# NOTICE

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NEC

EliteMail™ *CTI*
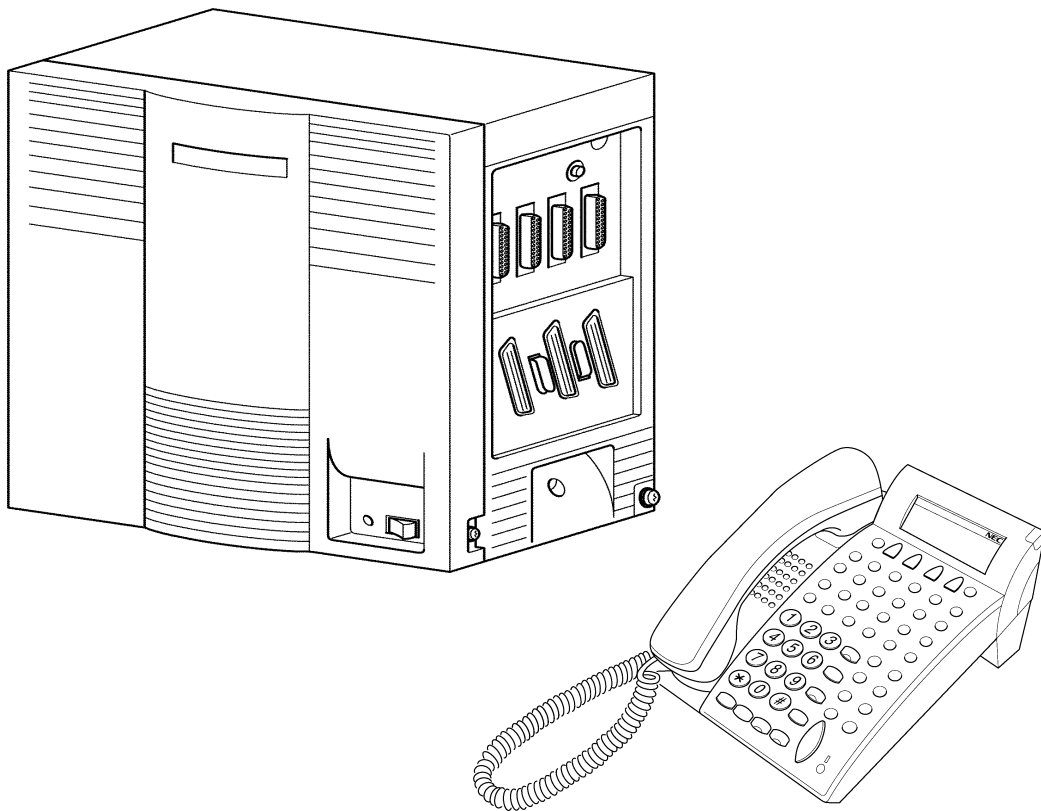
User's Guide

Checking New Messages

New messages are messages that have not been played. The system notifies you when you have new messages.

The system plays all urgent messages first, then all regular messages. It also sorts your messages by sender. If the system does not know who left a message, it says that the message is "fro myour message box."

After you listen to the messages from a subscriber, you can reply immediately; you do not have to dial the subscriber's extension.

To check new messages

1.   Access your mailbox.

2.   Enter 4 to check new messages. Follow the system instructions. Enter 1 for Yes, 2 for No.

Optional playback features ∗

The system manager can set up special options for your mailbox to:

❏   Play your new messages automatically each time you call the system.

❏   Provide additional security by always requiring both a personal ID and a security code to play messages.

❏   Identify you automatically when you are using your assigned extension.

❏   Tell you how long it will take to play your messages.

∗ *One or more of these features may not be available at your site.*

SOFTKEYS:

Note that all of the actions can also be selected using the telephone softkeys. Refer to
Managing Your Voice Messages with Softkeys on page 17.

SEE ALSO:

Modifying a Message on page 5
Canceling a Message on page 6
Shortcuts on page 16

Leaving a Message

The system lets you leave voice messages for subscribers, groups, or guests. If you call a subscriber's extension and the call is unanswered, your call is automatically routed to the subscriber's mailbox, where you can leave a message. You can also leave messages directly in a subscriber's mailbox.

