OFFICELINX

User Guide

HOW TO SETUP YOUR MAILBOX FOR THE FIRST TIME

Your new Officelinx voicemail box is ready for you to initialize and setup.

Please read the following document carefully and follow all instructions.

1. **Access your mailbox.**

To access your mailbox from your phone (on campus)	To access your mailbox from another phone (on campus)	To access your mailbox (off campus)

1. Press "Messages" button
2. Enter your password
	1. Press "Messages" button
	2. If you hear "Please enter your password," press the star ***** key then:
	    a) Enter your mailbox number only. (Do not press <u>#</u>)
	    b) Enter your password only. (Do not press <u>#</u>)
	
	3. If you hear "Thank you for calling the Delgado Community College Officelinx voicemail system…"
	    a) Enter your mailbox number only. (Do not press <u>#</u>)
	    b) Enter your password only. (Do not press <u>#</u>)
		1. Dial 1 (844) 456-0215 and you will hear "Thank you for calling the Delgado Community College Officelinx voicemail system…"
		2. Press the pound <u>#</u> key.
		3. Enter your mailbox number only. (Do not press <u>#</u>)
		4. Enter your password only. (Do not press <u>#</u>)

2. **Enter the <u>default</u> password. (The default password is set to 1111)**

   You will hear "Thank you for calling the Delgado Community College Officelinx voicemail system. Please press pound to continue. Enter your mailbox number and do not press pound. Please enter your password and do not press pound."

   Once you enter the default password, you will need to complete the short mailbox tutorial in order to change your password and record your name and greeting.

3. **Complete the mailbox tutorial.**

   <u>YOU MUST COMPLETE THIS TUTORIAL BEFORE YOU CAN ACCESS YOUR MAILBOX</u>. If you try to bypass the tutorial and hang up, you will need to redo the full tutorial the next time you log in.

   The tutorial will sound like this:

   "Welcome to your new voice messaging system. Over the next few minutes we will introduce you to some of the features of the system and help you initialize your mailbox. If you want to exit the tutorial at any point press the pound sign located on the bottom right hand corner of your telephone keypad. Your mailbox is where all your messages will be stored and where you can

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send messages to others in your company. To keep your mailbox secure you should enter a password. Your new password number can be up to 15 digits in length. Please enter your new password followed by pound. The minimum length is four digits."

4. **Enter your <u>new</u> password followed by <u>#</u>. (Your new password must be a unique 4-to-15 digit number)**

"To confirm please re-enter your new password followed by pound"

5. **Enter your <u>new</u> password again followed by <u>#</u>.**

6. **Record your greeting.**

The next step is to record your greeting. Again, listen to the instructions which will sound like this:

"Callers will hear one of the user's greetings when they are leaving a message for you. There are three default greetings. First there is the personal greeting. This greeting is heard when you are not at your desk but present. Try to change ……"

7. **Press <u>2</u> to record a new greeting.**

"The next greeting to record is your name greeting. It consists of your first and last name. This greeting is entered in a variety of places, and will identify your mailbox to callers leaving you messages. An example of a name greeting is "Mark Smith."

You will now be instructed to record your name greeting.

8. **Press <u>2</u> to record your name.**

Once you have completed the tutorial, you will hear this prompt:

"This completes your mailbox tutorial. If you require additional changes to your greetings, you can follow the instructions in your Officelinx Voicemail User Chart. If you have any questions about using your new mailbox, please contact your system supervisor. Thanks"

Your mailbox has now been initialized and you can listen to your messages. For further instructions, listen to the system as it reads the options or follow your **Officelinx Voicemail User Guide**.

If you encounter any problems, please call the OIT Helpdesk at (504) 671-5500 Monday thru Friday 7:00am-5:30pm (CST).