



XPRESSIONS

USER GUIDE



WHAT IS XPRESSIONS?

- A voicemail system that enables access via the telephone or by PC/MAC.

NOTE: Siemens no longer supports the current PhoneMail system. Xpressions is the replacement.

ACCESSING MAILBOX

☎ Two ways to access mailbox

☎ 1. Via the telephone

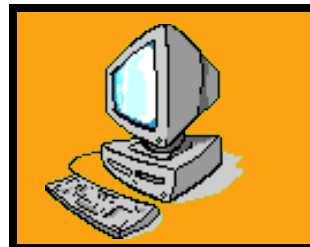
☎ 946-3600



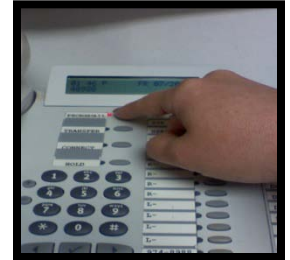
💻 2. PC/MAC Access

💻 Using Web Assistant

<https://access.utk.edu>



ACCESSING YOUR MAILBOX VIA THE TELEPHONE



ON CAMPUS ACCESS

- Press the PHONEMAIL button on your telephone
- PhoneMail will greet you with

“Welcome to HiPath Xpressions. Enter your password and then push #.”
- Dial your password (PIN PASSWORD)
 - First time access password (PIN) 111
 - Press the # key
 - User will be prompted to dial in a new password (PIN)
 - Press the # key
 - Home State Prompts (Main Menu)

NOTE: The new password (PIN) must be at least 8 digits, no longer than 24 digits, cannot be consecutive, ascending, descending, or repetitive
Lifetime of password (PIN) 180 days
After 3 login failures the user is locked out for 10 minutes

ACCESSING YOUR MAILBOX VIA THE TELEPHONE



OFF CAMPUS ACCESS

- Dial the direct access number 946-3600
 - PhoneMail will greet you with
*“Welcome to the HiPath Xpressions. If you are calling from your own extension, push #. If not you may enter your **EXTENSION** or your name.”*
 - Dial your extension 4xxxx or 6xxxx
 - Press the # key
 - Dial your password (PIN)
 - Home State Prompts (Main Menu)

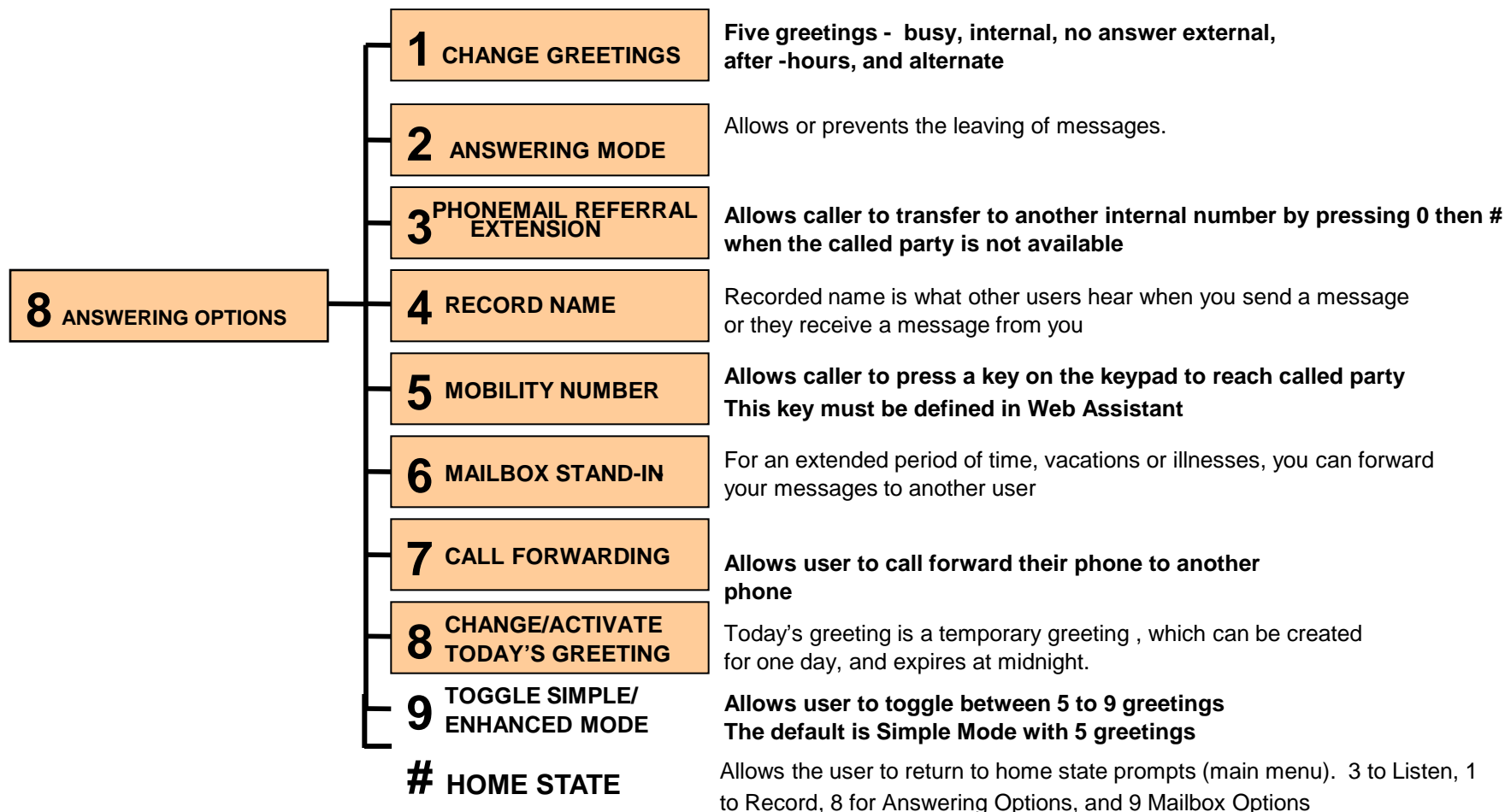


SETTING UP YOUR MAILBOX VIA THE TELEPHONE

HOME STATE PROMPTS (MAIN MENU)


- 3 to Listen
- 1 to Record
- 8 for ANSWERING OPTIONS
- 9 for Mailbox Options

SETTING UP YOUR MAILBOX VIA THE TELEPHONE



SETTING UP YOUR MAILBOX VIA THE TELEPHONE

STEP 1 RECORD NAME

 Recorded name is what other users hear when you send a message or they receive a message from you.

- Press 8 for Answering Options
 - Press 4 for Record Name
 - Press 1 to Record Your Name
 - At Tone Record Your Name
 - Press * then # to Stop Recording

* Note: On the first login from the telephone the user is prompted to enter the default password 111 and change the password. After changing the default password the user is immediately prompted to record name. On initial login the user will not be required to press 8, 4, 1.

SETTING UP YOUR MAILBOX UP VIA THE TELEPHONE

STEP 2 SET GREETINGS (SIMPLE MODE)

RECORDING BUSY INTERNAL/EXTERNAL GREETING


 Busy internal/external greeting plays when the line is busy.

- Press 8 for Answering Options
 - Press 1 to Change Greetings
 - Press 2 to Change Regular Greeting
 - Press 2 to Change Busy Greeting
 - Press 1 to Record Greeting
 - At Tone Record Greeting
 - Press * then # to Stop Recording

SETTING UP YOUR MAILBOX VIA THE TELEPHONE

STEP 2 SET GREETINGS (SIMPLE MODE)

RECORDING INTERNAL GREETING


 Internal greeting plays when phone is not answered would be less formal than the external greeting.

- Press 8 for Answering Options
 - Press 1 to Change Greetings
 - Press 2 to Change Regular Greeting
 - Press 3 to Change Internal Greeting
 - Press 1 to Record Greeting
 - At Tone Record Greeting
 - Press * then # to Stop Recording

SETTING UP YOUR MAILBOX VIA THE TELEPHONE

STEP 2 SET GREETINGS (SIMPLE MODE)

RECORDING NO ANSWER EXTERNAL GREETING


 Greeting plays when phone is not answered would be more formal than the internal greeting.

- Press 8 for Answering Options
 - Press 1 Change Greetings
 - Press 2 to Change Regular Greeting
 - Press 4 to Change External Greeting
 - Press 1 to Record Greeting
 - At Tone Record Greeting
 - Press * then # to Stop Recording

SETTING UP YOUR MAILBOX VIA THE TELEPHONE

STEP 2 SET GREETINGS (SIMPLE MODE)

RECORDING AFTER HOURS GREETING

 After-hours greeting plays outside normal business hours. Normal business hours are 8:00 am to 5:01 pm.

- Press 8 for Answering Options
 - Press 1 Change Greetings
 - Press 2 to Change Regular Greeting
 - Press 5 to Change Greeting for After Hours
 - Press 1 to Record Greeting
 - At Tone Record Greeting
 - Press * then # to Stop Recording

SETTING UP YOUR MAILBOX VIA THE TELEPHONE

STEP 2 SET GREETINGS (SIMPLE MODE)



RECORDING ALTERNATE GREETING



Alternate greeting plays when the user is unavailable for an extended period of time. The alternate greeting overrides all other greetings except for your today's greeting.

If Alternate Greeting Is Off:

- Press 8 for Answering Options
 - Press 1 Set Greetings
 - Press 3 to Activate Alternate Greeting
 - Current Alternate Greeting Plays
 - Press 1 to Change Alternate Greeting
 - Alternate Greeting Plays Again
 - Press 1 to Record New Alternate Greeting
 - Speak after tone
 - Press * then # to Stop Recording
 - Press 1 to Change Alternate Greeting
- OR**
- Press 3 to Deactivate Alternate Greeting
- OR**
- Press # to Finish

If Alternate Greeting Is On:

- Press 8 for Answering Options
 - Press 1 Set Greetings
 - Press 1 Change Alternate Greeting
 - Current Alternate Greeting Plays
 - Press 1 to Record Alternate Greeting
 - Speak after tone
 - Press * then # to Stop Recording
 - New Alternate Greeting Plays
 - Press 1 to Change Alternate Greeting
- OR**
- Press 3 to Deactivate Alternate Greeting
- OR**
- Press # to Finish

SETTING UP YOUR MAILBOX UP VIA THE TELEPHONE


EXAMPLES OF GREETINGS


- **Busy internal/external greeting** - *This is Candy Dodd of Telephone Services. I am on the phone now, please leave a message and I will return your call.*
- **Internal greeting** – *Hi, this is Candy. I am away from my desk, please leave a message. Thanks.*
- **No answer external greeting** - *You have reached the voicemail box of Candy Dodd at Telephone Services. I am away from my desk. Please leave a message and I will return your call. However, if you need immediate assistance, please dial 0 then # and your call will be directed to the receptionist.*
- **After-hours greeting** - *This is the voice mailbox for Candy Dodd of Telephone Services. My office hours are 8am-5pm Monday thru Friday. Please leave a message and I will return your call.*
- **Alternate greeting** - *This is Candy Dodd with Telephone Services. I will be out of the office Monday, October 22 thru Friday, October 26. Leave a message and I will return your call on Monday, October 29. If you need immediate assistance, please dial 0 then # and your call will be directed to the receptionist. Thank you.*


SETTING UP YOUR MAILBOX VIA THE TELEPHONE

SET GREETINGS (SIMPLE MODE)

SYSTEM GREETING

 The System Greeting is activated if user does not record greetings.

 Example of system greeting with recorded name, *The party you have called. Candy Dodd at extension 48988, cannot be reached.*

 Example of system greeting without record name, *The party you have called at extension 48988 cannot be reached.*

SETTING UP YOUR MAILBOX VIA THE TELEPHONE


ANSWERING MODE (SIMPLE MODE)

 **Answering mode allows or prevents leaving of messages.**

- Press 8 for Answering Options
 - Press 2 Answering Mode
 - Press 4 to Accept Messages (Answering Machine Service)
OR
 - Press 6 to Accept No Messages (Infobox service)
OR
 - Press # to Cancel

SETTING UP YOUR MAILBOX VIA THE TELEPHONE

PHONEMAIL REFERRAL EXTENSION (SIMPLE MODE)

 PhoneMail Referral Extension provides callers with the option to transfer to another internal number by pressing 0 then # when the called party is not available.

- Press 8 for Answering Options

- Press 3 PhoneMail Referral Extension
- Press 1 to Change

OR

- Press 4 to Keep

★ Note: PhoneMail Referral Extensions have been programmed by Telephone Services. The user may change the referral extension at anytime.

SETTING UP YOUR MAILBOX VIA THE TELEPHONE

MOBILITY NUMBER (SIMPLE MODE)

 Mobility number allows the caller to press key 7 on the keypad to reach the called party. **This key must be defined in Web Assistant under Personal Settings then Forward Access menu.**


- Press 8 for Answering Options
 - Press 5 Mobility Number
 - Press 1 to Change

OR

 - Press 2 to Activate
- OR**
- Press 3 to Deactivate
- OR**
- Press # to Finish

SETTING UP YOUR MAILBOX VIA THE TELEPHONE

MAILBOX STAND-IN (SIMPLE MODE)

 Mailbox stand-in provides the capability to route all incoming messages to another user in the event of an extended vacation or illness. The caller will hear the greeting of the called party; however, the message will be left in the box of user taking their calls.

- Press 8 for Answering Options
 - Press 6 for Mailbox Stand-in (**Mailbox Agent**)
 - Press 1 to Change Number
 - OR**
 - Press 2 to Activate
 - OR**
 - Press 3 to Deactivate
 - OR**
 - Press # to Finish

SETTING UP YOUR MAILBOX VIA THE TELEPHONE

CALL FORWARDING (SIMPLE MODE)



Call Forwarding redirects incoming calls to another number. All users can forward to another internal number. To forward to external number the user's phone must have the class of services that allows off campus forwarding. Call Forwarding can be deactivated from the telephone by dialing # # 91.

- Press 8 for Answering Options
 - Press 7 for Call Forwarding
 - Press 1 to Set Number (enter phone number, 5 digit internal and 7 digit external)

OR

 - Press 4 to Mailbox (program your calls to go directly to Xpressions, phone will not ring)
- OR**
- Press 6 to Turn off call forwarding
- OR**
- Press # to Return to Home State

SETTING UP YOUR MAILBOX VIA THE TELEPHONE

CHANGE/ACTIVATE TODAY'S GREETING (SIMPLE MODE)

RECORDING TODAY'S GREETING

 Today's greeting is a temporary greeting, which can be created for one day, and expires at midnight. This greeting overrides all other greetings and must be recorded from the telephone.

