Telephony
Office-LinX™
enterprise edition

Telephone User Guide

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MOBILITY   PRESENCE   MESSAGING

UNIFY & SIMPLIFY
all your daily communications

Telephone User Guide

This guide provides detailed instructions on using the Telephony Office-LinX (TOL) messaging system on your telephone.

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

☑ This document covers the default TOL system telephone user interface options only. Your system may have been customized for a different configuration. See your system administrator for details if your mailbox commands differ from this document.

Summary of Features

Using the Telephony Office-LinX system, you can:

- ◆ screen and forward calls to other extensions
- ◆ send a single message to multiple users
- ◆ create up to 99 personal distribution lists
- ◆ label messages as urgent, certified, or private
- ◆ save, delete, forward or reply to messages
- ◆ control message playback (pause, rewind, fast-forward, speed up, and slow down the playback of messages)
- ◆ be notified of messages through a message light, beeper, or another phone in your office, home, or car

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Telephony Office-LinX

1 Accessing a Mailbox

Chapter Summary

1

Accessing a Mailbox

Many Telephony Office-LinX features are available by using a telephone keypad. If you are already familiar with the system, you can barge through the voice prompts.

Before You Begin

Before you can use the Telephony Office-LinX system, you need to obtain the following information from your system administrator:

- internal extension to access the system
- telephone number to access TOL from outside of the office
- your mailbox number (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, the system initializes a personal tutorial that guides you through the setup of your mailbox.

To begin the tutorial, dial the system extension from your desk phone.

Depending on the system setup, the system will either:

- ask you to enter your password

  If you are asked to enter your password, then enter <**1111**>, or the password that your System Administrator provided.

  OR
- play the standard greeting (Auto Attendant).

  If you hear the Auto Attendant, then press the **#** key to login, enter your mailbox number and follow the instructions.

The tutorial is divided into three (3) sections:

- **Password:** This section of the tutorial guides you through the password setup process.

  ☑ **Notes:** The initial default password is **1111**. It must be changed to ensure privacy and security.

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

  ☑ **Notes:** The Personal Greetings also includes the Busy greeting.

- **Name Recording:** This section of the tutorial guides you through the recording of your name. This is the prompt the system uses to identify you to both outside and inside callers.

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Accessing Your Mailbox

A mailbox is a compartment within the Telephony Office-LinX system in which your messages are stored and from which you can customize how your calls and messages are handled.

→ **To access your mailbox when the system does not recognize you as a subscriber:**

1. Dial into the system.

    To access the system as a user, call just as you would call anyone else in your company with a telephone extension number. Your system administrator will provide you with the extension number for the system.

    Dial this extension number whenever you want to call the system from inside your company.

    You can also call the system from outside your company by dialing your company's automated attendant.

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 to leave you a message. Your system administrator will provide you with your personal mailbox number.*

4. The system prompts you to enter your password. Enter **1111** as your initial password.

    ☑ **Notes:** Your password remains as **1111** until you change it. To keep your mailbox secure, immediately change your password and ensure that you keep your new password private.

5. The system places you at the Main Menu, and tells you the number of unread (new) and read (saved) messages you have in your mailbox. *For instructions on how to manage your messages, refer to Chapters 2 and 3 of this guide.*

→ **To access your mailbox when the system recognizes you as a subscriber:**

1. The system prompts you to enter your password.

2. Enter **1111** as your initial password.

    ☑ **Notes:** Your password will remain as **1111** until you change it. To keep your mailbox secure, immediately change your password and ensure that you keep your new password private.

    The system places you at the Main Menu, and tells you the number of unread (new) and read (saved) messages that you have in your mailbox.

    ☑ **Notes:** If you are calling the system from another subscriber's telephone, you will need to return to the Auto Attendant to login. Press **0** when you are prompted for a password, and then press # at the Auto Attendant. Enter your mailbox number and follow Steps 1-3 as described above.

2 Main Menu

Chapter Summary

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Main Menu

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.

Before presenting you with the Main Menu options, the system will do two (2) things:

- give you a message count (unread and read)

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

Key	Function
1	Listen to unread messages
2	Listen to read messages
3	Send a message
4	Mailbox Options
5	Change your location
6	Listen to messages in your Deleted folder
8	Review current availability and location
9	Call a contact
0	Return to auto attendant
*	Make current caller ID default extension
#	Disconnect

Listening to Unread Messages

→ **To listen to unread messages:**

1. Access your mailbox.
2. Press [**1**] from the Main Menu.
3. When prompted, press one of the following keys:

Key	Function
1	For voice messages
2	For email messages
9	For all messages
#	Return to previous menu

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

☑ **Notes:** The filter feature can be configured in the Customize TUI 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 Server Configuration Guide.

