



esnatech

**POCKET
USER
REFERENCE
GUIDE**

Welcome

Congratulations! You have just purchased an Esnatech voice-mail system. Whether your company has chosen Maverick Mail or Telephony Office-LinX, you have one of the most advanced call processing systems available for businesses today.

Esnatech's voice processing systems allow 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.

With Esnatech's systems, your messages are kept private, confidential and accurate. You can listen to messages, forward or reply to messages, set up user lists and outdialing schedules, and so much more!! Esnatech opens new horizons of communication!!

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 system supervisor to activate it for you again. Or, you can access your mailbox at any time and change any of your options. Simply follow the instructions in this guide.

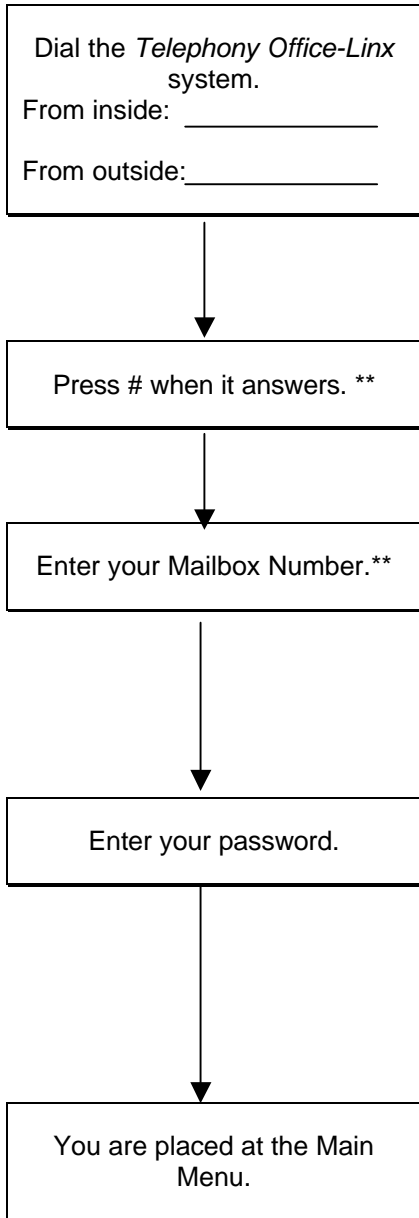
Exiting your Mailbox Anytime, Anywhere

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.

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 *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 may also call *Telephony Office-Linx* from outside by dialing your company's telephone number. Your Supervisor can also give you this number.

Enter your Mailbox number

After you press #, you are prompted to enter your mailbox number. The mailbox number is what others dial to reach you or leave you a message in your mailbox. Your Supervisor should have already reserved a mailbox number for you.