If your telephone system uses identified subscriber messaging, the system automatically tags a message from your assigned extension with your name.

If your telephone system does not use identified subscriber messaging or you are calling from another subscriber's extension, you need to identify yourself as a subscriber by entering your personal ID and security code.

DIRECTORY ASSISTANCE

Your system may use automatic directory assistance, numeric directory assistance, or both, to help callers find subscribers' extension numbers.

Callers with letters on their telephones ca nuse automatic directory assistance, which identifies subscribers by their last names. All callers can use numeric directory assistance, which groups subscribers by department, location, or other categories.

SPECIAL DELIVERY OPTIONS

When you leave an identified subscriber message, you can mark it with one or more of these special delivery options:

Urgent	The message is played first, before regular messages.
Private	The message cannot be redirected.
Return Receipt	The system tells you when a subscriber has heard the message.
Future Delivery	The message is delivered at the time and day you specify.

To leave an identified subscriber message

1. Call another subscriber. When the subscriber does not answer, the call is forwarded to voice mail.

2. Enter 5 to leave a message.

3. Follow the system instructions. Enter 1 for Yes, 2 for No.

To leave a message directly in a subscriber's mailbox

1. Access your mailbox.

2. Enter 5 to leave any messages.

3. On the telephone, spell the subscriber's name. Otherwise, enter the extension number.

   When spelling a subscriber's last name, use a "wild-card" number (typically 0 or 1) for any letter in the last name you do not know.

4.   Enter 2 until you hear the name of the subscriber you want, then en ter1.

5.   Record your message at the beep. The message must be at least three seconds long to be delivered.

6.   Enter **#** to start over or **✱** to stop recording.

Leaving a Group Message

You can leave a message for more than one subscriber by:

❑   Leaving the message for a message group.

❑   Adding names to the address list.

A message group is a mailing list of subscribers and/or guests. Your system manager can create message groups or you can create your own message groups.

To leave a group message

1.   Access your mailbox.

2.   Enter 5 to leave a message.

3.   Spell the group name, or enter the special group ID and group number. Enter 2 until you hear the name of the group you want, then enter 1.

4.   After the beep, record your message. The message must be at least 3 seconds long to be delivered.

To leave a message to several subscribers

1.   Leave a message for the first subscriber.

2.   Enter **✱** 6 to stop recording.

3.   Follow the system instructions to add a subscriber as a message recipient.

4.   Repeat step 3 for each subscriber you want to receive the message.

The system tells you when everyone in a group has received your message. If you do not get this confirmation, you can ask the system who in the group has not yet heard the message.

To find out who has not heard a group message

1.   Start to leave a new message to the group.

2.   The system says that some members have not heard your last message. Enter 1 to review the message.

3.   Listen to the message or enter 2 to interrupt it.

4.   Enter 2 to avoid canceling the message.

5.   Enter 7 to list who has not heard the message. Enter **✱** to stop the list.

Reviewing Messages

You can review old messages and archived messages by telephone or by computer.

After you have heard a new message, the system saves it for a set amount of time (for example, until midnight).

To review messages

1.   Access your mailbox.

2.   Enter 6 to review old messages.

3.   Follow the system instructions. Enter 1 for Yes, 2 for No.

> *Enter ✷ to skip a message. Enter 3 7 to archive a message.*

Redirecting a Message

The system lets you:

❑   Redirect a message to another subscriber.

❑   Record an introduction to the message.

❑   Use special delivery options.

The system does not let you redirect messages that are designated as private by the original sender, otherwise enter the extension number.

To redirect a message

1.   While listening to a message, enter 3 9 to interrupt it.

2.   Spell the last name of the subscriber to whom you are redirecting the message.

3.   Enter 1 to confirm that you want to redirect the message.

Modifying a Message

Depending on system settings, you can use one or more of these message options after you record a message:

❏   Modify the message.

❏   Modify its delivery options.

❏   Mark it for special delivery.

❏   Redirect it to others.

To modify a message

1.   Record a message.

2.   Enter ✱ 4 to stop recording.

3.   While modifying, you can enter 4 to add to the end of the message, 5 to listen to it, or 6 to rerecord the message.

4.   Enter ✱ when you finish modifying.

SEE ALSO:

Canceling a Message

If the recipient has not heard your last message, the system lets you cancel it. You can then record a new message.

