

Telephony Office-LinX™

enterprise edition

POCKET USER GUIDE

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UNIFY & SIMPLIFY
all your daily communications

Congratulations on purchasing the Telephony Office-LinX Unified Messaging platform! You now have the power to manage your messages from a touch-tone telephone, networked PC, email client or wireless device.

Using the Telephony Office-LinX 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 **"Changing your password" on page 22.***

*For information on recording options, see **"Recording greetings" on page 20.***

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. Dial into the system.

From inside: _____

From outside: _____

2. 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.

3. Enter your mailbox number

4. Enter your password

Dialing the system

To access the 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.

Entering 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.

Entering 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

NOTE: The Options (Actions) detailed throughout this guide may be changed to suit your needs. Please refer to the [Server Configuration Guide](#) for more detailed information.

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 location
- 6 Listen to messages in your Deleted folder
- 7 Listen to future delivery messages
- 8 Review current availability and location
- 9 Call a contact

0 Return to auto attendant

***** Make current caller ID the default extension

Disconnect

1 | 2 | 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

[9] All messages

[#] Return to Main Menu

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] Certify message
- [0] Send recorded message in future
- [*] Cancel and exit
- [#] Return to Main Menu

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 19** 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:

- [*] Change availability
- [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] Change location to User Defined location
- [8] Review current availability and location
- [9] Return to Locations Calendar
- [#] Return to Main Menu

6 Listening to messages in your Deleted folder

When you press [6] from the Main Menu, your deleted messages are played. After a message is played, **“Message Menu”** options are offered (**page 12**).

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 9** for more information on changing your current location.

9 Calling a contact

Press [9] from the Main Menu to call a contact.

For more information on modifying contacts, see **“Specifying Notification Options” on page 20**.

0 Returning to the auto attendant

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

*** Making the caller ID your default extension**

Press [*****] from the Main Menu to make current caller ID default extension.

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 sender only
- 6 Time and Date
- 7 Deliver to fax machine or printer
- 8 Reply to sender and all recipients
- 9 Call back sender
- 0 Transfer to automated attendant
- * Skip to next message without changing status

 Return to Main Menu

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**] To Add comments

[**2**] To Forward without comments

Afterwards you must choose the destination then record the message (if you chose to do so). Once the message has been recorded 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
- [*] Cancel message and exit
- [#] Return to Main Menu

5 **Replying to sender only**

When you press [5] from the Message Menu you will be prompted to record your message. Afterwards, you are presented with the following options:

- [1] Send
- [2] Review
- [3] Re-record
- [4] Append to recorded message
- [5] Mark as 'Confidential'
- [6] Delete recipient
- [7] Add recipients

- [8] Mark as 'Urgent'
- [9] Certify message
- [0] Send in future
- [*] Cancel message and exit
- [#] Return to Main Menu

6 Reviewing time and date

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

7 Printing a fax

Press [7] from the Message Menu to send a fax to the printer.

8 Reply to sender and all recipients

You may use this option from the Message Menu to reply to all recipients of a message (original sender + yourself + all CC recipients). When you press [8] you will be prompted to record a message. Afterwards, you will be presented with the following options:

- [1] Send
- [2] Review
- [3] Re-record
- [4] Append to recorded message

- [5] Mark as 'Confidential'
- [6] Delete recipient
- [7] Add recipients
- [8] Mark as 'Urgent'
- [9] Certify message
- [0] Send in future
- [*] Cancel message and exit
- [#] Return to Main Menu

9 Calling back the sender

Press [9] from the Message Menu to call back the message sender.

0 Transferring to the automated attendant

Press [0] from the Message Menu to be transferred to the automated attendant.

*** 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.

Returning to the Main Menu

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

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

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 Options
- 6 Browse folders
- 7 Play active options
- 8 Set wakeup call
- 9 Change password
- * Recall a caller
- # Return to Main Menu

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 Customised 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]** Add a notification entry
- [2]** Modify an existing notification entry
- [3]** Delete a notification entry

- [4] Review notifications
- [5] Turn notification on/off
- [#] Return to Mailbox Options Menu

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
- [2] Turn Pre-paging on/off
- [3] Turn Post-paging 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 lists
- [2] Add a list
- [3] Modify a list
- [4] Delete an existing list
- [#] Return to Mailbox Options Menu

6 Browse folders

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.

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 password
- [2] Set a new 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.