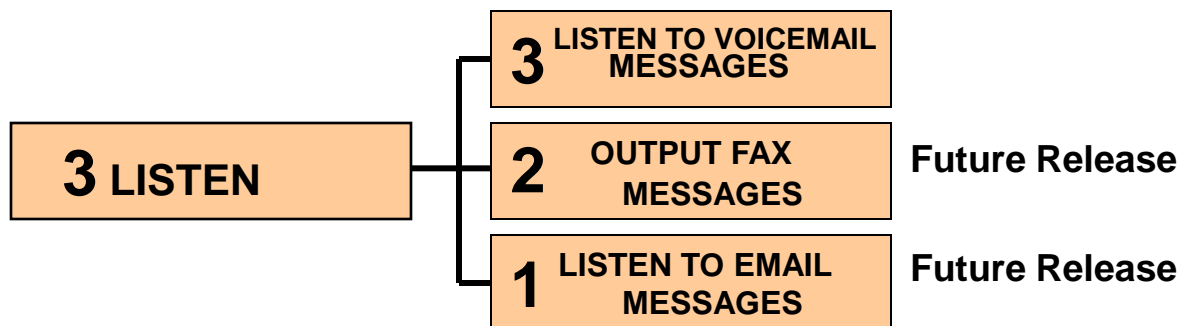
- Press 8 for Answering Options
 - Press 8 Change/Activate Today's Greeting
 - At Tone Record Greeting
 - Press * then # to Stop Recording
- **Example of a Today's greeting** – *Hi this is Candy Dodd. I will be out of the office today, please leave a message and I will return your call.*

SETTING UP YOUR MAILBOX VIA THE TELEPHONE


TOGGLE SIMPLE/ENHANCED MODE

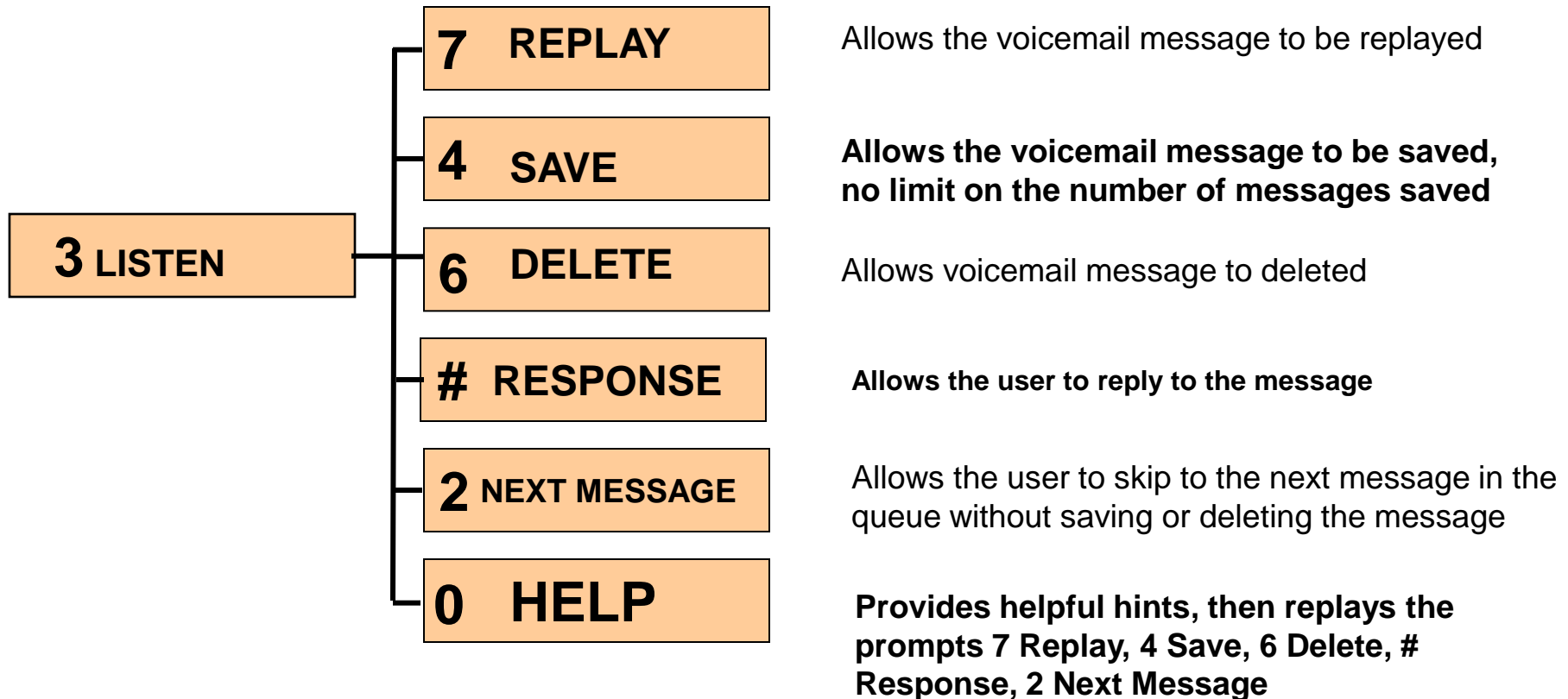
- ☎ **Simple greeting mode** provides five greetings, a single greeting for each call state busy, internal, external, after-hours, and alternate. In simple mode the alternate greeting overrides all greetings when recorded and activated, except the today's greeting.
- ☎ **Enhanced greeting mode** provides nine greetings which can be assigned to the five call states.
 - Press 8 for Answering Options
 - Press 9 for Enhanced Mode
- ★ **Note:** All PhoneMail boxes Telephone Services installs will be in the **Simple Mode**. Telephone Services recommends never changing from Simple Mode to Enhanced.

LISTENING TO YOUR MESSAGES VIA THE TELEPHONE



LISTENING TO YOUR MESSAGES VIA THE TELEPHONE

 After pressing 3 to Listen and the voicemail message has finished playing, you will hear the menu prompts listed below for processing the message.



LISTENING TO YOUR MESSAGES VIA THE TELEPHONE

7 REPLAY (SIMPLE MODE)





Allows the voicemail message to be replayed

- **Press 3 to Listen**
 - Message Plays
 - **Press 7 to Replay Message**
 - User receives the following prompts
 - **Press 1 for Message Details** (The TO List names the parties who received the message)
 - **Press 3 to Replay from start**
 - **Press 8 to Replay the Last 8 seconds of Message**
 - **Press 2 to Replay Previous Message**
 - **Press 7 to Listen to Message Time** (Replays the time the message was left)
 - **Press # to Return to Home State Prompts** (Main Menu)
 - **Press 0 for Help**

LISTENING TO YOUR MESSAGES VIA THE TELEPHONE

4 SAVE OR 6 DELETE (SIMPLE MODE)

-  SAVE allows the voicemail message to be saved, no limit on the number of messages saved. Saved message self delete in 2 months. The system notifies the user when messages will be deleted.
-  DELETE allows the voicemail message to be deleted.

- **Press 3 to Listen**

- Message Plays
- **Press 4 to Save or Press 6 to Delete Message**
- User receives the following prompts
- **Press # to Continue to Next Message**
- **Press 1 to Answer Message** (Allows user to answer the message of an internal caller, response is sent directly to their voicemail box without phone ringing.)
- **Press 9 to Forward Message** (Enables user to forward a message to other internal users. See page 73.)
- **Press 7 0 to Call Sender** (Allows user to call the person that left the message, the call may be returned to any Xpressions caller or local number.)
- **Press 0 Help**

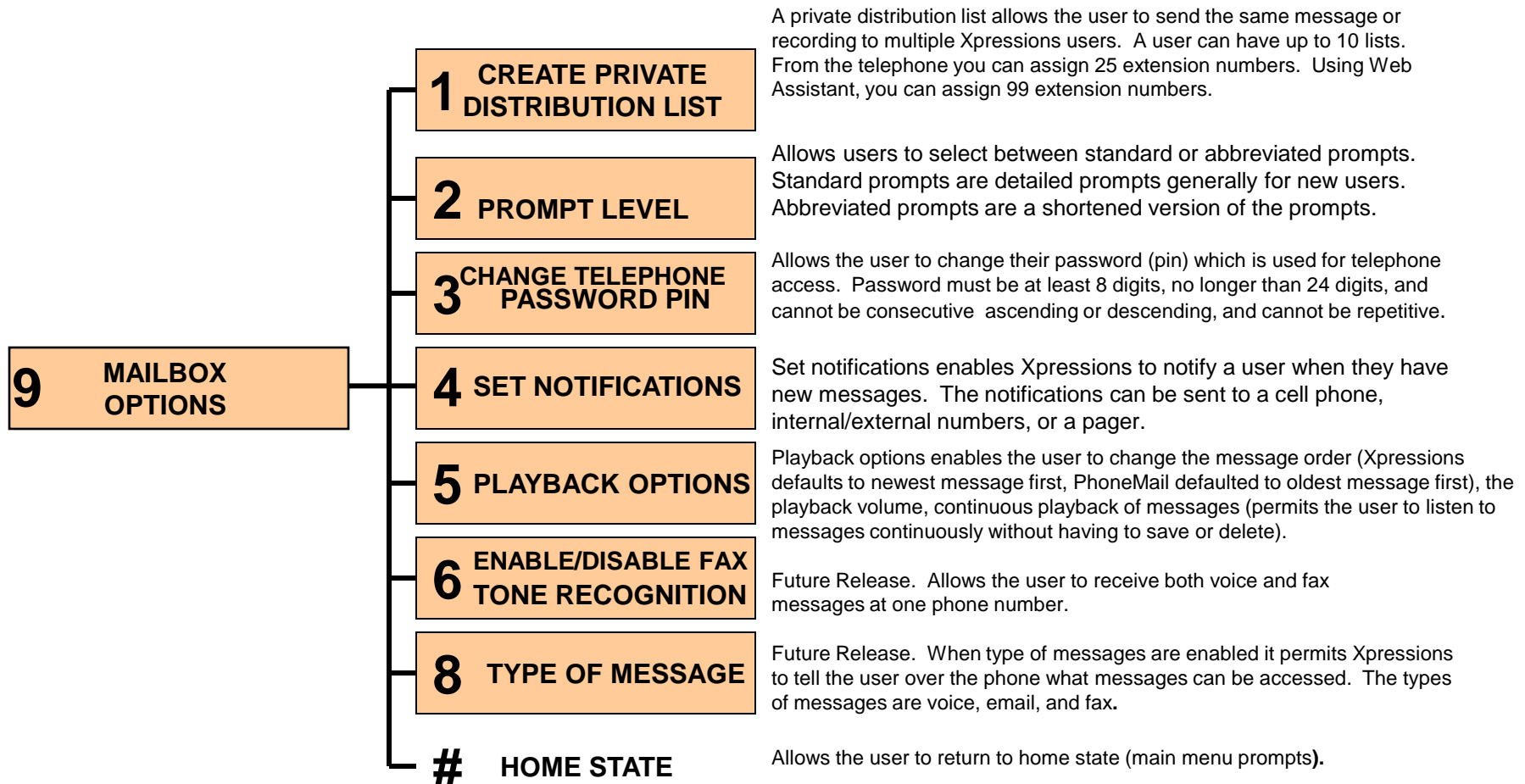
RECORDING OUTGOING MESSAGES VIA THE TELEPHONE

1 RECORD/SEND MESSAGE (SIMPLE MODE)

 Allows the user to record and send voice messages to other Xpressions users.

- **Press 1 to Record/Send Message**
- At Tone Record Message
- **When Finished Recording Press * then #**
- **Dial 5 Digit Phone Number(s) or Distribution List Number(s)**
- **Press * then #**
- **When all Phone Number(s) or Distribution List Number(s) have been entered press #**
- Select Delivery Option
- **Press # for Regular Delivery** (Message is delivered immediately)
OR
- **Press 3 for Special Delivery**
 - **Press 1 for Return Receipt** (Xpressions notifies message sender when message was received)
 - **Press 2 to Mark the Message Private** (Message cannot be forwarded to any other Xpressions users)
 - **Press 3 to Mark the Message Urgent** (Message is marked urgent and is the first message in URGENT message queue)
 - **Press 4 to Schedule the Message for Future Delivery** (The user is led through the process of selecting the month, day, and time the message will be delivered. User can also select whether or not the message should be delivered once or repeated weekly or monthly.)
OR
- **Press 6 to Cancel Delivery**

MAILBOX OPTIONS VIA THE TELEPHONE



MAILBOX OPTIONS VIA THE TELEPHONE

1 CREATE PRIVATE DISTRIBUTION LIST (SIMPLE MODE)



A private distribution list allows the user to send the same message or recording to multiple Xpressions users. A user can have up to 10 lists. From the telephone you can assign 25 extension numbers. Using Web Assistant, you can assign 99 extension numbers.

- **Press 9 for Mailbox Options**
 - Press 1 for Private Distribution List
 - Press 1 to Create New List
OR
 - Press 3 to Modify List
OR
 - Press 6 to Delete List
OR
 - Press 9 to Review List

MAILBOX OPTIONS VIA THE TELEPHONE

1 CREATE PRIVATE DISTRIBUTION LIST (SIMPLE MODE)



A private distribution list allows the user to send the same message or recording to multiple Xpressions users. A user can have up to 10 lists. From the telephone you assign 25 extension numbers. Using Web Assistant, you can assign 99 extension numbers.

- **Press 9 for Mailbox Options**
 - Press 1 to Change Private List
 - Press 1 to Create New List
 - Enter List Number (1 thru 10)
 - Press #
 - Xpressions Responds with Creating Private List (Number)
 - Record Name of Private Distribution List
 - Press * then #
 - Enter extension number or Distribution List Number
 - Press #
 - Enter next extension or Distribution List Number
 - Press #
 - Press # when Done Entering all Extension Numbers
 - Press # to Return to Home State Prompts (Main Menu)

To Send a Message to the Private Distribution List

- Press 1 to Record
- Refer to the Section on Recording Outgoing Messages

MAILBOX OPTIONS VIA THE TELEPHONE

3 MODIFY PRIVATE DISTRIBUTION LIST (SIMPLE MODE)

 **Modify Private Distribution List** provides the user with ability to modify the recorded name of the list, add additional destinations, review the list, and delete destinations from the list.

- Press 9 for Mailbox Options
- Press 1 to Private Distribution List
- Press 3 to Modify List
- Enter List Number (1 thru 10)
- Press #
- **Press 1 to Modify Name**
 - Press 1 to Re-Record Name or Press 4 to Keep Current Recorded Name

OR
- **Press 2 to Add Destinations**
 - Enter Extension or Distribution List to be Added

OR
- **Press 3 to Review**
 - Xpressions Plays Name of Distribution List and Destinations (Extensions or List Numbers)

OR
- **Press 6 to Delete Destinations**
 - Enter Extensions or Distribution List to be Deleted
 - Press # to end and Return to Private Distribution Prompts

MAILBOX OPTIONS VIA THE TELEPHONE

6 DELETE PRIVATE DISTRIBUTION LIST (SIMPLE MODE)

 Delete Private Distribution List provides the user with ability to delete the list.

- Press 9 for Mailbox Options
 - Press 1 to Private Distribution List
 - Press 6 to Delete List
 - Enter List Number (1 thru 10)
 - Press #
 - Press 4 to Cancel
 - OR
 - Press # if Correct
 - Return to Private Distribution Prompts



MAILBOX OPTIONS VIA THE TELEPHONE

2 PROMPT LEVEL (SIMPLE MODE)

- Allows users to select standard or abbreviated prompts. Standard prompts are detailed prompts generally for new users. Abbreviated prompts are a shortened version of the prompts.

