



**Enterprise Edition**  
Unified Communications

TELEPHONE USER GUIDE

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## Copyright

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# Introduction

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### Overview

The Telephony Office-LinX Enterprise Edition (Enterprise) simplifies the way you handle your messages. Think of it as your own personal receptionist. Depending on the configuration of your system, Telephony Office-LinX can take your calls when you do not want to be disturbed, record messages from callers when you are unavailable, and screen your calls.

Telephony Office-LinX's automated attendant answers incoming calls and transfers them to extensions. A variety of options include directing calls to a cover extension, blocking calls, screening calls, or paging via intercom.

### Summary of Features

Using Telephony Office-LinX, you can:

- Block, screen, and forward calls to other extensions
- Announce calls to your extension before they are transferred
- Announce calls over the intercom system
- Send a single message to multiple users
- Create an unlimited number of personal distribution lists
- Label messages as urgent or certified
- Save or delete messages
- Control message playback (pause, rewind, fast-forward, and skip messages)
- Be notified of messages through a message light, beeper, or another phone in your office, home, or car

# About This Guide

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## About This Guide

This guide provides detailed instructions on using the Telephony Office-LinX Enterprise Edition software on your telephone.

## Intended Audience

This guide is intended for anyone responsible for using the Enterprise software on the telephone.

## Conventions

The following conventions are used throughout this guide:

**Note:** Contains additional information about the task you are performing.

**Hint:** Contains an alternative method of performing the task or offers a solution if you run into a problem.

**Caution:** Information that alerts you to potential loss of data or potential damage to an application, system, or device.

**Warning:** Information that alerts you to potential personal injury.

## Contacting Esna Technologies Inc.

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## *About This Guide*

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### Overview

All Telephony Office-LinX features are available by using a telephone keypad. If you are already familiar with Telephony Office-LinX, you can skip the voice prompts.

### Before You Begin

Before you can use the Telephony Office-LinX software on your telephone, you need to obtain the following information from your Supervisor:

- Internal extension to access the Telephony Office-LinX system
- Telephone number to access Telephony Office-LinX from outside of the office
- Your mailbox number (this is normally the same number as your extension)
- Your mailbox password (the default password is 1111)
- A list of other system users

### Using the Tutorial

The first time you access your mailbox, Telephony Office-LinX initializes a personal tutorial that guides you through the initialization of your mailbox. Dial the Telephony Office-LinX system, press #, enter your mailbox number, and follow the instructions.

**Note: Listen to the prompts carefully. Depending on the configuration of your system, you may not have to press # or enter your mailbox number to access the tutorial.**

The tutorial is divided into three sections:

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## Accessing Your Mailbox

- **Password:** This tutorial guides you through the password initialization process.

**Note: The initial, default password is 1111. It must be changed to ensure privacy.**

- **Personal Greetings:** This tutorial describes the different personal greetings and when each is played, and plays a sample of each greeting. You are asked to record each personal greeting. You can change your greetings at any time.

**Note: The Personal Greetings also includes the “Gone Home” greetings.**

- **Name Recording:** This tutorial guides you through the recording of your name. This is the prompt that Telephony Office-LinX uses to identify you to outside callers and internal users who send you messages.

## Accessing Your Mailbox

A mailbox is a compartment in the system that stores messages and allows you to customize how your calls and messages are handled.

**Note: You may not have to go through these steps if you call Telephony Office-LinX from inside your company and your telephone system offers voice messaging integration.**

### ► To access your mailbox:

1. **Dial the Telephony Office-LinX system.**

To access Telephony Office-LinX as a user, call it just as you would call anyone else in your company with a telephone extension number. Your Supervisor can tell you the extension number for Telephony Office-LinX.

Dial this extension when you want to call Telephony Office-LinX from inside your company's facilities.

You can also call Telephony Office-LinX from outside your company's facilities by dialing your company's automated attendant. Your Supervisor can also give you this number.

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## Accessing Your Mailbox

2. Press # when the system answers. The system prompts you to enter your mailbox number.
3. Enter your mailbox number. The mailbox number is what other users enter to reach you or leave you a message in your mailbox. Your Supervisor should already have a mailbox number reserved for you.
4. The system prompts you to enter your password.
5. Enter your password.
6. Until you change it, your password is 1111. You are prompted for your password each time you access your mailbox from outside your office.

