

Telephony Office-LinX™

enterprise edition

Pocket User Guide



get connected

Congratulations! You have purchased the Telephony Office-LinX (TOL) Unified Messaging platform. You now have the power to manage your messages from a touch-tone telephone, networked PC, e-mail client or wireless device.

Using the TOL platform ensures that your messages are kept private and confidential. You can listen to, forward and reply to messages, set up user lists and out-dialing schedules, and much more!

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Getting Started

When you first call into the system, you will be greeted with a tutorial. 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 **"Change Password" on page 24.***

*For information on recording options, see **"Record Options Menu" on page 14.***

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

Dial into the system.

From inside: _____

From outside: _____

- Press # when the system answers*



NOTE: You may not need to go through these steps if you dial your voice mail from within your company and your telephone system offers voice messaging integration. In many cases, you will need only to enter your password.

- Enter your mailbox number
- Enter your password

Dial the system

To access the TOL system from within your company, dial the extension of your voice mail system (your system administrator will provide you with this number).

Access the system from outside your company via your company's telephone number.

Enter your mailbox number

After you press [#], you are prompted to enter your mailbox number (your extension). Your system administrator will reserve a mailbox number for you.

Enter your password

After you enter your mailbox number, you are prompted to enter your password. By default, your password is **1111**. This number will be used as your temporary password. You will be prompted for your password each time you access your mailbox. To maintain security, you should change your password to a number that only you know.

Main Menu

When you first 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 status
- [6] Listen to messages in deleted folder
- [7] Browse folders
- [8] Autoplay messages
- [9] Active options
- [0] Return to auto attendant
- [*] Set wake-up call
- [#] Disconnect

Press [1] or [2] to go to the Message Menu.

Press [3] to send a message to other users or distribution lists.

Press [4] to go to the Mailbox Options Menu.

Press [5] to change your mailbox status to Logged In or Out.

Press [6] to listen to messages in your deleted folder.

Press [7] to browse all folders.

Press [8] to autoplay all messages, read or unread.

Press [9] to list all activated mailbox features.

Press [0] to return to the auto attendant.

Press [*] to set your wake-up call.

Press [#] to disconnect from the system.

Message Menu

When you press [1] to listen to unread messages, [2] to listen to read messages or [6] to listen to deleted messages, the system will provide you with the following options:

[1] Move messages to deleted folder

[2] Delete message

[3] Review message

[4] Forward message

[5] Reply to message

[6] Time and Date stamp

[*] Skip to next message

[#] Return to main menu

Press [1] to move a message to your deleted folder.

Press [2] to delete a message.

Press [3] to listen to message information, sender's extension number or telephone number, time and date, sender's name and message length.

Press [4] to send a copy of the message to another

extension or to a list of extensions with or without comments, urgent or not, certified or not.

Press [5] to reply to a message sent by a user of the voice mail system or is a member of a defined remote site.

Press [6] for the time and date of the message.

Press [*] to skip to the next message.

Press [#] 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, access the Call Transfer Options Menu, set up autoforwarding, create distribution lists and change your mailbox password.

[1] Record prompts

[2] Notification options

[3] Call Transfer options

[4] Auto forwarding

[5] Distribution List maintenance

[9] Change password

[#] Return to main menu

Press [1] to go to the Record Menu, where you can record greetings for different scenarios.

Press [2] to go to the Notification Menu, where you can set up notification schedules and turn notification on or off.

Press [3] to go to the Call Transfer Options Menu, where you can change your status, turn call

forwarding on or off, and more.

Press [4] for auto forwarding.

Press [5] to go to the Distribution List Options Menu, where you can create, modify and listen to existing distribution lists.

Press [9] to change your password.

Press [#] to return to the Main Menu.