- Press 9 for Mailbox Options
 - Press 2 to Prompt Level
 - Press 2 for Abbreviated Prompts
- OR
- Press # for Standard Prompts

MAILBOX OPTIONS VIA THE TELEPHONE

3 CHANGE TELEPHONE PASSWORD (PIN) (SIMPLE MODE)




Allows the user to change their password (pin) which is used for telephone access. Password must be at least 8 digits, no longer than 24 digits, and cannot be consecutive, ascending, descending, or repetitive.

- **Press 9 for Mailbox Options**
 - **Press 3 to Change Password**
 - **Enter New Password (8 to 24 digits)**
 - **Press #**
 - **Xpressions Repeats New Password**
 - **Return to Home State Prompts (Main Menu)**

Note: Password Expires in 180 days

MAILBOX OPTIONS VIA THE TELEPHONE

4 SET NOTIFICATIONS (SIMPLE MODE)

 Set notifications enables Xpressions to notify a user when they have new messages. The notifications can be sent to a cell phone, internal/external numbers, or pager.

- Press 9 for Mailbox Options
 - Press 4 Set Notifications
 - Press 1 for Notification On
 - Press 2 for Notification Off
 - Press 3 to Create Notification
 - Press 9 to Review Notifications
 - Press # Back

★ NOTE: Telephone Services recommends configuring notifications from Web Assistant. It is much easier to understand the graphical representation of the information.

MAILBOX OPTIONS VIA THE TELEPHONE

5 PLAYBACK OPTIONS (SIMPLE MODE)



Playback options enables the user to change the message order (Xpressions defaults to newest message first, PhoneMail defaulted to oldest message first), **the playback volume, and continuous playback of messages** (permits the user to listen to messages continuously without having to save or delete).

- Press 9 for Mailbox Options
 - Press 5 Playback Options
 - Press 3 for Message Order
 - Press 1 for Newest Message first
OR
 - Press 2 for Oldest Message first
 - Press 5 for Playback Volume
 - Press 5 to Raise Volume or Press 8 to Lower Volume
 - Press 7 for Continuous Playback
 - Press 1 to Enable
OR
 - Press 2 to Disable
 - Press # to Return to Home State Prompts (Main Menu)

NOTE: Message order newest or oldest message first and continuous playback features must be modified via the phone. The features cannot be modified via Web Assistant.

MAILBOX OPTIONS VIA THE TELEPHONE

6 ENABLE/DISABLE FAX TONE RECOGNITION (SIMPLE MODE)



Future Release. Allows the user to receive both voice and fax messages at one phone number.

- Press 9 for Mailbox Options
 - Press 6 Enable/Disable Fax Tone Recognition
 - Press 4 to Activate Fax Tone Recognition
OR
 - Press 6 to Deactivate Fax Tone Recognition

FUTURE RELEASE!!! NOT AVAILABLE NOW!!! FUTURE RELEASE!!!

MAILBOX OPTIONS VIA THE TELEPHONE

8 TYPE OF MESSAGE (SIMPLE MODE)

 **Future Release.** When type of messages are enabled it permits Xpressions to tell the user over the phone what messages can be accessed. The types of messages are voice, email, and fax.

- Press 9 for Mailbox Options
 - Press 8 for Message Types

FUTURE RELEASE!!! NOT AVAILABLE NOW!!! FUTURE RELEASE!!!


WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

WEB ASSISTANT allows the user to modify their personal mailbox settings through a web interface. Web Assistant allows the user to:

- View or modify items in user profile
- Change PhoneMail settings referral extension, mailbox options, caller options, and mobility number
- Define your personal business hours
- Set forwarding options for callers after hearing your personal greeting
- Define notifications where Xpressions notifies the user of new messages when away from the office
- Create private groups
- Record greetings

WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

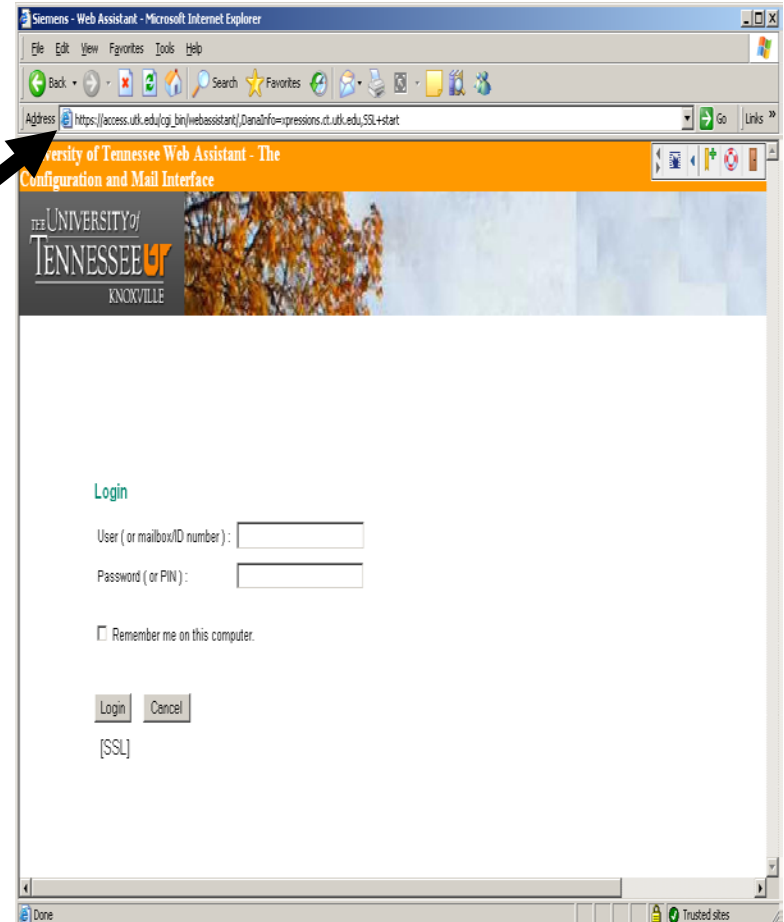
STEPS FOR SETTING UP WEB ASSISTANT

1. Double click on Internet Explorer (recommended) or the browser of your choice



2. In the address field type <https://access.utk.edu>

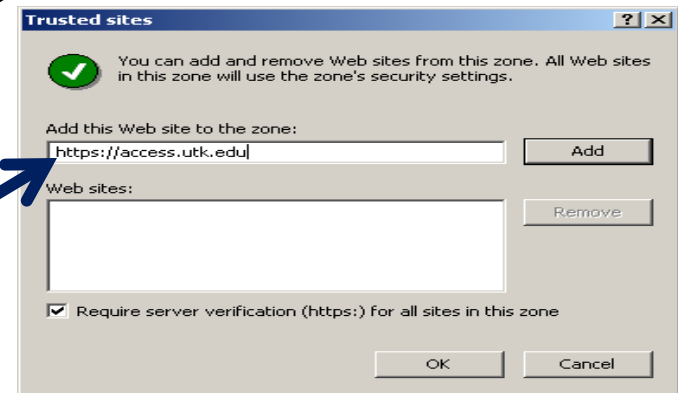
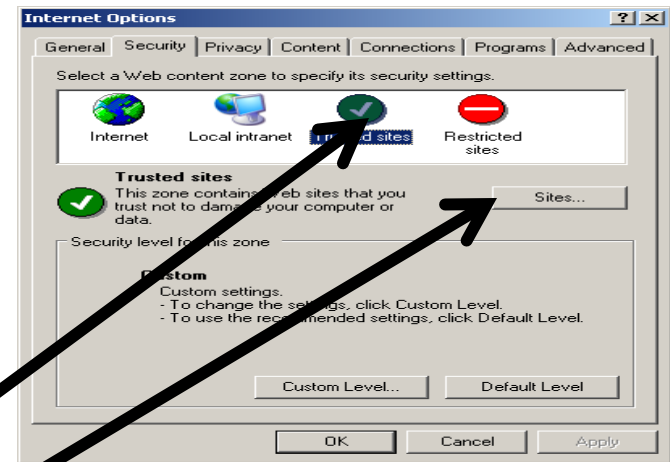
3. When University of Tennessee VPN Appears, click
FILE → SEND → SHORTCUT TO DESKTOP



Trusted Site

- Add <https://access.utk.edu> to your computer's trusted sites. Trusted sites are sites you trust not damage your computer or data.

1. Open 
2. From the Menu bar select Tools, Internet Options, and Security
3. Click on the Trusted Sites icon
4. Select the Sites box
5. In the box add this website to the zone type <https://access.utk.edu>
6. Select OK, then OK again





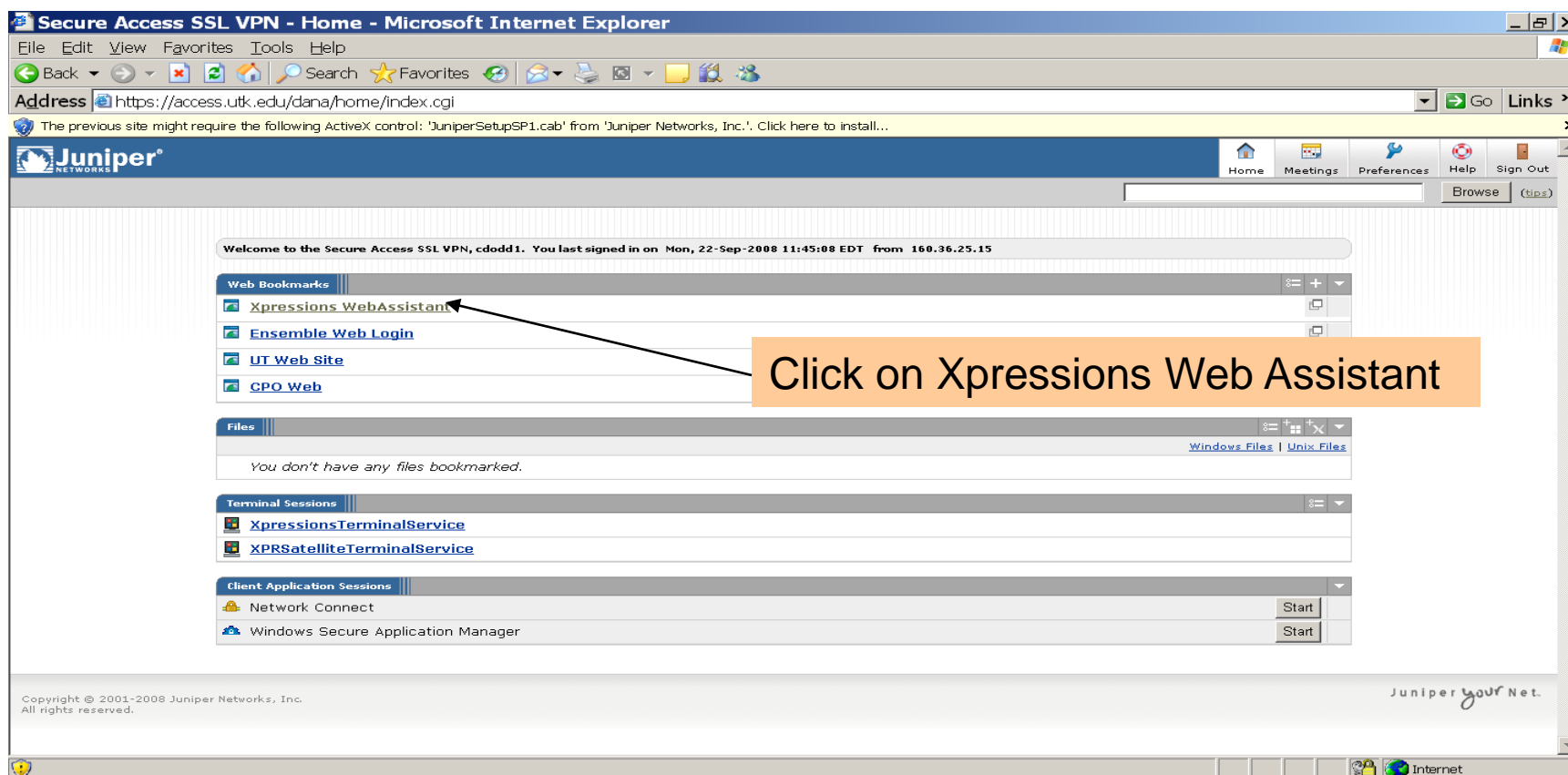
STEPS FOR LOGGING ON TO WEB ASSISTANT

Use your Exchange Password
(Microsoft Outlook Password)


WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

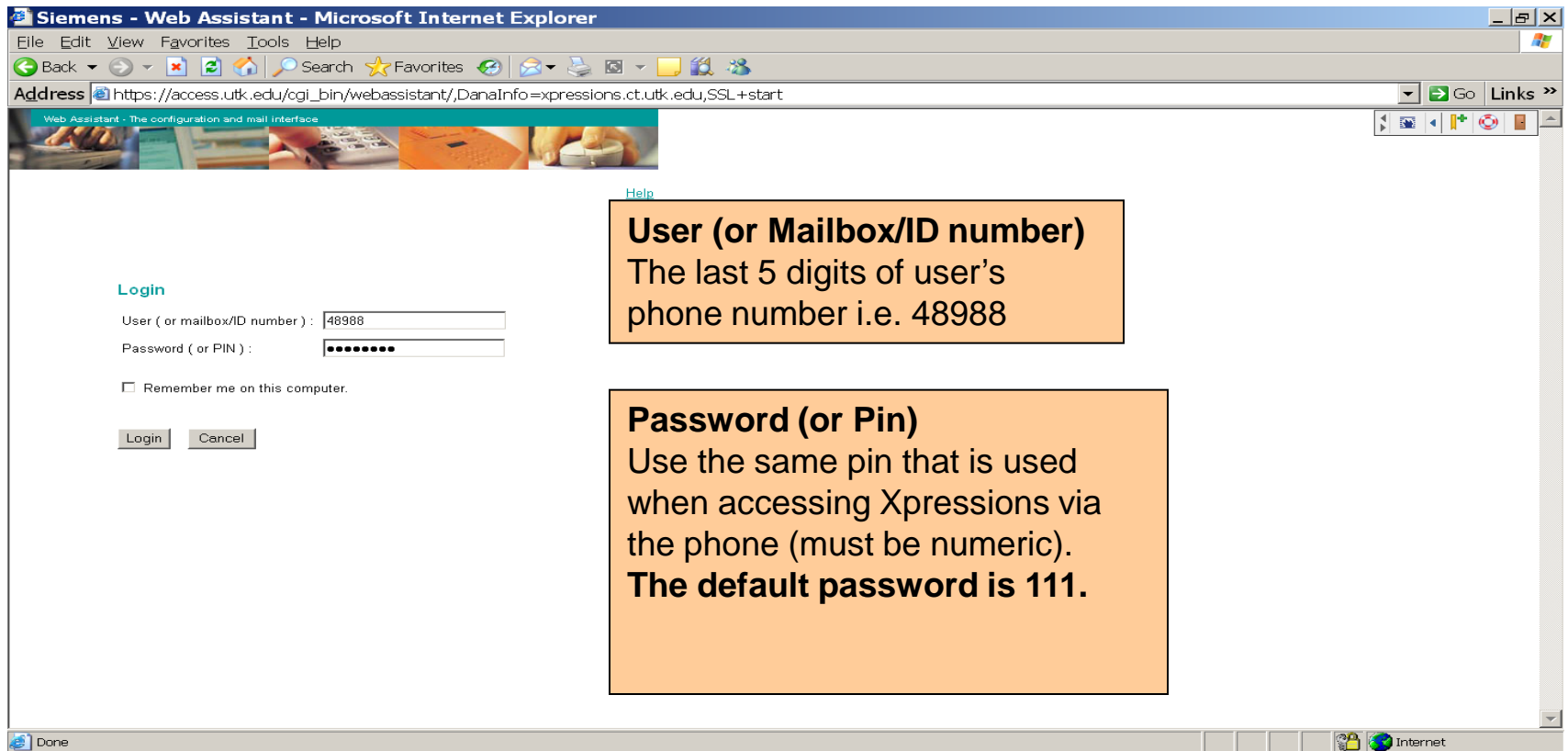
STEPS FOR LOGGING ON TO WEB ASSISTANT



WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.