To cancel a message

1. Start to leave another message to the same subscriber.

2. If the subscriber has not yet heard your last message, the system asks if you want to review it.

3. Enter 1 to review it.

4. When you hear the message you want to cancel, enter 5 to cancel it.

5. Enter 1 to confirm the cancellation.

SEE ALSO:

Modifying a Message on page 5

Archiving a Message

The system saves old messages for a set time (for example, until midnight). To keep a message for a longer period, you can archive it. The system manager can tell you how long your system saves archived messages.

You can hear your archived messages when you review messages. The only difference between archived messages and old messages is that archived messages are typically saved for a longer period o ftime.

After you listen to your archived messages, the system gives you the option of archiving the messages again.

> *After listening to an archived message, you must enter 3 7 to archive it again or it will be deleted.*

To archive a message

While listening to a message, enter 3 7 to archive it.

Changing Your Greetings

Callers hear a greeting before they leave a message. Your mailbox can have one o fthree greetings: standard, busy, or alternate. You can rerecord or switch between greetings only by telephone.

If you want to give your callers the option of activating your pager you can have the technician set up one key dialing to your pager. For example you can add this option to your greeting: "or press 1 to beep my pager."

STANDARD GREETING

The standard greeting plays when your extension is unanswered. A typical standard greeting is: "Hello, this is Pat Green. I am not at my desk right now. Please leave a message."

BUSY GREETING

The busy greeting plays when your extension is busy.***** A typical busy greeting is: "Hello, this is Pat Green. I am on the telephone now. Please leave a message." For callers to hear your busy greeting, you must activate it.

If you do not want to use a separate busygreeting, then record a standard greeting for all situations when you are unavailable. For example: "Hello, this is Pat Green. I am not available at this time. Please leave a message."

* *This feature may not be available at your site.*

ALTERNATE GREETING

The alternate greeting plays for special occasions, such as a vacation. A typical alternate greeting is: "Hello, this is Pat Green. I am out of the office today and will return tomorrow."

When your alternate greeting is active, the system plays it instead of any of your other greetings.

SYSTEM-GENERATED GREETINGS

If you do not record greetings in your own voice, the system plays greetings that include your recorded name or your extension. For example:

❑   For a standard greeting, "Pat Green is not available right now."

❑   For a busy greeting, "Extension 1 2 3 is busy."

❑   For an alternate greeting, "Pat Green is out today."

To switch between your standard and alternate greeting

1.   Access your mailbox.

2.   Enter 7 4 5 to switch to your other greeting (standard or alternate).

To rerecord your standard, alternate, or busy greeting

1. Access your mailbox.

2. To rerecord your:

    ❍   standard greeting, enter 7 4 6 1.

    ❍   alternate greeting, enter 7 4 7 1.

    ❍   busy greeting, enter 7 4 8 1.

3. Enter ✳ to stop recording.

To activate your busy greeting

1. Access your mailbox.

2. Enter 7 4 8 2 1 8 to hear your busy greeting.

3. Follow the system instructions to activate your busy greeting. Enter 1 for Yes, 2 for No.

Changing Your Security Code

Your security code prevents others from using your personal ID to listen to your messages. Change your security code as often as you like. Your security code should be 4 to 10 digits long.

If you forget your security code, call your system manager.

To change your security code

1. Access your mailbox.

2. Enter 7 7 4 to change your security code.

3. Follow the system instructions. Enter 1 for Yes, 2 for No.

When you change your mailbox security code, update your TeLANophy™ security code in your user profile.

Changing Call Transfer Options

The voice messaging transfers calls to your extension as a receptionist would. When you are unavailable or on another call, the system takes a message for you. If you will be away for a while, you can turn off call transfer.

Your system manager can use a variety of call transfer options that control how calls are transferred to you.*****
Depending on these options, you may hear one or more of the following prompts when you answer a call:

❑ A beep indicates the call is from a number outside the system, not an internal extension.

❑ "Call for <your name>." This response is used if you share an extension with another person.

❑ "Call from <caller's name>." This response means the call is from a subscriber on an internal extension.

❑ "Call from <caller's name spoken by the caller>." This response means that the call is from a number outside the system, or from an internal extension that is not identified as a subscriber.