Record Options Menu

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 Gone Home greeting
- [4] Record your Name prompt
- [5] Record optional greetings
- [6] Set active greeting
- [7] Record Do Not Disturb greeting
- [8] Record Lunch greeting
- [9] Record Vacation greeting
- [0] Record In Meeting greeting
- [*] Record Out Of Town greeting
- [#] Return to Mailbox Options Menu

Press [1] to be prompted to record a personal greeting. This is the greeting callers will hear when you are in the office but away from your desk:

Hello, this <your name>. I am in the office but unable to take your call right now. Please leave a message, and I will return your call as soon as possible. Thank

you.

There are several options you can offer callers when they reach your extension, any of which may be enabled or disabled by your system administrator.

[1] Try another extension

[2] To retry extension (if busy)

[3] To notify your pager

[4] To page you over the PA

[*] To disconnect

[0] To transfer to the operator

[#] Skip to record tone to leave a message

Press [2] to be prompted to record a Busy greeting. This is the greeting callers will hear when you are in the office but on the other line:

Hello, this <your name>. I am on the other line right now. Please leave a message, and I will return your call as soon as possible. Thank you.

Press [3] to record a Gone Home greeting.

Press [4] to record your Name prompt.

Press [5] to be prompted to record optional greetings. Select the prompt you want to record. If the prompt was pre-recorded, you will listen to the recording and then be asked to:

[1] accept the prompt

[2] re-record the prompt

[3] delete the prompt

[4] review

Press [6] to set your active greeting.

Press [7] to record a Do Not Disturb greeting.

Press [8] to record a Lunch greeting.

Press [9] to record a Vacation greeting.

Press [0] to record an In Meeting greeting.

Press [*] to record an Out Of Town greeting.

Press [#] to return to the Mailbox Options Menu.

Notification Options Menu

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]** Add notification entry
- [2]** Modify an existing notification entry
- [3]** Delete notification entry
- [4]** Review notification
- [5]** Turn notification on/off
- [#]** For Mailbox Options

Press [1] if you want to assign a schedule to a particular notification phone number or e-mail address. For example, you can create a schedule instructing the system to call your cell phone Monday to Friday, between 6 PM and 11 PM, to let you know if you have received any messages.

To add a notification entry, first log in to your mailbox.

1. Press **[4]** for mailbox options, then press **[2]** for Notification Menu options.
2. Press **[1]**. The system will prompt you to add a notification number.

3. Enter the country code, then press [#]. Enter the telephone number, then press [#].
4. The system speaks the number and prompts you to press [1] to confirm the number, or [2] to re-record the number.
5. Press [1] to confirm the notification entry, or [2] to re-enter the number.
6. Enter the 4-digit start time, [00:00 hour/minute] in military format. For example, 8:00 AM is 0800 in military format.
7. Enter the start date, [mm/dd]. You may enter the date or day of the week [Mon = *100, Sun = *700, etc.]
8. Enter the 4-digit stop time and date.

The system will confirm the notification and return you to the Notification Options Menu.

NOTE: The system automatically creates out-calling schedules in order, starting with schedule.

Press [2] to modify an existing notification entry.

Press [3] to delete a notification entry.

Press [4] to review a notification.

Press [5] to turn notification on or off.

Press [#] for Mailbox Options.

Call Transfer Options Menu

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] Change status
- [2] Turn call screening on/off
- [3] Turn pre-paging on/off
- [4] Turn post-paging on/off
- [5] Turn call queuing on/off
- [6] Turn call forwarding on/off
- [#] For mailbox options

Press [1] to change your status.

Press [2] to be prompted to turn call screening on or off. If call screening is enabled, callers who select your extension may hear:

May I say who is calling?

You hear:

You have a call from <caller's name>.

Press [3] to be prompted to turn pre-paging on or off. If it is enabled, the call is announced over the office intercom before being transferred to your extension.

Press [4] to be prompted to turn post-paging on or off. When this feature is activated, a call transferred to your extension that you do not answer will have the option of paging you over the public address system. If you do not answer, the call then will be sent to your mailbox.

