

# QUICK REFERENCE XPRESSIONS USER GUIDE

INDEX	Telephone User Interface (TUI)	WEB ASSISTANT
<b>ON CAMPUS ACCESS</b>	<b>6-3600</b>	<a href="https://access.utk.edu">https://access.utk.edu</a>
<b>OFF CAMPUS ACCESS</b>	<b>(865) 946-3600</b>	VPN Login = NetID and exchange password Xpressions Web Assistant
<b>PASSWORD - expires every 180 days, Xpressions will notify users when to change the password</b>	1st time access password is 111, (user will be prompted to change the password, must be 8 digits no more than 24 digits)	Login (Mailbox) 5 digit extension Password default 111 or 8 digit password Press Login
	<b>The display on the Optipoint telephone shows prompts</b>	Remember to <b>SAVE</b> all changes
<b>HOME STATE PROMPTS</b>	<b>3 Listen</b> <b>1 Record</b> <b>8 Answering options</b> <b>9 Mailbox options</b>	<b>Mail Client - Inbox</b> <b>N/A</b> <b>Personal Settings</b> <b>Personal Settings</b>
<b>HOME STATE PROMPT 3 TO LISTEN</b>		
REPLAY MESSAGE - allows message to be replayed	3, 7	Mail Client - Inbox
SAVE MESSAGE -allows messages to be saved	3, 4	Mail Client - Inbox
DELETE MESSAGE - deletes message from mailbox	3, 6	Mail Client - Inbox
RESPONSE - allows user to reply to message	3 #	Mail Client - Inbox
NEXT MESSAGE - skip to next message	3, 2	Mail Client - Inbox
<b>HOME STATE PROMPT 1 TO RECORD</b>		
	Press 1 to record. Speak after tone. When finished press * and #. Enter 5 digit exten or distribution #. Press #, if finished press #.	N/A
<b>HOME STATE PROMPT 8 TO CHANGE ANSWERING OPTIONS</b>		
<b>RECORD OWN NAME</b> - the name others hear when you leave a message for them.	8, 4, 1	Personal Settings - Recordings- Create
<b>BUSY INTERNAL/EXTERNAL GREETING</b> - plays when line is busy.	8, 1, 2, 2, 1	Personal Settings - Recordings- Create
<b>NO ANSWER INTERNAL GREETING</b> - plays to internal caller when phone is not answered.	8,1, 2, 3, 1	Personal Settings - Recordings- Create
<b>NO ANSWER EXTERNAL GREETING</b> -plays to external caller when line is not answered.	8, 1, 2, 4, 1	Personal Settings - Recordings- Create
<b>AFTER HOURS GREETING</b> - plays outside normal business hours.	8, 1, 2, 5, 1	Personal Settings - Recordings- Create
<b>ALTERNATE GREETING</b> - overrides all greetings except Today's Greeting.	If Alt GREETING is OFF 8, 1, 3, 1, 1 If Alt GREETING is ON 8, 1, 1, 1	Personal Settings - Recordings- Create
<b>DEACTIVATING REGULAR/ALTERNATE GREETING</b>	8, 1, 3	Personal Settings - Time Profiles None=Off, Personal=On
<b>System Greeting</b> - is activated if you do not record greetings.		
<b>ANSWERING MODE</b> - allows or prevents leaving of messages.	8, 2, 4 Allows Msgs 8, 2, 6 Prevents msgs	Personal Settings - Time Profiles
<b>PHONEMAIL REFERRAL EXTENSION</b> - caller presses 0 and #, call is redirected to predefined #.	8, 3, 1 TO CHANGE 8, 3, 4 TO KEEP	Personal Settings - Voice mail system
<b>MOBILITY NUMBER</b> - allows caller to press key on keypad while greeting is playing and call will be forwarded to predefined #. Key must be defined in WebAssistant.	8, 5, 1 TO CHANGE  8, 5, 2 TO ACTIVATE 8, 5, 3 TO DEACTIVATE	Personal Settings - Forward Access to set up key. (save each call type)  Personal Settings - Voice mail system to Enable/Disable
<b>MAILBOX STAND-IN</b> -routes all incoming messages to the phone mailbox of another user. Caller will hear greeting of called party, but messages will be recorded in Mailbox Stand-in.	8, 6, 1 TO CHANGE  8, 6, 2 TO ACTIVATE 8, 6, 3 TO DEACTIVATE	Personal Setting - User data - Mailbox redirection

