InfoSet™408 VoiceMail User Guide

Reviewing Messages

Messages you've already listened to (old messages) can be reviewed for a short while (typically until midnight), be redirected to another mailbox or archived for a longer time.

REVIEW

Dial 5 to review messages.
Dial 1 for YES when prompted "You have ___ messages to review. Would you like to check them?"
Listen to old messages followed by day and time recorded.

REDIRECT (COPY TO ANOTHER MAILBOX)

Dial 2 while listening to a new or old message.
Dial 1 for YES to Redirect the message being reviewed.
Dial the mailbox or group to receive the redirected message.
Dial 1 to confirm your entry.
Dial 1 for YES if you want to record an introduction, otherwise dial 2.
Record your introduction when prompted.
Dial * to end recording.

Dial 1 for YES to set Special Delivery options, otherwise dial 2.
Dial 1 for YES to redirect the message to an additional mailbox, otherwise dial 2.

NOTE: You can redirect the same message as many times as you wish.

ARCHIVE (SAVE)

Dial 1 for YES to Archive the new or old message being reviewed.

NOTE: Once you listen to an old or archived message, you must archive it again to keep it from being deleted immediately.

Changing Your Setup Options

You may personalize your mailbox to accommodate your current schedule or plans by changing your Setup Options:

Dial 7 for Setup Options
Follow prompts to change the desired Setup Option.

GREETINGS

Dial 4 to change your Greetings.
Dial 4 to listen to the playback of your current Greeting.
Dial 1 for YES to switch between standard and alternate Greetings, otherwise dial 2.
Using the handset, begin recording at the beep.
Dial * to end recording and review Greeting.
Dial 1 to re-record, otherwise dial 2.

CALL TRANSFER SETTING

Dial 6 to change your transfer options.
Dial 4 to change Call Transfer setting.
Dial 1 to turn Call Transfer ON and/or leave it ON.
OR
Dial 2 to turn Call Transfer OFF.
Listen to the phone number your calls are currently being transferred to.
Dial 1 and enter a new phone number (up to 9 digits), then press *, otherwise dial 2 to leave the current setting.

NOTE: If Call Transfer to your work phone is OFF, calls are sent directly to your voice mailbox. When Call Transfer to your work phone is ON, calls are first directed to your extension. InfoSet Call Forward settings will then apply.

Changing Your Setup Options (Continued)

MESSAGE DELIVERY OPTIONS

Dial 6 to change your delivery options.
Dial 5 to set Message Delivery to your work phone, home phone, pager or spare phone.
Dial 4 for your work phone, 5 for your home phone, 6 for your pager, 7 for your spare phone.
Dial 1 to turn Message Delivery on and leave it on.
OR
Dial 2 to turn Message Delivery OFF.
Follow the prompts for the desired message delivery option.

NOTE 1: Message Delivery schedules may overlap.

NOTE 2: It is not necessary to dial a trunk access code (i.e. 9) when entering an outside telephone number.

Personal Options

SECTION A

Dial 7 to change your Personal Options.
Dial 4 to set your Security Code.
Dial a new Security Code of 3 to 10 digits.
Dial * to complete code entry.
Re-enter your security code, as prompted, for confirmation.
Dial * to complete code entry.

Other Personal Options you can change include re-recording or re-spelling your name or changing your directory listing status.

SECTION B
RE-RECORDING YOUR NAME

Dial 7 to change your Personal Options.
Dial 5 to change your Recorded Name.
Dial 1 for YES to change your name.
Enter and confirm new information.

SECTION C
RE-SPELLING YOUR NAME

Dial 7 to change your Personal Options.
Dial 6 to change the Spelling of your name.
Dial 1 for YES to change your name.
Enter and confirm new information.

SECTION D
CHANGING YOUR DIRECTORY STATUS

Dial 7 to change your Personal Options.
Dial 7 to change your Directory Status.
Dial 1 to turn Directory status ON and leave it ON.
OR
Dial 2 to turn Directory Status OFF.

Transferring a Call Directly to a Voice Mailbox

To simplify message taking, outside callers can be transferred directly into an InfoSet VoiceMail user's mailbox, where they will hear the personal greeting and be prompted to leave a message.

WITH AN OUTSIDE CALL IN PROGRESS:

Press Transfer.
Dial InfoSet VoiceMail, wait for answer.
Dial the mailbox number of the user the call is to be transferred to and dial 2.
Replace handset immediately.

Main Menu

Check New Messages = 4

Leave Messages = 5

Review Old Messages = 6

Change Setup Options = 7

KEYPAD SHORTCUTS

Switch between Standard and Alternate Greeting = 745

Change your Security Code = 774

Change Call Transfer Options = 764

Turn Call Transfer OFF = 7642

Turn Call Transfer ON = 7641

Change Phone Number for Call Transfer = 76414

Change your Recorded Name = 775

NEC

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General Information

SETUP OPTIONS

Once your VoiceMail has been opened, you may change various options, such as your Greetings, Transfer and Message Delivery Options and Personal Options.

VOICEMAIL MESSAGE INDICATION

Whenever there are new messages in your mailbox, an indication will be provided at your telephone:
Multiline Display Telephone:
Display = VM and number of new messages
Multiline Telephone:
Large LED = Slow flashing red
Single-Line Telephone:
MW Lamp = Steady red

ADVANCED DIALING

At any time, you can "dial ahead" by entering a series of responses, even before hearing the entire question, to advance directly to the desired section of your voice mailbox quickly.