Press [5] to be prompted to turn call queuing on or off. When this feature is activated, calls are placed in a queue when your extension is busy. Callers are informed of their position in the queue and are given the opportunity to keep holding or leave a message.

NOTE: This feature is only available on phone systems that provide a busy tone.

Press [6] to be prompted to turn call forwarding on or off. You will be prompted to enter the extension number to have your calls forwarded to.

Press [#] for Mailbox Options.

Distribution List Options Menu

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

- [1] Review distribution list
- [2] Add a distribution list
- [3] Modify a distribution list
- [4] Delete an existing distribution list
- [#] For Mailbox Options

Press [1] to have the system say the number and name of each distribution list created.

Press [2] to have the system prompt you to enter the number of the distribution list to be added. You will then be prompted to record the name of the distribution list. When finished, press [#]. The system will prompt you to confirm the number and name by repeating it back to you.

Press [1] to add a member to list by entering their mailbox number, or press [2] to continue. When you are finished press [#].

Press [3] to have the system prompt you to enter the number of the distribution list you want to modify. The system will confirm the number you have selected and provide you with several options, from listen to members, add members to your list, and more.

Press [4] to delete an existing distribution list.

Press [#] for Mailbox Options.

Change Password

When you press [9] from the Mailbox Options Menu, you will be sent to the Change Password Menu, where you will have the following options:

[1] Listen to your existing password

[2] Set a new password

[#] For Mailbox Options

Press [1] to listen to your existing password.

Press [2] to set a new password.

Press [#] for Mailbox Options.

Control Keys

Control keys can be pressed when listening to a voice message. Your system administrator may enable or disable these key functions, or they may be assigned different numbers than those below. For more details, contact your system administrator.

[7] rewind

[8] pause

[9] fast forward

[#] normal speed

Telephony Office-LinX Voice Processing Flowchart

MAIN MENU

- 1) Listen to unread messages
- 2) Listen to read messages
- 3) Send a message
- 4) Mailbox Options
- 5) Change status
- 6) Listen to messages in deleted folder
- 7) Browse folder
- 8) Autoplay messages
- 9) Play active options
- 0) Return to auto attendant
- *) Set wakeup call
- #) Disconnect

MAILBOX OPTIONS

- 1) Record prompts
- 2) Notification Options
- 3) Call Transfer Options
- 4) Auto forward
- 5) Distribution List maintenance
- 9) Change password
- #) Return to Main Menu

MESSAGE MENU

- 1) Move messages to Deleted folder
- 2) Delete message
- 3) Review message
- 4) Forward message
- 5) Reply to message
- 6) Time & Date stamp
- *) Skip to next message
- #) Return to Main Menu

RECORD PROMPTS

- 1) Record personal greeting
- 2) Record Busy greeting
- 3) Record Gone Home greeting
- 4) Record name prompt
- 5) Record optional prompt
- 6) Set active greeting
- 7) Record Do Not Disturb greeting
- 8) Record Lunch greeting
- 9) Record Vacation greeting
- 0) Record In Meeting greeting
- *) Record Out Of Town greeting
- #) For Mailbox Options

NOTIFICATION OPTIONS

- 1) Add a notification entry
- 2) Modify an existing notification entry
- 3) Delete a notification entry
- 4) Review notification
- 5) Turn notification on/off
- #) For Mailbox Options

CALL TRANSFER OPTIONS

- 1) Change status
- 2) Turn Call Screening on/off
- 3) Turn Pre-Paging on/off
- 4) Turn Post-Paging on/off
- 5) Turn Call Queuing on/off
- 6) Turn Call Forwarding on/off
- #) For Mailbox Options

DISTRIBUTION LIST OPTIONS

- 1) Review list
- 2) Add a list
- 3) Modify a list
- 4) Delete an existing list
- #) For Mailbox Options

CHANGE PASSWORD

- 1) Listen to existing password
- 2) Set a new password
- #) For mailbox options