Listening to Read Messages

→ **To listen to read messages:**

1. Access your mailbox.
2. Press [**2**] from the Main Menu.

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3. When prompted, press one of the following keys:

Key	Function
1	For voice messages
2	Email messages
9	All messages
#	Return to Main Menu

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

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

Sending a Message

→ **To send a message:**

1. Access your mailbox.
2. Press [**3**] from the Main Menu. You are presented with the following options:
    (**a**) Enter the destination number
    (**b**) Press [*****] to dial the number by name
    (**c**) Say the name of the person you want to send the message to
3. The mailbox/user you specify will be repeated back to you. Press [**1**] to confirm and proceed to Step 4; otherwise, press [**2**] and go back to Step 2.
4. You are presented with the following options:
    (**a**) Enter another destination number
    (**b**) Press [*****] to dial the number by name
    (**c**) Say the name of the person you want to the send the message to
    (**d**) Press [**#**] when finished
5. When you are finished adding recipients, press [**#**].
6. Record your message at the tone, pressing [**#**] when finished. You are now presented with the following options:

Key	Function
1	Send message
2	Review message
3	Re-record message
4	Append to message
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

7. Do one of the following:
    ◆ Press [**1**] to send your message now, to the recipient(s) you have specified.
    ◆ Press [**2**] to review (listen to) your message.

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- Press [**3**] to re-record your message.
- Press [**4**] to append (add to) to your message. Record your message when you hear the tone; Press [**#**] when finished.
- Press [**5**] to mark your message 'Confidential'.
- Press [**6**] to delete one or more message recipients.
- Press [**7**] to add a message recipient.
- Press [**8**] to mark the message 'Urgent'.
- Press [**9**] to mark the message 'Certified'.
- Press [*****] cancel message and exit.
- Press [**#**] to return to the Main Menu.
- Press [**0**] to send the message at a later date.

  Example for Key [0]: If you wanted a message to be sent out at 4:15 PM on Monday, December 5, 2007, you would enter the following sequence:

  07 - to represent '2007'
  12 - to represent December, the twelfth month
  05 - to represent the 5th day of December
  16 - to represent the 16th hour in the day (4 PM)
  15 - to represent the 15th minute of the 16th hour (4:15 PM)

  The system repeats what you specified: "Your message will be delivered on December 5, 2007 at 4:15 PM." If the time is correct, press [**1**]; otherwise, press [**2**] to re-enter.

Accessing Mailbox Options

Press [**4**] from the Main Menu to be taken to the Mailbox Options Menu. See Chapter 4 for detailed information on Mailbox Options Menu functionality.

Key	Function
1	Record Greetings
2	Notification Options
3	Call Transfer Options
4	Change Auto Forwarding
5	Distribution List Maintenance
6	Browse Folders
7	Play Active Options
8	Set Wakeup Call
9	Change Password
*	Recall a Caller
#	Return to Main Menu

Changing Your Location

→ **To change your location:**

1. Access your mailbox.

2. Press [**5**] from the Main Menu. You are presented with the following options:

Key	Function
*	Change availability
1	Change location to In Office
2	Change location to Away on Business
3	Change location to At Home

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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	Go back to Locations Calendar
#	Return to Main Menu

3. You have the following options:

    ♦ Press [*****] to toggle your availability between 'available' and 'unavailable'.

    ♦ Press [**1**] to change your current location to In Office.

    ♦ Press [**2**] to change your current location to Temporary.

    ♦ Press [**3**] to change your current location to At Home.

    ♦ Press [**4**] to change your current location to Meeting.

    ♦ Press [**5**] to change your current location to At Lunch.

    ♦ Press [**6**] to change your current location to Vacation.

    ♦ Press [**7**] to change your current location to one of your defined locations.

    ♦ Press [**8**] to review your current availability and location.

☑ **Notes:** A User Defined Location is any location you created especially for you and your situation. An example of such a location would be **In Paris Office** or **At Sales Meeting**.

☑ **Notes:** Locations are maintained from Web Client. Refer to the Client Applications Guide for detailed Web Client information.

