



## Xpressions 6.0 VOICEMAIL "Getting Started" Quick Reference

### VOICE MAIL ACCESS NUMBERS

- ◆ MAILBOX NUMBER..... = Your extension number
- ◆ DEFAULT PASSWORD..... = **000000**, #
- ◆ EXTERNAL ACCESS (access to Voicemail from outside).....(860) 253 - 6262
- ◆ DIRECT ACCESS (internal access to Voicemail)..... 6262
- ◆ FWD ACCESS (send your calls immediately to your vmail)..... 4047
- ◆ GUEST ACCESS (to leave colleagues messages without ringing their phone)..... 4047
- ◆ TRANSFER ACCESS (to transfer callers directly into a mailbox)..... 1001

### SETTING UP YOUR NEW MAILBOX

- INITIALIZING your Xpressions Voicemail Box from your own phone:
  - Press the **MAILBOX** key on your telephone OR dial **6262** and follow prompts.
  - Enter default password (**000000** followed by the **#** key first time access).
- CHANGE PASSWORD when prompted (first time)  
**NOTE: New password CANNOT be trivial, i.e., 12345, 22222, etc.**
- RECORD FIRST & LAST NAME when prompted (first time) press \* then # when done.
- 🔊 **CAUTION...** YOU ARE NOW AT THE HOMESTATE MENU....press **8** for Answering Options

- RECORD YOUR PERSONAL GREETING(S): ... (Quick key strokes: 8-1-3-1-1) = ALTERNATE
  - **SIMPLIFIED GREETING MODE (DEFAULT)**
    1. Press **8** to select **Answering Options**
    2. Press **1** to record your personal greetings
    3. Choose **3** to activate your ALTERNATE greeting (*this greeting will play to all callers*)
    4. Press **1** to choose to record a personal greeting
    5. Press **1** to record a new greeting,
    6. Press \* then # when finished recording
  - **NOTE: ADDITIONAL GREETING OPTIONS ARE AVAILABLE. SEE ENHANCED GREETING INFO ATTACHED.**

**SAMPLE STANDARD GREETING:** "You have reached (your name). I am unavailable to take your call. Please leave a detailed message at the tone. If you require immediate assistance, press "0" followed by the "#" key and you will be transferred to someone who can assist you.

# QUICK TIPS

## DURING MESSAGE PLAYBACK

- ❖ **NOTE: DURING MESSAGE PLAYBACK** you **must** press star (\*) to stop the message before you can **delete, save, forward** or **skip**.

- \* **7 3** Stop, replay entire message
- \* **6** Delete message..... After msg. – Press **6**
- \* **4** Save message..... After msg. – Press **4**
- \* **7 8** Move back 8 seconds
- \* **9 8** Move forward 8 seconds
- \* **2** Skip to next message and keep message as new



- **Forward a copy of message** – First mark the message to be saved **or** deleted then press **9** to forward and follow prompts.

### ❖ SINGLE KEY STROKES AVAILABLE WHILE LISTENING TO A MESSAGE:

- 📞 **FIRST**, Choose **3** from Home State (**MAIN MENU**) to Listen to your messages then;  
Press **2** during msg header to **skip** to next message and keep message as new  
Press **3** to **bypass message header** and play message  
Press **7** to **slow down** playback speed of the message  
Press **9** to **speed up** playback of the message

#### 📞 When **LEAVING** a colleague a message:

- Press **1** during colleague's personal greeting to **override greeting** and start recording  
**OR**
- Log into your mailbox and Choose **1 "record a message"** from Home State, record message, press \* #, enter colleague's extension number and follow prompts.

