



Xpressions Voicemail via the Web

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The following provides information on common features of the Xpressions Voicemail system and instructions on accessing the system and its settings via the web.

ACCESSING XPRESSIONS ONLINE — <http://access.utk.edu>

To access your xpressions voicemail online, log in to <http://access.utk.edu> using your NetID and Password.

Select Xpressions WebAssistant from the menus (left side of screen) then log in to your voicemail

User: Extension (or Mailbox ID number)

Password/PIN: Use your voicemail password/PIN

DELETING MESSAGES

1. Select “Mail Client” from the menu at left
2. On the right, select the message(s) you wish to delete
3. Press the “Delete” button.

PREVENT CALLERS FROM LEAVING A MESSAGE

1. Select “Personal Settings” → “Time Profiles” from the menu at left
2. On the right, check “Message recording not allowed”
3. At the bottom of the page, click “Save”

To enable message recording again, simply uncheck “Message recording not allowed” and save the setting.

PROGRAMING MENU OPTIONS

The menu options are programmed separately based on the conditions. Options can be set for internal callers, external callers, calls received when the alternate (or vacation) greeting is enabled, calls received when the line is busy, and calls received after-hours. If you want all callers to have the same menu options, the options must be set for each of these conditions. There is no way to set the options globally.

1. Select “Personal Settings” → “Forward Access” from the menu at left.
2. On the right you will see an action associated with each possible key. To adjust the action for a key, select the appropriate action from the drop-down menu. Common functions are noted below:
 - a. Hang Up – Ends the Call
 - b. Mobility Number – Transfers the call to a mobile number
NOTE: The Mobility Number is configured on the “Personal Settings” → “Voice Mail Setup” menu. Enter 7 or 10 digits and do not use dashes when entering the number.
 - c. Referral Extension – Transfers the call to your referral extension
NOTE: The Referral Extension is configured on the “Personal Settings” → “Voice Mail Setup” menu and must be an on-campus 5-digit extension.
 - d. Skip Greeting – Skips the greeting.
 - e. Dial the Number – Allows you to transfer callers to additional extensions.
3. Once you have completed your configuration, click “Save”
4. Repeat this process for each call condition you wish to configure.

REPLACE AN OUTGOING MESSAGE

To replace an outgoing message, first “Delete an Outgoing Message” then “Crete an Outgoing Message”. When uploading a new message from a file via the web assistant, the message must be recorded as an uncompressed 16-bit wav file.

DELETE AN OUTGOING MESSAGE

1. Select “Personal Settings”→”Recordings” from the menu at left.
2. On the right, select the outgoing message you wish to delete.
3. Press the “Delete recording” button.

CREATE AN OUTGOING MESSAGE

1. Select “Personal Settings”→”Recordings” from the menu at left.
2. Press the “Create” button.
3. On the right, select “Personal Greeting”
4. From the drop-down menu, select the greeting you would like to create.
5. Select your recording method (via Phone or Upload)

Note: Recordings must be uncompressed 16-bit wave files to upload.

6. If uploading, choose a file.
7. Click create.

If at any time you receive an error message “The action was aborted”, right-click the yellow bar at top of screen to Temporarily Allow Scripted Windows to run.

BOX OFFICE XPRESSION MAILBOX STRUCTURE

NOTE: The Box Office phones are configured to use the alternate greeting at all times; thus, the only greeting that needs to be recorded and the only forwarding menus that need to be set are the alternate greeting ones.

45161 –Main Number

Option 1 – 20011 Voicemail Box

Option 2 – 20010 Show Information Forwarding Menu

Option 1 – 20001

Option 2 – 20002

Option 3 – 20003

Option 4 – 20004

Option 5 – 20005

Option 6 – 20006

Option 7 – 20007

Option 8 – 20008

Option 9 – 20009

Option 3 – 25162 Parking and Directions

Option 4 – 48287 Forwards to HM Extension