    ♦ Press **[9]** to go back to your Locations Calendar.

    ♦ Press [**#**] to return to the Main Menu.

Listening to Deleted Messages

Press [**6**] from the Main Menu to listen to messages that are in your Deleted folder.

→ **To listen to a deleted message:**

1. Access your mailbox.

2. Press [**6**]. When prompted, press one of the following keys:

Key	Function
1	For unread messages
2	For read messages
3	For all messages
#	Return to previous menu

3. After listening to a message, you can save or delete it permanently as you would from your message folders.

Reviewing Your Current Availability and Location

Press [**8**] to review your current availability and location. The system will play your current availability and location: "You are (un)available and your current location is _____".

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Calling a Contact

→ **To call a contact:**

1. Access your mailbox.
2. Press [**9**] from the Main Menu. You will hear the following:

   Say the name of the person you wish to call, or enter the digits that correspond to the first few letters of that person's first or last. For the letter 'Q' or 'Z', press [**1**].

3. Enter the digits that correspond to the first few letters of first or last name of the person you want to call. For example, if you are trying to reach 'Robert Sledge', you might type in **753** ('7' for 'S', '5' for 'L', '3' for E).

3   Message Menu

Chapter Summary

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Message Menu

The Message Menu allows you to manage your messages according to your specific needs. Once you have listened to a read or unread message, you are prompted by the following options in the Message Menu.

Key	Function (Action)
1	Save message
2	Move message to Deleted folder
3	Review message
4	Forward message
5	Reply to sender only
6	Time and Date
8	Reply to sender and all recipients
9	Call back sender
*	Skip to next message without changing status
#	Return to Main Menu

☑ **Notes:** Pressing [0] will return you to the automated attendant.

Control Keys

While listening to a message, you can activate several playback options:

Keys	Function
7	Rewind message
8	Pause message
9	Fast forward message

Saving a Message

To save a message in your inbox, press [**1**] after the message is finished playing. The system will save the message and begin playing the next message in your inbox.

Moving a Message to Your Deleted Folder

To move a message to your Deleted folder, press [**2**] after the message is finished playing. The system will move the message to your Deleted folder and begin playing the next message in your inbox.

☑ **Notes:** You can move a message back to your inbox from your Deleted folder. For information on performing this task please refer to the section on **Listening to Deleted Messages on page 11**.

Reviewing a Message

To review (listen to) a message in your inbox, press [**3**].

Forwarding a Message

You can forward a message to other users, with or without a comment.

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Forwarding a Message With a Comment

A forwarded message can include a separate message (known as a comment) that is attached to it. The comment message is heard by the recipient(s) first before the forwarded message is played.

→ **To forward a message:**

1. After listening to a message, press [**4**].
2. Press [**1**] to forward the message with a comment.

   ☑ **Notes:** For information on forwarding a message without an attached comment, refer to **Forwarding a Message Without a Comment on page 16**.

3. You are presented with the following options:

   (**a**) Enter the destination number
   (**b**) Press [*****] to dial the number by name
   (**c**) Say the name of the person you want to send the message to

   ☑ **Notes:** To exit message forwarding and return to the message, press [**#**].

4. The mailbox/user you specify will be repeated back to you. Press [**1**] to confirm and proceed to step 5; otherwise, press [**2**] and go back to step 3.
5. You are presented with the following options:

   (**a**) Enter another destination number
   (**b**) Press [*****] to dial the number by name
   (**c**) Say the name of the person you want to the send the message to
   (**d**) Press [**#**] when finished

6. When you are finished adding recipients, press [**#**].
7. Record your message at the tone, pressing [**#**] when finished. You are now presented with the following options:

Key	Function
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 the Main Menu

8. Do one of the following:
   - Press [**1**] to forward your message now, to the recipient(s) you have specified.
   - Press [**2**] to review (listen to) your message.
   - Press [**3**] to re-record your message.
   - Press [**4**] to append (add to) to your message. Record your message when you hear the tone; Press [**#**] when finished.
   - Press [**5**] to mark your message 'Confidential'.
   - Press [**6**] to delete one or more message recipients.
   - Press [**7**] to add a message recipient.
   - Press [**8**] to mark the message 'Urgent'.

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- Press [**9**] to mark the message 'Certified'.
- Press [**0**] to forward the message at a later date.
- Press [**#**} to return to the Main Menu.

