NEW Voicemail Features

- One touch to features (ex: SAVE, DELETE, SKIP)
- Easy to navigate visual and audible voicemail prompts
- Customized greetings available for missed call types (busy, external, internal, after-hours, vacation)
- Continuous message playback available
- Automatically call the sender of voicemail message (internally) with (2) key strokes

Mailbox Number: Your Extension  Initial Default Password: 111
Please Note: Initial Password for 633 3rd, 500 7th Ave, 275 7th Ave, 1249 Park, 638 Columbus and 770 Lexington Ave Floors 14 and 15 will not default, your password will remain the same.

Xpressions Access Numbers

- Phonemail / Voicemail Button: * Accesses your mailbox when pressed  * Provides message waiting indication

Direct Access Number: .................................................. 27200
(To access voicemail within the office)

Remote/After Hours Direct Access Number .................................. 212-731-7200
(To access voicemail outside the office)

Guest Access Number: .................................................. 127200
(To leave a message directly in another mailbox within the office)

Forward Access Number: .................................................. 127200
(Target extension used to forward your calls directly to voicemail)

Transfer Access Number: .................................................. 117200
(Target extension used to transfer a caller to voicemail)

Transfer a Caller to a Voicemail Box to Leave a Message:
With caller on the line ⇒ Press Transfer ⇒ Dial Transfer Access Number 117200
⇒ Dial the person’s extension ⇒ Press the # key twice (# #) ⇒ Hang up your handset.

Accessing Your Xpressions Voicemail Box

1. Press the Phonemail button on your telephone, OR dial the Direct Access Number and follow voice prompts.
2. Enter password followed by the # key (use initial default password 111 when logging in for the first time except the users listed above) you will be prompted to change your password and to record your name.

ONCE YOU HAVE DIALED INTO XPRESSIONS, ENTERED YOUR MAILBOX NUMBER AND PASSWORD, YOU ARE NOW AT HOME STATE! This will allow you to check your messages and make changes to your mailbox

Changing Your Password  Quick Keys: 9 3

1. From HOME STATE, Push 9 for Mailbox Options
2. Push 3 to Change Password
3. Enter new password and press # (Xpressions will verify your new password)
   (note: new passwords cannot be consecutive numbers, i.e.: 123456, your extension number, or the same number in sequence, i.e.: 111111. The system requires a “secure” password. Minimum of 6 digits in length, maximum 24 digits.)

Recording Your Name  Quick Keys: 8 4 1

1. From HOME STATE, Push 8 for Answering Options
2. Push 4 to Record Name
3. Push 1 to change your recorded name (if already recorded)
4. When prompted, say your full name and press * # when finished
**Listening To Your Messages**

1. Log in to Xpressions
2. Press 3 to listen to messages (Press 3 to bypass the message header and go directly to message)

**Recording and Sending a Message** *(used to SEND a message to another mailbox)*

1. From HOME STATE, Push 1 to record a message
2. Record your message and press * # when finished
3. Enter recipient's extension or Distribution List and press # (or press * to search by name)
4. Enter additional extensions or Distribution Lists if sending to more than one person
5. Push # when finished entering all destinations
6. Push # for regular delivery or press 3 for special delivery options and follow the prompts

**Special Delivery Options** *(available only if mailbox class of service permits)*

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)

**Sample Greeting**

"You have reached (your name). I am 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, leave a detailed message and a phone number after the tone and I will return your call as soon as possible."

**Recording Greetings**

1. From HOME STATE, be sure to Push 8 for Answering Options

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**SIMPLIFIED GREETING MENU**

THERE ARE (3) GREETING MODES: **Today's Greeting, Regular Greetings or Alternate Greeting**

Only (1) Greeting MODE can be active.

**TODAY's Greeting**

(Quick Keys 8 8)

Push 8 for Answering Options
Push 8 for TODAY'S GREETING

Push 1 to record your greeting.
(When finished, press * 7 3 to replay greeting, or simply hang up.)

**REGULAR Greetings**

(Quick Keys 8 1 2)

Push 8 for Answering Options
Push 1 for PERSONAL GREETINGS
Push 2 - Activate REGULAR Greetings
  o Push 2 for Busy - plays for both internal and external callers when you are on the phone
  o Push 3 for Internal - plays for internal callers only when phone is unanswered
  o Push 4 for External - plays for external callers when phone is unanswered
  o Push 5 for After Hours - plays for callers after Business hours

Push 1 to record your greeting and press * # when finished

**ALTERNATE Greeting**

(Quick Keys 8 1 3)

Push 8 for Answering Options
Push 1 for PERSONAL GREETINGS
Push 3 - Activate ALTERNATE Greeting

Push 1 to record your greeting and press * when finished

**NOTE:** When active, this greeting, callers 24/7.

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**Changing Your Referral Extension (0 # transfer target)**

1. Press 8 for Answering Options
2. Press 3 for Referral Extension
3. Press 1 to change your referral extension
Options Available
AFTER 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 #

Options Available
WHILE 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

Other Tips

Press
Bypass a Greeting.................................................. 1

Abbreviated Prompts............................................. 9 2 2
(from HOME State)
Change the order of message playback to First In, First Out
(default is Last In, First Out)................................. 9 5 3 2
(from HOME Menu)

***Please Note Users at 633 3rd, 500 7th Ave, 275 7th Ave, 1249 Park, 638 Columbus and 770 Lexington Ave
Floors 14 and 15 passwords will not default, your password will remain the same. Your current greetings
will also remain. You will have the same prompts as you currently have. Your access numbers will change.