**Hint: To keep your mailbox secure, immediately change it from 1111 and make sure that you are the only individual who knows the password.**

7. Telephony Office-LinX places you in the **Main Menu**, and tells you the number of **Unread** and **Read** messages that you have in your mailbox.

## Changing Your Password

Before you use Telephony Office-LinX, change your password to keep your access to the system secure.

► **To change your password:**

1. Access your mailbox.
2. Press **4** for Mailbox Options, and then **9** for Password Options.
3. Press **2** to set your password.
4. Enter your new password, and then press #. Your new password can be up to 15 numbers in length, and cannot begin with a zero.

**Caution: Entering a zero removes the password protection from your mailbox.**

5. Re-enter your new password for confirmation and then press #.

**Note: You can press 3 to clear a numeric password and then # to return to the Options Menu.**



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## Main Menu Options

The Main Menu is your starting point for accessing and customizing your folders to operate specifically to your needs. You must first log in to the system before you are able to reach the Main Menu.

The Main Menu allows you to hear how many **Unread** and **Read** messages you have. The following options are available from the Main Menu:

<b>Option</b>	<b>Name</b>	<b>Function</b>
1	Listen to Unread Messages	This option sends you to the Message Menu and allows you to play your <b>New</b> messages. From the Message Menu, you can save or delete a message, review a message, forward a copy of a message to another user (or list of users), reply to a message (internal use only), listen to the message time and date, and rewind, pause, fast-forward, or skip a message.
2	Listen to Read Messages	This option sends you to the Message Menu and allows you to play your <b>Saved</b> messages. From the Message Menu, you can save or delete a message, review a message, forward a copy of a message to another User (or list of Users), reply to a message, listen to message time and date, and rewind, pause, fast-forward, or skip a message.
3	Send a Message	This option allows you to send a message to a user (or list of users). You can review and re-record or add to the message before sending it. You can also cancel the message that you recorded. Messages can be classified as standard, certified, or urgent before sending.

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## Main Menu

4	Mailbox Options	This option sends you to the Mailbox Options Menu. From the Mailbox Options Menu, you can record personal greetings, set notification schedules, access the Call Transfer Menu, set auto forwarding, create distribution lists, and change your mailbox password.
5	Change Login Status	This option automatically logs you into or out of the Telephony Office-LinX system and sets your mailbox status to Logged In or Logged Out.
6	Listen to Messages in your Deleted Folder	This option allows you to recover messages that have been moved to the Deleted folder. Messages are kept in this folder for the number of days specified by the System Administrator. <b>Note:</b> Only expired deleted messages are removed.
7	Browse Folders	Allows you to browse the system folders.
8	Auto Play Messages	This option automatically plays all messages that are in your mailbox.
9	Play Active Greetings	This option lists all of the features that have been activated for your mailbox.
0	Return to the Automated Attendant	Returns you to the automated attendant.
#	Exit	Exits the system and terminates your session.

## Listening to Unread Messages

You can listen to all of the **Unread** messages in your Inbox.

► **To listen to unread messages:**

1. Access your mailbox.
2. Press **1** to listen to **Unread** messages.
3. Press one of the following keys:

Key	Function
1	listen to voice messages
2	listen to e-mail messages
3	listen to fax messages
9	listen to all messages
*	Cancel the message

**Note :** The filter must be activated in your mailbox by the system administrator. This applies to this function menu appearing throughout this guide.

**Note :** The filter feature can be configured in the Customize Mailbox section of the Telephony Office-LinX Administrator, allowing you to specify what type of messages are available for listening (e-mail, fax or voice message). Information on specifying this feature can be found in the Telephony Office-LinX Server Configuration Guide.

## Listening to Read Messages

You can listen to all of the **Read** messages in your Inbox.

► **To listen to read messages:**

1. Access your mailbox.
2. Press **2** to listen to **Read** messages.
3. Press one of the following keys:

**Note :** The filter must be activated in your mailbox by the system administrator.

<b>Key</b>	<b>Function</b>
1	listen to voice messages
2	listen to e-mail messages
3	listen to fax messages
9	listen to all messages
*	Cancel the message

## Sending a Message

You can send a single message to individual users or to a list of users using a distribution list.

