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# Telephony Office-LinX™

enterprise edition

POCKET USER GUIDE

version 7.0



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## Getting Started

When you first call into the system, you will be greeted with a *Tutorial* (see [page 2](#)). This tutorial will take you step-by-step through the process of setting up your password, recording your greetings, and recording your name.

*For more information on changing your password, see "Changing your password" on page 13.*

*For information on recording options, see "Recording greetings" on page 11.*

If you accidentally exit the tutorial and need to go through it again, simply call back into the voice mail system.

To access your mailbox and change your options, follow the instructions in this guide.

For more in-depth information on your telephone user interface, refer to the Telephone User Guide.

## Exiting Your Mailbox

To exit from any menu at any time, press [#]. To exit from your mailbox press [#] for each level of the menu you are in, or simply hang up.

## Accessing Your Mailbox

1. Accessing the System;
  - From Inside: Press the 'V.MAIL' key on your telephone;
  - From Outside: Once you hear the Voice Mail Greeting; Press the [#] key and the enter your *Mailbox Number* (your extension number);
2. Enter your *Password*;
3. Follow the spoken instructions.

# First Time Setup Tutorial

When you first access your mailbox you will be presented with a “*tutorial*” with step-by-step setup instructions. This process takes about (5) minutes and is really very easy, but here are just a few things that might make it a little easier:

1. **Password** - You will be prompted to enter a new Password.
2. **Greetings** - There are three (3) *Default Greetings*, but you really only need to record the first one (*Personal Greeting*);
  - ✓ *Personal Greeting* – This is the greeting that is played when a caller reaches your mailbox. When prompted, change it as follows;
    - **To change this greeting, press [2] when prompted to “Record” a new greeting;**
    - **Record your greeting (see *Voice Mail Tips*, page 14)**
    - **Press the [#] key**
    - **Press the [1] key to accept the greeting**
  - ✓ *Busy Greeting* – This greeting is not played to a caller under any circumstances and so you can simply choose to skip it when asked to do so by pressing the [#] key (*to keep the current recording*)
  - ✓ *Unavailable Greeting* – This greeting is used when you are away for an extended period of time. It only plays when you change your “*Status*” to “*Unavailable*”, so most likely it will be different every time you turn it on; you will simply skip it at this when asked to do so by pressing the [#] key (*to keep the current recording*)
3. **Name** – Record your name when prompted by pressing the [2] key

## Main Menu

When you access your mailbox, you are placed at the Main Menu, where you are told how many new and saved messages you have.

The following options are available from the Main Menu:

- 1 Listen to unread messages
- 2 Listen to read messages
- 3 Send a message
- 4 Mailbox Options
- 5 Change location
- 6 Browse folders
- 7 Send to Tutorial
- 8 Review current availability and location
- 9 Call a contact
- 0 Return to auto attendant
- \*
- # Disconnect

# Main Menu - Options

## **[1]** or **[2]** *While Listening to your messages.....*

When you press [1] to listen to Unread messages or [2] to listen to Read messages from the Main Menu, you are presented with the following options:

- [1] Listen to voice messages
- [2] Listen to email messages
- [3] Listen to fax messages
- [4] Reply options
- [5] Forward message
- [6] Time and Date
- [7] [Rewind](#)
- [8] [Pause](#)
- [9] [Fast Forward](#)
- [\*] Skip to the next message
- [#] Call back the sender

### Control Keys

While listening to your messages you may use the following Control Keys:

- [7]** [Rewind](#)
- [8]** [Pause](#)
- [9]** [Fast Forward](#)

## **[3]** *Sending a message.....*

When you press [3] from the Main Menu you are sent to the Send Message Menu, where you are presented with the following options:

- [1] Send message
- [2] Review message
- [3] Re-record message
- [4] Append to message
- [5] Mark message 'Confidential'
- [6] Delete a recipient
- [7] Add recipients
- [8] Mark message 'Urgent'
- [9] Send recorded message in future
- [\*] Cancel and exit
- [#] Return to Main Menu

## Main Menu - Options (con't)

### **4** *Accessing your mailbox options.....*

When you press [4] from the Main Menu, you are sent to the Mailbox Options Menu. Go to "**Mailbox Options Menu**" on page 10 for more information on Mailbox Options.

### **5** *Changing your location.....*

When you press [5] from the Main Menu you are sent to the Change Location Menu, where you are presented with the following options:

- [1] Change location to In Office
- [2] Change location to Away on Business
- [3] Change location to At Home
- [4] Change location to Meeting
- [5] Change location to At Lunch
- [6] Change location to Vacation
- [7] Review current availability and location
- [8] Change location to Extended Absence
- [9] Change location to User Defined location
- [\*] Change availability
- [#] Return to Main Menu

### **6** *Browsing folders.....*

When you press [6] from the Main Menu, you are sent to the Browse Folders Menu, where you are presented with the following options:

- [1] Listen to messages in Deleted folder
- [#] Return to Main Menu

### **7** *Send to tutorial.....*

Press [7] from the Main Menu to listen to the system tutorial.

## Main Menu - Options (con't)

### **8** *Reviewing your current availability and location.....*

Press [8] from the Main Menu to review your current availability and location.

To change your location, press [5] from the Main Menu. See "**Changing your location**" on page 5 for more information on changing your current location.

### **0** *Returning to the auto attendant.....*

Press [0] from the Main Menu to return to the auto attendant.

### **#** *Disconnecting.....*

Press [#] from the Main Menu to disconnect.