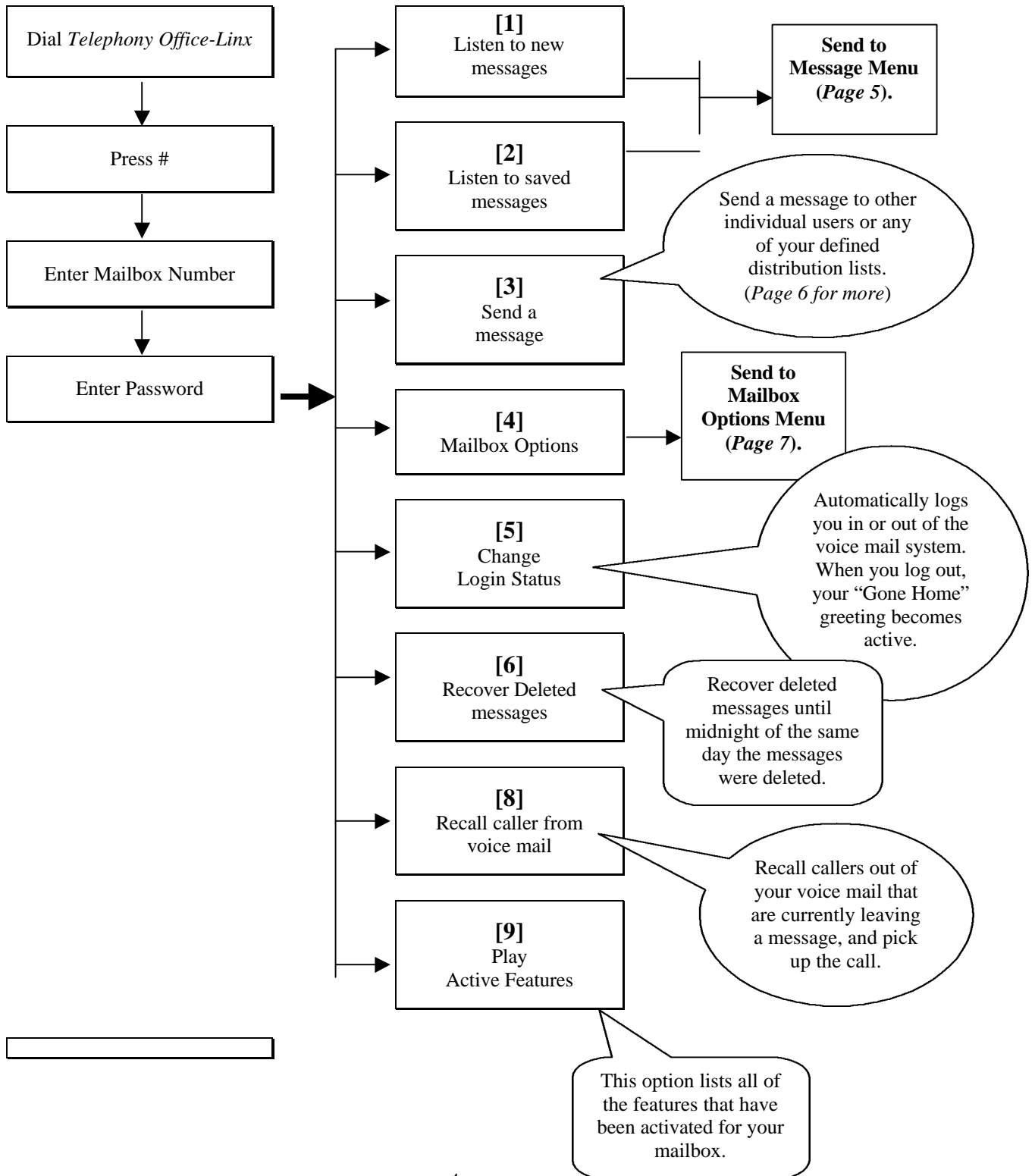
Enter your password

After you enter your mailbox number, you are prompted to enter your password. Until you change it, your password is 1111. As the name implies, this number controls access to your mailbox. You are prompted for your password each time you access your mailbox. To keep your mailbox secure, you should change your password to a number that only you know.

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

Main Menu

When you first access your mailbox, you are placed in the Main Menu and you hear how many new and saved messages you have. The following options are available from the Main Menu:



Message Menu

When you press [1] to listen to new messages or [2] to listen to saved messages, you are advanced into the Message Menu while the system plays back your messages.

[1] **Save Message**

[2] **Delete Message**

If the System Supervisor allows you the option of Message Recovery, messages that are deleted can be retrieved until midnight of the same day.

[3] **Review Message**

To send a copy of the message to another extension or to a list of extensions, with or without comments, urgent or not, certified or not.

[4] **Copy Message**

[5] **Reply to Message**

Applies only if the message was sent by someone who has a mailbox on the system or is a member of a defined AMIS site.

[6] **Play Time and Date Stamp**

To listen to message information: sender's extension or sender's telephone number, date and time, sender's name, and message length.

[7] **Rewind**

To rewind 5 seconds while listening to the message, or go to the previous message when in the message menu.