► **To send a message:**

1. Access your mailbox.
2. From the Main Menu, press **3**. The system prompts you to enter the recipient's mailbox number.

**Note:** Depending on how the system is configured, you may be prompted to enter the destination mailbox at a later point.

3. Enter the destination mailbox number. You can send a single message to multiple users, distribution lists, or AMIS/VPIM network sites. Depending on the destination, the message is addressed differently.
  - User - Enter the destination mailbox when prompted.
  - Distribution List - Press **\***, followed by the distribution list number.
  - AMIS Network Site - Enter the remote destination mailbox, and then **\***, followed by the AMIS/VPIM site number.

The system speaks the destination information and prompts you to record a message.

4. Record your message and then press **#**.
5. Press one of the following keys:

Key	Function
1	Send the message
2	Re-record the message
3	Review the message
4	Continue recording the message
*	Cancel the message

6. If you decide to send the message, the system prompts you to press **1** to send the message with normal delivery, or **2** to send the message with urgent delivery.

**Note:** Sending a message with urgent delivery places your message in front of all other messages in the destination user's mailbox.

7. If you press either **1** or **2**, the system prompts you to press **1** to send the message standard (no verification), or **2** to send the message certified.

**Note:** When a certified message has been listened to by the recipient, the system sends you a message informing you of the time and date that the message was heard.

8. If you press **1**, the system tells you that the message has been sent and prompts you to enter another recipient's mailbox number.
9. If you press **2**, the system tells you that the message has been sent as certified and prompts you for another recipient's mailbox number.

## Change Login Status

### Logging In/Out of the System

You should set your status to **Log In** at the beginning of each day and **Log Out** before you go home. Logging out automatically activates your **Gone Home** greeting.

► **To set your Log In status:**

1. Access your mailbox.
2. Press **5** from the main menu to either **login** or **logout**.

**Note:** If you want to log in and out automatically, ask your system administrator to create a schedule for your mailbox. For example, if you do not start work until 9 am, the system will play the Gone Home greeting up until 9:00 a.m. of each work day.

## Listening to Deleted Messages

The Telephony Office-LinX system allows you to recover messages that you have deleted on the current day.

► **To listen to a deleted message:**

1. Access your mailbox.
2. Press **6**. The system speaks the following menu:  
*For **Unread** messages, press **1***  
***Read** messages, press **2***  
*All messages, press **9***
3. Press **1**, **2**, or **9**. The system speaks the following menu:  
*For voice messages, press **1***  
*E-mail messages, press **2***  
*Fax messages, press **3***  
*All messages, press **9***
4. Press **1**, **2**, **3**, or **9**. The system allows you to replay all of the deleted messages.
5. You may now save or delete each message as you would from your message folders.

## Browsing Folders

You can use your telephone to browse your Web Client folders.

► **To browse a folder:**

1. Access your Mailbox.
2. Press **7**. The system prompts you to enter the folder number.
3. Enter the number of the folder that you want to browse.

4. To list sub-folders, press \* and follow the instructions.

## Auto Play Messages

This option automatically plays all messages that are in your mailbox.

▶ **To enable auto play:**

1. Access your mailbox.
2. Press **8**. The system plays all of the messages in your Inbox.

## Play Active Features

When you select **Active Features**, the system tells you all of the Telephony Office-LinX features that you have activated on your mailbox. For example, you can find out whether or not you have activated call screening.

▶ **To play your active features:**

1. Access your mailbox.
2. Press **9** to hear the active features. The system tells you all of the features that are either active or inactive. It then returns you to the Main Menu.



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## Message Menu Options

When you press **1** [listen to **Unread** Messages] or **2** [listen to **Read** Messages] from the **Main Menu**, the system places you in the **Message Menu**. From here, you can listen to your messages.

The following options from the **Message Menu**, are available for each message:

Key	Function	Details
1	Move message to Deleted folder	Moves the message to the Deleted Folder
2	Delete Message	Deletes the current message permanently.
3	Review Message	Replays the current message.
4	Forward Message	Forwards a copy of the message to another user (or list of users) with or without comments.
5	Reply to Message	This option allows you to reply to the message if another Telephony Office-LinX user sent the message internally.
6	Time and Date Stamp	Allows you to hear the original time and date of a message.
7	Deliver to Fax Machine	Allows you to print received fax messages.
*	Skip to Next Message	Skips this message and plays the next message.
#	Return to the Previous Menu	Returns you to the previous menu.