#### □ INSTRUCTIONS (To transfer a caller directly into a mailbox):

1. Press TRANSFER
2. Dial **1001**, wait for Xpressions to answer
3. Enter mailbox (followed by #, #) Hang up.

#### □ INSTRUCTIONS (To change your referral "dial 0" extension):

1. Press **8** to select **Answering Options**
2. Press **3** to select **Referral Extension** (hear current referral extension)
3. Press **1** to **change** to desired extension

## "ADDITIONAL GREETING OPTIONS"

Xpressions 6.0 offers the user two "Personal Greeting Modes", **Simplified Greeting Mode** which is default OR **Enhanced Greeting Mode**. Below is a brief description of both:

### ➤ **SIMPLIFIED GREETING MODE (DEFAULT)**

- Press **8** to select **Answering Options**
  - To record "**Today's Greeting**" press "**8**" (**NOTE: Today's greeting expires at midnight**)
  - **PERSONAL GREETINGS** PRESS "**1**"
    - **REGULAR GREETINGS** PRESS "**2**"
      - **(2)BUSY** Greeting ..... (Quick key strokes 8 1 2 2 1)
      - **(3)INTERNAL** Greeting .....(Quick key strokes 8 1 2 3 1)
      - **(4)EXTERNAL** Greeting..... (Quick key strokes 8 1 2 4 1)
      - **(5)AFTER HRS.** Greeting .....(Quick key strokes 8 1 2 5 1)
    - **ACTIVATE ALTERNATE GREETING PRESS "3"**
      - **ALTERNATE** Greeting ..... (Quick key strokes 8 1 3 1 1)
        - Re-record alternate (Quick key strokes 8 1 1 1)
- (**Note:** Your alternate greeting will override all of the following **regular** greetings including **After Hours**)

### ➤ **ENHANCED GREETING MODE**

(The enhanced greeting mode offers the same regular greetings with the option of selecting from **9** vacant recordings which can be customized and assigned to a greeting type.)


- Press **8** to select **Answering Options**
- Press **9** to select **Enhanced Greeting Mode** and follow the prompts .....
  - 🔊 **Today's** greeting press **8** (record greeting at the tone)
- Press "**1**" for **Personal Greetings**
  - 1 – ALTERNATE** Greeting (**this selection will play to all callers except after hours**)
  - 2 – BUSY** Greeting
  - 3 – INTERNAL** Greeting
  - 4 - EXTERNAL** Greeting
  - 5 - AFTER HOURS** Greeting
- Hear prompt stating current status of selected greeting type, **press "1"** to change
- Select which of your 9 available (**VACANT**) personal greetings you would like to use for selected greeting type; **select (1 thru 9)**
- Press "**1**" to record a new greeting,
- Press \* then # when finished recording



## More Phone Instructions!!

### ***Transfer Incoming Call to Another Party***

Answer the call.

Press right arrow on navigation wheel .

Scroll down to BLIND TRANSFER and press OK on the navigation wheel.


Enter the extension you wish to transfer call to and press OK.

Start Transfer will be highlighted. Press OK.

At this time, you can hang up and the call will be transferred OR you can stay on the line until the person answers, let them know who is calling, etc. When you hang up, both parties will be connected.

### ***Transfer Incoming Call Directly to Voicemail***

Answer the call.

Press right arrow on navigation wheel .

CONSULT will be highlighted. Press OK on the navigation wheel.

Enter 4047 on the keypad. Hit OK. OpenScape Expressions will welcome you by saying - WELCOME TO OPENScape EXPRESSIONS. Listen to the directions. Enter the voicemail extension desired, followed by the # sign. You will then hear the name of voicemail box. Press the # key, if it is the correct destination. At this time, you can leave a message or press the right arrow key on the scroll wheel, scroll down to COMPLETE TRANSFER and press OK on the navigation wheel.

## ***Call Forwarding***

**To set destinations for forwarding:**

Press the FORWARDING key  The third key in this top row.

Using navigation wheel, press down arrow to highlight EDIT CALL FORWARDING and press OK.

Scroll down using your arrow key to DESTINATION. Press OK.

EDIT FAVORITES should be highlighted. Press OK. Using your arrow key, scroll down to DESTINATION 1.

Enter the phone number you want to save as a destination for forwarding, then press OK. The "Save and Exit" option should be highlighted. If not, arrow through again.

If you wish to add more destinations, scroll down to DESTINATION 2 and repeat above steps.