STEPS FOR LOGGING ON TO WEB ASSISTANT



User (or Mailbox/ID number)
The last 5 digits of user's phone number i.e. 48988

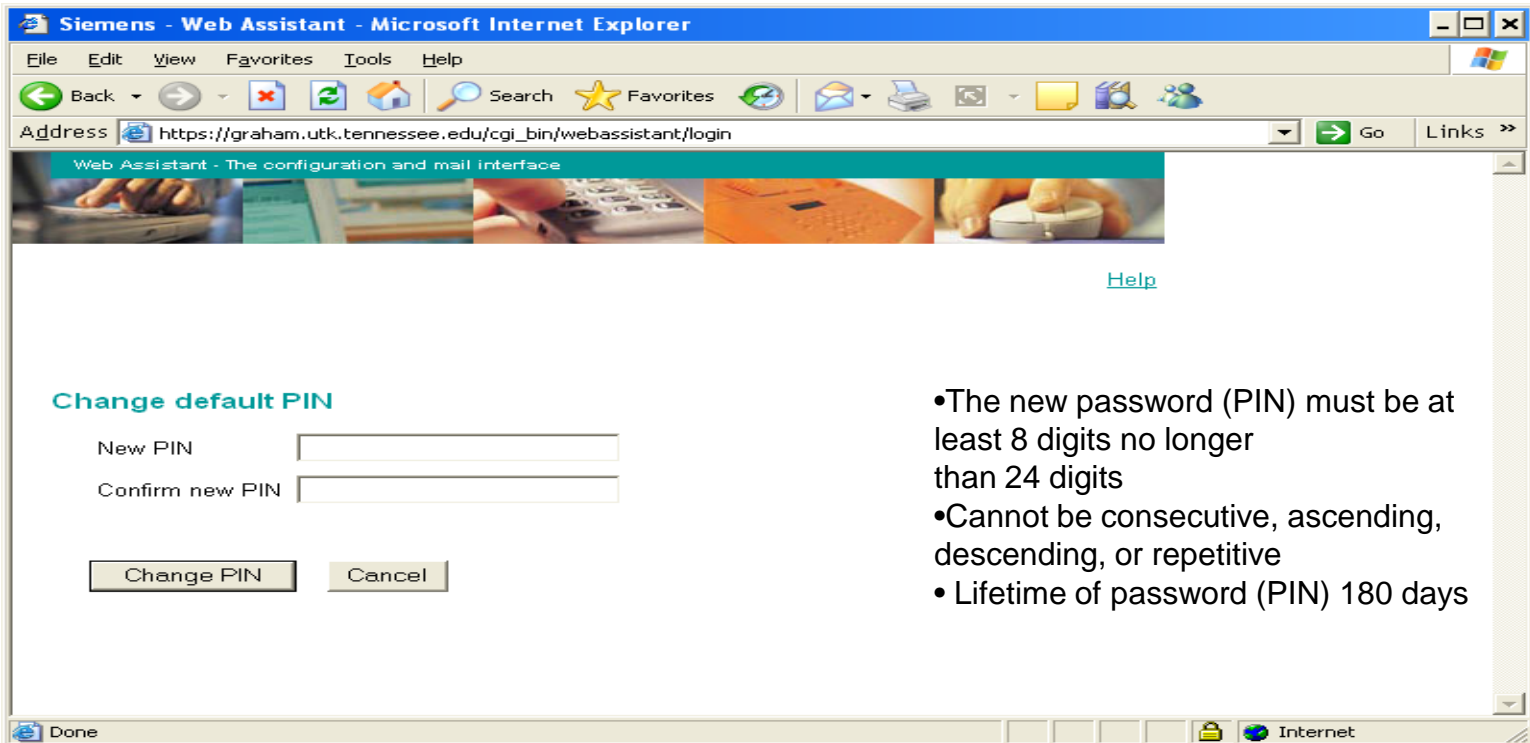
Password (or Pin)
Use the same pin that is used when accessing Xpressions via the phone (must be numeric).
The default password is 111.

WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

STEPS FOR LOGGING ON TO WEB ASSISTANT

NOTE: If you login to Web Assistant first you will be prompted to change your PIN (PIN is the password you use when accessing Xpressions via the telephone). **However, if you logged into Xpressions the first time using the telephone you will skip this step.**



Siemens - Web Assistant - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Reload Print Mail News RSS Feeds

Address https://graham.utk.tennessee.edu/cgi_bin/webassistant/login Go Links

Web Assistant - The configuration and mail interface

[Help](#)

Change default PIN


New PIN

Confirm new PIN

- The new password (PIN) must be at least 8 digits no longer than 24 digits
- Cannot be consecutive, ascending, descending, or repetitive
- Lifetime of password (PIN) 180 days

Done Internet

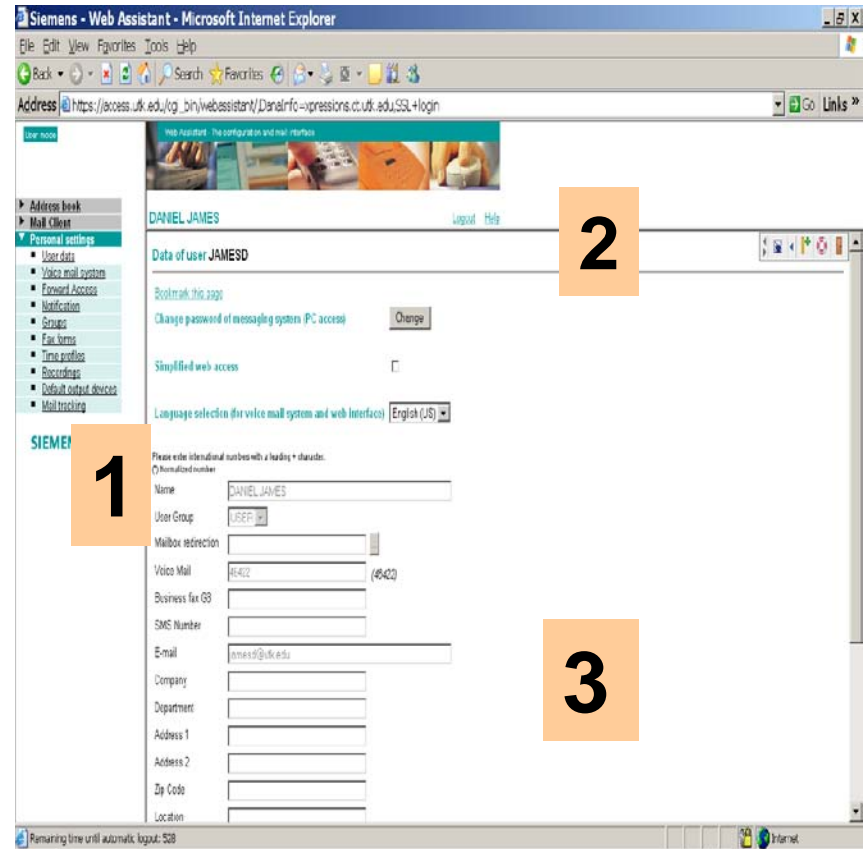
WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.


WORKING WITH WEB ASSISTANT

The Web Assistant Interface features three sections:

- 1. NAVIGATION** is the section on the left hand side that contains the menus. Use the menu options to invoke the Web Assistant features.
- 2. HEADER** is the top right section. It displays the name of the user currently logged in. Furthermore, you find links to log off and to open the online help.
- 3. On the WORKSPACE** the page opens that is associated to the menu option selected in the menu bar. For example, the Personal settings, User data:



WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

WORKING WITH WEB ASSISTANT MENU OPTIONS

- **ADDRESS BOOK** consists of a private and a public part. Each user can create his/her own private section to administer their contacts. The private contacts are only available to the user who has created them. All contacts in the public domain are created by Telephone Services but maintained by the user. Every user can access the public contacts.
- **MAIL CLIENT** enables user to access their Xpressions box. From mail client it is possible to generate, send, receive, and administer messages.
- **PERSONAL SETTINGS** options allows the user to configure their personal mailbox.



Type	Name	Phone	Fax	E-mail	Action
Public/Private	Public/Private				
45925					
ASHARPP				asharpp@utk.edu	
ADMINISTRATOR					
BOB		44911	44911	rmolav2@utk.edu	
CASII MDIE				mikeo@utk.edu	
Carquest					
DANIEL JAMES				jamesd@utk.edu	
DANIEL JAMES		244877		moosavice_2_44877@ipconnect.utk.edu	
DORAQUET				doraquett@utk.edu	
DODD CANDY				cdodd1@utk.edu	
DODD CANDY		248988		moosavice_2_48988@ipconnect.utk.edu	
EMOORE38				emoore38@utk.edu	
ERICAD					
EXPRESS				express@utk.edu	
HOLTZCLAW ALAN				aholtzcl@utk.edu	
JASON					
JOHNSON SAMANTHA				sjohns@utk.edu	
JROW				jrow@utk.edu	
LINDA				ldodgers@utk.edu	
MILLER KASI					

WEB ASSISTANT VIA THE PC

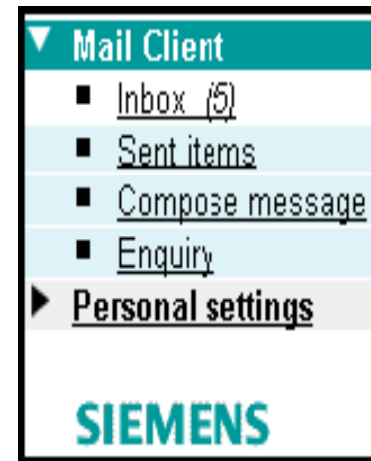
 WEB ASSISTANT grants user access to PhoneMail via the Web.

WORKING WITH WEB ASSISTANT MAIL CLIENT

MAIL CLIENT enables the user to access their Xpressions box. From mail client it is possible to generate, send, receive, and administer messages.

The following options are available from Mail Client:

- **INBOX** provides the user with an overview of all received messages in message list
- **SENT ITEMS** provides an overview of all sent messages
- **COMPOSE MESSAGE** allows the user to compose different types of messages and attach documents to messages
- **ENQUIRY** offers various options to search for sent or received messages



WEB ASSISTANT VIA THE PC

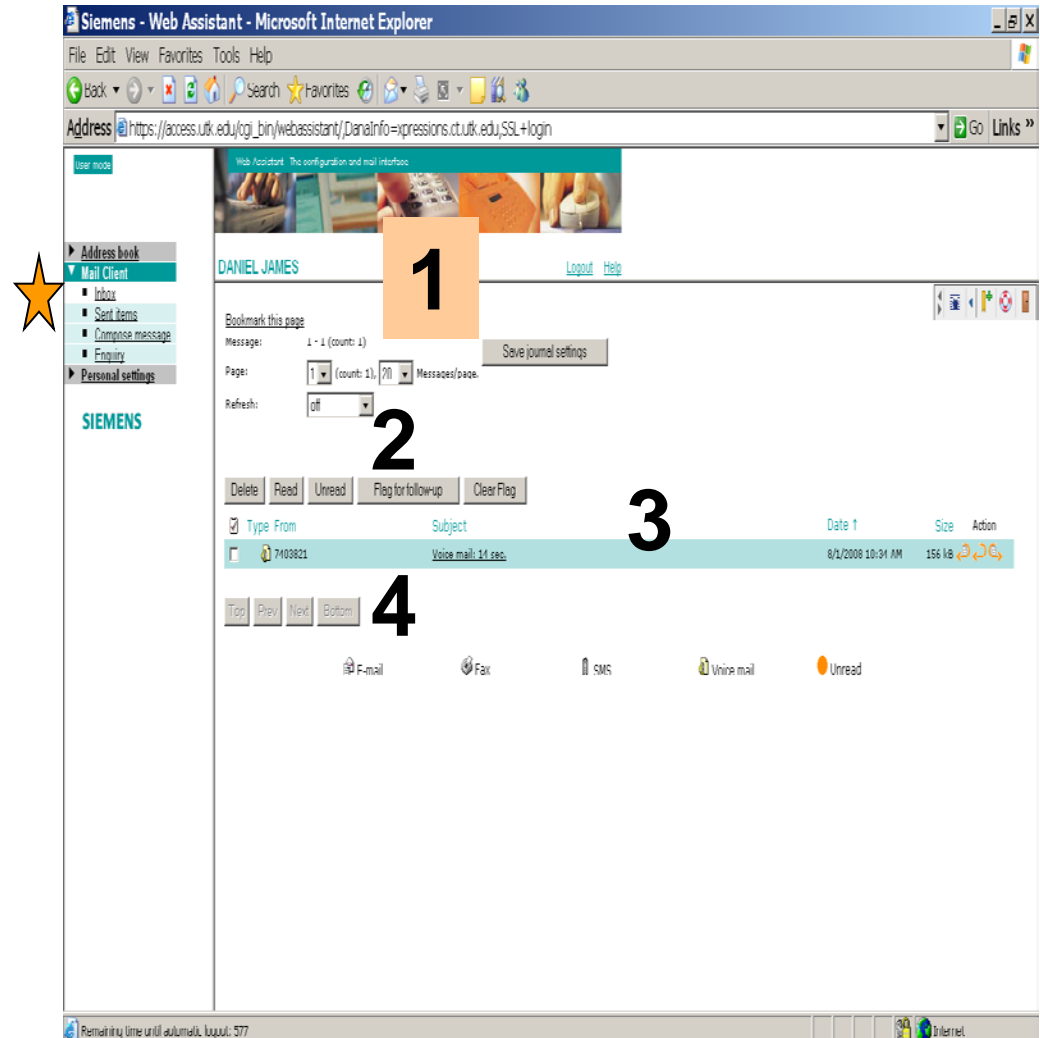
 WEB ASSISTANT grants user access to PhoneMail via the Web.

WORKING WITH WEB ASSISTANT MAIL CLIENT INBOX


- **INBOX** provides the user with an overview of all received messages in a message list.