[8] **Pause**

[9] **Fast Forward**

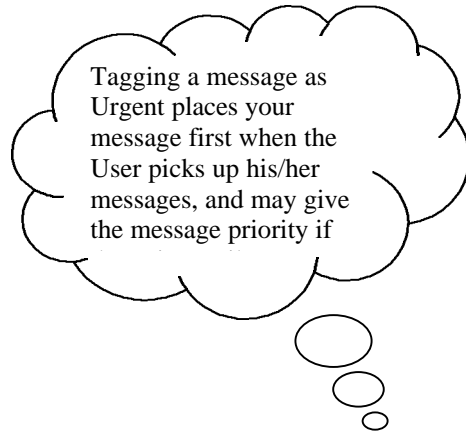
To forward 5 seconds while listening to the message, or skip to the next message when in the Message Menu.

[*] **Skip to Next Message**

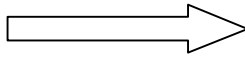
[#] **Return to the Previous Menu**

Sending Messages

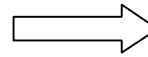
When you press [3] in the Main Menu you will be prompted for the destination mailbox number, then you will be asked to “*Record your message at the tone. When you are finished press pound [#]*”. By sending a message from your own mailbox to another, you can take advantage of several features. Messages can be classified as standard or certified, normal or urgent.



[1] Send a message



Press [1] to send Standard, or [2] to send Certified.



Press [1] to send Normal, or 2 to send Urgent.

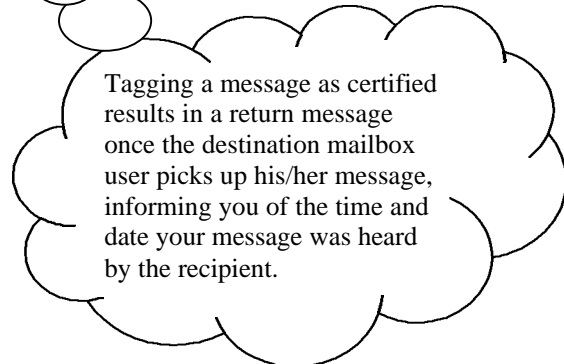
[2] Re-record a message

[3] Review a message

[4] Continue recording

[*] Cancel a message

[#] Return to the Main Menu



Sending Messages to a Distribution List

To send a message to a distribution list, press [*] followed by the list number when prompted for the mailbox to send the message to.

Sending Messages to an AMIS Site*

To send a message to a remote AMIS site, enter the remote destination mailbox then press [*] followed by the list number when prompted for the AMIS site number.

* AMIS is an optional add-on feature of Telephony Office-LinX.

Options Menu

When you press [4] in the Main Menu you are advanced into the Mailbox Options Menu. From this menu you can record personal prompts, set notification schedules, access the Call Transfer Menu, set auto forwarding, create distribution lists and change your mailbox password.

[1] Record prompts
Page 8 for more

- [1] Record personal prompts
- [2] Record busy prompts
- [3] Record gone home prompts
- [4] Record name prompts
- [5] Record optional greetings
- [6] Set active greeting
- [#] Return to the previous menu

[2] Notification options
Page 9 for more

- [1] Add a notification schedule
- [2] Modify an existing schedule
- [3] Delete an existing schedule
- [4] Listen to an existing schedule
- [5] Turn notification on/off
- [#] Return to the previous menu

[3] Call transfer options
Page 10 for more

- [1] Turn do not disturb on/off
- [2] Turn call screening on/off
- [3] Turn pre-paging on/off
- [4] Turn post-paging on/off
- [5] Turn call queuing on/off
- [6] Turn call forwarding on/off
- [#] Return to the Mailbox Options Menu

[4] Change auto forwarding

[5] Distribution list maintenance
Page 11 for more

- [1] Listen to an existing list
- [2] Add a new list
- [3] Modify an existing list
- [4] Delete a list
- [#] Return to the Mailbox Options Menu

[9] Change password

[#] Return to previous menu

Record Menu

Press 1 To record your Personal Greeting Prompt.

This is the prompt callers hear when you are in the office but away from your desk.