When complete, scroll up to "Save and Exit" and press OK. You should see a message stating changes were completed successfully.

**To Activate Call Forwarding:**

Press the FORWARDING key.  The third key in this top row

Scroll down to EDIT CALL FORWARDING, scroll to DESTINATION, hit OK and press ok on the number you wish to forward to. Arrow up to ALL CALLS, select ON and arrow up to SAVE AND EXIT and press OK.

You should see the forwarded number on your screen. To take forwarding off, just press the forwarding key and it will undo the forwarding after a few seconds.

If you get stuck in the SETTINGS menu at any time, you can just press the SETTINGS button – it has three lines on it and is second button from left directly above the scroll wheel.

## ***To change your name in the voicemail system***

Dial into voicemail (6262)

Listen to the options

Choose 8 (Personal Options),

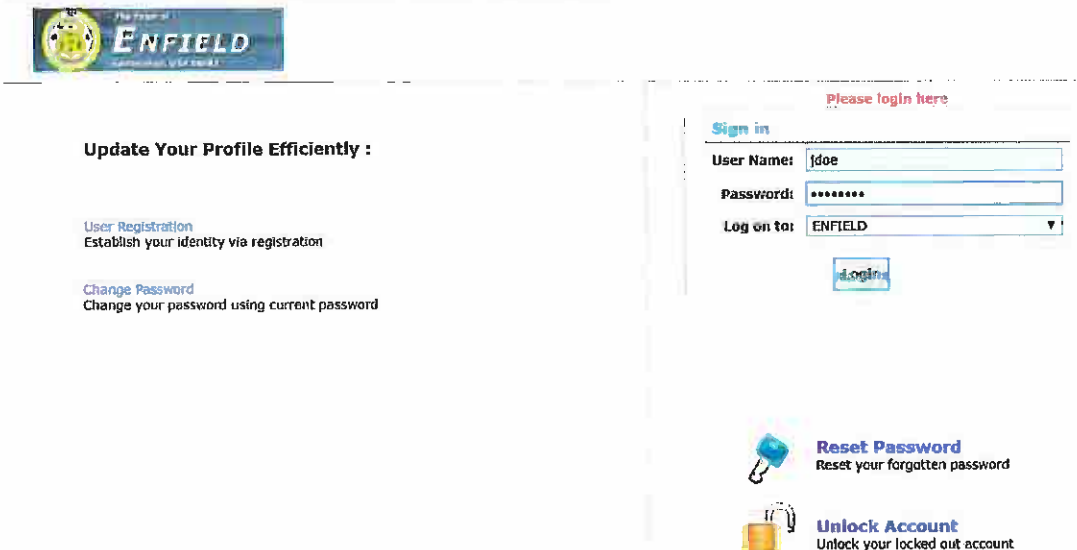
Then 4 (Change your name).

# Register for Enfield Password Self-Service

## Steps to take to register for Enfield Password Self-Service.

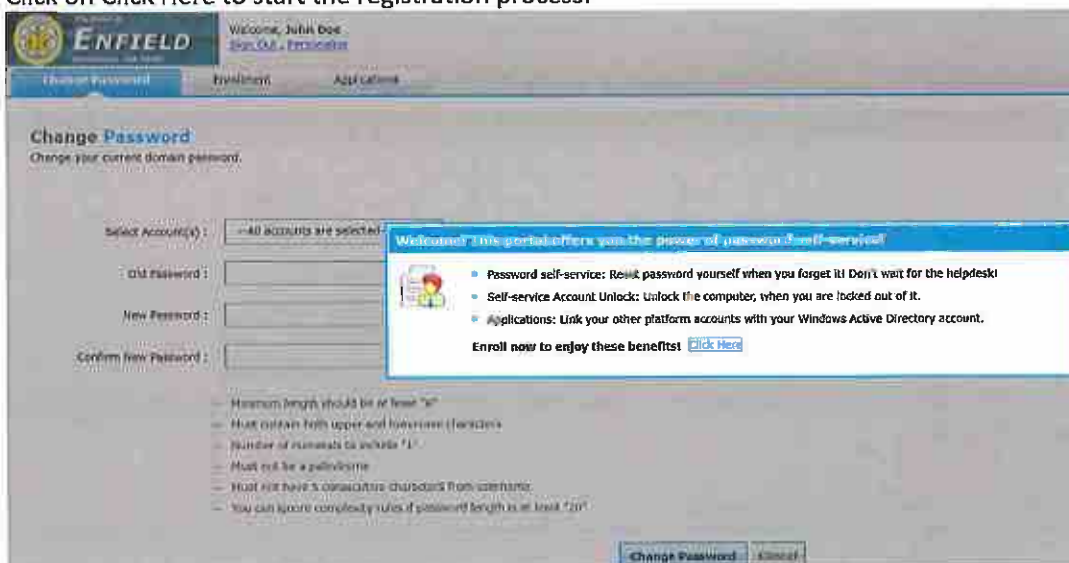
By registering for Enfield Password Self-Service, you will be able to reset your forgotten email password or unlock your account without contacting the IT Service Desk, anywhere, anytime.