### Move Message to Deleted Folder

► **To move a message to your deleted folder:**

1. Press **1** [listen to **Unread** messages] or **2** [listen to **Read** messages].
2. Press **1** to move the selected message to your deleted folder.

### Delete Message

► **To delete a message:**

1. Press **1** [listen to **Unread** messages] or **2** [listen to **Read** messages].
2. Press **2** to delete the message.

**Note:** The system confirms that the message has been deleted.

### Review Messages

► **To review a message:**

1. Press **1** [listen to **Unread** messages] or **2** [listen to **Read** messages].
2. Press **3** to replay the selected message at anytime.

### Forward Message

You can forward a copy of a message to another user or list of users.

### Forward Message with a Comment

A forwarded message can include a separate message (known as a comment). The message is heard by the recipients before the forwarded message is played.

► **To forward a message:**

1. Press **1** to listen to **Unread** messages or **2** to listen to **Read** messages.
2. Press **4** to select the **Forward Message** option.
3. Enter the destination number. The system speaks the recipient's name if it has been recorded. Otherwise, it speaks the extension number.

**Note: To forward to a distribution list, press \* followed by your list number.**

4. Press **1** to forward the message with a comment.
5. Record the comment, and then press **#**.
6. Press **1** to send the message.
7. Press **2** to re-record the message.
8. Press **3** to review the message.
9. If you press **1**, the system prompts you to press **1** to send the message with normal delivery or **2** to send the message with standard delivery.
10. Press **1** or **2**. The system prompts you to press [**1** - Send Message Standard] or [**2** - Send Message Certified].
11. Press **1** or **2**. The system prompts you to enter the next recipient's mailbox number or press **#**.

### Forwarding a Message Without a Comment

You can forward a copy of a message to another user or a list of users without a comment.

► **To forward the message:**

1. Press **1** to listen to **Unread** messages or **2** to listen to **Read** messages.
2. Press **4** to select the destination mailbox.

3. Enter the destination number. The system speaks the recipient's name.

**Note: To forward to a distribution list, press \* followed by your list number.**

4. Press **2** to forward the message without a comment.
5. The system prompts you to press [**1** - Send Message Normal] or [**2** - Send Message Urgent].
6. Press **1** or **2**. The system prompts you to press [**1** - Send Message Standard] or [**2** - Send Message Certified].
7. Press **1** or **2**. The system prompts you to enter the next recipient's mailbox number or press **#**
8. Enter the next recipient's mailbox number, or press **#** to exit.

## Replying to a Message

You can reply to a message sent to your mailbox by a user on the Telephony Office-LinX system.

**Note: You cannot reply to a message from an outside caller.**

► **To reply to a message:**

1. Access your mailbox.
2. Press **1** to listen to **Unread** messages or press **2** to listen to **Read** messages.
3. Press one of the following keys:

Key	Function
1	Listen to voice messages
2	Listen to e-mail messages
3	Listen to fax messages

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## Message Menu

9	Listen to all messages
*	Cancel the message

- Listen to the message, and then press **5** to reply to it.
- Record your reply message, and then press **#**.
- Press one of the following keys:

Key	Function
1	Send the message
2	Re-record the message
3	Review the message
4	Continue recording the message
*	Cancel the message

- If you send the message, the system prompts you to press **1** to send the message with normal delivery or **2** to send the message with urgent delivery.

**Note: Sending a message marked as *Urgent* places your message in front of all other messages in the destination user's mailbox.**

- If you press either **1** or **2**, the system gives you to the following options:
  - [**1** – Send Message Standard] - Deliver the recorded message without verification.
  - [**2** – Send Message Certified] - Deliver the message certified. You will receive a message stating the day and time that your message was listened to.
- If you press **1**, the system tells you that the message has been sent, then prompts you to enter another recipient's mailbox number.
- If you press **2**, the system tells you that the message has been sent certified.

## Playing a Message's Date and Time Stamp

After you listen to a message, you can find out when the message was received by the Telephony Office-LinX system.

► **To play the date and time stamp:**

1. Access your mailbox.
2. Play a message, and then press **6**. The system plays the date and time of when the message was received.

