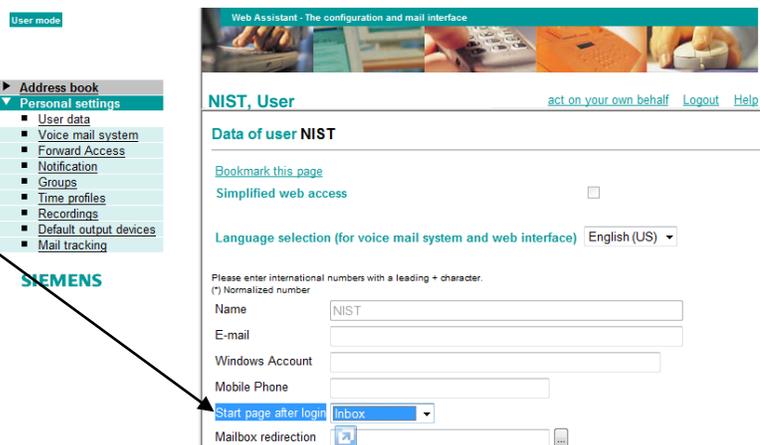
The screenshot shows the 'Data of user NIST' page in the Web Assistant. The left sidebar contains a navigation menu with 'Personal settings' expanded to show 'User data'. The main content area has the following fields: Name (NIST), E-mail, Windows Account, Mobile Phone, Start page after login (Inbox), Mailbox redirection, Voice Mail, Business fax G3, Company, Department, Address 1, Address 2, Zip Code, Location, State, Country, Private number, Private Fax, SMS Number, and User Group. A 'Save' button is at the bottom.

Change the “Start page after login” to **INBOX**

Start page after login

Select **SAVE**

This will automatically take you to the Mail Client each time you log into Web Assistant/Client.



This screenshot is identical to the one above, showing the 'Data of user NIST' page with the 'Start page after login' dropdown set to 'Inbox'.

The **Voice mail system** settings page allows you to change:

- **Change PIN** - Telephone PIN
- **Programmable short cuts** - User can define multiple functions in one touch on keypad
- **Referral extension** - Destination callers are transfer to when **o #** is selected
- **Mailbox options** - Select standard or abbrev Voicemail prompts & playback volume
- **Caller options** - Allows callers to mark their message urgent
i.e. if a caller marks a message URGENT it will be placed in front of all other incoming messages. The system will play the URGENT message(s) before playing any regular message(s).

The screenshot shows the 'Voice mail system settings' page for user 'NIST, User'. The page is titled 'Web Assistant - The configuration and mail interface' and includes a navigation menu on the left with options like 'Address book', 'Personal settings', 'User data', 'Voice mail system', 'Forward Access', 'Notification', 'Groups', 'Time profiles', 'Recordings', 'Default output devices', and 'Mail tracking'. The main content area is divided into several sections: 'Change PIN' with a 'Change' button; 'Voice Mail System' with 'Active voice mail system' set to 'PHONEMAIL' and 'Programmable short cuts' with an 'Edit' button; 'Referral extension' with an empty 'Extension number' field; 'Mailbox options' with 'User prompts' set to 'Abbreviated' and 'Playback volume (default=5)' set to '5'; 'Caller options' with a checked box for 'Callers can leave urgent messages'; 'Simplified greeting configuration' with a checked box for 'Use the simplified greeting configuration'; 'Mobility number' with 'Enabled' selected, 'Phone number' set to '999999999', and 'Reachable with key(s)' set to '2'; 'Edit messages via telephone' with 'Set filter for messages' and 'Enable personal filter' buttons; and 'Automatic speech recognition' with an 'Edit' button. A 'Save' button is located at the bottom left of the settings area.

- **Simplified greeting configuration** – If unchecked, user will be in the Enhanced Greeting Mode. This allows them 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 predetermined number on the dial pad. (This is set up in the Forward Access menu.) For example: An outside caller can transfer to your cell or home phone while listening to your Voicemail greeting without knowing your personal numbers.

Voice mail system settings (cont.)

- **Personal filters** – *Select what type of messages should be played via your Xpressions mailbox.*

SELECT: Email – No Messages
Voicemail – All Messages

Personal filters

Play messages from the following 'inbox' folders

Inbox

Which messages are to be considered?