1. Open any web browser and navigate to <https://pss.enfield.org>.
2. Enter your User Name and Password and click Login:



The screenshot shows the Enfield Password Self-Service login page. At the top left is the Enfield logo. Below it, the text 'Update Your Profile Efficiently :' is followed by links for 'User Registration' (Establish your identity via registration) and 'Change Password' (Change your password using current password). On the right, there is a 'Sign in' section with a 'Please login here' header. It contains fields for 'User Name' (filled with 'jdoe'), 'Password' (filled with '\*\*\*\*\*'), and a 'Log on to:' dropdown menu (set to 'ENFIELD'). A 'Login' button is below these fields. To the right of the login section are two icons: a key for 'Reset Password' (Reset your forgotten password) and a padlock for 'Unlock Account' (Unlock your locked out account).

3. Click on Click Here to start the registration process:



The screenshot shows the 'Change Password' page. At the top, it says 'Welcome, John Doe' and 'Sign Out, Administrator'. Below this is a navigation bar with 'Change Password', 'Enrollment', and 'Applications'. The main heading is 'Change Password' with the subtext 'Change your current domain password.' There are three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. A 'Select Account(s)' dropdown is set to 'All accounts are selected'. A blue banner on the right says 'Welcome! This portal offers you the power of password self-service!' and lists three benefits: 'Password self-service: Reset password yourself when you forget it! Don't wait for the helpdesk!', 'Self-service Account Unlock: Unlock the computer, when you are locked out of it.', and 'Applications: Link your other platform accounts with your Windows Active Directory account.' Below the banner, it says 'Enroll now to enjoy these benefits! Click Here'. At the bottom, there are several password requirements listed: 'Minimum length should be at least 8', 'Must contain both upper and lowercase (letters)', 'Number of numbers to include 1', 'Must not be a palindrome', 'Must not have 3 consecutive characters from keyboard', and 'You can ignore complexity rules if password length is at least 10'. There are 'Change Password' and 'Cancel' buttons at the bottom right.



4. Complete **BOTH** Security Questions **AND** Verification Code authentication **BEFORE** clicking **Enroll!**

- On the Security Questions tab, choose your security questions and answers:

The screenshot shows the 'ENFIELD' logo and a user profile for 'John Doe'. Below the navigation bar, the 'User Registration' section is active. It includes a sub-header 'The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.' The 'Security Questions' tab is selected, showing three questions with dropdown menus and text input fields for answers. The questions are: 'What is the name of your favorite cousin?', 'The country you always dreamt of vacationing in?', and 'Last pet's name'. A 'Hide Answer(s)' checkbox is at the bottom.

- On the Verification Code tab, add your alternate email address:

The screenshot shows the 'User Registration' section with the 'Verification Code' tab selected. It includes the same sub-header as the previous tab. The 'Register Your Email Address(es)' section has three input fields: 'jdoe@enfield.org', 'jdoe@comcast.net', and 'Enter your email id'. A '+' button is next to the second field, and a red 'X' is next to the third field. An 'Enroll' button is at the bottom right.