## Delivering a Fax to a Fax Machine

When you receive fax messages, you can print the fax through a default fax machine or send the fax machine to another machine for printing.

► **To deliver a fax to a fax machine:**

1. Access your message menu options.
2. Select a message. The system plays the fax message status.
3. Press **7** to deliver fax to a fax machine.
4. Press **1** to send the fax message to the default fax machine (specified in the *Telephony Office-LinX Admin Fax Settings* section). The system confirms that the document has been sent.  
**or**
5. Press **2** to send the fax to another fax machine. The system prompts you to enter the Country code of the fax number.
6. Enter the Country code and press **#**. The system prompts you to enter the Area code of the fax number.
7. Enter the Area code and press **#**. The system prompts you to enter the Phone number of the fax number.
8. Enter the Phone number and press **#**. The system reviews the full fax number that you have specified.

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## *Message Menu*

9. If the number is correct, press **1**. The system confirms that the document has been sent. If the number is incorrect, press **2** and return to step **6**.

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## Mailbox Options Menu

When you press **4** from the Main Menu, the system places you in the **Mailbox Options Menu**.

Enter one of the following options:

<b>Key</b>	<b>Function</b>
<b>1</b>	Record Prompts
<b>2</b>	Notification Options
<b>3</b>	Call Transfer Options
<b>4</b>	Set Auto Forwarding
<b>5</b>	Distribution Maintenance
<b>6</b>	Set up Wakeup Call
<b>9</b>	Change the Password
<b>#</b>	Return to the previous menu

## Record Prompt Options

You can offer your callers five default options.

<b>Key</b>	<b>Function</b>
<b>1</b>	Try another extension.
<b>2</b>	Try extension again. <b>Note:</b> This key is valid only if the line is busy.
<b>3</b>	Send a pager message.
<b>4</b>	Page over the intercom.
<b>#</b>	Skip to the beep. <b>Note:</b> This option allows callers to bypass your greeting so that they can begin recording their message. Callers still need to press <b>#</b> when they finish recording.

To offer these options to callers, they must be present in your Personal Greetings.

**Note: Option 2 is only available if the voice mail and the telephone system is configured to allow busy signals.**

**Note: Options 3 and 4 must be activated by the system administrator before they can be used in your mailbox.**

### Record a Mailbox Greeting

Your greeting is a message that the caller hears when you are unable to take a call. For example, the *Busy Greeting* tells a caller that you are busy and cannot answer the phone.

**Note: When recording messages or greetings, ensure that the message or greeting is longer than 2 seconds in duration.**

► **To record your mailbox greetings:**

1. Access your mailbox.
2. Press **4** for Mailbox Options, and then **1** to record a personal greeting. The following greeting options are available:

**Note: If you previously recorded a greeting, the system plays that greeting.**

## Mailbox Options Menu

Key	Action	Function
1	Record Personal Greeting	<p>Record a greeting that a caller hears when you are in the office but away from your desk.</p> <p>Example: <i>"Hello, this is Fred Smith. I am in the office today but unable to answer your call right now. Please leave me a message and I will return your call as soon as I can. Thank you."</i></p> <p><b>Hint:</b> You may want to include some of the built-in options available to callers such as: <b>0</b> to go to the operator, <b>1</b> to try another extension, <b>2</b> to retry your extension, <b>3</b> to activate your pager, <b>4</b> to page you over the PA, <b>*</b> to disconnect, or <b>#</b> to skip to the beep.</p> <p><b>Note:</b> A No Answer greeting is the same as the Personal greeting.</p>
2	Record Busy Greeting	<p>This is the greeting that callers hear when you are in the office but on the telephone.</p> <p>Example: <i>"Hello, this is Fred Smith. I am on the telephone right now. Please leave me a message and I will return your call as soon as I can. Thank you."</i></p>
3	Record Gone Home Greeting	<p>This is the greeting that callers hear when you log out for the day.</p> <p>For example, <i>"Hello, this is Fred Smith. I have left for the day. Please leave me a message and I will return your call as soon as I can. Thank you."</i></p>
4	Record Name Prompt	<p>Record your name.</p> <p><b>Hint:</b> Your name recording should contain only your spoken name.</p>
5	Record Optional Prompt	<p>Record an optional greeting.</p> <p><b>Note:</b> You may record up to 99 additional personal greetings.</p>
6	Set Active Greeting	<p>This option allows you to activate one of your optional greetings.</p>