Message type

E-mail No messages
 unread messages only
 All messages

Voice mails No messages
 unread messages only
 All messages

Save

Back

The **Forward Access** menu page allows users to specify the different variants (actions) the numeric dial pad will **perform for callers** when keys are pressed while listening to your greeting.

Step 1 - IMPORTANT!! First, determine which types of calls should have the ability to use the Forward Access menu. For example: Internal callers, External callers, alternate greeting, when busy, and After-hours greeting.
(This selection should match the greeting chosen to answer your telephone.)

The screenshot shows the 'Web Assistant - The configuration and mail interface' for 'NIST, User'. The left sidebar contains a navigation menu with 'Personal settings' expanded, showing 'Forward Access' as the selected option. The main content area is titled 'Forward Access' and features a dropdown menu for 'Access menu for' set to 'alternate greeting'. Below this is a table for configuring phone keys and their actions.

Phone key:	Action:	Number to dial:
1	Skip greeting	
2	Mobility number	
3	[not assigned]	
4	[not assigned]	
5	[not assigned]	
6	[not assigned]	
7	[not assigned]	
8	[not assigned]	
9	[not assigned]	
0	[not assigned]	
*	[not assigned]	
#	[not assigned]	

Buttons for 'Save' and 'Default menu' are located at the bottom of the configuration area.

Forward Access menu (cont.)

- **Step 2** – From the drop down arrow, determine the forwarding action to be performed when that specific numeric phone key is pressed.
(*MOST POPULAR ARE: Skip greeting, Hang up, Dial the number, and [transfer to] Mobility number.*)

1	Skip greeting	
2	[not assigned]	
3	[not assigned]	
4	Hang up	
5	Callback access	
6	Direct access	
7	Guest access	
8	Mobility number	
	Operator	
	Page the user	
	referral extension	
	Skip greeting	
	Dial the number	
	[not assigned]	

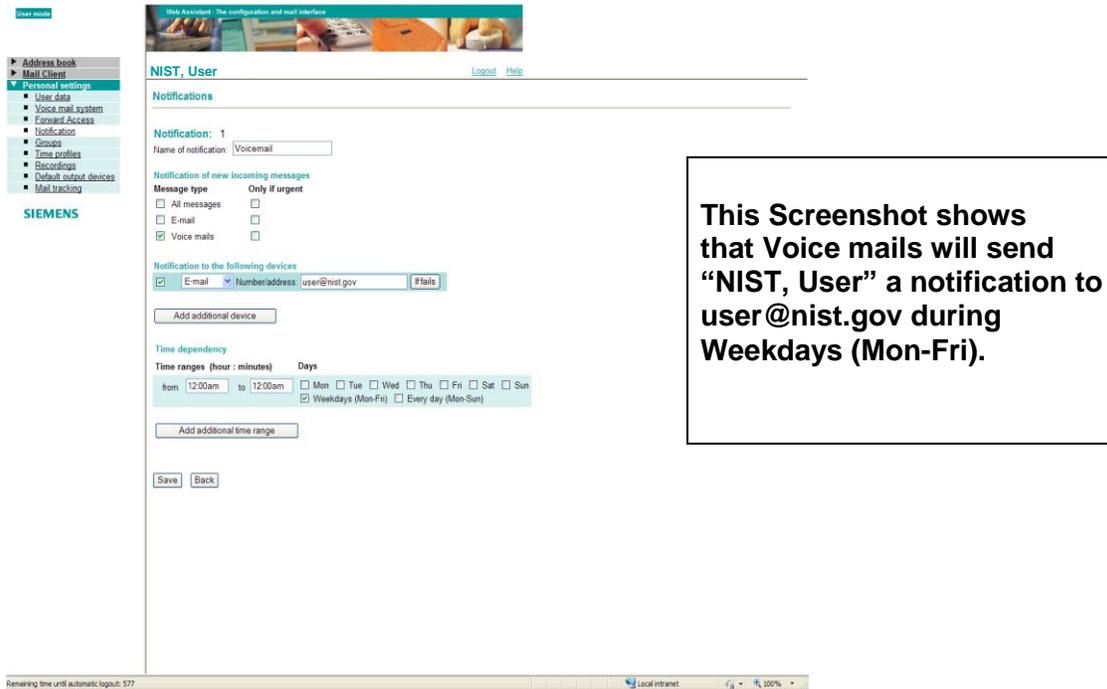
- **Step 3** - Type in the number that Xpressions will dial (if necessary) when the corresponding numeric key is pressed.