There are several options you can offer callers when they reach your extension, such as:

| | |
|---------------------------------|---|
| 1 – to try another extension | 2 – to retry the extension (if busy signal) |
| 3 – to notify the user's beeper | 4 – to page the party over the PA |
| * – to disconnect | 0 – to go to the operator |
| # – to skip to the beep | |

“Hello, this is <your name>. I am in the office 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.”

These options can be enabled or disabled by your supervisor, so you may not be able to make use of all options.

Press 2 To record your Busy prompt.

This is the prompt callers hear when you are in the office, but on the other line.

“Hello, this is <your name>. I am on another line right now. Please leave me a message and I will return your call as soon as I can. Thank you.”

Press 3 To record your Gone Home prompt.

This is the prompt callers hear when you log out for the day.

“Hello, this is <your name>. I have left for the day. Please leave me a message and I will return your call on the next working day. Thank you.”

Press 4 To record your Name prompt.

This is the prompt used to identify you of calls and messages. “<Your name>.”

Press 5 To record one of your 99 Optional greetings.

Select the prompt you want to record. If the prompt was prerecorded, you hear the prerecorded prompt and are asked to press:

[1] to accept the present prompt
[2] to re-record the prompt; or
[3] to delete the prompt.

If you press [2] to re-record the prompt, wait for the beep and speak clearly. Press the [#] key when you are finished. You will then hear the prompt you have just recorded and be asked to press:

[1] to accept the new prompt; or
[2] to re-record the prompt.

Press 6 To activate one of your optional greetings.

Press # To return to the Mailbox Options Menu.

Notification Menu

Press 1 **To add an outcalling telephone number entry.**

Press 2 **To change an existing telephone number entry.**

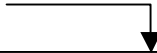
Use the same procedure used for adding an outcalling telephone number entry.

Press 3 **To delete an existing entry.**

Press 4 **To listen to an existing notification schedule.**

Press 5 **To turn notification on/off.**

Press * **To delete all entries.**



Enter the outcalling telephone number the system should call to notify you. When you are done, press [#]. *To enter pauses in your notification schedule, press *2, etc.* This is most commonly used when setting up beeper notification. The system replays this number and asks for confirmation. Press [1] if it is correct, or press [2] to re-enter. You are also asked to record a name for the notification schedule. This name will help to identify this number, so use a name to remind you of this number. When you are done press [#].

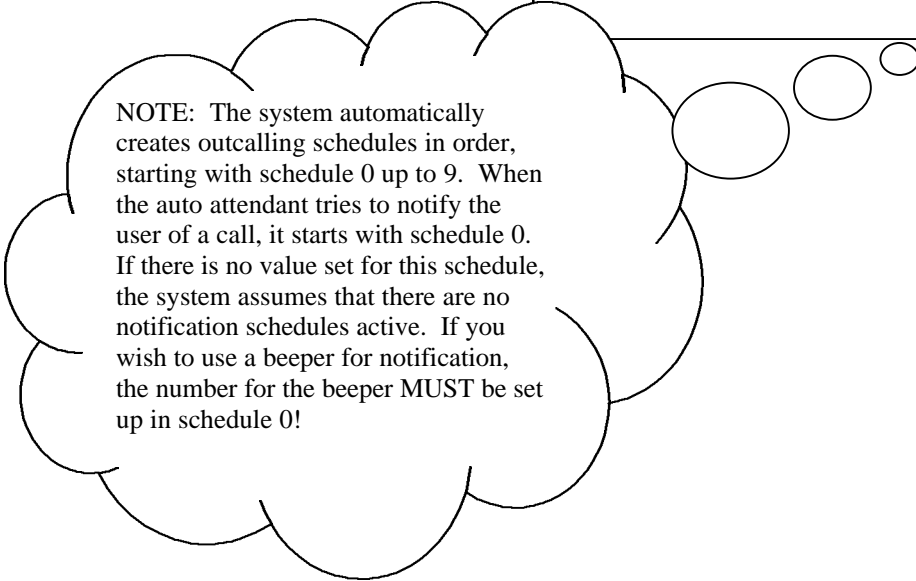
Enter the four (4) digit start time for message notification. Enter the time in military format (i.e. For 8 o'clock AM, enter 0800. Always use four (4) digits).

