

# QR: Xpressions Voicemail Web Assistant

## Accessing Xpressions Web Assistant

1. Open Xpressions by clicking the GR Xpressions icon on your desktop



OR

2. Open Internet Explorer or Chrome.
3. Type the following URL in the web browser: <http://grexpressions>
4. The following login page will be displayed:

### Login

User ( or mailbox/ID number ) :

Password ( or PIN ) :

Remember me on this computer.

5. Enter your **mailbox number** (phone extension) in the User field.
6. Enter your **password** in the Password field (default password is your phone extension).
7. Click **Login**.

## Recording and Editing Greetings

You can record and save your greetings and one name recording.

1. Select **Recordings** from the list on the left.
2. Click **Create** at the bottom of the page. The following page opens:

### Create a new recording

Select a type of recording.

Type of recording	Recording
<input checked="" type="radio"/> Personal greeting	Personal After Hours ▾
<input type="radio"/> Private group	IS Department ▾

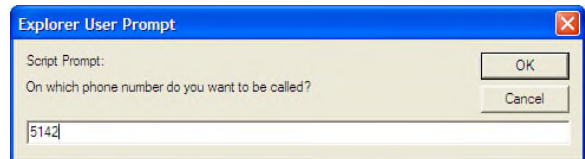
Select a method:

- Record via telephone now
- Upload recording:  No file chosen

3. In the **Type of recording** section select the **Personal greeting** radio button.
4. In the **Recording** column click the down arrow to select the greeting you would like to record:

Type of recording	Recording
<input checked="" type="radio"/> Personal greeting	Personal After Hours ▾
	Personal After Hours
	Personal Busy
	Personal Internal
	Personal External
	Personal Alternate

5. In the Select a method section, select **Record via telephone** now and click Create.
6. In the dialog box, enter the number of the telephone with which you want to record the greeting and click **OK**.



7. Your phone will ring, you can use your phone to start your recording. Click **Record** to start the recording. To end the recording, click **Pause**. You control the record and play features with the buttons that are now displayed in the browser window. You can record greetings, listen to them and delete them.

### Edit recording : Personal Internal

Refresh automatically.

Playback is paused  
The maximum allowed length is 120 seconds.

Length of recording:          Seconds

Current position in recording:          Seconds

Record    > Play    ||| Pause

         Seconds

NOTE: Uncheck the **Refresh automatically** option before recording. The screen will stop "blinking" to make it easier to click the options.

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## Sample Greetings

When recording your personal greeting, please make sure to announce your first and last name. **If you are an assistant or paralegal, also state the name(s) of the individual(s) you assist. This will alleviate confusion when callers are sent to your Voicemail.** For example:

### External:

Hello. You have reached the voicemail of [first name, last name], [title, e.g., legal assistant to attorney(s) \_\_\_\_]. I am currently unavailable to answer your call. Please leave me your name, number and a brief message, and I will return your call as soon as I can. If you need immediate assistance, please dial "0" for the operator. Thank you.

### Busy:

Hello. You have reached the voicemail of [first name, last name], [title, e.g., legal assistant to attorney(s) \_\_\_\_]. I am currently on the other line, assisting another caller. Please leave me your name, number and a brief message, and I will return your call as soon as I can. If you need immediate assistance, please dial "0" for the operator. Thank you.

### Internal:

HI! You have reached the voicemail of [first name, last name]. Leave your name and extension, and I will return your call as soon as I can. Thank you.

### After Hours:

Hello. You have reached the voicemail of [first name, last name], [title, e.g., legal assistant to attorney(s) \_\_\_\_]. The office is currently closed (or I have left the office for the day). Please leave me your name, number and a brief message, and I will return your call when I return to the office. Thank you.

### Alternate Greeting (also referred to as vacation greeting):

Hello. You have reached the voicemail of [first name, last name], [title, e.g., legal assistant to attorney(s) \_\_\_\_]. I am currently unavailable to answer your call. Please leave me your name, number and a brief message, and I will return your call as soon as I can. If you need immediate assistance, please dial "0" for the operator. Thank you.

## Time Profile for the Simplified Greeting Configuration

These settings apply for all weekdays for which you have recorded the greetings.

