

ESNA Officelinx – Voicemail Setup Instructions

ESNA Messaging

A.) Dial the ESNA extension number (**Msg/Inbox or 77777**)

B.) When prompted, using your touchtone keypad enter the **default password 147258**
Use this Password the first time only.

Follow The Prompts To Create A New Password And Complete Voicemail Setup

1. Enter a new password. Press # to continue. **Password must be at least 6 Digits**
Pause between each digit while entering the new password and choose numbers that are not sequential.

Follow The Prompts To Record Your Personal Greeting And Name

(To review the current greeting - **press 1**) (To record a new Personal Greeting - **Press 2**),

Record your greeting, **Press #** to stop, **Press 1** to accept ...

Remain on the line to record your Directory Name ...**DO NOT HANGUP**

(To review the current name - **press 1**) (To record a new name - **Press 2**), record your name/extension number, **press #** to stop, **press 1** to accept

-----**This completes your initial setup**-----

To check voicemail from outside the building call (859) 381-4400 press 8 and proceed with logging into your voice-mailbox as usual.

To Change your Greeting

Login to ESNA Messaging and Press **82** and follow the prompts

To Change Your Password

Login to ESNA Messaging and press **84** and follow the prompts

To Re-Record Your Directory Name

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

To Transfer Directly to Voice Mail (Express Messaging)

Transfer the caller to voicemail extension (**77778**)

Key in the target mailbox number. **Do not press #**

Complete the transfer (press transfer a second time).

To Retrieve Messages That Others Have Left For You

A.) Login to your mailbox (**Msg/Inbox or 77777**)

B.) The system will announce the number of Unread messages.

B.) Unread (New) Messages will automatically begin to play.

Message information including Caller ID of the caller may be played with each message.

To skip envelope information you may press **#**

C.) You may press **6** to skip to the next message; **76** to delete; or **73** to forward

Suggestions for Voice Mail Personal Greetings

Generic Greeting:

"Hello (Hi), you have reached (your name) with (school or office). 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. I check messages frequently; however, if your need is urgent, please call back. Thank you for calling