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## Mailbox Options Menu

<b>7</b>	Record Do Not Disturb Greeting	Record a greeting telling a caller that you cannot be disturbed. <b>Note:</b> This is the greeting that would be used while you are in the office, but on an important phone call or in a meeting.
<b>8</b>	Record Lunch Greeting	Record a greeting telling a caller that you are away having lunch.
<b>9</b>	Record Vacation Greeting	Record a greeting telling the caller that you are on vacation.
<b>0</b>	Record In Meeting Greeting	Record a greeting telling the caller that you are in a meeting
<b>*</b>	Record Out of Town Greeting	Record a greeting telling the caller that you are out of town.
<b>#</b>	For Mailbox Options	This option returns you to the Mailbox Options Menu.

**Note: If you pre-recorded a greeting, the system plays the greeting. Select a personal greeting to record.**

3. Select a mailbox greeting to record.
4. Record your message, and then press **#**. The system plays the message.
5. Select one of the following options:

Key	Function
<b>1</b>	Accept the greeting.
<b>2</b>	Re-record the greeting.
<b>3</b>	Delete the greeting.
<b>4</b>	Review the greeting.
<b>#</b>	Return to the previous menu.

6. After you have accepted the greeting, the system prompts you to record another greeting. Record another greeting or press # to return to the previous menu.

## Notification Menu Options

When you are away from your desk or out of the office, you often do not have any way of knowing if you have received an e-mail or voice message. Telephony Office-LinX has the ability to notify you if you have received a message. For example, when you have receive a voice mail message, you can instruct the system to notify you via an e-mail message or a call to your cell phone, home phone, pager, or another e-mail account.

When you receive an **Unread** message, Telephony Office-LinX can call you at your office extension, car phone, or home, or activate a voice, or numeric pager.

The system creates out-calling schedules in numerical order, starting with one.

The following table displays the **Notification Menu Options**:

Key	Menu Option	Function
1	Add a Notification Entry	Add an out-calling telephone number entry. Telephony Office-LinX prompts you to enter the telephone number, name, start time/date, and stop time/date for notification.
2	Modify an Existing Notification Entry	Change an existing notification entry.
3	Delete an Existing Notification Entry	Delete an existing notification schedule. <b>Note:</b> Press * to delete all notification schedules.
4	Listen to an Existing Notification Entry	Listen to an existing notification schedule.
5	Turn Notification On or Off	Enables (or disables) notification.
#	Return to the Previous Menu	Returns to the Mailbox Options Menu.

### Adding a Notification Entry

The Notification Entry feature allows you to assign a schedule to a particular notification phone number or e-mail address. For example, you can create a schedule instructing Telephony Office-LinX to call you on your cell phone Monday to Friday, between 6 pm and 11 pm, to let you know whether you have received any messages.

► **To add a notification entry:**

1. Access your mailbox.
2. Press **4** for Mailbox Options, and then **2** for Notification Menu Options.
3. Press **1**. The system prompts you to add a notification number.
4. Enter the telephone number that you want the system should call to notify you, and then press **#**.
5. The system speaks the number and prompts you to press **1** to confirm the number or **2** to re-record the number.
6. Press **1** to confirm the notification entry or **2** to re-enter the number.
  - If you press **1**, the system prompts you to confirm your selection.
  - If you press **2**, the system prompts you to re-enter the number.
7. Enter the 4-digit start time (2-digit hour, then minute), for message notification in military format. (Example, for 8:00 AM, enter **0800**).

**Warning: You must use 4 digits when specifying the time.**

8. Enter the 4-digit start date (2-digit month, then day) for message notification. You may enter the date (**mmdd**) or day of the week (Monday = **\*100**, Sunday = **\*700**, etc.).
9. Enter the 4-digit stop time, hour and minute for message notification in military format.
10. Enter the 4-digit stop date, month and day, for message notification.
11. The system speaks the notification, and then returns you to Notification Options.

### Creating a Pager Notification Entry

There is a special character used in the notification section that does not appear on the touch-tone telephone. This is the pause (,) character, which is used to add a small time delay when dialing.

When using a pager for notification, it is usually necessary to add a few pauses after the telephone number to allow time for the paging company's greeting to play before sending your mailbox number.