    EXAMPLE: If you wanted a message to be forwarded at 4:15 PM on Monday, December 5, 2007, you would enter the following sequence:

    07 - to represent '2007'
    12 - to represent December, the twelfth month
    05 - to represent the 5th day of December
    16 - to represent the 16th hour in the day (4 PM)
    15 - to represent the 15th minute of the 16th hour (4:15 PM)

    The system repeats what you specified: "Your message will be delivered on December 5, 2007 at 4:15 PM." If the time is correct, press [**1**]; otherwise, press [**2**] to re-enter.

Forwarding a Message Without a Comment

You can forward a message to another user or a list of users without any comments attached to it.

→ **To forward the message:**

1. After listening to a message, press [**4**].
2. Press [**2**] to forward the message without a comment.

☑ **Notes:** For information on forwarding a message with an attached comment, refer to **Forwarding a Message on page 14**.

3. You are presented with the following options:

    (**a**) Enter the destination number
    (**b**) Press [*****] to dial the number by name
    (**c**) Say the name of the person you want to send the message to

☑ **Notes:** To exit message forwarding and return to the message, press [**#**].

4. The number you enter will be repeated back to you. Press [**1**] to confirm and proceed to Step 5; otherwise, press [**2**] and go back to Step 3(a).
5. You are presented with the following options:

    (**a**) Enter another destination number
    (**b**) Press [*****] to dial the number by name
    (**c**) Say the name of the person you want to the send the message to
    (**d**) Press [**#**] when finished
6. When you are finished adding recipients, press [**#**]. You are now presented with the following options:

Key	Function
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 the Main Menu

7. You have the following options:

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- Press [**1**] to send your message now, to the recipient(s) you have specified.
- Press [**2**] to review (listen to) your message.
- Press [**3**] to re-record your message.
- Press [**4**] to append (add to) to your message. Record your message when you hear the tone; Press [**#**] when finished.
- Press [**5**] to mark your message 'Confidential'.
- Press [**6**] to delete one or more message recipients.
- Press [**7**] to add a message recipient.
- Press [**8**] to mark the message 'Urgent'.
- Press [**9**] to mark the message 'Certified'.
- Press [**0**] to send the message at a later date.
- Press [*] to cancel message and exit.
- Press [**#**] to return to the Main Menu.

    EXAMPLE: If you wanted a message to be sent out at 4:15 PM on Monday, December 5, 2007, you would enter the following sequence:

    07 - to represent '2007'
    12 - to represent December, the twelfth month
    05 - to represent the 5th day of December
    16 - to represent the 16th hour in the day (4 PM)
    15 - to represent the 15th minute of the 16th hour (4:15 PM)

    The system repeats what you specified: "Your message will be delivered on December 5, 2007 at 4:15 PM." If the time is correct, press [**1**]; otherwise, press [**2**] to re-enter.

Replying to a Message (Sender only)

You can reply to a message that was sent to your mailbox.

☑ **Notes:** You can not reply to a voice message from an outside caller.

→ **To answer a message:**

1. After listening to a message, press [**5**]. The system prompts you to record your reply. Record your message and then press **#**. The system prompts you with the following options:

Key	Function
1	Send
2	Review
3	Re-record
4	Append to recorded message
5	Mark 'Confidential'
6	Delete Recipient
7	Add recipients
8	Mark 'Urgent'
9	Certify message
0	Send in future
*	Cancel message and exit
#	Return to Main Menu

2. Select the desired action to continue.
3. The system confirms that the message has been sent.

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Check on Message Time and Date

To check on the time and date of the message, let a message play through and then press [**6**]. The time and date the message was received in your inbox will be played.

Print Fax

→ **To print a fax:**

1. After listening to a message, press [**7**]. You are presented with the following options:

Key	Function
1	Send to default fax machine
2	Select different fax number
3	Print fax to a printer
#	Return to previous menu

2. Do one of the following:
   - Press [**1**] to send the fax to the default fax machine
   - Press [**2**] to send the fax to a different fax machine. Enter the following:

     a) the country code of the machine, followed by [**#**]
     b) the area code of the machine, followed by [**#**]
     c) the telephone number of the machine, followed by [**#**]
   - Press [**1**] to confirm the fax machine number; or press [**2**] to re-enter it.
   - Press [**3**] to print the fax to a printer

Reply to Sender & All Recipients

To reply to all recipients of a message (original sender + you + all CC recipients), press [**8**]. You will be prompted as follows: "Begin speaking at the tone. Press [#] when finished."