ADDITIONAL INFORMATION

Refer to your InfoSet 408 Telephone User Guide for additional information on telephone and VM operation.

GETTING STARTED

When you call the InfoSet VoiceMail system for the first time, you will be asked to personalize your mailbox. Doing this will open your mailbox and make it ready for use.

ENTERING YOUR MAILBOX

Lift handset.
Dial InfoSet VoiceMail.
Dial your Personal ID, if necessary (typically 9 + extension number).
Follow prompts to accomplish the following steps:

RECORD YOUR NAME

Record your first and last name.
Dial * to end recording and review your name recording.
Dial 1 to re-record, otherwise dial 2.

SPELL YOUR NAME

If requested, spell the first 3 letters of your last name by dialing the corresponding numbers on your telephone dialpad. The Directory lets outside callers reach you by your last name if they do not know your extension number. It is recommended that you choose to be listed.

Getting Started

RECORD YOUR PERSONAL GREETING

At the prompt, record an appropriate greeting to callers who reach your mailbox. Use the handset to record your name and a brief, descriptive message.
Dial * to end recording and review your greeting.
Dial 1 to re-record, otherwise dial 2.

SET YOUR SECURITY CODE

Dial 1 for YES if you wish to enter a Security Code to safeguard your mailbox from unauthorized access, otherwise dial 2.
Enter a Security Code of 3 to 10 digits via your telephone dialpad.
Dial * to complete code entry.
Re-enter your security code, as prompted, for confirmation.
Dial * to complete code entry.

OPENING YOUR MAILBOX

Dial 1 to confirm your personalized settings and open your mailbox for use, otherwise dial 2.

NOTE: Your personalized settings can be changed at any time through Setup Options.

Call Forward Settings

CALL FORWARD BUSY/NO ANSWER (CF/BNA)

SET

Lift handset; hear ICM dial tone.
Dial the Call Forward Busy/No Answer set code 67.
Dial InfoSet VoiceMail.
Replace handset.

CANCEL

Lift handset; hear ICM dial tone.
Dial the Call Forward Busy/No Answer Cancel code 6700.
Replace handset.

CALL FORWARD ALL CALLS (CFA)

SET

Lift handset; hear ICM dial tone.
Dial the Call Forward All set code 66.
Dial the InfoSet VoiceMail
Replace handset.

CANCEL

Lift handset; hear ICM dial tone.
Dial the Call Forward All cancel code 6600.
Replace handset.

Calling Voice Mailbox

Use this simple procedure every time you wish to access your Voice Mailbox:
Lift handset OR press Speaker.
Dial InfoSet VoiceMail; wait for answer.
When calling from your telephone:
Dial your Security Code, if prompted.
When calling from another telephone:
Dial * 2 # to start the main greeting.
Dial your Personal ID (typically 9 + your extension number).
Dial your Security Code, if prompted.

WHEN CALLING FROM OUTSIDE:

Dial your Personal ID (typically 9 + your extension number).
Dial your Security Code, if prompted.
Respond to each question by dialing 1 for YES and 2 for NO or use Quick Keys to advance dial to a specific topic.

Checking Messages

Call your mailbox for new messages when you receive a VM message indication:
Dial 4 to check NEW messages.
Dial 1 for YES when asked, "You have __ new messages. Would you like to hear them?"
Messages marked "Urgent" are played first.
Messages from outside callers are played in the order received.
Messages from other InfoSet VoiceMail users are sorted by sender. At the tone you record a reply, otherwise dial 2.
The day and time recorded is announced at the end of each message.

While listening to a message, you can:
Dial * to skip the message and save it as "new."
Dial # to repeat the entire message.
Dial 1 to advance to the end of the message.
Dial 2 to redirect the message. Dial 1 to confirm, otherwise dial 2.
Dial 4 to delete the message. Dial 1 to confirm, otherwise dial 2.
Dial 6 to archive the message. Dial 1 to confirm, otherwise dial 2.

Dial 7 to repeat the previous 3 seconds of the message.
Dial 8 to pause message playback. (Dial 8 again to resume message playback.)
Dial 9 to advance 3 seconds within the message.

NOTE 1: NEW messages are those that you haven't yet heard. A NEW message will not be deleted until you've had the opportunity to listen to it.

NOTE 2: Messages are OLD once you hear them through to the recorded day and time. OLD messages are typically deleted at midnight of the day received unless they have been archived.

Quick Keys

Save time by advancing directly to a specific topic:
Dial 4 – check new messages.
Dial 5 – to leave messages.
Dial 6 – to review messages.
Dial 7 – to change your setup options.

Leaving Messages

Send messages to other InfoSet VoiceMail users directly from your mailbox:
Dial 5 to leave a message.
Dial the first three letters of the last name of the person or the group you want to send a message OR dial ## and the mailbox number. Dial 1 to confirm, otherwise dial 2.

Record your message at the beep. Dial 9 to end the recording OR * to select special delivery, otherwise dial # to re-record.

NOTE: Dial ## to switch between choosing by mailbox number or by name.

SPECIAL DELIVERY OPTIONS

When you leave a message, you can mark it for Special Delivery. There are four Special Delivery options available:

DIAL 4 – Urgent
Heard first before regular messages.

DIAL 5 – Private
Cannot be redirected.

DIAL 6 – Return Receipt
InfoSet VoiceMail tells you when the person heard the message.

DIAL 7 – Future Delivery
The message is sent at the time and day you specify.