Enter the four (4) digit start date for message notification. Enter the date (mm/dd) or enter a day of the week (i.e. Monday is *100, Tuesday *200, etc.).

Enter the four (4) digit stop time for message notification. Enter the time in military format.

Enter the four (4) digit stop date for message notification. Enter the date or enter a day of the week.

You will then be informed as to how many notification schedules you now have.



NOTE: The system automatically creates outcalling schedules in order, starting with schedule 0 up to 9. When the auto attendant tries to notify the user of a call, it starts with schedule 0. If there is no value set for this schedule, the system assumes that there are no notification schedules active. If you wish to use a beeper for notification, the number for the beeper **MUST** be set up in schedule 0!

Call Transfer Menu

Press 1 To turn Do Not Disturb on or off.
If you do not wish to be disturbed at your desk, you can block all calls to your extension and transfer them directly to your mailbox.

Press 2 To turn Call Screening on or off.
If you wish to know who is calling your extension, the system can screen calls for you. When someone tries to reach you, they will hear:



The system then calls you and says:

"Please say your name at the tone so I may say who is calling."

"You have a call from <caller's name>,"

You are then given further options to *accept, reject, or redirect* the call.

Press 3 To turn Pre-Paging on or off.
You can allow callers to page you over the office intercom before the call is transferred. If you activate this feature, the call will be announced before it is transferred to your extension.

Press 4 To turn Post-Paging on or off.
When you activate this feature, after the call is transferred to your desk and you do not answer, the caller will have the option of paging you over the intercom.

Press 5 To turn Call Queuing on or off.
When activated, the caller will hear the following when you are on the line:

However, you should let them know of this option in your personal greeting.

Press 6 To turn Call Forwarding on or off.
If you choose this option you will be asked for the extension number of the person to transfer calls to.

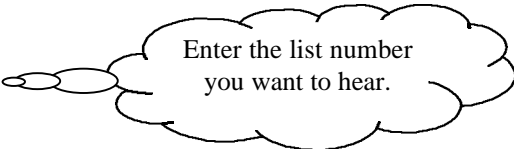
"That extension is still busy. Your call is being processed next. To try another extension press [1], to remain on hold press [2], to leave a message press [5], or press [] to exit"*

Press # To return to the Mailbox Options Menu.

These features only works if the Auto Attendant is transferring calls (with the exception of Post-Paging).

Distribution List Menu

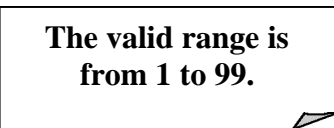
Press 1 **To listen to an existing list.**



Enter the list number
you want to hear.

Press 2 **To add a new list.**

You will be prompted to enter the list number you want to create. The valid range is from 1 to 99. Next, it will prompt you to record the name of the list at the tone. Then press [1] to accept the name, or press [2] to re-record the list name. Finally, add mailbox extensions to your distribution list. You can continually enter mailbox numbers by leaving a short pause between entries. When you are finished press pound [#] to return to the beginning of the distribution list menu.

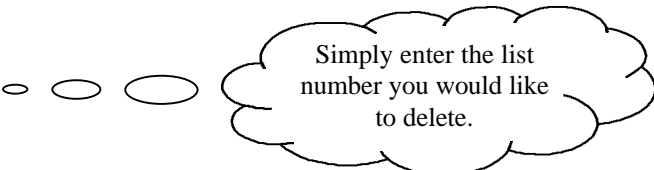


**The valid range is
from 1 to 99.**

Press 3 **To modify an existing list.**

You will be prompted for the list number you wish to edit. Press [1] to listen to the extensions on the list. To add an extension to your list press [2], then enter the mailbox number. To delete an extension from the list press [4], then enter the mailbox number.

Press 4 **To delete a list.**



Simply enter the list
number you would like
to delete.

Press # **To return to the Mailbox Options Menu.**

Notes, Comments, Tips!!



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