For each comma that you specify, the Telephony Office-LinX system pauses for 10 seconds. If a longer delayed is required, or if you wish to display a number other than your mailbox, contact your system administrator.

### Turning Notification On or Off

Once you have created a notification entry, you have the option of turning it on or off.

► **To turn notification on or off:**

1. Access your mailbox.
2. Press **4** for Mailbox Options, and then **2** for Notification Menu Options.
3. Press **9** to listen to Active Features.
4. Press **5** to turn notification on or off.

### Modifying a Notification Entry

Once you have created a notification, you have the option of modifying it.

► **To modify a notification entry:**

1. Access your mailbox.
2. Press **4** for Mailbox Options, and then **2** for Notification Menu Options.

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3. Press **2**. The system prompts you to enter the notification entry that you want to change.
4. Enter the notification entry number, and then press **#**.
5. The system speaks the number and prompts you to press **1** to confirm the number, or **2** to re-enter the number.
6. Press **1** to confirm the notification entry or **2** to re-enter the number.
  - If you press **1**, the system asks you if you are sure.
  - If you press **2**, the system prompts you to re-enter the number.
7. Make the required changes to the start and end time and the start and end date.
8. After you are finished, the system speaks the Notification Options Menu.

### Deleting a Notification Entry

You can delete any existing notification entry.

► **To delete a notification entry:**

1. Access your mailbox.
2. Press **4** for Mailbox Options, and then **2** for Notification Menu Options.
3. Press **3**. The system prompts you to enter the notification entry that you want to delete.
4. Enter the notification number.

**Hint:** To delete all notification entries, press **\***.

5. The system returns you to the Notification Options menu.

### Call Transfer Options

Transfer options instruct Telephony Office-LinX how to handle your calls.

► **To specify call transfer:**

1. Access your mailbox.
2. Press **4** for Mailbox Options, and then **3** for Call Transfer Options. The following call transfer menu options are available:

Key	Menu Option	Function
1	Turn Do Not Disturb On/Off	Change your Do Not Disturb setting. If Do Not Disturb is enabled, callers who select your extension will be notified that your party cannot be disturbed. They will then be prompted to leave a message.
2	Turn Call Screening On/Off	Change your Call Screening setting. If Call Screening is enabled, callers who select your extension hear <i>"May I say who is calling."</i> You hear <i>"You have a call from (Caller's Name) ...."</i>
3	Turn Pre-Paging On/Off	Change your Pre-Paging setting. If Pre-Paging is enabled, the call is announced over the office intercom before it is transferred to your extension.
4	Turn Post Paging On/Off	Change your Post-Paging setting. If Post-Paging is enabled, you are paged after the call is transferred to your extension. If your extension is busy or you do not answer it, the caller is forwarded to your mailbox. In your personal greeting, you must offer the caller the pre-defined option to page over the telephone intercom system. For example: <i>"To page me, press 4."</i> This is the only way that a caller is informed of the paging feature. The system does not have a pre-recorded prompt.

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5	Turn Call Queuing On/Off	Change your Call Queuing setting. If enabled, Call Queuing places incoming calls in a queue when your extension is busy. Callers are informed of their position in the queue and are given opportunities to either continue to hold or leave a voice message. Callers hear <i>"That extension is still busy...your call is being processed next...to try another extension, press 1; to remain on hold, press 2; to leave a message, press 5; or press * to exit."</i> <b>Note:</b> This feature is only available on phone systems that provide a busy tone.
6	Turn Call Forwarding On/Off	Change your Call Forwarding setting. If enabled, you are prompted to enter the extension number to have calls forwarded to.
#	Return to Options Menu	Return to the Options Menu.

3. Enter the call transfer option that you want. The system reads the status of your selection to you and then repeats all of the available options.
4. Repeat step 3 or press # to return to the Mailbox Options.

## Auto Forwarding

The Auto Forward option allows you to change how your messages are forwarded to another mailbox.

► **To specify auto forward:**

1. Access your mailbox.
2. Press 4 for Mailbox Options, and then 4 for Auto Forward. The system prompts you to enter the destination for the message.