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<b>CALL FORWARDING</b> -activates call forwarding to internal # or external # (if class of service permits)	8, 7, 1 SET FWD # 8, 7, 4 DND 8, 7, 6 TURN OFF	Personal Settings - Voice mail system
<b>TODAY'S GREETING</b> -temporary greeting created for one day, overrides all greetings and expires at midnite. To deactivate, select another greeting to answer.	8, 8 to ACTIVATE 8,1, 3 TO DEACTIVATE	CANNOT BE ACCESSED FROM WEB ASSISTANT
<b>TOGGLE SIMPLE / ENHANCED MODE</b>	DO NOT CHANGE	DO NOT CHANGE
<b>HOME STATE PROMPT 9 TO CHANGE MAILBOX OPTIONS</b>		
<b>Private Distribution List allows user to send one message or recording to multiple Xpressions users. CREATE PRIVATE DISTRIBUTION LIST</b> -allows user to create a list of multiple Xpressions users.	9, 1, 1	Personal Settings - Groups -Create private group- enter name. New window opens choose numeric alternate group name and Save. Next select NetID from Available Users and move to Members with arrows.
<b>MODIFY PRIVATE DISTRIBUTION LIST</b>	9, 1, 3	Personal Settings - Groups - select link, select member and move to Available Users with arrows.
<b>DELETE PRIVATE DISTRIBUTION LIST</b>	9, 1, 6	Personal Settings - Groups - select radio button next to group, select Delete
<b>REVIEW PRIVATE DISTRIBUTION LIST</b>	9, 1, 9	Personal Settings- Groups- select radio button next to group to review
<b>PROMPT LEVEL</b> -allows users to select standard or abbreviated prompts. Abbreviated prompts are a shorten version of prompts.	9, 2, 1 STANDARD PROMPTS 9, 2, 2 ABBREVIATED PROMPTS	Personal Settings - Voice mail system Mailbox options- User prompts
<b>CHANGE TELEPHONE PASSWORD (PIN)</b>	9, 3	Cannot change PIN in WebAssistant
<b>SET NOTIFICATIONS</b> - Xpressions informs user of new incoming messages. Notifications can be sent to cell, pager, or internal/external number.	9, 4, 1 ACTIVATE 9, 4, 2 DEACTIVATE 9, 4, 3 CREATE 9, 4, 9 REVIEW	Personal setting - Notification - create notification name, select voicemail messages, notifications to the following device, time ranges, and save. Personal settings - Notifications -Global Notifications Settings-select radio button next to enable and save. (Global Notifications must be enabled for this feature to work.)
<b>PLAYBACK OPTIONS</b> - change message playback order. Continuous playback allows user to listen continuously to all messages without saving or deleting.	9, 5, 3 MESSAGE ORDER 9, 5, 7 CONTINUOUS PLAYBACK	CANNOT BE ACCESSED FROM WEB ASSISTANT
<b>Personal Time Profiles</b> - default setting is 8a-5p	Cannot be accessed from TUI	Personal Settings -Time Profile - Save all changes
<b>WEB ASSISTANT, LOGGING OFF</b>		
<b>WEB ASSISTANT, LOGGING OFF VPN</b>		
<b>HOW TO FORWARD A MESSAGE FROM PHONEMAIL TO XPRESSIONS</b>	Dial 4-3600 and login to old phone mailbox. Press 3 to listen. Listen to message. Press 4 to save message. Press 9 to forward message. Record comment and press * and #. Dial 1+ 5 digit extension and press # - i.e. 148988# Press # if finished. Press # for regular delivery.	
<b>TO SAVE XPRESSIONS MESSAGE TO YOUR PC</b>		Login VPN and Web Assistant Select Mail Client Under Subject select and open link. In the attachment section select .wav. File Download box open, select Save. Saves As box opens, select My Documents, enter file name, and select Save. The .wav file is saved in My Docuemnts.