5. Click on Enroll.

The screenshot shows a green-bordered box with a checkmark icon and the text: 'You have successfully enrolled! The information you provided will help us verify your identity if you forget your passwords or get locked out of your account.'

You will receive an enrollment acknowledgement email notification from [noreply@adselfserviceplus.com](mailto:noreply@adselfserviceplus.com) with links to further instructions.

[Password Self-Service - Change Your Password](#)

[Password Self-Service - Reset Your Password](#)

[Password Self-Service - Unlock Your Account](#)

Use the Enroll tab if you need to make changes to your Security Questions and Verification Code's alternate email address.



## Signing Into Employee Self Service (ESS)

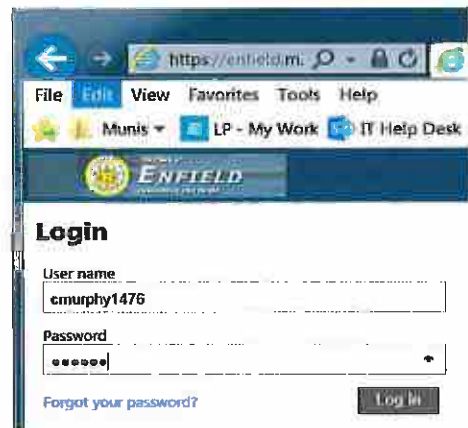
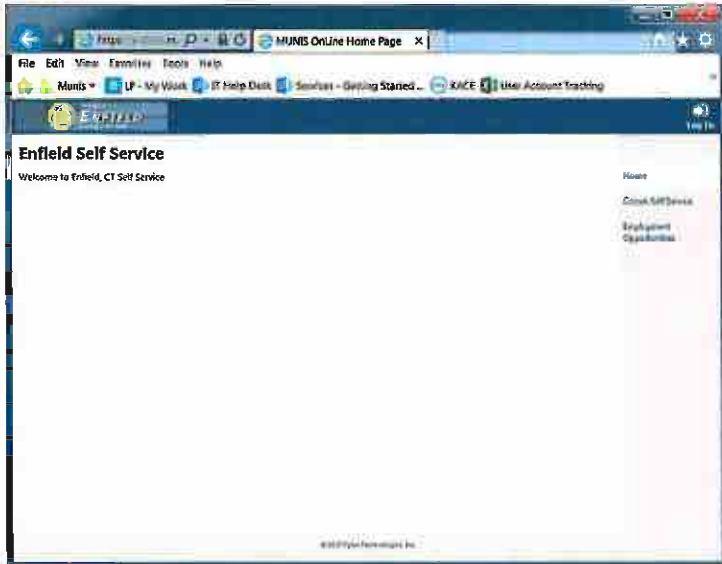
[Employee Self Service](#) can be used by employees to view pay and time-off history, benefits enrollment, register for training and a variety of other employee functions. It is available from any internet connected computer.

1. Open Internet Explorer and choose the link from your home page labeled "Employee Self Service."
2. Sign in with your username and password. If this is your first sign in, your username should be your first initial, last name and employee number. The initial password is in your welcome letter and you will be immediately prompted to change it after clicking the "Log in" button.