For any other questions about your new mailbox or need to have it unlocked,
please contact Xpressions.Help@MountSinai.Org
### Guidance Keys

**Arrow keys are used to search for features:**
- Press "▶" to Scroll Forward
- Press "◀" to Scroll Backward
- Press "✓" to "Select" a feature

### Dialing

**To dial:**
- Lift the handset, press the "Speaker key", or press the "Line key", to hear a dial tone.
- Dial the 5 digit extension number or press "9" to access an outside line.

### Hold

**To place a call on hold at your phone:**
- Press the "Hold" key
- Hang up

**To reconnect with the call:**
- Press "Line key" next to flashing light

### Transfer

**To transfer a call to another extension:**
- During a call, press "✓" at the "Start transfer?" prompt.
  (The caller will go on hold and you will hear a dial tone)
- At the dial tone, dial the extension #
- When answered, announce the caller then hang up

**To stop the transfer:**
- Press the "Connect" key or, scroll to "Release and return?" then press "✓"

### Connect (Reconnect)

To reconnect with an incomplete transfer, or to alternate between calls when transferring or conferencing:
- Press "Connect"

### Conference (8 party)

**To set up a conference call:**
- While connected to a call
- Press "▶" until you see "Start Conference?" then press "✓"
  (The caller will go on hold and you will hear a dial tone)
- At the dial tone, dial the extension number or dial "9" plus the outside number.
  (wait for an answer)
- Announce why you are calling then press "✓" at the "Conference?" prompt,

**To add someone to a conference:**
- Press "✓" at the "Add party?" prompt
  (The caller will go on hold and you will hear a dial tone)
- At the dial tone, dial the extension number or dial "9" plus the outside number.
- Announce why you are calling then press "✓" at the "Conference?" prompt,

If the party isn't going to join:
- Press "Connect"

### Forwarding

**To forward your calls to another extension:**
- Get a dial tone, then press "Forward" or #91.
- Dial the extension to where you want your calls forwarded, press "✓" and hang up.
  (to forward to voicemail dial (39951))

**To cancel forwarding calls:**
- Press "Forward" or #91.
### Station Speed Dial (Personal List)

**To store a speed dial:**
- Press “▶” until you see "Program/Service?" then press "✓".
- You will then see "Destinations?", press "✓".
- Press “▶” until you see "Speed Dial Features?" then press "✓".
- At "Enter index", dial index code (00-29)
- At "Enter Destination", dial "9" plus the number that you wish to store, then press "✓".

**Shortcut:**
- Dial #3
- At "Enter index", dial index code (00-29)
- At "Enter Destination", dial "9" plus the number that you wish to store, then press "✓".

**To dial your number:**
- Press the "Sta-Spd" key
- At "Enter index" prompt dial index code (00-29)

### Station Pickup

**To pick up another ringing extension, or to pick up a call on hold at another extension:**
- Lift the handset
- Press "Pick Up"
- Dial the extension

### Group Pickup

**To pick up a "ringing" call in your group**

(Pre-determined group of extensions):
- Lift the handset
- Press the "Pick Up" key twice

### To Program R-Key (Repdial)

**To program a "1" number memory button:**
- At an idle phone, press “▶” until you see "Program/Service?" and then press "✓"
- Press an available "R-Key" (blank)
- Dial "9" plus the number that you wish to store
  - At "Save?" press "✓"
  - At "Saved – Exit?" press "✓"

### Last Number Redial

**To redial the last call you made:**
- Get a dial tone. Screen will display "Last number redial?" Press "✓"

### Saved Number Redial

**To save a number for future redialing:**
- While on a call that you made, scroll to "Save number?" and press "✓"

**To dial that number later:**
- Get a dial tone. Scroll to "Saved number redial" and press "✓"

### Preview (Caller I.D. for 2nd call)

If another line on your phone starts to ring (while you are on a call)
- Press the "Preview" button (will blink red)
- Then press the button next to the line that is ringing. (The telephone number will show in the display)

**To answer the new call**
- Hang up or put 1st call on "Hold". Then make sure that the "Preview" button is not "blinking" (if it is, press it again!) Then answer the new call.
<table>
<thead>
<tr>
<th>INTERCOM</th>
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<tbody>
<tr>
<td>To make an intercom call:</td>
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<tr>
<td>- Press the &quot;Intercom&quot; key</td>
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<tr>
<td>- Dial the intercom group member's number i.e. 0-9 or 00-99</td>
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<tr>
<td>NOTE: If previously Dialed 1 as the first digit drop the 1</td>
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<td>To adjust ring volume:</td>
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<tr>
<td>- Press (+) or (-) key. Display will show &quot;Ringer Volume?&quot; Press &quot;✓&quot;</td>
</tr>
<tr>
<td>- Press (+) or (-) key to adjust ring volume. Press &quot;✓&quot; to store.</td>
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<th>SPEAKER PHONE &amp; MUTE</th>
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<td>For a hands-free conversation:</td>
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<td>- Press &quot;Speaker&quot; and hang up</td>
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<tr>
<td>To mute the microphone (Handset or Speakerphone):</td>
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<tr>
<td>- Press &quot;Mute&quot;</td>
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<th>LONG DISTANCE DIALING</th>
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<td>To make a Long Distance Call:</td>
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<tr>
<td>- Dial 9 1 Area Code, telephone number Display shows ENTER ID or Listen for 2nd Dial Tone</td>
</tr>
<tr>
<td>- Dial 7 Digit LDAC Code</td>
</tr>
<tr>
<td>NOTE: Do Not Dial 9 5</td>
</tr>
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