NOTE: Some numbers are defined elsewhere and cannot be entered in the shown fields. (I.e. mobility number, pager number, referral extension, and Voicemail access numbers.) Be sure to select **“SAVE”** when finished.

In the **EXAMPLE** screen shot shown on PAGE 11, NIST User has activated the Forward Access menu for their **ALTERNATE Greeting**. The two options available to the caller are: **PRESS 1** to bypass his greeting or **PRESS 2** to transfer to his cell phone/mobility number.

The **Notification** screen allows additional methods of notification for new messages. You can select the message type and the method of notification. The system will then inform you of new incoming messages in the desired manner.

The Notification feature has to be created; it is not automatically activated.



This Screenshot shows that Voice mails will send "NIST, User" a notification to user@nist.gov during Weekdays (Mon-Fri).

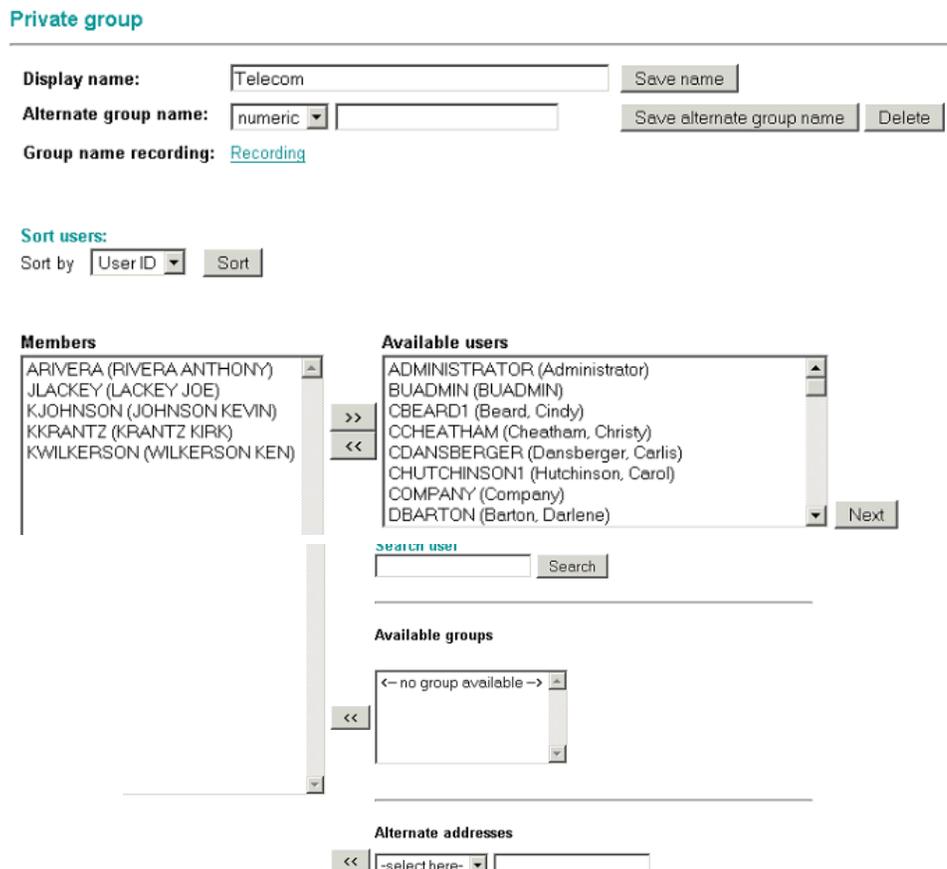
GROUPS: This feature allows Groups to be created for easy distribution of Voicemail messages to multiple users.



The above screen shot shows that NIST User created (1) Distribution Group for the Telecom Department.

TO CREATE A GROUP:

- Enter Group name in “Create new group:” field.
- Select CREATE PRIVATE GROUP tab.
- Click on Group. (The below screen will appear.)
- Assign a numeric number to this group (for telephone usage).
- Record a name for the group. (Not necessary, but helpful when using telephone.)
- Select members from the AVAILABLE USERS or AVAILABLE GROUPS section by highlighting and clicking on <Ctrl> <Tab>.