Key	Function
1	Send
2	Review
3	Re-record
4	Append to recorded message
5	Mark 'Confidential'
6	Delete Recipient
7	Add recipients
8	Mark 'Urgent'
9	Certify message
0	Send in future
*	Cancel message and exit
#	Return to Main Menu

Calling Back a Message Sender

To call back a message sender, press [9]. Then perform one of the following:
   - Press [**1**] to call the sender back at the current extension

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- Press [**2**] to call the sender back at a different number. Do the following:

  Enter the sender's country code, then press [**#**]
  Enter the sender's area code, then press [**#**]
  Enter the sender's telephone number, then press [**#**]

Skipping to Next Message Without Changing Status

Press [*****] to skip to the next message in the queue without changing the read/unread status of the original message.

Returning to the Main Menu

Press [**#**] to return to the Main Menu.

4 Mailbox Options Menu

Chapter Summary

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Mailbox Options Menu

The Mailbox Options Menu provides features to customize your mailbox according to your specific preferences and needs.

To access this menu, press [**4**] from the Main Menu. You will be presented with the following options:

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

☑ **Notes:** Pressing [0] will return you to the automated attendant.

Recording a Greeting

The Record Menu allows you to record greetings. From the Mailbox Options Menu, press [**1**]. You will be presented with the following options:

Key	Function
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

Changing your Personal Greeting

→ **To change your Personal Greeting:**

1. From the Mailbox Options Menu, press [**1**].

2. From the Record Menu, press [**1**]. You are presented with the following options:

Key	Function
1	Review current greeting
2	Record new greeting
Any other key	Keep current recording

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3. Do one of the following:

◆ Press [**1**] to review (listen to) the current greeting, then either [**1**] to accept it, [**2**] to re-record it, [**3**] to delete it, [**4**] to review it again or [**#**] to return to the previous menu.

◆ Press [**2**] to record the greeting, then either [**1**] to accept it, [**2**] to re-record it, [**3**] to delete it, [**4**] to to review it again or [**#**] to return to the previous menu.

◆ Press any other key (other than [**1**] or [**2**]) to keep the current greeting and return to the previous menu.

☑ **Notes:** The system will automatically begin playing your greeting as it was last recorded. If no greeting has been recorded, then the "Nothing recorded" prompt will be heard.

☒ **Hint:** You can "barge in" on message playback by pressing [**2**]. This allows you to begin re-recording your greeting before the system has finished playback.

Changing your Busy Greeting

→ **To change your Busy Greeting:**

1. From the Mailbox Options Menu, press [**1**].

2. From the Record Menu, press [**2**]. You are presented with the following options:

Key	Function
1	Review current greeting
2	Record new greeting
Any other key	Keep current recording

3. Do one of the following:

◆ Press [**1**] to review (listen to) the current greeting, then either [**1**] to accept it, [**2**] to re-record it, [**3**] to delete it, [**4**] to review it again or [**#**] to return to the previous menu.

◆ Press [**2**] to record the greeting, then either [**1**] to accept it, [**2**] to re-record it, [**3**] to delete it, [**4**] to to review it again or [**#**] to return to the previous menu.

◆ Press any other key (other than [**1**] or [**2**]) to keep the current greeting and return to the previous menu.

☑ **Notes:** The system will automatically begin playing your greeting as it was last recorded. If no greeting has been recorded, then the "Nothing recorded" prompt will be heard.

☒ **Hint:** You can "barge in" on message playback by pressing [**2**]. This allows you to begin re-recording your greeting before the system has finished playback.

Changing your Unavailable Greeting

→ **To change your Unavailable Greeting:**

1. From the Mailbox Options Menu, press [**1**].

2. From the Record Menu, press [**3**]. You are presented with the following options:

Key	Function
1	Review current greeting
2	Record new greeting
Any other key	Keep current recording

3. Do one of the following:

◆ Press [**1**] to review (listen to) the current greeting, then either [**1**] to accept it, [**2**] to re-record it, [**3**] to delete it, [**4**] to review it again or [**#**] to return to the previous menu.

◆ Press [**2**] to record the greeting, then either [**1**] to accept it, [**2**] to re-record it, [**3**] to delete it, [**4**] to to review

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it again or [**#**] to return to the previous menu.

