

## **Accessing Your Mailbox**

### **From on campus using your office phone:**

1. Dial into the voicemail system with **x7100** or press the **message key** on your office phone
2. Enter your **password**

### **From on campus using other office phone or shared mailbox phone or when accessing a mailbox on behalf of another:**

1. Dial into the voicemail system with **x7100** or press the **message key** on the office phone
2. Press **\*** and follow the voice instructions to enter the **mailbox number** (extension) and the **password**

### **From off campus:**

1. Dial one of our three primary numbers:  
905-735-2211 Welland  
905-641-2252 St. Catharines-Thorold  
905-563-3254 Beamsville
2. Dial into the voicemail system with **x7100**
3. **Wait** for the system to answer and press **\*** and follow the voice instructions to enter the **mailbox number** (extension) and the **password**

**You are now in the Main Menu - messages start playing after logging into your mailbox**

## **Setting a New Password**

1. From the Main Menu, press **8**
  2. From Mailbox Options, press **4**
- Follow the voice instructions to change your password*

## **Browsing Message Folders**

1. From the Main Menu, press **8**
  2. From Mailbox Options, press **6**
- Select a Message Folder to browse below:
- To listen to unread messages, press **1**
  - To listen to read messages, press **2**
  - To listen to deleted messages, press **3**
- Applicable for folders with messages*

**All read messages are retained for 14 days.**  
**All deleted messages are retained for 7 days.**

## **Controlling Message Playback**

During message playback:

- To Rewind message (5 sec), press **1**
- To Fast Forward message (5 sec), press **3**
- To Pause message (15 sec), press **#**
- To Skip, Go Back to Previous message, press **4**
- To Skip, Go Forward to Next message, press **6**

## **Recording Greetings**

**For the benefit of our callers please record your Personal Greeting, Busy Greeting and Name Greeting for identification**

1. From the Main Menu, press **8**
  2. From Mailbox Options, press **2**
- Select the Greeting to record below:
- To record your **Personal Greeting**, press **1**
  - To record a Personal Greeting for internal callers, press **2**
  - To record your Extended Absence Greeting, press **3**
- See the section below to activate Extended Absence*
- To record your **Busy Greeting**, press **5**
  - To record your Customized Greetings (01 to 99) or set your active greeting, press **6**
  - To record your **Name Greeting**, press **9**

## **Setting Your Location**

1. From the Main Menu, press **8**
- Select the Location to activate below:
- To change your location to In Office, press **8**
  - To change your location to Extended Absence, press **9**
- Follow the voice instructions to select options for leaving messages and skipping the greeting*

## **Requesting Technical Support**

Please submit an ITS service request or call x7642 for assistance. The Service Desk agent will connect you with a Voicemail Specialist during office hours.

# Officelinx Voicemail

**Quick Reference Card**  
**Telephone User Interface**  
**Version: October 2019**



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### Message Playback Options

*(while listening to message)*

- [1] Rewind message 5 sec
- [3] Fast forward message 5 sec
- [#] Pause message 15 sec

### Main Menu

- [0] Transfer to the Operator
- [8] Mailbox Options
- Default *Listen to Messages (Inbox)*

### Mailbox Options

- [2] Record Greetings
- [3] Disconnect
- [4] Set a new Password
- [5] Distribution List Maintenance
- [6] Browse Folders
- [8] Change Location to In Office
- [9] Change Location to Extended Absence
- [\*] Repeat
- [#] Return to the Main Menu

### Browse Folders

- [1] Listen to Unread Messages
- [2] Listen to Read Messages
- [3] Listen to Deleted Messages
- [\*] Repeat
- [#] Return to the Main Menu

### Message Option List

*(while listening to message)*

- [2] Review
- [4] Skip to the Previous Message
- [6] Skip to the Next Message
- [7] More Message Options
- [8] Mailbox Options
- [\*] Repeat

### Greeting Options

- [1] Record Personal Greeting
- [2] Record Internal Greeting
- [3] Record Location/Extended Absence Greeting
- [5] Record Busy Greeting
- [6] Record Customized Greetings 01-99
- [9] Record Name Greeting
- [\*] Repeat
- [#] Return to the Main Menu

### Distribution List Options

- [1] Add a List
- [2] Modify a List
- [3] Delete an Existing List
- [5] Review Lists
- [8] Mailbox Options
- [\*] Repeat
- [#] Return to the Main Menu

### More Message Options

- [0] Transfer to the Operator
- [1] Reply to the Sender Only
- [2] Time and Date (provides caller number)
- [3] Forward
- [4] Reply to All Recipients
- [5] Send a Message
- [6] Move to Deleted Folder (delete)
- [8] Move to Inbox (restore deleted)
- [\*] Repeat
- [#] Return to the Main Menu

### Forward Options

- [1] Add Comments
- [2] Forward without comments

### Send Forward / Reply

Enter the destination mailbox number (extension) or  
[\*] Dial by Name