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Introduction



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Introducing NEAXMail AD-120

Welcome to NEAXMail AD-120®. On NEAXMail AD-120, you and the other users in your organization are known as subscribers. As a subscriber, you can send and manage voice, fax, and e-mail messages from a touchtone phone, from your computer, or over the Internet.

With a full-featured system, NEAXMail AD-120 provides these options:

Unified messaging ViewMail® for Microsoft® Outlook® lets you manage voice and fax messages from your Outlook Inbox, along with your e-mail messages.

Fax option You can use a third-party fax program to send and receive fax messages from your computer the same way you send and receive other messages with Outlook. You can also print your fax and e-mail messages to a fax machine over the phone.

Text-to-speech option This option lets you hear the text portion of your e-mail messages over the phone.

The NEAXMail Assistant™ This Web-based option lets you personalize your NEAXMail AD-120 phone settings.

Your system administrator can tell you whether these options are available to you.



About this guide

The *NEAXMail AD-120 User Guide* shows you how to manage voice and fax messages, and how to change the settings that define how you work with NEAXMail AD-120. (For information about managing e-mail messages, see the documentation for your e-mail program.)

Information in the *NEAXMail AD-120 User Guide* is presented by task, and related tasks are grouped into sections. The information on section fronts applies to the tasks within the sections.

Each task includes procedures for doing the task; the procedures relate to the tools you use to work with NEAXMail AD-120 and are marked accordingly:

Phone 

Inbox 

NEAXMail Assistant 

The *User Guide* presents procedures for a full-featured NEAXMail AD-120 system. Some procedures may work differently for you, depending on how NEAXMail AD-120 is set up at your organization.

The *User Guide* includes space for reference information, on page 96. Write the phone numbers for calling NEAXMail AD-120 from inside and outside your organization; your ID; the Web site address for the NEAXMail Assistant; your server's name; and the name and phone number of your system administrator.

The map on the inside back cover shows the main NEAXMail AD-120 menus available by phone. A tear-off NEAXMail AD-120 reference card also is provided.

Getting started

Your first step in using NEAXMail AD-120 is to enroll as a subscriber, which you do by phone. During enrollment, you record and enter information about yourself. You can call NEAXMail AD-120 from inside or from outside your organization to enroll.

After enrollment, you can:

- Log on to NEAXMail AD-120 by phone to check and send messages, and to change many of your NEAXMail AD-120 settings. You can call NEAXMail AD-120 from inside or from outside your organization.
- Access the NEAXMail Assistant with your Web browser to change your NEAXMail AD-120 settings.



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To enroll on NEAXMail AD-120

The information that NEAXMail AD-120 prompts you for as you log on to enroll depends on where you are calling from:

Inside your organization

NEAXMail AD-120 may ask you to enter your ID and a password.

Outside your organization

NEAXMail AD-120 asks you to enter your ID and may ask you to enter a password.

Your system administrator gives you your ID and a temporary password, if one is required.

NOTE Depending on how NEAXMail AD-120 is set up at your organization, this procedure may not be required.



- 1 Dial the internal or external NEAXMail AD-120 phone number.
- 2 If you dialed the external phone number, press ***** when NEAXMail AD-120 answers.
- 3 Enter your ID, if required, then press **#**.
- 4 Enter a password, if required.
- 5 Depending on how NEAXMail AD-120 is set up at your organization, you may be asked to:
 - Record your name.
 - Record a greeting.
 - Set a new password.
 - Choose whether to be listed in directory assistance.



To log on to NEAXMail AD-120

After you enroll as a subscriber, use this procedure whenever you log on to NEAXMail AD-120 to manage messages and settings by phone.

The information that NEAXMail AD-120 prompts you for as you log on depends on where you are calling from:

Inside your organization

NEAXMail AD-120 may ask you to enter your password.

Outside your organization

NEAXMail AD-120 asks you to enter your ID and may ask you to enter your password.



PHONE

- 1** Dial the internal or external NEAXMail AD-120 phone number.
- 2** If you dialed the external phone number, press ***** when NEAXMail AD-120 answers.
- 3** Enter your ID, if required, then press **#**.
- 4** Enter your password, if required.

NOTE You may be able to skip some or all of these steps if your organization's phone system is set up to automatically do some steps when you call NEAXMail AD-120 from your desk, or if your desk phone has a quick-access button that you can press to automatically call NEAXMail AD-120.