◆ Press any other key (other than [**1**] or [**2**]) to keep the current greeting and return to the previous menu.

☑ **Notes:** The system will automatically begin playing your greeting as it was last recorded. If no greeting has been recorded, then the "Nothing recorded" prompt will be heard.

☒ **Hint:** You can "barge in" on message playback by pressing [**2**]. This allows you to begin re-recording your greeting before the system has finished playback.

Changing your Name Greeting

→ **To change your Name Greeting:**

1. From the Mailbox Options Menu, press [**1**].

2. From the Record Menu, press [**4**]. You are presented with the following options:

Key	Function
1	Review current greeting
2	Record new greeting
Any other key	Keep current recording

3. Do one of the following:

◆ Press [**1**] to review (listen to) the current greeting, then either [**1**] to accept it, [**2**] to re-record it, [**3**] to delete it, [**4**] to review it again or [**#**] to return to the previous menu.

◆ Press [**2**] to record the greeting, then either [**1**] to accept it, [**2**] to re-record it, [**3**] to delete it, [**4**] to to review it again or [**#**] to return to the previous menu.

◆ Press any other key (other than [**1**] or [**2**]) to keep the current greeting and return to the previous menu.

☑ **Notes:** The system will automatically begin playing your greeting as it was last recorded. If no greeting has been recorded, then the "Nothing recorded" prompt will be heard.

☒ **Hint:** You can "barge in" on message playback by pressing [**2**]. This allows you to begin re-recording your greeting before the system has finished playback.

Recording your Personal Greeting for an Internal Caller

→ **To change your Personal Greeting for an internal caller:**

1. From the Mailbox Options Menu, press [**1**].

2. From the Record Menu, press [**5**]. You are presented with the following options:

Key	Function
1	Review current greeting
2	Record new greeting
Any other key	Keep current recording

3. Do one of the following:

◆ Press [**1**] to review (listen to) the current greeting, then either [**1**] to accept it, [**2**] to re-record it, [**3**] to delete it, [**4**] to review it again or [**#**] to return to the previous menu.

◆ Press [**2**] to record the greeting, then either [**1**] to accept it, [**2**] to re-record it, [**3**] to delete it, [**4**] to to review it again or [**#**] to return to the previous menu.

◆ Press any other key (other than [**1**] or [**2**]) to keep the current greeting and return to the previous menu.

☑ **Notes:** The system will automatically begin playing your greeting as it was last recorded. If no greeting has

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been recorded, then the "Nothing recorded" prompt will be heard.

☒ **Hint:** You can "barge in" on message playback by pressing [**2**]. This allows you to begin re-recording your greeting before the system has finished playback.

Recording your Busy Greeting for an Internal Caller

→ **To change your Busy Greeting for an internal caller:**

1. From the Mailbox Options Menu, press [**1**].

2. From the Record Menu, press [**6**]. You are presented with the following options:

Key	Function
1	Review current greeting
2	Record new greeting
Any other key	Keep current recording

3. Do one of the following:

◆ Press [**1**] to review (listen to) the current greeting, then either [**1**] to accept it, [**2**] to re-record it, [**3**] to delete it, [**4**] to review it again or [**#**] to return to the previous menu.

◆ Press [**2**] to record the greeting, then either [**1**] to accept it, [**2**] to re-record it, [**3**] to delete it, [**4**] to to review it again or [**#**] to return to the previous menu.

◆ Press any other key (other than [**1**] or [**2**]) to keep the current greeting and return to the previous menu.

☑ **Notes:** The system will automatically begin playing your greeting as it was last recorded. If no greeting has been recorded, then the "Nothing recorded" prompt will be heard.

☒ **Hint:** You can "barge in" on message playback by pressing [**2**]. This allows you to begin re-recording your greeting before the system has finished playback.