1. INBOX SETTINGS

- **Page** is used when there are more messages to view on the other pages. It allows you to select the inbox page you want to view.
- **Message/page** allows you to define the number of messages displayed on one Inbox page. The minimum is 5 messages and the maximum is 100.
- **Refresh** defines the automatic update intervals for the Inbox page. The minimum is 5 seconds and the maximum is 5 minutes. Off deactivates the update.
- **Save Journal Settings** allows you to save your changes.



WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

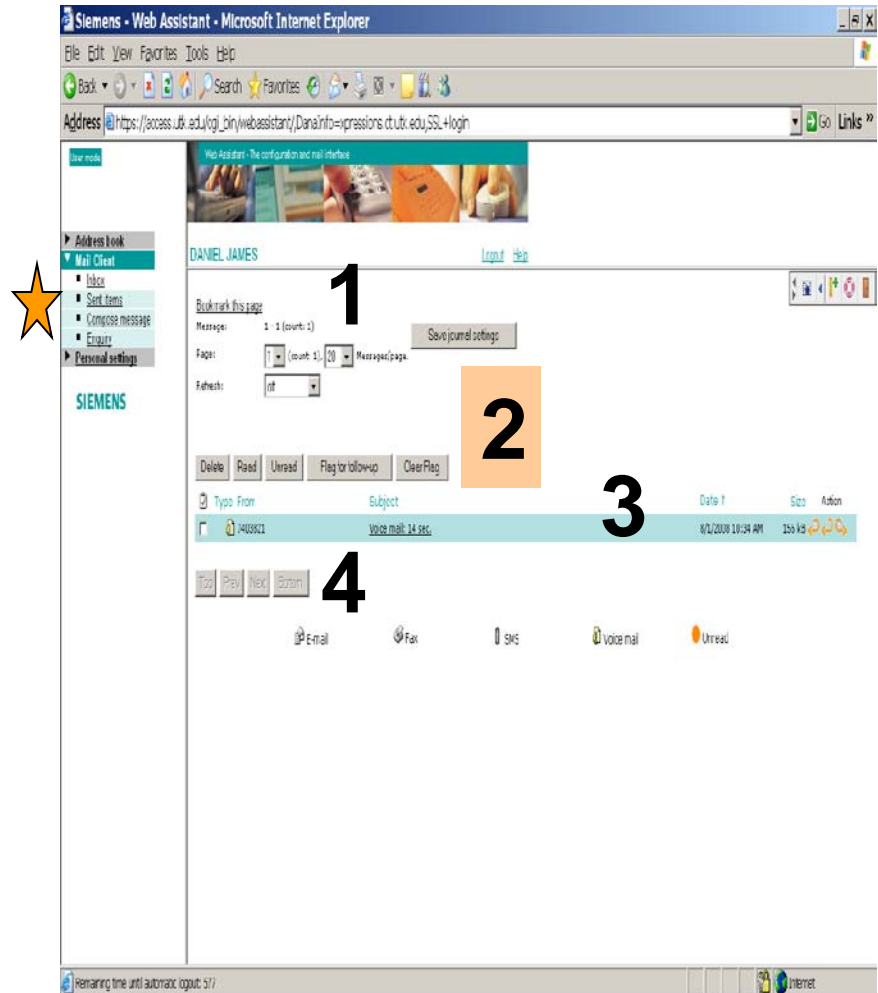
WORKING WITH WEB ASSISTANT MAIL CLIENT INBOX

- **INBOX** provides the user with an overview of all received messages in a message list


2. MENU BAR

Features apply to messages







- From the menu bar the user can delete messages, select read to mark the new message as read, select unread to change a read message to a new message. Flag for follow-up, adds a visual reminder to follow up on the message, and clear flag clears a flag on a selected flagged message.

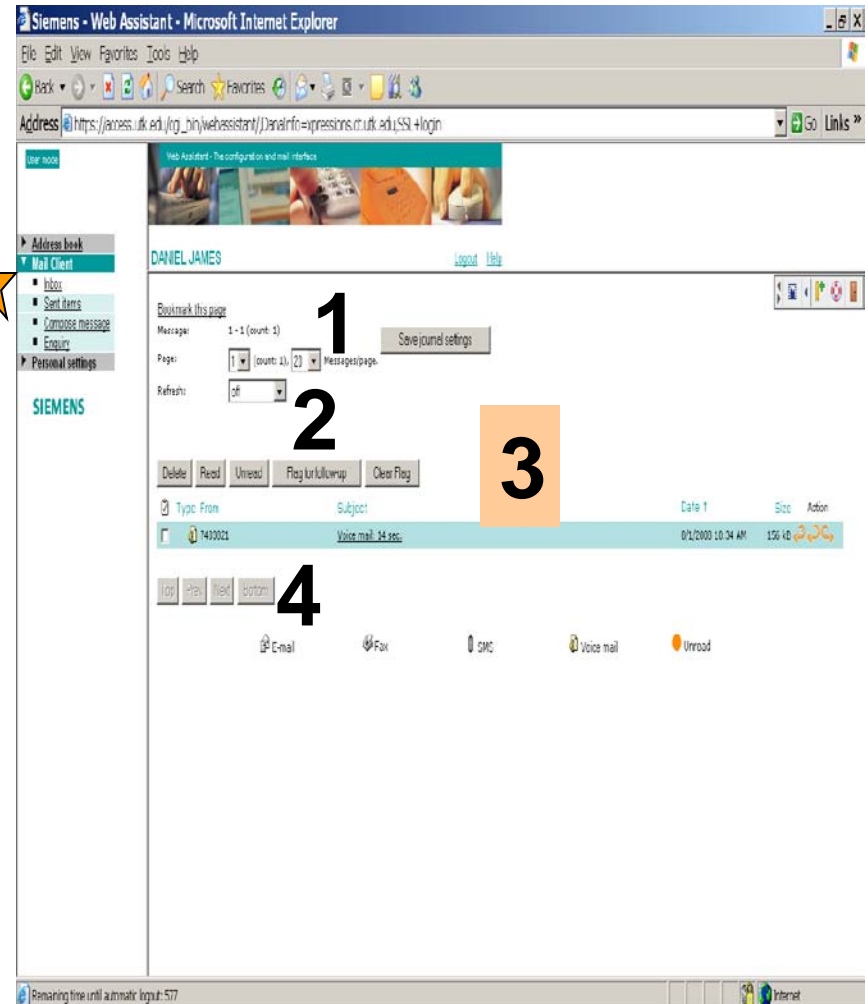


WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

WORKING WITH WEB ASSISTANT MAIL CLIENT INBOX

- **INBOX** provides the user with an overview of all your received messages in a message list
- 3. **MESSAGE LIST** allows you to listen to your PhoneMail messages
 - To Listen to PhoneMail Messages click on the  **OR click** Voice mail: 9 sec.
 - **Type of messages**
 E-mail  Fax  SMS  Voice mail  Unread
 - **From** shows you who sent the message
 - **Subject** applies to email messages (FUTURE RELEASE)
 - **Date** is when the message was sent
 - **Size** message size kilobytes
 - **Action** allows you to reply to or forward the selected message



WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

WORKING WITH WEB ASSISTANT MAIL CLIENT INBOX

- **INBOX** provides the user with an overview of all received messages in a message list

3. MESSAGE LIST

allows user to listen to PhoneMail messages

Three ways to listen to messages, click on your choice

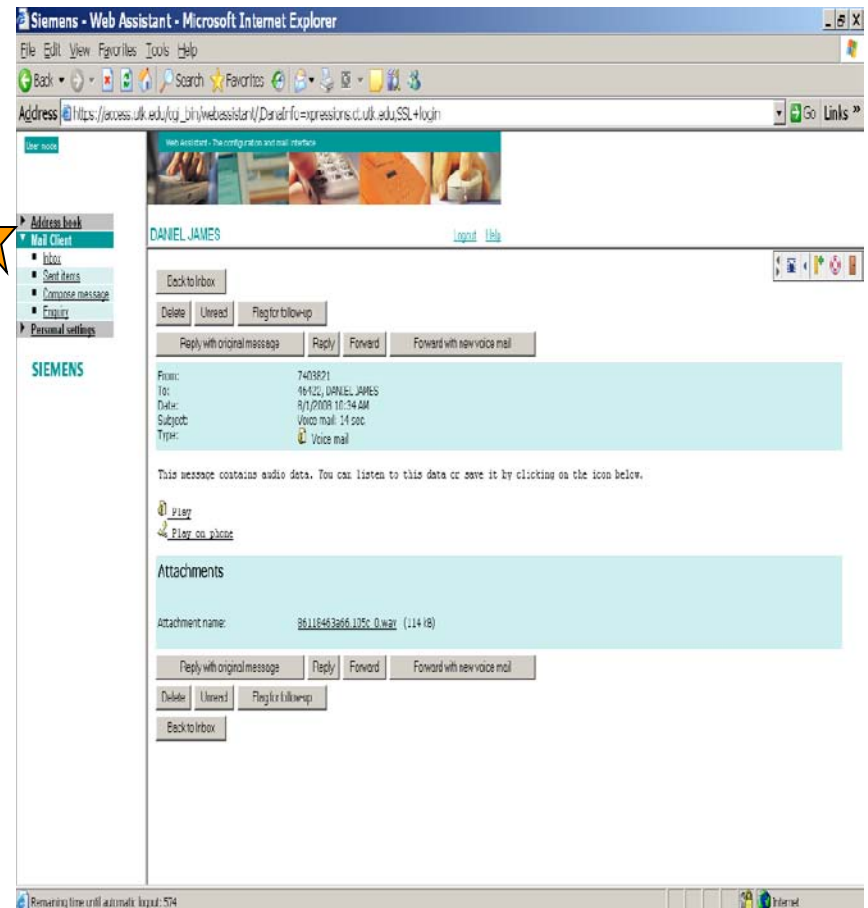
1. Play



2. Play on phone



3. Attachment name: 09116c53189.0664 1.wav



WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

WORKING WITH WEB ASSISTANT MAIL CLIENT INBOX

- **INBOX** provides the user with an overview of all received messages in a message list
- 4. **MESSAGE BROWSE OPTIONS**
 - More than one page of messages can be browsed by the user by selecting **TOP, PREV, NEXT, and BOTTOM.**



1 Save journal settings

2

3

4

WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

PERSONAL SETTINGS USER DATA

- **User Data Page** contains information about user account.
- Grayed Information cannot be changed by user.
- **Mailbox Redirection** – mailbox stand-in appears in this field.
- **Start Page after login** – determines how Web Assistant opens at login. From drop down menu make selection. To confirm setting, click Save button.



WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

PERSONAL SETTINGS VOICEMAIL SYSTEM

On the **Voice Mail System** page user can choose different settings for their PhoneMail box. Modifications will not become active until you click the **save** button

Change PIN – can not be changed via Web Assistant. See page 42 for changing the pin via the phone.

Voice Mail System – is always PHONEMAIL

Referral Extension- allows caller to transfer to another internal number by pressing 0 then #.

Mailbox options – User prompts can be standard or abbreviated. Standard is default.

- Playback volume default is 5

Caller Options – allows caller to mark a message as urgent when feature is activated with checkmark.

Voice Mail Query without Identification – this option defines up to three telephone numbers to access your PhoneMail box **directly without entering a PIN**. This feature is also known as Trusted Number.



Web Assistant - The configuration and maintenance interface

JAMESD [Logout](#) [Help](#)

Voice mail system settings

Change PIN

Voice Mail System
Active voice mail system:

Referral extension
Extension number:

Mailbox options
User prompts:
Playback volume (default=5):

Caller options
☒ 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
☒ Use the simplified greeting configuration

WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

PERSONAL SETTINGS VOICEMAIL SYSTEM CONTINUED

Simplified Greeting Configuration – should always be checked. When not checked the user has 9 (Enhanced mode) instead of 5 (Simplified mode) greetings.

Mobility Number – allows the caller to press a key on the phone keypad to reach the called party. PhoneMail greeting informs the caller of the appropriate key to press. The caller must press the predefined phone key **while** listening to the greeting,

To configure a Mobility Number –

STEP 1 go to Personal Settings, Forward Access, select key 7. From drop down menu highlight Mobility Number. Click Save. Remember to configure key 7 for all call types. Save changes for each individual call type.

STEP 2 go to Voice Mail System, in the Phone Number field type the mobility number, and select the radio button next to Enabled. Save changes.



Siemens - Web Assistant - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Go Links

Address https://access.utk.edu/cgi_bin/webassistant/DanaInfo=expressions.ct.utk.edu/SSL+login

User name

Web Assistant - The configuration and mail interface

DANIEL JAMES Logout Help

Callers can leave urgent messages

Voice mail query without user identification

If calls are made from the following phones

Extension number 1: 3887885

Extension number 2: 4757027

Extension number 3:

Simplified greeting configuration

☒ Use the simplified greeting configuration

Mobility number

☒ Disabled

☐ Enabled

Phone number:

Reachable with key(s): Change key(s)

Edit messages via telephone

Set filter for messages

Enable personal filter Edit personal filter

Automatic speech recognition Edit

Save

Remaining time until automatic logout: 576

WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

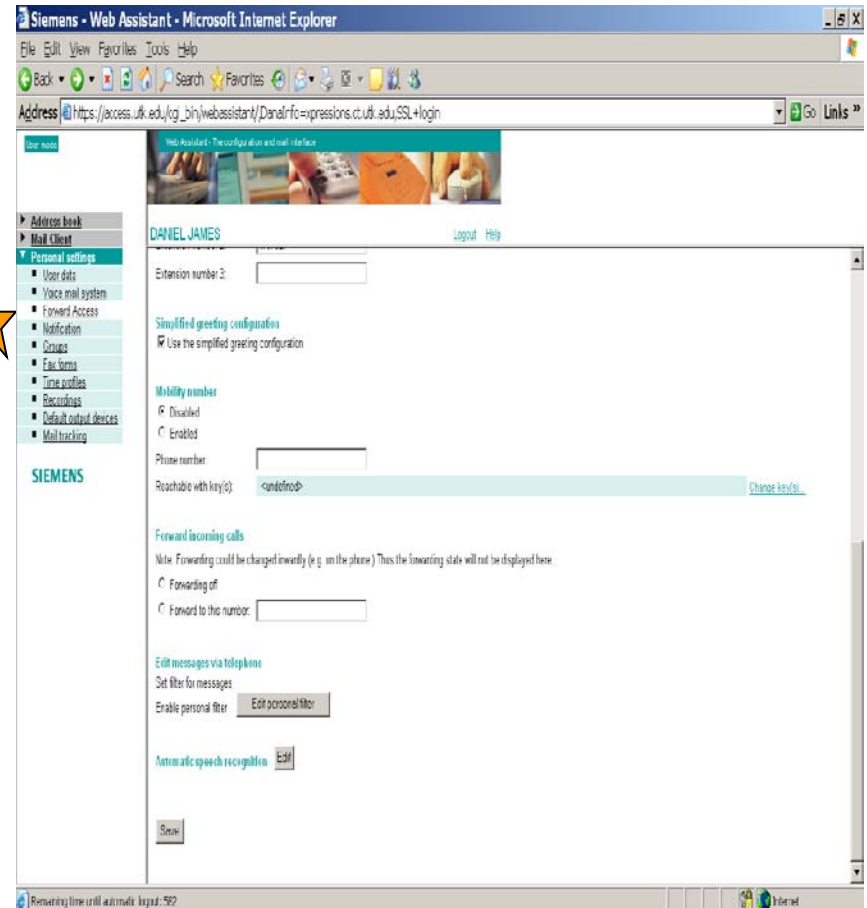
PERSONAL SETTINGS VOICEMAIL SYSTEM CONTINUED

Forward Incoming Calls – enter the 7 digit destination number and select the radio button next to Forward to this number. Click Save.