The following dialog will open for the greeting configuration:

### Time profiles

Message recording not allowed

Greeting cannot be interrupted

Alternate greeting  (Overrides all greetings below)

Internal

External

Busy

After-hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Business days	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Business hours

• from

• to

Use default system settings

Save

Once you have recorded the 4 main greetings and set your business hours, it will look like this:

### Time profiles

Message recording not allowed

Greeting cannot be interrupted

Alternate greeting  (Overrides all greetings below)

Internal

External

Busy

After-hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Business days	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Business hours

• from

• to

Use default system settings

Save

## Notification

1. Select **Notifications** from the list on the left. The first time that you open the Notification page, there are no existing notifications. You can activate an automatic notification (text message) for new incoming messages. The system will then inform you of new incoming messages.

### List of notifications

#### Active message types for MWI LED

- E-mail
- Voice mails

#### Global notification settings

- Notifications:  Disabled  
 Enabled

#### Notification options

Min. notification interval (in minutes):

#### Notification list (disabled)

No notifications available. Please create a new one.

2. Click **Create notification**. A new page opens.

## Notifications

Notification: 1

Name of notification:

Notification of new incoming messages

- Message type  Only if urgent
- All messages
  - E-mail
  - Voice mails

Notification to the following devices

E-mail  Number/address:   If fails

Time dependency

Time ranges (hour : minutes)

Days

from  to   Mon  Tue  Wed  Thu  Fri  Sat  Sun  
 Weekdays (Mon-Fri)  Every day (Mon-Sun)

3. Name the notification. (ex. SMS Text)
4. In the **Notification of new incoming messages** area, you can select the message type for which you want to receive notification. Select Voicemails (notification of new "voicemails" only)  
  
You can also define whether you only want to be notified of new messages that are marked "urgent" (**Only if urgent** option).
5. In the **Notification to the following devices** area, enable the device selection by clicking the check box on the left side. The adjacent list field is now enabled.
6. In the list field, select the device to which the notification should be sent. (E-mail (notification via E-mail or SMS Text Msg)

Here are SMS Text address for most popular providers:

AT&T      cellnumber@txt.att.net

Verizon    cellnumber@vtext.com

T-Mobile   cellnumber@tmomail.net

Alltel     cellnumber@message.alltel.com

Sprint     cellnumber@messaging.sprint.com

Sprint PCS cellnumber@messaging.sprintpcs.com

Nextel     cellnumber@messaging.nextel.com

(If the text address does not work for your phone, please check with your cell phone provider for the text address for your phone.)

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- If you would like to send a notification to another device, click the **Add additional device** and repeat from step 4.
- When you have defined several notifications you can activate or deactivate them with a click in the corresponding check box. If the check box is activated, the corresponding notification is enabled.
- In case there is an error in sending a notification to the selected device, you can define up to two alternative notification devices using the **If fails** button. In this case, a window opens in which you can select the notification devices in exactly the same way as described in step 4. Once you have configured the alternative devices, click the **Add** button to close the window. This opens a window in which you can save your settings by clicking **OK**.

## If previous notification fails

### Use the following device:

E-mail  
Number/address:

### If this also fails, use:

MWILED  
Number/address:

- In the **Time dependency** area, you can now define a time range in which the notification should take place. Click into the from: or to: field and enter a time range with the following syntax: Hour:Minutes (e.g. 08:00am or 8:00pm). In the Days area, you can activate the check boxes corresponding to the days on which you want to use the notification function.

You can define additional time ranges via the **Add additional time range** button.

The time ranges are processed sequentially. If you want to delete a defined time range, you must select it and then click **Delete time range**.

## Notifications

### Notification: 2

Name of notification:

### Notification of new incoming messages

Message type      Only if urgent  
 All messages        
 Fax                        
 Voice mails             

### Notification to the following devices

E-mail      Number/address:

### Time dependency

Time ranges (hour : minutes)      Days  
from  to        Mon  Tue  Wed  Thu  Fri  Sat  Sun  
 Weekdays (Mon-Fri)       Every day (Mon-Sun)

- Once you have entered all the information for the notification function, confirm these entries by clicking **Save**.
- The **Back** button takes you back to the notification function start page. The notification that you have created is now shown in the **List of notifications**.

## List of notifications

### Active message types for MWI LED

Fax  
 Voice mails

### Global notification settings

Notifications:  Disabled  
 Enabled

### Notification options

Min. notification interval (in minutes):

### Notification list (disabled)

Notification 1 (SMS Text)   
 Notification 2 (GR Email)

**NOTE:** Selecting the option field next to each list entry, you can activate or deactivate the notification function for the corresponding notification. You can use the **Delete notification** to delete a selected notification.

13. If the notification you have just created is the first notification, you need to activate the notification feature first. For this, tick the **Enabled** check box in the **Global notification settings** section.