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

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

Below is an example of Time profiles using the **Simplified Greeting mode**:

- **Message recording not allowed** – *When checked, callers cannot leave a message in your mailbox.*
- **Greeting cannot be interrupted** – *When checked, callers cannot bypass greeting. (This will override setting in the Forward Access menu.)*

The screenshot shows the 'Time profiles' configuration page for a user named 'NIST, User'. The page is part of the 'Web Assistant - The configuration and mail interface'. On the left, there is a navigation menu under 'Personal settings' with options like 'User data', 'Voice mail system', 'Forward Access menu', 'Notification', 'Groups', 'Fax forms', 'Time profiles', 'Recordings', 'Default output devices', and 'Mail tracking'. The 'Time profiles' section is active. It includes checkboxes for 'Message recording not allowed' and 'Greeting cannot be interrupted', both of which are unchecked. Below these are dropdown menus for 'Alternate greeting' (set to 'none'), 'Internal' (set to 'Personal'), 'External' (set to 'none'), 'Busy' (set to 'Personal'), and 'After-hours' (set to 'Personal'). A note indicates that the 'Alternate greeting' setting overrides all greetings below. There is a table for 'Business days' with columns for Mon, Tue, Wed, Thu, Fri, Sat, and Sun. The 'Business days' row has checkboxes checked for Mon, Tue, Wed, Thu, and Fri, and unchecked for Sat and Sun. Below the table is the 'Business hours' section, with 'from' set to '08:00am' and 'to' set to '05:01pm'. A 'Save' button is located at the bottom of the form.

- **Business days** – *Select the Business Days the below hours will apply to*
- **Business hours** – *Select the Business hours of your workday*

*Per NIST User's Time profiles settings, he is using his Regular Greetings and has recorded greetings for all callers except external callers. External callers will hear the "System Greeting" with NIST User's name. His recorded greetings are effective Monday through Friday, 8:00 a.m. to 5:01 p.m. Any call received out of that time profile will receive the "System Greeting".

Below is an example of Time profiles using the **Enhanced Greeting mode**:

- **Message recording not allowed** – When checked, callers cannot leave a message in your mailbox on those particular days.
- **Greeting cannot be interrupted** – When checked, callers cannot bypass greeting on those particular days. (This will override setting in the Forward Access menu.)

User mode

▼ Personal settings

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

SIEMENS

Web Assistant - The configuration and mail interface

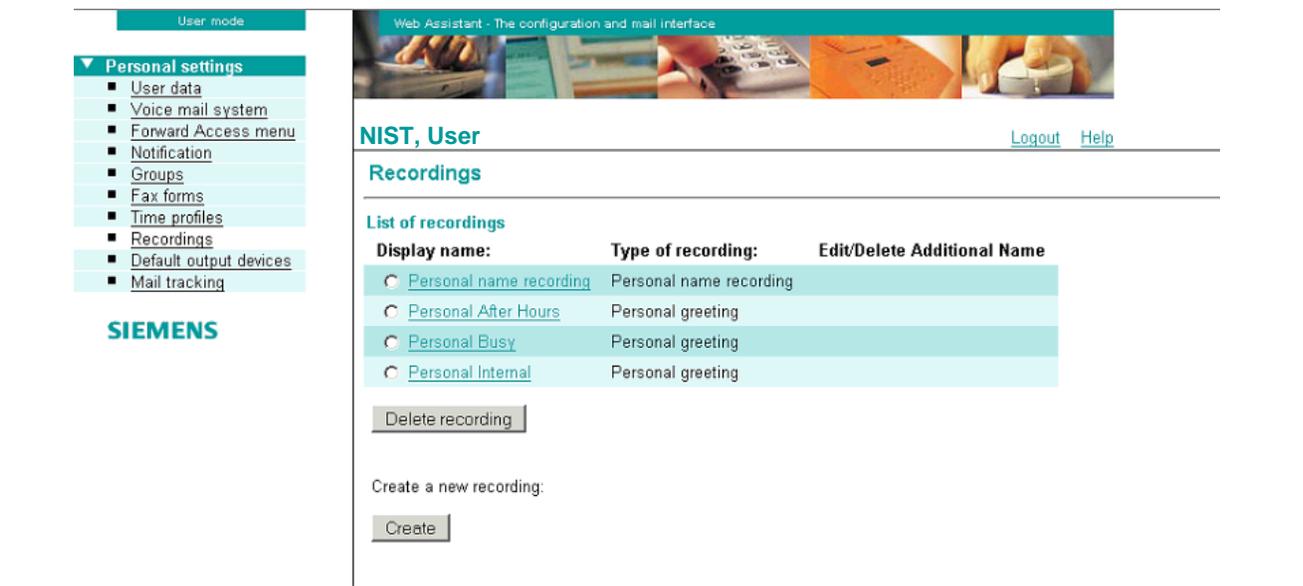
NIST, User
[Logout](#) [Help](#)