❑ "Enter 1 to take the call, or 2 and I'll take a message." This response gives you a choice.

Turn on call transfer before transferring your calls to a different telephone number. You can enter up to nine digits for the new telephone number.

To turn call transfer on or off

1. Access your mailbox.

2. Enter 7 6 4 to turn call transfer on or off.

3. Follow the system instructions. Enter 1 for Yes, 2 for No.

To change the number to which calls are transferred

1. Access your mailbox.

2. Enter 7 6 4 1 4 to change the number to which your calls are transferred.

3. Follow the system instructions. Enter 1 for Yes, 2 for No.

* *This feature may not be available at your site.*

Changing Call Screening Options

The system can screen your calls.* When call screening is turned on, the system asks the caller's name. Then it rings your extension, plays the caller's recorded name, and asks if you want to take the call. If you do not take the call, the system takes a message for you.

If your system manager has set up call screening for your extension, you can turn call screening on and off.

To turn call screening on or off

1.   Access your mailbox.

2.   Enter 7 6 4 1 5 to turn call screening on or off.

3.   Enter 1 to turn call screening on. Enter 2 to turn it off.

* *This feature may not be available at your site.*

Changing Call Holding Options

The system can hold a call until your extension is available.* When call holding is turned on and your extension is busy, the system asks callers if they want to hold until you are available or to leave a message. The system also tells callers how many calls are holding ahead of theirs.

If your system manager has set up call holding for you, you can turn call holding on and off. Your system manager sets the number of calls that the system can hold for you.

To turn call holding on or off

1.   Access your mailbox.

2.   Enter 7 6 4 1 6 to turn call holding on or off.

3.   Enter 1 to turn call holding on. Enter 2 to turn it off.

* *This feature may not be available at your site.*

Changing Message Delivery Options

The system can dial up to four different telephone numbers to deliver your messages. You can set a range of minutes, hours, and days that a message delivery telephone number is in effect.

You can tell the system to deliver only urgent messages or to delay any of the delivery numbers. This causes the system to try one delivery number first, then to try others only if necessary.

Entering a pager number may require special dialing characters that are unavailable on a telephone (for example, a semicolon that represents a 3-second pause). Contact your system manager for assistance.

Use the form below to plan your telephone numbers and schedules for message delivery.

Enter # to insert a 1-second pause where you want the system to pause between digits dialed.

Fill in your message delivery numbers and schedule.

	(Number)		(Time)		(End Time)	
WORK PHONE (OR EXTENSION)		FROM		TO		S M T W T F S
HOME PHONE		FROM		TO		S M T W T F S
PAGER PHONE		FROM		TO		S M T W T F S
SPARE PHONE		FROM		TO		S M T W T F S
FAX PHONE		FROM		TO		S M T W T F S

To change message delivery

1. Access your mailbox.
2. To change your message delivery options for your:
   - ○ work phone, enter 7 6 6 5 4.
   - ○ home phone, enter 7 6 6 5 5.
   - ○ pager, enter 7 6 6 5 6.
   - ○ spare phone, enter 7 6 6 5 7.
   - ○ fax phone, enter 7 6 6 5 8.
3. Enter 1 to turn on delivery for that number or 2 to turn off delivery.
4. Enter 4 to change the telephone number. After you enter a telephone number, enter ✳ to end the entry.
5. Enter 5 to change the schedule, and then follow the system instructions. Enter 1 for Yes, 2 for No.
6. Enter 6 to change the delivery mode for messages delivered to this number, and then follow the system instructions. Enter 1 for Yes, 2 for No.
7. Enter 7 to change fax notification, and then follow the system instructions. Enter 1 for Yes, 2 for No.
8. Change any remaining message delivery numbers by repeating the procedure.

Using Groups

You can create your own message groups. When you send a message to a group, the message is sent to all members of the group. Each group you create has a number or a name.

There are two types of message groups: private and open. When you create a private group, only you can send messages to it. When you create an open group, other subscribers also can send messages to it.

To confirm that you successfully created a group, you can hear a list of your groups and group members.

To create a group

1. Access your mailbox.

2. Enter 7 5 4 to create a new group.

3. For numbered groups, enter a 3-digit group number. For named groups, enter the first three letters of the group's name.