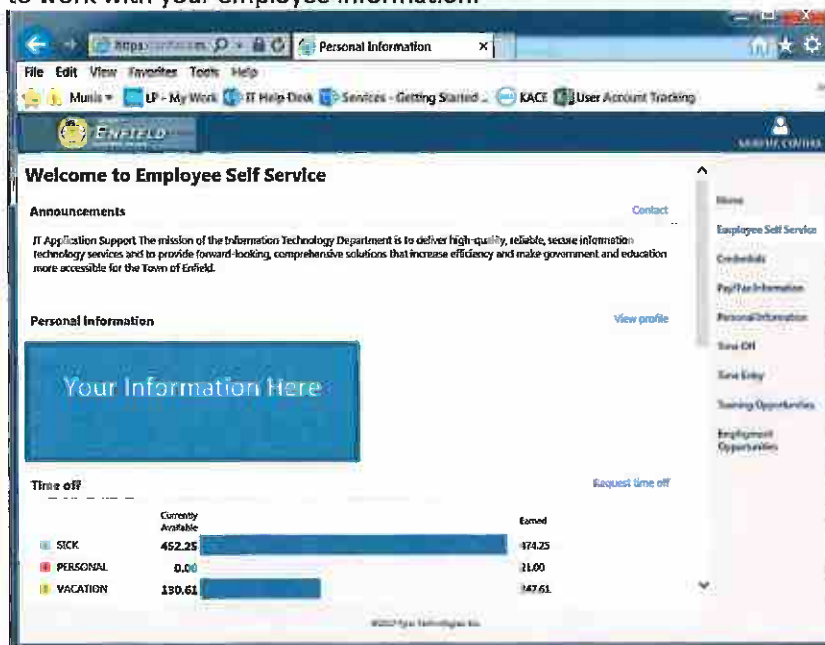


### Links

- Archived Email Archive
- Check your SPAM folder (add Content... when prompted)
- Dog License Search
- Employee Self Service
- Enfield Alert Program
- Enfield Police Department



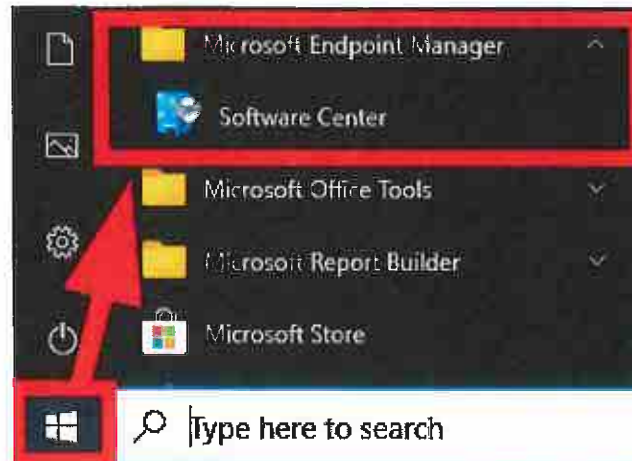
After logging in, you can use the links on the right side of the screen to work with your employee information.





## Software Self Install from Software Center

1. Click 'Start' 
2. Navigate to 'Microsoft Endpoint Manager'

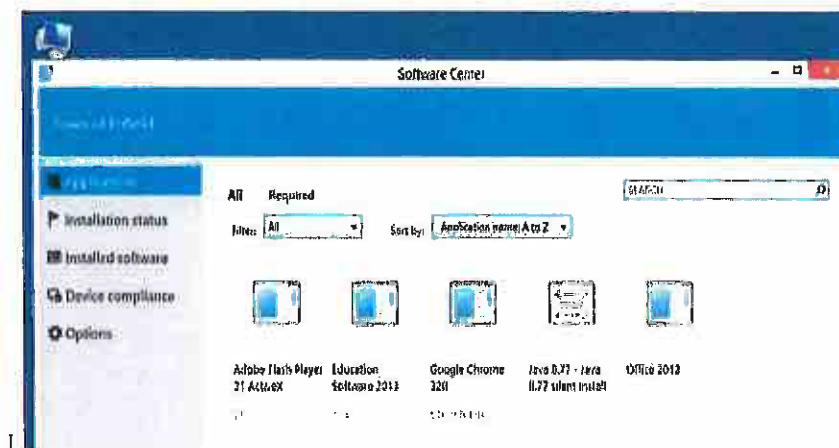


3. Click 'Software Center'

If the install does not appear in Software Center, please reboot the computer.

***Note: You must be on our network/on-site to self-install software from the Software Center. If you are working remotely, please confirm you are connected to Global Protect.***

List of available installs will appear – Double click on software desired and click Install



Additional Resources:

[Software Center Self-Service Document](#)

[Software Center Self-Service Video](#)