Forwarding off deactivates.

Edit Messages via telephone –
Future Release

Automatic Speech Recognition –
Future Release



WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

PERSONAL SETTINGS FORWARD ACCESS MENU

Forward Access- specifies the phone keys and the different actions for forwarding calls

Access Menu – from drop down menu select call type (internal, external, alternate, busy, after hours)



Siemens - Web Assistant - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address <https://access.utk.edu/cgi-bin/webassistant/DanielInfo=expressions.ct.utk.edu/SSL+login> Go Links

User mode

Web Assistant - The configuration and mail interface

DANIEL JAMES Logout Help

Forward Access

Access menu for: Internal callers

Phone key: Action Number to dial

1	When busy	
2	Alternate greeting	
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]	

Save Default menu

Remaining time until automatic logout: 024

WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

PERSONAL SETTINGS FORWARD ACCESS MENU

Forward Access- specifies the phone keys and the different actions for forwarding calls

Phone key - Under Action from drop down menu, select action (Hang up, Callback Access, Direct Access, Mobility Number, Operator, Page the user, Referral Extension, Skip Greeting, Dial the Number, Enter the number beginning with key). Click Save.

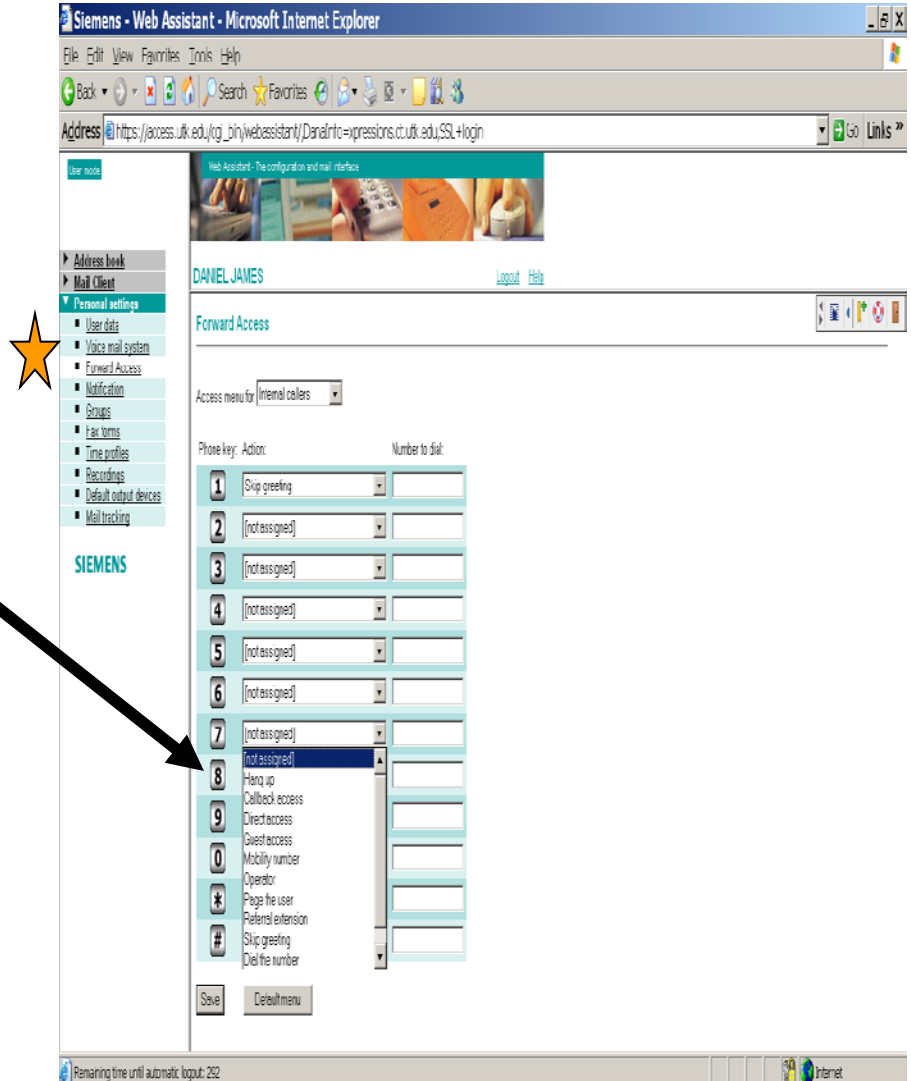
The phone keys and their destinations for Mobility Numbers are displayed under Mobility number on the Voice Mail System page.

Keys Automatically Defined in Forward Access

Key 1 - Skips Greeting

Key 7 - Mobility Number

Key 0 - Will provide options for Operator and Referral Extension if configured.



Siemens - Web Assistant - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Print Mail News RSS Feeds

Address https://access.ukf.edu/cgi_bin/webassistant/Danahlo=expressions.ct.ukf.edu/SSL+login Go Links

User name: DANIEL JAMES Logout Help

Forward Access

Access menu for: Internal callers

Phone key	Action	Number to dial
1	Skip greeting	
2	[not assigned]	
3	[not assigned]	
4	[not assigned]	
5	[not assigned]	
6	[not assigned]	
7	[not assigned]	
8	[not assigned]	
9	Hang up	
0	Callback access	
*	Direct access	
#	Guest access	
	Mobility number	
	Operator	
	Page the user	
	Referral extension	
	Skip greeting	
	Dial the number	

Save Default menu

Remaining time until automatic logout: 292

WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

PERSONAL SETTINGS NOTIFICATION

Notifications – user can activate automatic notification for new incoming messages. User can select the message type and the method of notification. The system will then inform user of new incoming messages in the desired manner.

Active Message types for MWI LED – Future Release

Global Notification Settings – select the radio button to enable/disable. Remains grayed out until notification is created.

Notification Options – this is how often the system searches the mailbox for new messages. The user will receive a notification at the end of the time interval. Save changes.

Notifications List – displays any notifications you have created.

Create Notification – click this button and a new page opens , select the options and criteria for the new notification.

- Name the Notification** – Notification 1 is the default setting.
- Notification of new incoming messages** – select the message type for which you want to receive a notification. (Fax is Future Release)
- Notification to the following devices** – the available options are Message Waiting Light on phone, email and by phone. Each notification type can be enabled or disabled.
- Time Dependencies** – defines a time range in which the notification should take place. Save changes.
- Global notification settings:** must be enable.
- Save changes.**



WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

PERSONAL SETTINGS GROUPS (Distribution List)

Groups (Distribution Lists) – Using the Web Assistant create and administer groups. A maximum of 10 Groups (distribution lists) can be defined.

Overview of Groups – lists all created groups (distribution lists)

Delete Group button – deletes entire group

Create Private Group button – defines a new group

How to create a new group:

Enter the name in the **Create new group** field.

Click the **Create private group** button

The new group name can be seen under **Overview of groups**. The new group is empty and members need to be added.

Setting up your group and adding members:

Click on the name of the new group and a new page opens.

Display name – if any changes are made to this field, click the **Save Name** Button.

Alternate Group Name - future release

Group Name Recording – this link allows you to record the Group name via your phone.

Sort users – Names or User ID's (netid)

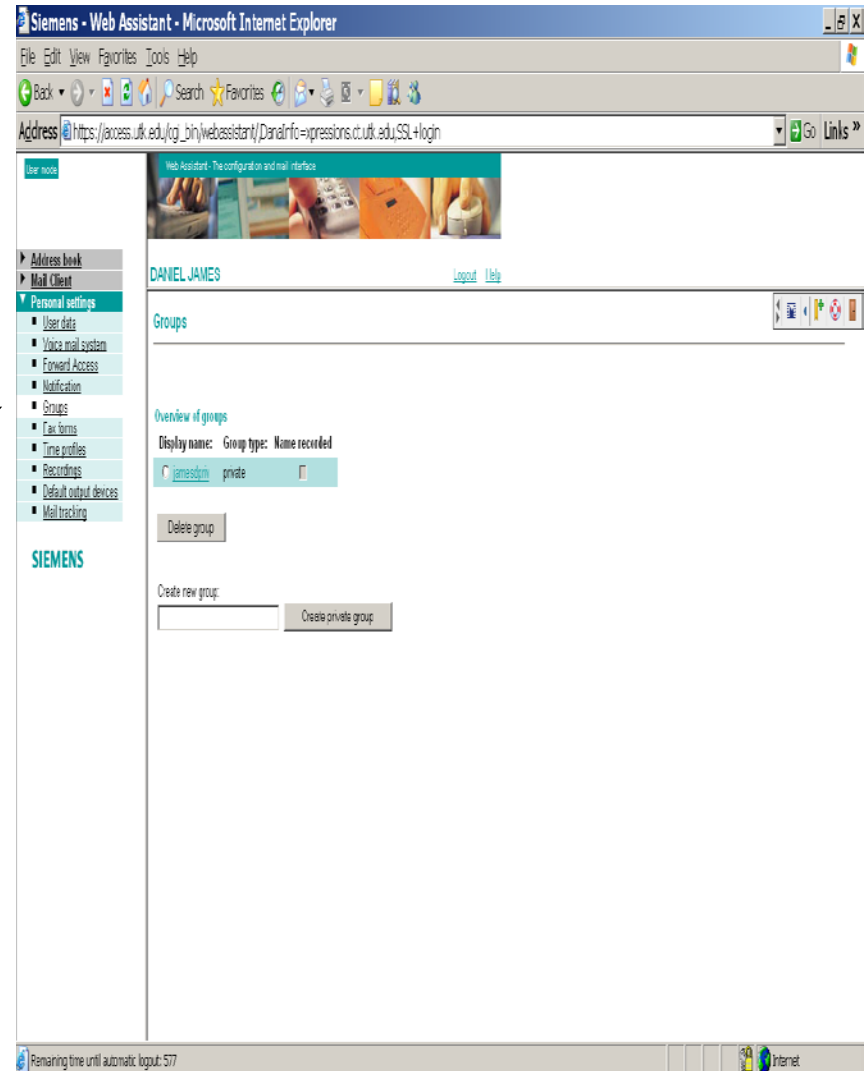
Members – members of the group

Available Users- only 50 entries at a time are offered.

Search User – **this field is case sensitive**

enter User Id or Name and click **Search** button

Select (Highlight) Available User and click **left arrows** key user will be inserted in group.



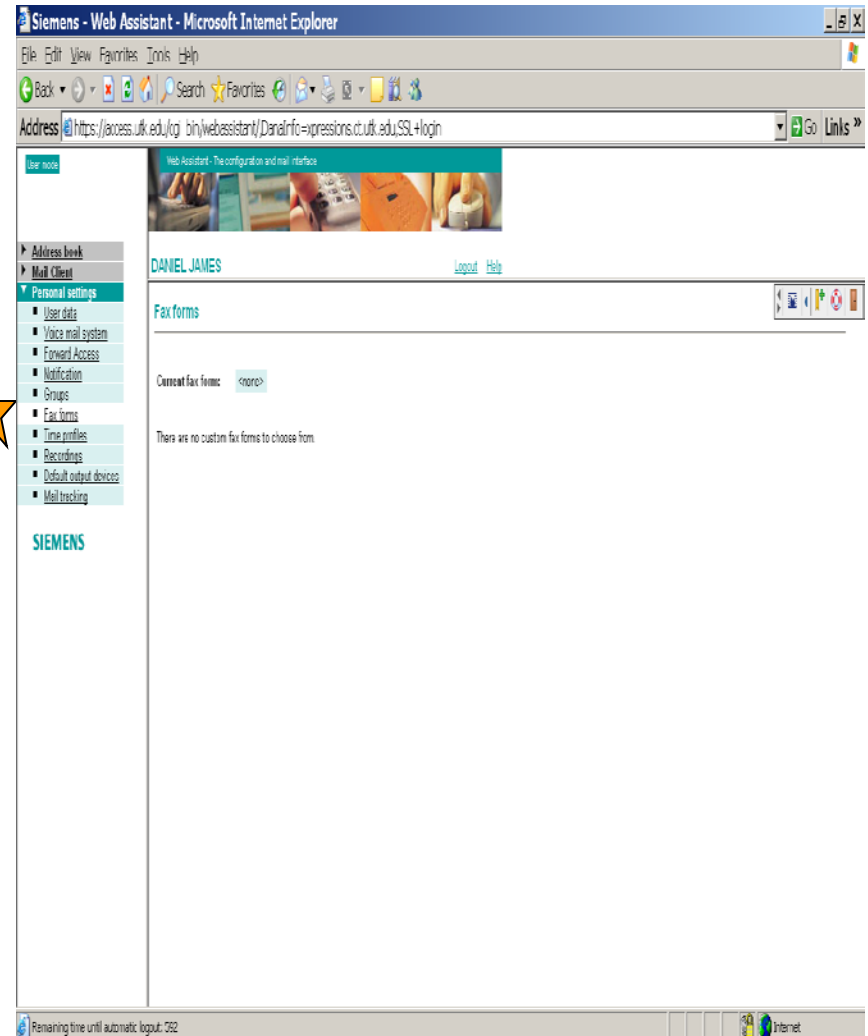
WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

PERSONAL SETTINGS FAX FORMS

Fax Forms allows the user to select a fax cover sheet. The Fax Forms have to be created by Telephone Services.

FUTURE RELEASE



WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

PERSONAL SETTINGS TIME PROFILES

Time Profiles define when and which greeting a caller will hear.

Message recording not allowed – when active, a greeting is played for caller but the caller cannot leave a message. A check mark activates feature.

Greeting cannot be interrupted – when active, a caller must listen to entire greeting. A check mark activates feature.

Greeting Section – set greetings for different call types – internal, external, busy, alternate and after hours. From drop down menu select personal and the recorded greeting will play or select none and the default greeting will play.

Business Days – select the working days. Default is Monday thru Friday.

Business Hours – select the from and to business hours. Default is 8:00 am thru 5:01pm.

Save changes.