## Message Menu

When you press [1] to listen to Unread messages or [2] to listen to read messages from the Main Menu you will be sent to the Message Menu, where you are presented with the following options:

- [1] Save message
- [2] Move messages to Deleted folder
- [3] Review message
- [4] Forward message
- [5] Reply to message
- [6] Time and Date
- [7] Rewind
- [8] Pause
- [9] Fast Forward
- [0] Return to the Main Menu
- [\*] Skip to next message without changing status
- [#] **Call Back sender**

# Message Menu - Options

## **1** *Saving a message.....*

Press [1] from the Message Menu to save a message.

## **2** *Moving a message to the Deleted folder.....*

Press [2] from the Message Menu to move a message to the Deleted folder.

## **3** *Reviewing a message.....*

Press [3] from the Message Menu to review a message.

## **4** *Forwarding a message.....*

When you press [4] from the Message Menu you are sent to the Send Message Menu, where you are presented with the following options:

- [1] Send message
- [2] Review message
- [3] Re-record message
- [4] Append to message
- [5] Mark message 'Confidential'
- [6] Delete a recipient
- [7] Add recipients
- [8] Mark message 'Urgent'
- [9] Certify message
- [0] Send recorded message in future
- [#] Return to Main Menu

## Message Menu - Options (con't)

### **5** *Replying to a message.....*

When you press [5] from the Message Menu you are sent to the Reply Options Menu, where you are presented with the following options:

- [1] Reply to sender
- [2] Reply to all recipients
- [3] Call back sender
- [\*] Return to Message Menu

### **6** *Reviewing time and date.....*

Press [6] from the Message Menu for the message time and date.

### **#** *Calling back the sender.....*

Press [#] from the Message Menu to call back the message sender.

### **\*** *Skipping to the next message.....*

Press [\*] from Message Menu to skip to the next message without changing the status (read/unread) of the current message.

### **0** *Returning to the Main Menu.....*

Press [0] from the Message Menu to return to the Main Menu.

## Mailbox Options Menu

When you press [4] from the Main Menu, you are sent to the Mailbox Options Menu. From here, you can record personal prompts, set notification schedules and change your mailbox password, to name a few.

- 1 Record greetings
- 2 Notification Options
- 3 Call Transfer Options
- 4 Change auto forwarding
- 5 Distribution List maintenance
- 6 Browse folder
- 7 Play active options
- 8 Set wakeup call
- 9 Change password
- \* Recall a caller
- # Return to Main Menu

# Mailbox Options Menu - Options

## **1** *Recording greetings.....*

When you press [1] from the Mailbox Options Menu, you will be sent to the Record Menu. From here, you can record various greetings for different scenarios:

- [1] Record Personal greeting
- [2] Record Busy greeting
- [3] Record Unavailable greeting
- [4] Record Name greeting
- [5] Record Personal greeting for internal caller
- [6] Record Busy greeting for internal caller
- [7] Record Unavailable greeting for internal caller
- [8] Record Customized greeting
- [9] Record more greetings
- [#] Return to Mailbox Options Menu

## **2** *Specifying Notification Options.....*

When you press [2] from the Mailbox Options Menu, you will be sent to the Notification Options Menu. From here, you can create and modify notification schedules.

- [1] Turn notification on/off
- [2] Review notification
- [3] Modify an existing notification entry
- [4] Add a notification entry
- [5] Delete a notification entry
- [#] Return to Mailbox Options Menu

## Mailbox Options Menu – Options (con't)

### **3** *Accessing your call transfer options.....*

When you press [3] from the Mailbox Options Menu, you will be sent to the Call Transfer Options Menu. From here, you can customize how you would like the system to handle your calls.

- [1] Turn Call Screening on/off
- [4] Turn Call Queuing on/off
- [5] Turn Call Forwarding on/off
- [#] Return to Mailbox Options Menu

### **4** *Change auto forwarding.....*

Press [4] from the Mailbox Options Menu to change auto forwarding.

### **5** *Accessing your distribution list options.....*

When you press [5] from the Mailbox Options Menu, you are sent to the Distribution List Menu. From here, you can create and modify distribution lists.

- [1] Review list
- [2] Add a list
- [3] Modify a list
- [4] Delete an existing list
- [#] Return to Mailbox Options Menu

### **6** *Browse folder.....*

Press [6] from the Mailbox Options Menu to browse through your folders.

### **7** *Play active options.....*

Press [7] from the Mailbox Options Menu to play your active options.

## Mailbox Options Menu – Options (con't)

### **8** *Set wakeup call.....*

Press [8] from the Mailbox Options Menu to set your wakeup call.

### **9** *Changing your password.....*

When you press [9] from the Mailbox Options Menu, you are sent to the Password Menu. From here, you have the following options:

[1] Listen to an existing numeric password

[2] Set a new numeric password

[3] Clear numeric password

[#] Return to Mailbox Options

### **\*** *Recall a caller.....*

Press [\*] from the Message Menu to recall a caller.

### **#** *Returning to the Main Menu.....*

Press [#] from the Message Menu to return to the Main Menu.

## Voice Mail Tips!

- Remember; Your Personal Greeting sets the “expectation” for the caller so they have an idea of when they might expect a return phone call!
- If you change your Personal Greeting everyday, then be sure you do; Otherwise, use a more “generic” greeting like;  
*“I am sorry I missed your call, so please leave me a message and I will return your call as soon as possible, or press 0 for assistance.”*

*(Always let the caller know they can dial 0 to get someone.)*

- Be sure to change your greeting when you will be away for an extended period of time;

Use the *“Mailbox Options”*  Menu to access greetings, and select *“Record Unavailable Greeting”* , then

*“Change Location”*  to *“Unavailable”*  (From Main Menu)

*(When you return, simply change your location back to “In Office”)*

- Always use the Handset when possible and speak clearly and distinctly to record your greetings; it sounds better!
- Write out a script before you record your greeting; It may help you create a more professional greeting.
- Lastly, you will have to setup your Mailbox before you can use it so it’s best to do that first thing.