To access the NEAXMail Assistant

After you enroll as a subscriber, use this procedure whenever you access the NEAXMail Assistant to manage your NEAXMail AD-120 settings.

After accessing the NEAXMail Assistant, you may have to enter logon information again on some NEAXMail Assistant pages, depending on how NEAXMail AD-120 is set up.



NEAXMAIL ASSISTANT

- 1 Start Internet Explorer.**
- 2 Type** `http://<your server name>/saweb/aadefault.htm`
(If you do not know your server name, contact your system administrator.)
- 3 Type your network user name and password, if required. (Use your Microsoft Windows NT® or Windows® 2000 user name and password, not your NEAXMail AD-120 phone password.)**

TIP Add the NEAXMail Assistant site to your list of favorites in Internet Explorer, so you do not have to type the Web address each time you log on.

The tools you use



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Messaging by phone

When you interact with NEAXMail AD-120 by phone, you hear the NEAXMail AD-120 conversation. The conversation's recorded instructions guide you as you listen to, send, and manage messages, and as you change your NEAXMail AD-120 settings.

Two menu types are available in the NEAXMail AD-120 conversation:

Full menus These menus provide comprehensive instructions and are easiest for new users.

Brief menus These menus provide abbreviated versions of full menus and are convenient for users familiar with full menus.

In the NEAXMail AD-120 conversation, you choose menu options by pressing the corresponding touchtone keys on your phone keypad.

A map of the main NEAXMail AD-120 conversation menus is provided on the back inside cover of the *User Guide*.

Help

For NEAXMail AD-120 conversation Help, press 0 on your phone keypad.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel last action or back up to previous point in NEAXMail AD-120 conversation	*	Skip ahead to next point in NEAXMail AD-120 conversation	#



Messaging from your Inbox

On your computer, voice messages are collected in your Inbox, along with your fax and e-mail messages. The voice messaging tasks you can perform from your Inbox depend on whether your organization uses ViewMail for Microsoft Outlook:

With ViewMail You can send, listen to, and manage voice messages from your Outlook Inbox. ViewMail's voice message form works the same way as an Outlook e-mail message form. The ViewMail form also has a Media Master control bar, which you use to record and play messages (see "Working with the Media Master control bar," on page 14).

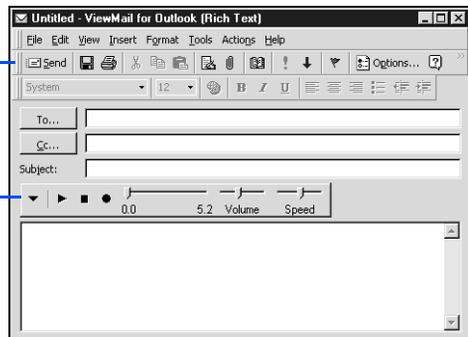
Without ViewMail You can listen to voice messages from your Inbox. Other voice messaging tasks must be done by phone.

Help

For ViewMail Help, press F1 on your computer keyboard.

Message toolbar

Media Master control bar





Working with the NEAXMail Assistant

The NEAXMail Assistant is a Web site that you access by using your Web browser. Your NEAXMail Assistant pages contain settings that control how you and your callers interact with NEAXMail AD-120 by phone.

The site's navigation bar contains the links to your NEAXMail Assistant pages. You click a link to move from one page to another as you make your changes.

TIP Click the Save icon (the disk) frequently to save changes as you make them. When you have unsaved changes, an asterisk appears next to your name as a reminder. The asterisk disappears when you click the Save icon.

Each NEAXMail Assistant page on which a name or greeting can be recorded includes a Media Master control bar (see “Working with the Media Master control bar,” on page 14).

Help

For NEAXMail Assistant help, click the Help icon (the question mark) at the top of the NEAXMail Assistant page. Question mark links appear next to settings that have descriptions. To see a description, click the link.



WARNING! Do not use the "Back" button in Internet Explorer to return to a page that you viewed earlier. Instead, use the links in the NEAXMail Assistant navigation bar.

