

Voicemail



To Access your Messages Internally:

- Press the **Blue Voicemail** Button, enter your password if that feature is enabled. If not just simply listen to your messages and follow the prompts afterward.

To Access your Messages Externally:

- Dial the main number.
- From the main greeting dial * and your extension. The voice prompt will guide you through your messages as it would internally.
- If the operator picks up, have them hit the **Blue Voicemail** Key and hang up, this will direct you to the main greeting. Press * and dial your extension.

FOR MORE DETAILED HELP

PLEASE VISIT:

www.esiusers.com

Using voice mail

- **Press 1** To pause a message. Pauses for one minute or until pressed again.
- **Press 2** Time/Date toggles the display between time/date and caller id if available.
- **Press 3** To reply to a voicemail message.
- **Press 4** Rewinds a voicemail message 4 seconds for each time pressed.
- **Press 5** Fast forward a voicemail message 4 seconds for each time pressed.
- **Press 6** Moves a copy of a message to another user's mailbox. To add a comment press 1.
- **Press 7** To delete the message.
- **Press 9** To save the message. Pressing 99 saves the message as new.

Program Or Change Message Notification



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Message Notification

Note: Instructions vary slightly depending on whether you are trying to program the mailbox to call a cell phone or if you are trying to have it notify a pager.

Phone Notification or Pager Notification on Site:

- From any on site ESI phone, press the **PRO-GRAM** key followed by the * key to get to mailbox programming.
- If prompted enter the mailbox password followed by the # (pound) sign.
- Press 6 to enter “external notification.”
- Press 2 to program phone delivery.
- Press 3 to program pager notification.
- Press 1 and enter the desired phone number (DO NOT DIAL 9 like you might otherwise do to get an outside line, but DO enter any required area code.)
- After entering the phone number, press the # (pound) key
- Press # again to confirm
- Press 1 and follow the prompts for delivery options
- Press 1 to activate PHONE delivery.
- Press 2 to activate pager notification.

Phone Notification or Pager Notification From A Remote Location:

- From a remote location, call into the office to get the main greeting. When the main greeting begins, press * and then enter the mailbox number you are trying to program.
- If prompted enter the mailbox password followed by the # (pound) sign.
- Once you get into the mailbox and begin to hear “you have _____ new messages,” immediately press 5 to enter into “mailbox programming”.
- Press 6 to enter “external notification.”
- Press 2 to program phone delivery.
- Press 3 to program pager notification.
- Press 1 and enter the desired phone number (DO NOT DIAL 9 like you might otherwise do to get an outside line, but DO enter any required area code.)
- After entering the phone number, press the # (pound) key. Press # again to confirm
- Press 1 and follow the prompts for delivery options
- Press 1 to activate PHONE delivery.
- Press 2 to activate pager notification.

Phone Notification on Site:

- From a specific ESI phone, press the **PRO-GRAM**
- Press 6 to enter “external notification.”
- Press 2 to program phone delivery.
- Press 1 and enter the desired phone number (DO NOT DIAL 9 like you might otherwise do to get an outside line, but DO enter any required area code.)
- After entering the phone number, press the # (pound) key
- Press # again to confirm
- Press 1 to activate PHONE delivery.