Siemens - Web Assistant - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address https://access.uki.ad.uk/cgi_bin/webassistant/Danielntr=expressions.ct.uki.ad.uk/ssi+login Go Links

Use menu

Web Assistant: The configuration and mail interface

DANIEL JAMES [Logout](#) [Help](#)

Time profiles

Message recording not allowed ☐

Greeting cannot be interrupted ☐

Alternate greeting: none (Overrides all greetings below)

Internal: none

External: none

Busy: none

After hours: none

Business days: Mon Tue Wed Thu Fri Sat Sun

Business hours

from: 08:00am

to: 05:01pm

Save

Remaining time until automatic logout: 5:5

WEB ASSISTANT VIA THE PC

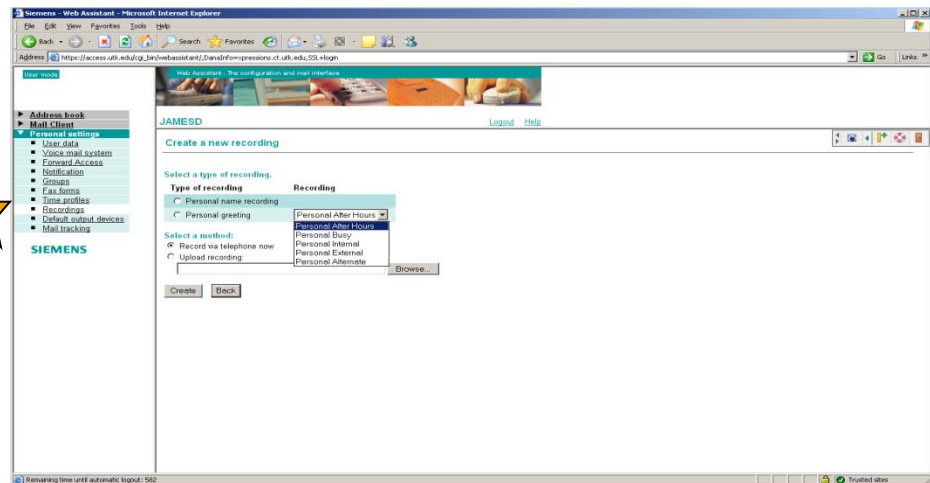
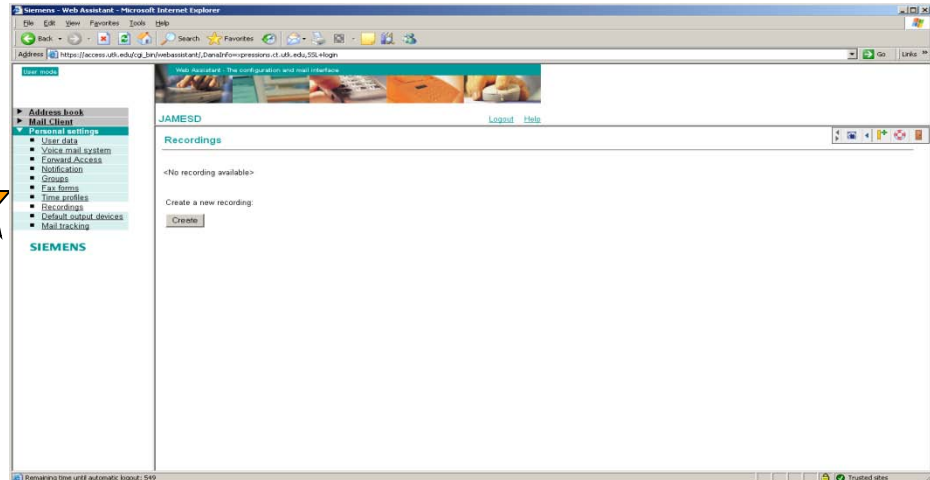
 WEB ASSISTANT grants user access to PhoneMail via the Web.

PERSONAL SETTINGS RECORDINGS

Recordings allow the user to record personal greetings for all call types, personal name, and private group names.

Recording the Today's Greeting can only be done from the telephone.

To record a personal greeting, click the **Create** button; Under type of **Recording** click radio button next to personal name recording or personal greeting.



WEB ASSISTANT VIA THE PC

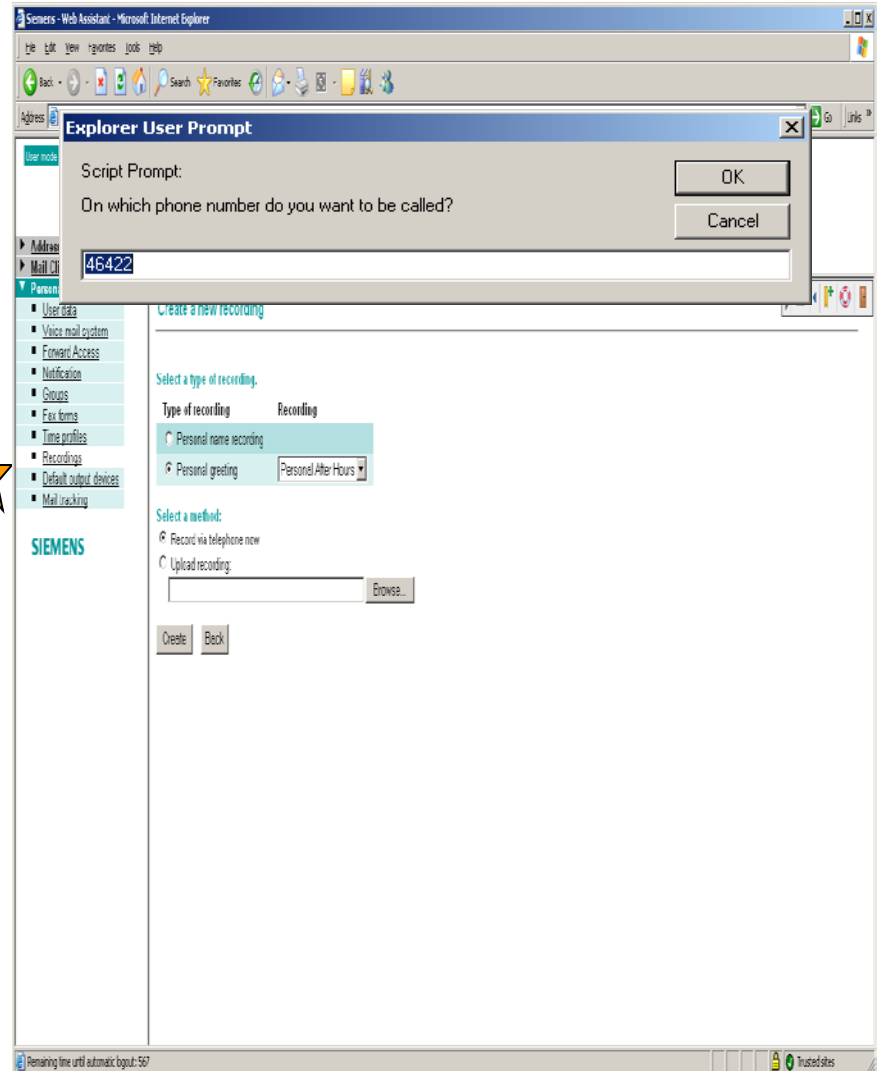
 WEB ASSISTANT grants user access to PhoneMail via the Web.

PERSONAL SETTINGS RECORDINGS CONTINUED

Select a method – Record via telephone now will be selected. Click the **Create** button and a new window opens with a phone number in it.

Click OK and the phone will ring.
A short dial tone burst and ring indicate Speaker Call Protect is off see Helpful Hints on page 73.

Lift handset and a new page opens.



WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

PERSONAL SETTINGS RECORDINGS CONTINUED

Uncheck the **Refresh** box.

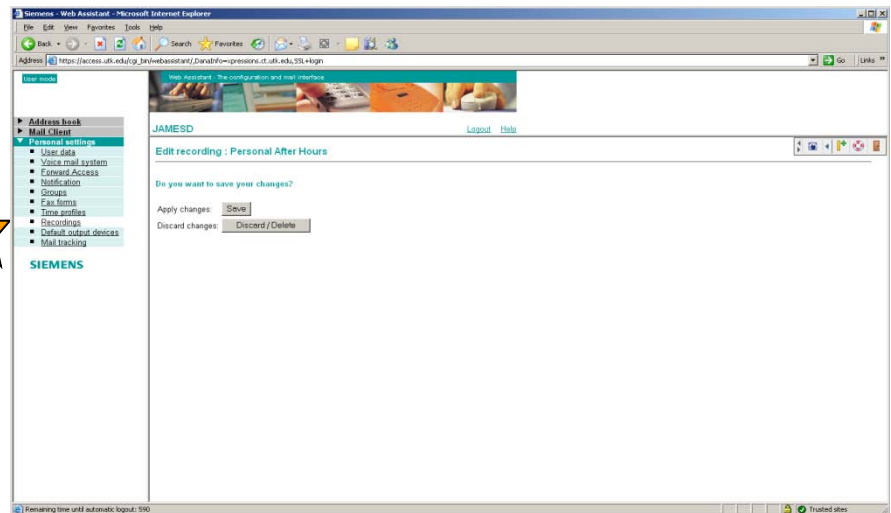
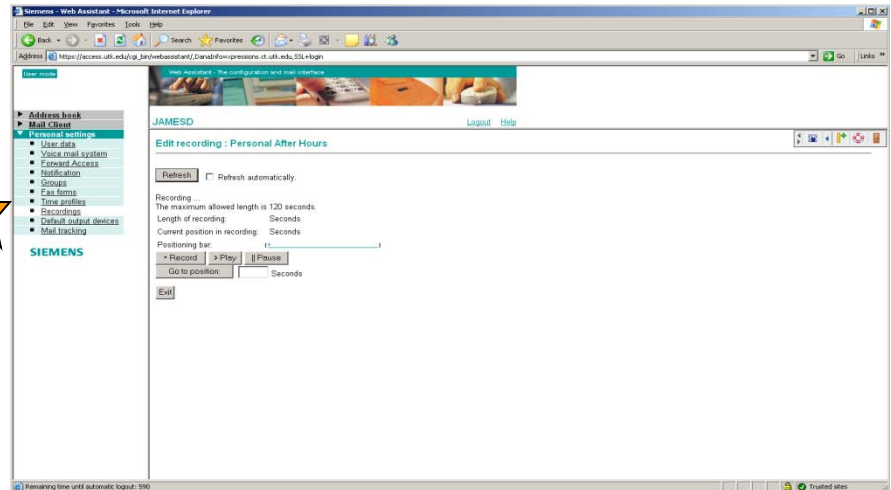
Click **Record** button. Begin speaking after the beep.

When finished, click **Pause** button.

To hear recorded greeting click **Play** button.

Click **Exit** button and another screen opens.

Click **Save or Discard/Delete** and return to the **Recordings** window.



WEB ASSISTANT VIA THE PC

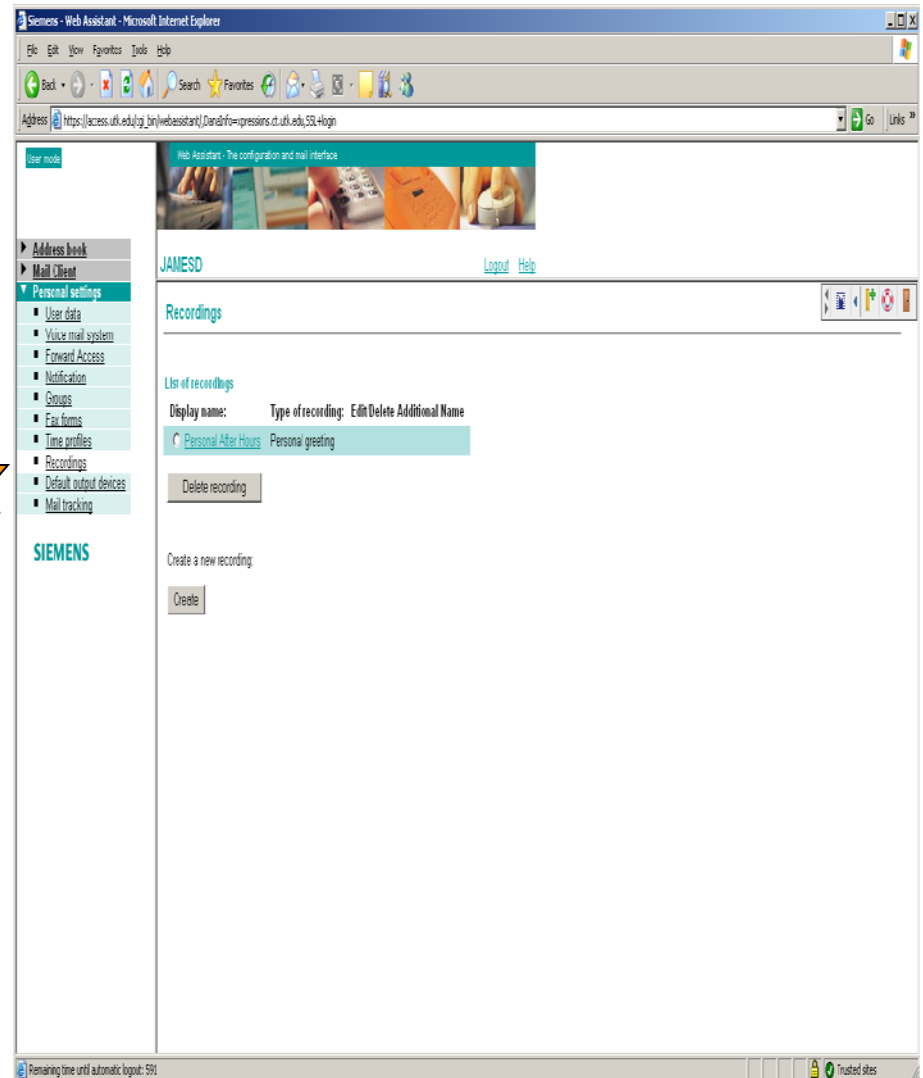
 WEB ASSISTANT grants user access to PhoneMail via the Web.

PERSONAL SETTINGS RECORDINGS CONTINUED

Under **Display name** the user will see Type of Greetings created. (Personal External, Personal Internal, Personal Busy, or Personal After Hours)

Repeat the **Create** process starting on page 69 until 4 greeting types have been recorded. (Personal External, Personal Internal, Personal Busy, Personal After Hours). Do not record Alternate Greeting at this time. It overrides all other greetings.

The user may elect to record only one greeting. If so, record the Alternate greeting.