Record customized greetings

→ **To record customized greetings**

1. From the Mailbox Options Menu, press [**1**].

2. From the Record Menu, press [**8**]. You are presented with the following options:

Key	Function
1	Add a wakeup call
#	Return to previous menu

Record more greetings

→ **To record more greetings:**

1. From the Mailbox Options Menu, press [**1**].

2. From the Record Menu, press [**9**]. You are presented with the following options:

Key	Function
1	Record In Office Greeting
2	Record Meeting Greeting
3	Record At Home Greeting

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4	Record **Away on Business** Greeting
6	Record Vacation Greeting
7	Record Extended Absence Greeting
8	Record **Temporary** Greeting
9	Record At Lunch Greeting
#	Record Greetings

3. Do one of the following:

- ♦ Press [**1**] to record an In Office Greeting
- ♦ Press [**2**] to record a Meeting Greeting
- ♦ Press [**3**] to record an At Home Greeting
- ♦ Press [**4**] to record an Away on Business Greeting
- ♦ Press [**6**] to record an Vacation Greeting
- ♦ Press [**7**] to record an Extended Absence Greeting
- ♦ Press [**8**] to record a Temporary Greeting
- ♦ Press [**9**] to record an At Lunch Greeting
- ♦ Press [**#**] to return to the Record Menu. See **Recording a Greeting on page 21**.

Setting Your Notification Options

→   **To set your notification options:**

1. From the Mailbox Options Menu, press [**2**]. You are presented with the following options:

Key	Function
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

2. Select the desired action and follow the system prompts to set up your notification options.

Setting Call Transfer Options

1. From the Mailbox Options Menu, press [**3**]. You are presented with the following options:

Key	Function
1	Turn Call Screening on/off
2	Turn Call Queuing on/off
3	Turn Call Forwarding on/off
#	Return to Mailbox Options

2. Select the desired action and follow the system prompts to set up your Call Transfer options.

☑ **Notes:** Your system administrator must already have enabled Call Forwarding and Call Screening for your mailbox(es) in order for you to be able to set your Call Transfer options.

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Changing Auto Forwarding

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

→ **To specify auto forwarding:**

1. From the Mailbox Options Menu, press [**4**].
2. When prompted, enter the destination mailbox number.
3. When prompted, enter the 4-digit delay time (hours, then minutes). You are presented with the following options:
   - If you want messages to be deleted upon forwarding, press [**1**].
   - If you do NOT want messages to be deleted upon forwarding, press [**2**].
4. Press 1 or 2. The system speaks the name of the mailbox that will receive forwarded messages, then returns you to the Mailbox Options Menu.

Creating a Distribution List

→ **To create a distribution list:**

1. From the Mailbox Options Menu, press [**5**]. You are presented with the following options:

Key	Function
1	Review a list
2	Add a list
3	Modify a list
4	Delete an existing list
#	Return to Mailbox Options

2. Press [**2**]. You are now prompted to enter a number for the distribution list.
3. Enter a number for the distribution list. You are now prompted to record a name for the distribution list. Press [#] when completed.
4. Record a name for the list. You can now add members to your distribution list. Press [**2**] to begin adding users to the distribution list.
5. Enter the numbers or names of the users you wish to add.
6. When you have finished adding users to the distribution list, press [**#**].

Browse Folders

→ **To browse folders:**

1. From the Mailbox Options Menu, press [**6**].
2. Enter the desired folder number.
3. Press [*] to list subfolders.

Playing Active Options

→ **To play Active Options:**

1. From the Mailbox Options Menu, press [**7**].

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Setting a Wake-Up Call

→ **To set a wakeup call:**

1. From the Mailbox Options Menu, press [**8**].
2. Press [**1**] to add a wakeup call and proceed to Step 3
   OR
   Press [**#**] to return to the Mailbox Options Menu.
3. Specify the following:
   > Enter a country code for the wakeup call, then press [**#**].
   > Enter a area code for the wakeup call, then press [**#**].
   > Enter a telephone number for the wakeup call, then press [**#**].
4. The system will now confirm the telephone number. If it is the correct number, press [**1**] and proceed to Step 5; otherwise, press [**2**] and go back to Step 3.
5. Enter the 4-digit wakeup call time (2-digit hour + 2-digit minute).
6. Enter the 4-digit wakeup call date (2-digit month + 2-digit day).
7. The system will now confirm what you have specified for the wakeup call.

Setting a New Password

→ **To set a new password:**

1. From the Mailbox Options Menu, press [**9**]. You are presented with the following options:

Key	Function
1	Listen to existing password
2	Set a new password
#	Return to Mailbox Options

2. Press [**2**].
3. Enter a password (4-15 digits in length), then [**#**].
4. Re-enter the new password, then press [**#**]. The new password will be active the next time you log in to the system over the telephone.

Recalling a Caller

→ **To recall a caller:**

1. Press [*****] from the Mailbox Options Menu to recall a caller.

Returning to Main Menu

Press [**#**] to return to the Main Menu.

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