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3. Enter the destination. The system prompts you to enter the 4-digit delay time, in hours and then minutes.
4. Enter the delay time. The system speaks the following message :  
*To delete messages after forwarding, press 1.*  
*To leave messages in your mailbox after forwarding, press 2.*
5. Press **1** or **2**. The system speaks the name of the mailbox user receiving the forwarded messages, and returns you to the Mailbox Options Menu.

## Distribution List Maintenance

Creating a distribution list is an easy way to send a message to a group of people. For example, if you send many voice mail messages to the sales team, you can create a distribution list that contains all sales team members so that you only need to send the message once.

**Note: This option allows you to create and maintain up to 99 distribution lists.**

► **To create a distribution list**

1. Access your mailbox.
2. Press **4** for Mailbox Options, and then **5** for Distribution List Menu.
3. Select one of the following keys from the Distribution List Menu:

Key	Menu Option	Function
<b>1</b>	Listen to Distribution List	Plays the distribution list.
<b>2</b>	Add Distribution List	Adds a name to the distribution list.
<b>3</b>	Modify Distribution List	Edits the distribution list.
<b>4</b>	Delete Distribution List	Deletes the list.
<b>#</b>	Return to previous menu	Returns you to the previous menu.

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## Mailbox Options Menu

4. Press **1** to review the existing distribution lists. The system speaks the number and name of each distribution list.
5. Press **2** to add a list. The system prompts you to enter the number of the distribution list to be added.

**Hint: Valid list numbers are from 1 to 99.**

6. Enter the number that you want associated with the new distribution list.

The system prompts you to record the name of the list at the tone.

7. Speak the name of the distribution list, then press **#**. The system speaks the name of the new distribution list back to you.
8. Press one of the following keys:

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Key	Menu Option	Function
<b>1</b>	Accept the name	Accepts the name of the new distribution list.
<b>2</b>	Re-record the list name	Re-records the name of the distribution list.
<b>#</b>	Return to the previous menu.	Returns to the previous menu.

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9. Press **1** to add a member to the list or **2** to continue.
10. Enter the mailbox number that you want to add. The system speaks the name of the mailbox, and then prompts you to enter another mailbox extension.
11. Enter another mailbox extension, or press **#** to return to the previous menu.

## Modifying a Distribution List

You can make changes to an existing distribution list.

► **To modify a distribution list:**

1. Access your mailbox.
2. Press **4** for Mailbox Options, then **5** for Distribution List Menu.

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3. Press **1** to review the existing distribution lists. The system speaks the names and number of each of your distribution lists.
4. Press **3** to modify a distribution list. The system prompts you to enter the number of the distribution you want to modify.
5. Enter the number of the distribution list. The system prompts you to press **1** if your selection is correct, or **2** to enter another distribution list number.
6. Press one of the following keys:

Key	Menu Option	Function
<b>1</b>	Listen to List Members	Allows you to add members to the list.
<b>2</b>	Add Members to Your List	Plays back the list members in the numerical order of their extensions.
<b>4</b>	Delete Members from Your List	Allows you to delete members from the list.
<b>5</b>	Modify List Name	Prompts you to record a new name for this distribution list.
<b>#</b>	Return to the Previous Menu	Returns you to the previous menu.

7. Make the necessary changes to the distribution list, then press **#** to return to the previous menu.

## Deleting a Distribution List

You can delete a distribution list.

► **To delete a distribution list:**

1. Access your mailbox.
2. Press **4** for Mailbox Options, and then **5** for Distribution List Menu.
3. Press **1** to review the existing distribution lists. The system speaks the number and name of each distribution list.
4. Press **4** to delete a distribution list. The system prompts you to enter the number of the distribution list that you want to delete.

5. Enter the distribution list number. The system speaks the name of the list that has been deleted.
6. Press # to return to the previous menu.

## Set Wake-up Call

The Telephony Office-LinX system can be programmed to provide a wake-up call to a specific number at a specific time.

### ► To add a wake-up call

1. Access your mailbox.
2. Press **4** for Mailbox Options, then **6** to **Set Wake-up Call**.
3. Press **1** to add a wake-up call.
4. Enter the telephone number for your wake-up call. The system will confirm the telephone number.
5. Press **1** if correct, otherwise press **2**.
6. Please enter the 4-digit wake-up call time [ 2-digit hour/minute].
7. Please enter the 4-digit wake-up call date [2-digit month/day]. The system will confirm that the wake-up call has been added.

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