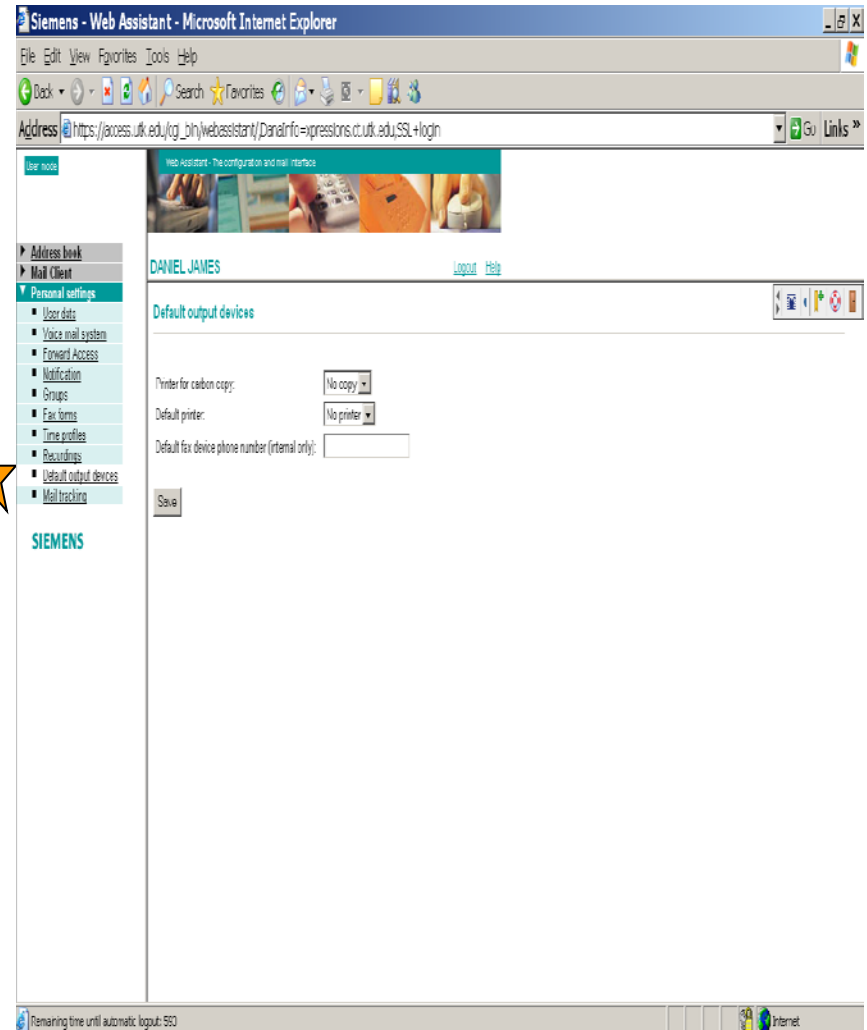
WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

PERSONAL SETTINGS DEFAULT OUTPUT DEVICES

Default Output Devices allows the user to select a default printer for incoming faxes and email messages. The output devices must be defined by Telephone Services.

FUTURE RELEASE



WEB ASSISTANT VIA THE PC

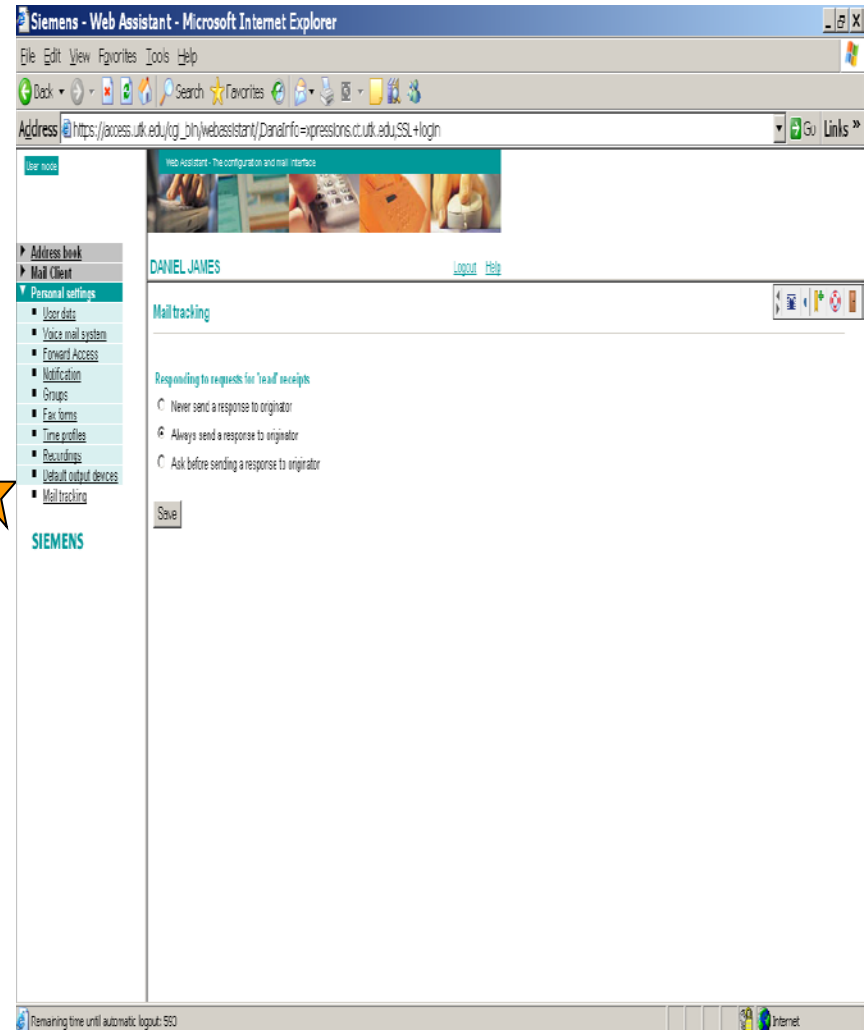
 WEB ASSISTANT grants user access to PhoneMail via the Web.

PERSONAL SETTINGS MAILTRACKING

Mail tracking allows the user to respond to the requests for 'read' receipts. **Mail tracking applies to email messages.**



FUTURE RELEASE



WEB ASSISTANT VIA THE PC

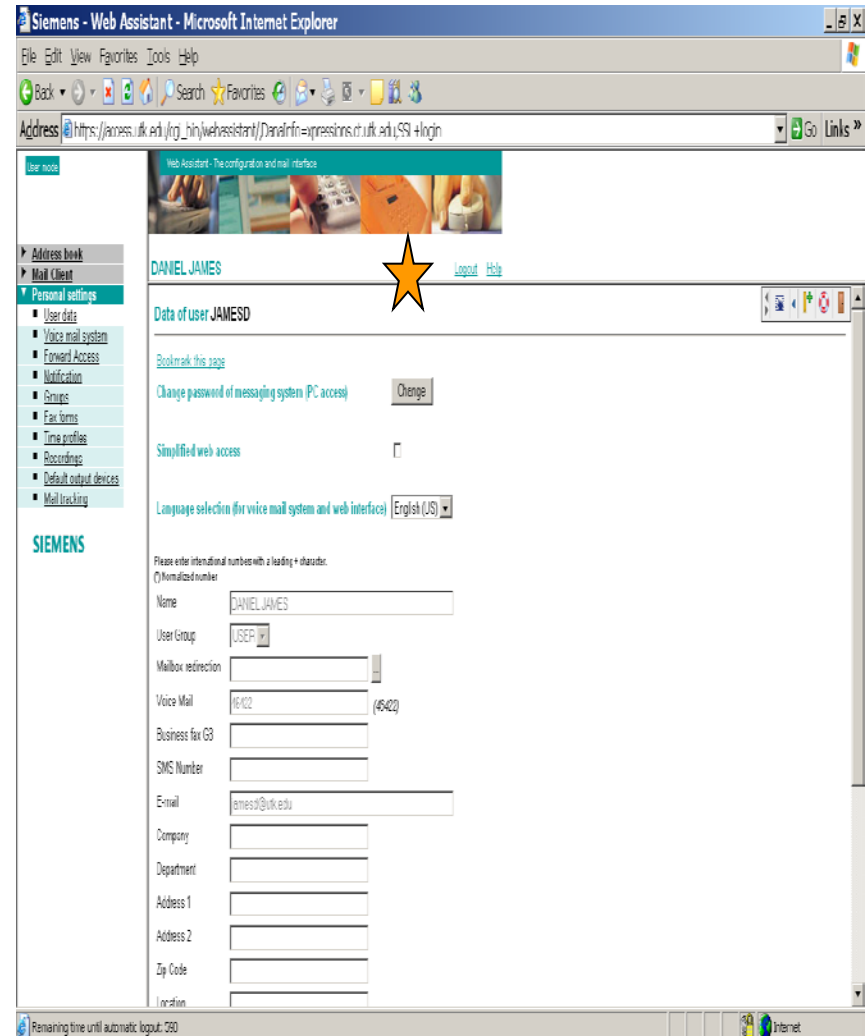
 WEB ASSISTANT grants user access to PhoneMail via the Web.

LOGGING OFF WEB ASSISTANT

To logoff Web Assistant click on the Logout link. The user will return to the Login page for Web Assistant. See next page for instructions on logging off VPN.

No activity in Web Assistant within **10 minutes**, the user will automatically be logged off the system for security reasons. If this happen, the user must logon again to continue working.

The status bar indicates the remaining seconds till the automatic log-off occurs.



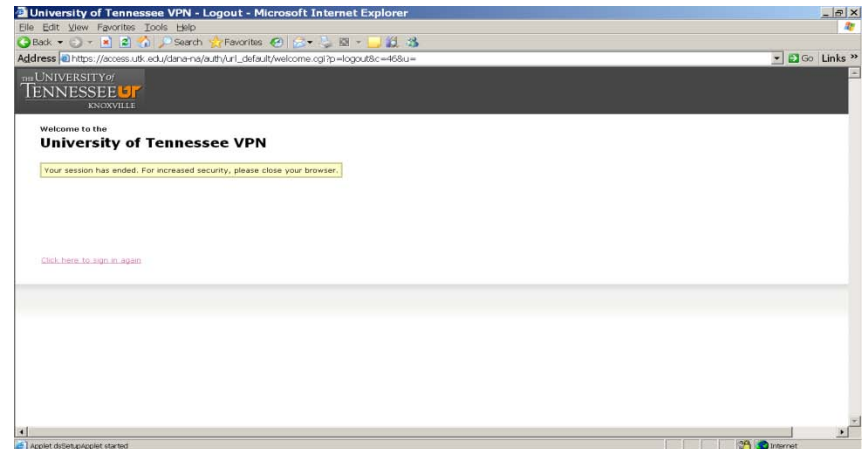
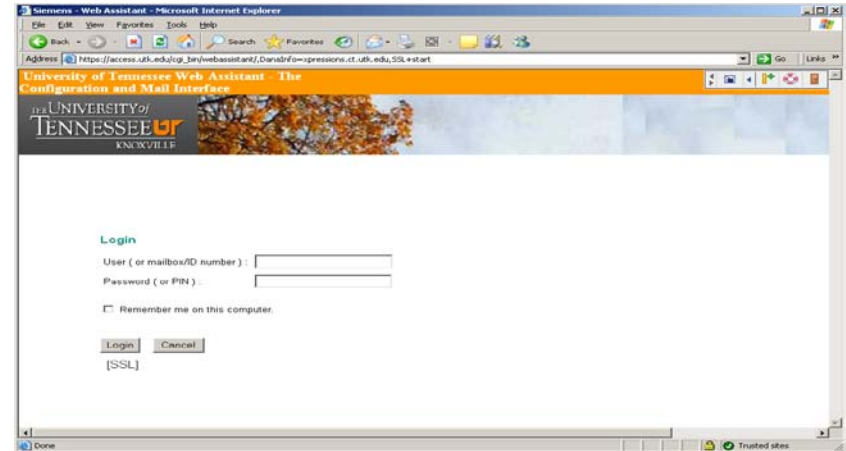
WEB ASSISTANT VIA THE PC

 WEB ASSISTANT grants user access to PhoneMail via the Web.

LOGGING OFF WEB ASSISTANT

The user must logoff the VPN. By clicking on the door in the upper right corner.

When successfully logged off the user will return to University of Tennessee VPN window. Your session has ended. For increased security, please close browser.



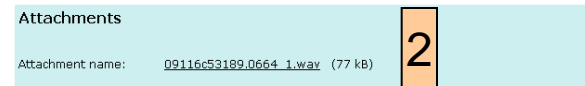
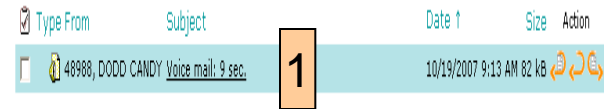
How to Forward a Message from Old PhoneMail to New Xpressions mailbox

Forwarding Message from PhoneMail to Xpressions

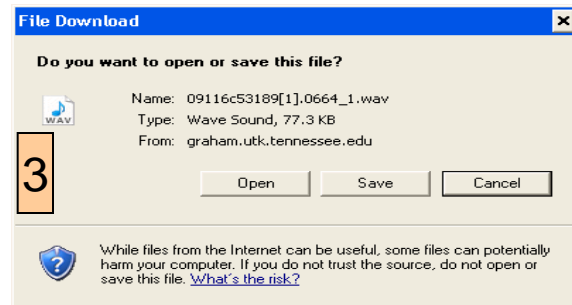
- Dial 4-3600 and login to Old PhoneMail Box
- Press 3 to listen
- Press 3 to listen to old messages
- Listen to the message to be saved (and forward to Xpressions)
- Press 4 to save message
- Press 9 to forward
- Record comment and press * and #
- User will be prompted to dial the extension or distribution list where message should be delivered
- Dial 1 + extension number and press # – i.e. 148988# (**Disregard long distance transmission see page 73**)
- Press # if finished
- Press # for regular delivery

Login to Web Assistant

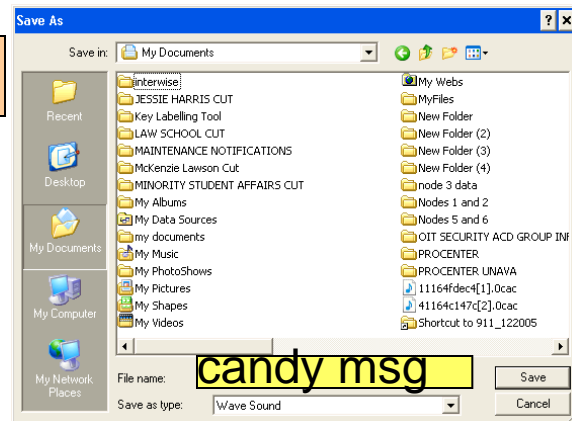
- Select Mail Client
- Inbox
- Under Subject place cursor on message link **1** and click New window opens
- In the **Attachment** section **2**, click on the .wav file link
- File Download box **3** opens click the Save button
- Save As** box opens **4**, from the **Save in** drop down menu select **My Documents**
- Enter a File name and click **Save**.
- The .wav file is now saved on in My Documents



2



4



HELPFUL HINTS

To activate Speaker Call Protect

Speaker call protect must be on to record name or greetings via Web Assistant using a optiPoint phone .

- If Spk. Call protect is off.
- Scroll ► key to Program Service?
- Press the √ key.
- Scroll ► key to Feature settings?
- Press the √ key.
- Scroll ► key to Speaker call protect?
- Press the √ key.
- Press the √ key again to Activate?

Forwarding Messages from PhoneMail to Xpressions

To forward a message from PhoneMail to Xpressions dial 1 plus the 5 digit extension . Disregard **long distance** transmission and press the # key.

Forwarding Messages from Xpressions to PhoneMail

To forward a message from Xpressions to the PhoneMail dial 2 plus the 5 digit extension .

Skip the greeting

Press 1 during the person's greeting, at the beep to leave a message.

To turn off email notifications

The user must contact Telephone Services. The user cannot turn off this feature.

PhoneMail light stays on and will not go off

The PhoneMail light is on and there are no messages in the Xpressions box.

- Dial 4-3600
- Press the # key
- Dial old password
- Press the # key
- Press 3 to listen
- If there are no messages, from another phone dial your extension and leave a message. Listen to the message and the light should turn off.

For Assistance Contact

Candy Dodd

Telephone Services

Office : 974-8988

cdodd1@utk.edu

or

Sarah Roberts

Telephone Services

Office: 974-1411

srober23@utk.edu

Main menu

