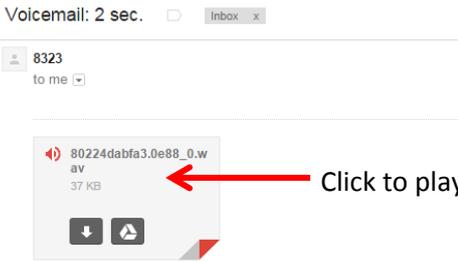# Voicemail - Xpressions

Set up

Request Voicemail	
For staff who don't have voicemail but would like it, contact the IT Service Desk, or go directly to IT Phone Requests page	

Access Voicemail	
Dial **8852**, if you are using your own phone. Dial 8850, from another phone, or 01865 488850, from an external number.	Each voicemail message is also sent to your Brookes Gmail account, as a .wav file attachment.

First Use	
Dial **8852**, if you are using your own phone *"Welcome to HiPath Xpressions…."* Enter the default password **1234** followed by **#**	If calling from another phone, you are first prompted to enter your own phone's ext. number, xxxx #
You are prompted to change your password Enter new password then press **#**	The new password must be at least four digits. The system will not accept 'easy to guess' passwords such as 1111 or your ext. number.
You are prompted to record your name Record your name after the tone Press ***#** when you have finished speaking End the call	

Greetings	
Initially, when callers reach your voicemail they hear the system greeting: *"The party you have reached at ext xxxx can not be reached. To leave a message…"* To create your own greeting, use the **Alternate greeting**. The Alternate greeting is played to all callers and overrides all other greetings.	There are multiple greeting options which allow you to record up to 9 greetings and set greetings for internal callers, externals callers, and an out of hours greeting. Multiple greetings are explained in Voicemail Enhanced Greetings. For initial set up, you must use the Alternate greeting.

Record/Change your Alternative Greeting

Log in to your voicemail	
Press 8	to change answering options. Listen to the prompts.
Press 1	to change personal greetings. Two prompts are given, 1 to change, 3 to deactivate the Alternative greeting. Make sure you press 1.
Press 1	to change
Press 1	to record your Alternative Greeting
"Dictate your greeting"	
Press *#	to end recording
Press #	to finish

Voicemail - Xpressions

Day to day use

Log on

Dial **8852**, if you are using your own phone. *"Welcome to HiPath Xpressions…."* Enter your password **xxxx #**	If you have an OpenScape IPT phone, your phone's display will indicate the number of messages, and the envelope key will flash. Just press the envelope key on your phone instead of dialling 8852. If calling from another phone, dial 8850. If calling from external number, dial 01865 488850

Listen to messages

You will be given the option to listen if you have messages in your inbox. *"Inbox, you have # new message/s. To listen press 3"* Press 3	Messages are deleted from your voicemail inbox after 60 days.

Options during playback

Press 3	Skip header information (date, time, caller's number) and go directly to message
Press *2	Skip to next message header
Press *73	Replay whole message
Press *4	Stop and save message
Press *6	Stop and delete message
Press #	Continue

Options after listening

Press 4	Save message
Press 6	Delete message
Press 73	Replay whole message
Press #	Continue

Other menu options

Press 841	Re-record name
Press 93	Change password
Press 9532	Plays oldest message first
Press 826	To stop accepting messages
Press 824	To start accepting messages

Listen to messages via email

Voicemail: 2 sec. Inbox x 8323 to me 80224dabfa3.0e88_0.wav 37 KB ← Click to play	Click on the icon to play, rather than downloading it. Headphones might be needed, depending on your environment. If you delete the email, the message still remains in your voicemail inbox (for 60 days) and can be accessed by dialling 8852. To change email delivery on/off, contact the IT Service Desk, or go directly to IT Phone Requests page