4. Record a name for the group. Enter ✱ when you are finished.

5. Enter 1 to make the group an open group or 2 to make it a private group.

6. Follow the system instructions to add members to the group. You can add them by name or extension number.

7. Enter ✱ when you are finished adding members.

8. Enter 1 to leave a message for this group now. Otherwise, enter 2.

> *Guests do not have extension numbers, so add them to the group by spelling their names or by entering their personal IDs.*

To hear a list of your groups and group members

1. Access your mailbox.

2. Enter 7 5 6 to list your groups and group members.

3. Follow the system instructions. Enter 1 for Yes, 2 for No.

Changing Groups

You can add and delete members of your message groups.

You can delete any message group that you own, or change the group's number, spelled name, or recorded name.

To add or delete group members

1. Access your mailbox.

2. Enter 7 5 5 to edit a group.

3. Enter the group name or group number. Enter 2 until you hear the name of the group you want, then enter 1.

4. Enter 4 to add members to a group.

    Or enter 5 to delete members from the group.

    When deleting group members, enterthe first three letters of the person's last name, or enter three wild-card numbers (for example, 1 1 1) to list each group member, then choose the member's name you want to delete. *

5. To confirm your additions or deletions, enter 1.

6. Enter ✱ when you are finished adding or deleting members.

To change a group name or number

1. Access your mailbox.

2. Enter 7 5 5 to change a group name or number.

3. Enter the first three letters of the group name. Or, enter the first three digits of the group number.

4. Enter 1 to confirm, or enter 2 to hear the name of the next group.

5. Enter 7 to change the group name or group number.

6. Follow the system instructions to change the group's recorded name. Enter 1 for Yes, 2 for No.

✱ *This feature may not be available at your site.*

Changing Your Recorded and Spelled Names

The system uses your recorded name toidentify both you and your messages to other callers. You can change your recorded name only by telephone. If your telephone keypad has letters, you also can spell your name for the system. The system uses your spelled name for the directory. Callers can enter the first letters of your name to locate you in the directory.

You can remove yourself from automatic directory assistance so that callers cannot learn your extension number.

To add or remove your name from automatic directory assistance, enter 1 when asked to change your directory listing status after changing your recorded name.

To change your recorded name

1.	Access your mailbox.

2.	Enter 7 7 5 to change your recorded name.

3.	Follow the system instructions to record your name. Enter 1 for Yes, 2 for No.

To change your spelled name

1.	Access your mailbox.

2.	Enter 7 7 6 to change your spelled name.

3.	Follow the system instructions to change your spelled name. Enter 1 for Yes, 2 for No.

Quick Message Actions

While listening to a message, enter 3 to hear a menu of quick message actions.

After you have learned the quick action numbers, you can enter a number right away to take action. Except as noted, these actions are available for both new and old messages.

After using a quick message action, you can continue with the next part of the conversation or take more action on a message. For example, you can:

❑ Enter 3 4 to reply to a message, then 3 5 to check the next message.

❑ Enter 3 9 to redirect a message. After you finish redirecting the message, you can enter 3 4 to reply to the original sender. After you reply, you can enter 3 6 to delete the message.

When you exit the quick message actions, the system saves your message as an old message. The system also saves your message as old when you enter 3 5 to check the next message.

Task	Quick message action
Reply	3 4
Check the next message	3 5
Delete	3 6
Archive	3 7
Hear when the message was sent	3 8
Redirect	3 9
Save as new (new messages only)	3 0
Repeat the message	3 #
Exit quickly	*

Shortcuts

Use shortcuts to accelerate your responses to the system.

VOICE MESSAGING

Enter your personal ID and security code (if required), then enter the following shortcuts to do these tasks.

Task	Shortcut	Task	Shortcut
Check new messages	4	Change your security code	7 7 4
Leave a message	5	Turn call transfer off	7 6 4 2
Review old messages	6	Turn call transfer on	7 6 4 1
Change setup options	7	Change the telephone number for call transfer	7 6 4 1 4
Switch personal greetings	7 4 5	Turn call screening options off	7 6 4 1 5
Change your standard greeting	7 4 6	Add a message group	7 5 4
Change your alternate greeting	7 4 7	Edit a message group	7 5 5
Change your busy greeting	7 4 8	List your message groups	7 5 6
		Change your recorded name	7 7 5

FAX PACKAGE *

Enter you personal ID and security code (if required), then enter the following shortcuts to do these tasks.