Time profiles

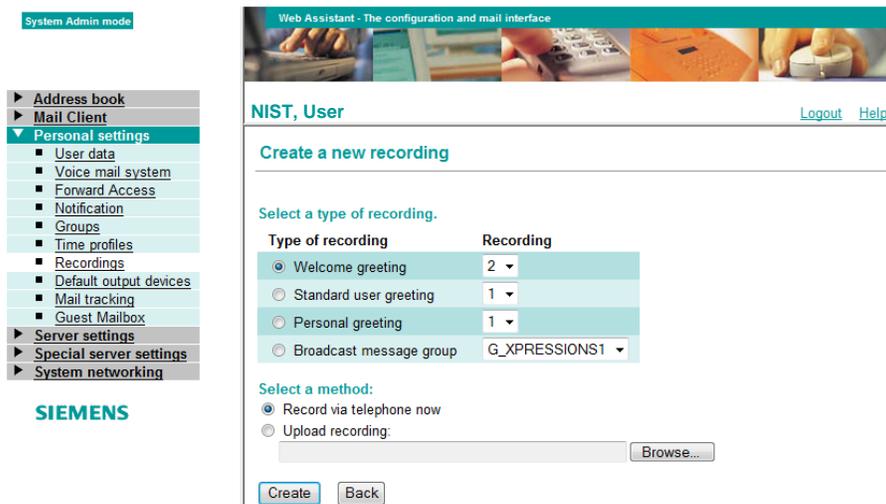
	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Message recording not allowed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greeting cannot be interrupted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greetings							
• Internal callers	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>
	<input type="button" value="Access menu"/>						
• External callers	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>
	<input type="button" value="Access menu"/>						
• alternate greeting	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>
	<input type="button" value="Access menu"/>						
• when busy	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>
	<input type="button" value="Access menu"/>						
After-hours greeting	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>	<input type="text" value="none"/>
	<input type="button" value="Access menu"/>						
Business hours							
• from	<input type="text" value="08:00am"/>	<input type="text" value="08:00am"/>	<input type="text" value="08:00am"/>	<input type="text" value="08:00am"/>	<input type="text" value="08:00am"/>	<input type="text" value="12:00am"/>	<input type="text" value="12:00am"/>
• to	<input type="text" value="05:00pm"/>	<input type="text" value="05:00pm"/>	<input type="text" value="05:00pm"/>	<input type="text" value="05:00pm"/>	<input type="text" value="05:00pm"/>	<input type="text" value="12:00am"/>	<input type="text" value="12:00am"/>
	<input type="checkbox"/> Use Monday settings for whole week <input type="checkbox"/> Use default system settings						
	<input type="button" value="Save"/>						

The Enhanced Greeting Menu allows users to create up to 9 separate Voicemail greetings. Once created, the user can assign different greetings to play on individual days by assigning recording numbers to the greeting type. They can also customize their Business hours per DAY instead of per week. This menu allows flexibility to users who have unique business needs.

The **Recordings** menu allows you to record several greetings, and create a personal name recording as well as create a name recording for a distribution list. To create a recording, select the CREATE tab.



From the below options, select RECORD to record greeting. The system will automatically input the telephone of the user in the device to dial field.



[Voice]Mail tracking allows you to customize how Xpressions responds to read receipts.

- Never send a response – *will not send a message to originator when return receipt is requested.*
- Always send a response to originator – *sends message to originator that return receipt was received. This is the default setting.*
- Ask before sending a response to originator - *allows user to determine if a response is sent to the originator notifying them that return receipt was received.*

For more information, go to: <http://telephone.nist.gov>

For assistance, contact iTAC at x5375, Option 4

