

# RIC ESNA Officelinx Unified Communications System

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**YOU MUST FINISH THE ENTIRE TUTORIAL OR IT WILL BEGIN AGAIN ON NEXT LOGIN**

## Login to a new ESNA Messaging voicemail box

- 1.) Dial the ESNA Officelinx Voicemail extension number (401-456-1999) or (x1999)  
**Do not press #**
- 2.) Were you prompted for your voice mail password?  
**If yes, go to Step 3 (this means the station is “integrated” to voicemail)**  
If yes, but you'd like to login to a different mailbox, **press \***
- 3.) Key in the default password, which is \_13579\_ (This password is for a new mailbox only, not those migrated from Call Pilot)
- 4.) The system will guide you through a tutorial to establish your new Voicemail on first login.
  - Create a new password. Press # to continue  
(Password must be 4 – 15 digits long)
  - Record your Personal Greeting. Press # to continue.
  - Record your Name Greeting. Press # to continue.

## To Retrieve Messages That Others Have Left For You

- 1.) Access Voicemail, Login to your mailbox.
- 2.) The system will announce the number of Unread messages
- 3.) Unread (New) Messages will automatically begin to play.  
Envelope information including Caller ID of the caller may be played with each message.  
To skip envelope information you may press #
- 4.) You may press **6** to skip to the next message; **76** to delete; or **73** to forward

## To Re-record Your Personal Greeting

- Login to ESNA Officelinx Voicemail Messaging and press **821**; follow the prompts to record and save.

## To Change Your Password

- Login to ESNA Officelinx Voicemail Messaging and press **84**

## To Re-record Your Voiced-In Name

- Login to ESNA Officelinx Voicemail Messaging and press **829**; follow the prompts to record and save.

## To Transfer Directly to Voice Mail (Express Messaging)

- 1.) Transfer the caller to extension (401-456-1998) or (x1998)
- 2.) Key in the target mailbox number. **Do not press #**
- 3.) Complete the transfer.

## To Check messages For a Mailbox Different from Your Own

- 1.) Dial the ESNA extension number (401-456-1999) or (x1999) **Do not press #**
- 2.) **Press \***
- 3.) Using your touchtone keypad, enter desired mailbox number. **Do not press #**
- 4.) When prompted, using your touchtone keypad enter the password.

## Suggestions for Voice Mail Personal Greetings

### Generic Greetings:

“Hello, you have reached (your name) with Rhode Island College (your department). I am either on my other line or away from my desk, so please leave your name, telephone number and a detailed message after the tone and I'll return your call as soon as possible. Thank you.

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