Task	Shortcut
Edit your fax greeting	7 4 9
Change your fax delivery	7 6 5 8
Deliver all faxes	4 5
Fax a particular e-mail message, appointment, or task	3 7

*   *This feature may not be available at your site.*

NEW
Check new messages

```
ARCHV  Archive message
DEL    Delete message
REW    Rewind four seconds and play
PAUSE  Stop playing message
RESUME Resume playing message
FFWD   Fast forward four seconds and
       play
REDIR  Redirect message
REPLY  Send reply to message
NEXT   Next message or view Main menu
RPLAY  Replay message
NEW    Save message as new message
TIME   Hear time and date of message
MORE   View more options
BACK   View previous menu
DELIV* Deliver fax to new phone number
```

OLD
Review messages

```
ARCHV  Archive message
DEL    Delete message
REW    Rewind four seconds and play
PAUSE  Stop playing message
RESUME Resume playing message
FFWD   Fast forward four seconds and
       play
REDIR  Redirect message
REPLY  Send reply to message
NEXT   Next message or view Main menu
RPLAY  Replay message
TIME   Hear time and date of message
MORE   View more options
BACK   View previous menu
DELIV* Deliver fax to new phone number
```

LVMSG
Leave Message

RECORD
If live record is enabled, appears during record session

```
PAUSE  Pause recording
RESUME Resume recording
END    Stop and save recording
REREC  Stop and begin new recording
ERASE  Stop and erase recording
URG    Urgent message delivery
MORE   View more options
```

ACCEPT REJECT
If call screening is enabled, appears for incoming calls

```
ACCEPT  Accept call
REJECT  Send call to voice mailbox
```

MGR*
Lets system managers change set-up options

```
CHBX   Change voice mailbox
GREET  Change opening greeting
SCHED  Change system schedule, date, time
INFO   Hear system status
OPER   Change operator box settings
MORE   View more options
BACK   View previous menu
```

Press the Softkey under the option you want.

Listen to the instructions.

Press 1 for Yes or 2 for No.

This option may not be available.

SETUP

SETUP
Change setup options
GREET   Greetings
PERS   Personal options
TRFR   Transfer options
GRPS   Groups
DELIV   Delivery options
MORE   View more options
BACK   View previous menu

Greetings
CURR   Hear and switch current greeting
SWTCH   Switch greetings
STD   Edit standard greeting
ALT   Edit alternate greeting
BUSY   Edit busy greeting
MORE   View more options
BACK   View previous menu

Personal options
CODE   Change security code
SPELL   Respell name
DIR   Directory listing on/off
RCNAM   Rerecord name
MORE   View more options
BACK   View previous menu

Transfer options
ON/OFF   Call transfer, message
         delivery on/off
CHG#   Change phone number
SCRN   Call screening on/off
HLDING   Call holding on/off
MORE   View more options
BACK   View previous menu

Groups
CREATE   Create group
EDIT   Edit group
LIST   List your groups
DEL   Delete group
MORE   View more options
BACK   View previous menu

Delivery options
WORK   Change work phone delivery
HOME   Change home phone delivery
PAGER   Change pager delivery
SPARE   Change spare phone delivery
FAX*   Change fax delivery
MORE   View more options
BACK   View previous menu

Change delivery
ON/OFF   Message delivery on/
         off
PH#   Change phone number
SCHED   Change schedule
URG   Urgent only on/off
MORE   View more options
BACK   View previous menu
NOTIFY* Notify for fax on/
         off

Change fax delivery*
ON/OFF   Fax delivery on/off
FAX#   Change phone number
SCHED   Change schedule
MORE   View more options
BACK   View previous menu

This option may not be available.

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- CHANGE SETUP OPTIONS [7]

▶ DELIVER ALL NEW FAXES* [4][5]

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CHANGE DELIVERY
- CHANGE PHONE NUMBER [4]
- CHANGE SCHEDULE [5]
- URGENT ONLY ON/OFF [6]
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CHANGE FAX DELIVERY*
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PERSONAL OPTIONS
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This feature may not be available at your site.

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NOTES

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