Esnatech Office-LinX Voicemail (ESNA) Quick Reference Guide

User voicemail extension: _____

User Name: _____

Welcome

Congratulations! You have a new voice mailbox an Esnatech Office-LinX (ESNA). The ESNA voicemail system allows you to effectively handle calls and messages quickly and efficiently. You can access your voice messages from your touch-tone telephone, 24 hours a day.

Things you need to know about the new ESNA voicemail system:
1. **You will need to re-record your personal greetings**
2. **Your 1st time password in ESNA is: ****#**
3. **Messages that reside in your old voicemail box will not transfer to your new mailbox. *You may continue to access the old system to listen to old messages, however, all new voicemail messages will be in your new ESNA mailbox.***

Getting Started – The Tutorial

The first time you call into your mailbox, you will be greeted with a tutorial. This will walk you, step-by-step, through setting up a password, recording your greetings, recording your name, and entering the digits of your name to put you in the company directory.

If you accidentally exit from the tutorial and need to go through it again, simply ask your IT Service Desk to activate it for you again. Or, you can access your mailbox at any time and change any of your options.

Accessing Your Mailbox

Many of the features in Telephony Office-Linx require you to access 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. To access your mailbox:

Dial the ESNA voicemail

system: From inside: ****

From outside: *-***-***-****

From your own phone:
1. Dial **** (*wait for voicemail to answer*)
2. Enter your password, then **#**
   a. 1st time password: ****
      To keep your mailbox secure, you should change your password to a number that only you know.
3. You are placed at the Main Menu.

From another phone:
1. Dial ****
2. Press **0#**
3. Enter your extension.
4. Enter your password, then **#**
   a. 1st time password: ****
      To keep your mailbox secure, you should change your password to a number that only you know.
5. You are placed at the Main Menu.

From outside the office:
1. Dial 1-810-341-****
2. Press **#**
3. Enter your extension.
4. Enter your password, then **#**
   a. 1st time password: ****
      To keep your mailbox secure, you should change you're to a number that only you know.
5. You are placed at the Main Menu.

Exiting your Mailbox Anytime, Anywhere

To exit from any menu at any time, simply press **#**. To exit from your mailbox completely, press **#** numerous times (once for each level of the menu you are in), or simply hang up.

Transfer Callers to Voicemail:
1. Press ✉ **MESSAGE**
2. Dial extension number of mailbox you wish to transfer to.
3. Hang up.

To change your Personal Greeting:
- Press U (**8**) for user options
- Press G (**4**) to record a greeting

You will hear the following prompts:
- Press P (**7**) to change your Primary Greeting
- Press B (**2**) to change your Busy Greeting
- Press O (**6**) to record you Optional Greeting
- Press E (**3**) to enable the Optional Greeting
- Press X (**9**) to exist the main menu

After you make a choice of the type of greeting you want to record, ESNA will repeat what it currently recorded.

Options:
- Press **1** to accept
- Press **2** to re-record
- Press **3** to delete
- Press **4** to review
- Press **#** to return to the previous menu.

Note: To disable an optional greeting you must log back into your mailbox, go into user options; go back into enable optional greeting and press **0** to reactivate the default greeting.

Record you Name in your Mailbox
- Press U (**8**) for user options
- Press N (**6**) to record your name

After you press **N** to record your name, ESNA will repeat what is currently recorded.

Options:
- Press **1** to accept
- Press **2** to re-record
- Press **3** to delete
- Press **4** to review
- Press **#** to return to the previous menu.

To Change your Personal Password
1. Press U (**8**) for user options

2. Press P (**7**) to change your passwords
3. Enter a *4 – 15-digit* password, then **#**
4. Re-enter the password to confirm.
   o New password is active

Note: Do not use 0 as the leading digit for your password

Listen to your Messages

1. Press P (**7**) for user options
   o Press **1** to listen to new messages
   o Press **2** to listen to saved messages
   o Press **9** to listen to all messages

After Listening

- Press A (**2**) to answer the message *or*
- Press G (**4**) to give it to another user
  1. Enter the user's mailbox to give the message to.
     - Press **1** to forward with a comment *or*
     - Press **2** to forward without a comment
- Press K (**5**) to keep the message
- Press D (**3**) to delete the message
- Press **1** to play the time and date stamp

While Listening

1. Press ***** to move back 5 seconds.
2. Press **#** to move forward 5 seconds.
3. Press **8** will move to the top of the next message without changing the current message status.
4. Press **1** to pause the message, press **1** again to resume.

To Make and Send Messages

1. Press M **(6)** to make a new message.
2. Enter the destination mailbox:
   a. Press **1** if correct *or*
   b. Press **2** if incorrect *or*
   c. To send to a distribution list, press ***** then the *distribution number*.
3. Record the message, and then press **#.**

After recording you may:

- Press R (**7**) to review your message.
- Press D (**3**) to discard it.
- Press A (**2**) to append and continue recording

- Press M (**6**) to access message addressing options (see below)
- Press X (**9**) to send the message and exit to the main menu

To Send a Message to multiple people

- Press X (**9**) to send the message.
- Enter the next recipient's mailbox number, *or*
- Press X (**9**) if done and ready to send.

Message Addressing Options

- Press C (**2**) to mark the message CONFIDENTIAL – when marking confidential, the recipient cannot give the message to other users.
- Press **R** (**7**) to request a RECEIPT – you will be notified of the time and date that the message was heard.
- Press **U** (**8**) to mark the message URGENT – urgent messages is heard first.

Voicemail to Email

You can receive your voicemail as email messages, in addition to your phone handset. You will also have a log of incoming, outgoing and missed calls in your email. You can check your messages by simply clicking on the attachment in the email.

- The voicemail emails you keep in your inbox count toward your saved message count. If you never move or delete them, your mailbox will fill up, so please file your messages.
- The file can be downloaded or may import automatically into iTunes when clicked. This will allow you to keep a digital copy of the voice message on your computer. You can rename the file for easier identification later.
- When you remove a voicemail from your email inbox, the corresponding voicemail will **not** be deleted from your phone. Therefore, you will need to routinely delete the messages in your voicemail box.

Message Waiting Lamp/ ✉ MESSAGE

The message waiting light and ✉ MESSAGE button will blink if one of the following occurs:

- A voice mail message has been left, or
- Another user has pressed a button that is labeled **Leave A Msg**. It is a notification that someone has called and pressed that button in lieu of leaving a voicemail, or
- The **Call Me Back** feature button was pressed to be notified when a busy phone becomes free or when a phone has been used after a no-answer condition was encountered.

To remove the indication (flashing lights on the phone) you will need to do the following:

1. Press ✉ MESSAGE.
   o It should be blinking
2. **Call Me Back?** Is displayed at the top of the phones' screen; select **Read Message**
   o The name of the person/extension that called will now be displayed at the top of the screen.
3. Select **Erase Msg** which will delete that notification.
   o If there are more than one the next one will display; if there are no further notifications waiting the light will go out.

Helpful Voicemail Hints

- Pressing X (**9**) will always return you to the previous menu.
- Always press X (**9**) when exiting your mailbox. Failing to do so can busy-out the voicemail port and your personal mailbox.
- Press **#** after entering your password, it will expedite the login process.