Subscriber name

Save icon

Help icon

Page name

Navigation bar

Help link

Page

The screenshot shows an Internet Explorer browser window with the following elements:

- Address bar:** http://dwestweb/FrameASP/AAStarFrame.asp
- Title bar:** Shannon Delgado
- Navigation bar (left sidebar):**
 - Call Settings**
 - Greetings
 - Call Transfer and Screening
 - Message Settings**
 - Message Notification
 - Message Playback
 - Message Addressing
 - Private Lists
 - Caller Options
 - Fax Queue
 - Personal Settings**
 - Name
 - Telephones
 - Directory Listing
 - Phone Password
 - Language
- Main Content Area:**
 - Call Transfer and Screening**
 - 2) Transfer incoming calls to my phone?
 - Yes, ring my extension: 102
 - Yes, ring me at this number: [input field]
 - No (send directly to my greeting)
 - 2) If my phone is busy:
 - Ask caller to hold
 - Put caller on hold without asking
 - Send caller directly to my greeting
 - When I answer the phone:**
 - 2) Tell me who the call is for
 - 2) Announce before connecting caller to me
 - 2) Ask me if I want to take the call
 - 2) Call Screening Settings



Working with the Media Master control bar

The Media Master control bar appears in the ViewMail for Microsoft Outlook form and on NEAXMail Assistant pages where you can make recordings.

In the ViewMail form, you use the Media Master control bar to play and to record voice messages. On the NEAXMail Assistant pages, you use the control bar to record names and greetings.

You use the Options menu on the Media Master control bar to work with other sound (WAV) files in your recordings. These sound file options are available:

New Erase a recording to rerecord.

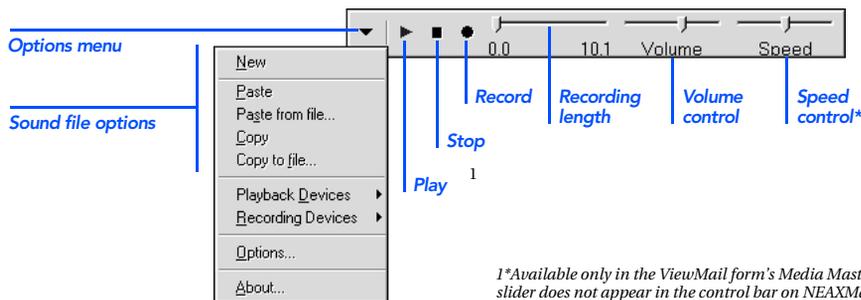
Paste Paste a sound recording the same way you paste text in a text file.

Paste from file Paste another sound file to a recording.

Copy Copy a sound recording the same way you copy text in a text file.

Copy to file Copy the recording to a sound file that you name.

You also use the Options menu to set your recording and playback devices, if applicable (see “To change recording and playback devices,” on page 44).



*1*Available only in the ViewMail form's Media Master control bar. The slider does not appear in the control bar on NEAXMail Assistant pages.*



Checking messages

You can check messages from your Inbox or by phone. Once you have listened to or opened a message, it becomes an old, or saved, message—unless you mark it as new or delete it.

Deleted messages are not completely removed from the system, but instead are moved to the Deleted Items folder in your Inbox. Deleted messages can still be accessed, either from your Inbox or by phone. If you deleted a message by mistake, you can restore it to a saved message. Once a message has been deleted from the Deleted Items folder, it is permanently removed from the system.

NOTE It is a good idea to periodically clear old messages out of your Deleted Items folder. If you do not do this, you may eventually exceed the storage limitations of your NEAXMail AD-120 account, and may find that you are unable to send any further messages by phone. If this happens, try removing a few items from your Deleted Items folder. This will bring your total message store back below its size limitation, and you will then be able to send new messages.

Settings for the types of messages you hear when you check messages by phone and what you hear in message summaries can be customized in the NEAXMail Assistant.

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To check messages

If you are using the fax option, NEAXMail AD-120 plays the message summaries and any voice annotations on your fax messages.

If you are using the text-to-speech option, NEAXMail AD-120 also plays your e-mail messages and meeting requests. You can send a voice message reply to an e-mail or meeting request, and you can accept or decline meeting requests.

TIP Old messages are not deleted automatically. Delete unwanted messages frequently to save space.

PHONE

- 1 Call NEAXMail AD-120 and log on.
- 2 Press **1** to hear new messages,
or
press **3** to review old messages.
- 3 Use the following keys to manage your messages and to control playback.

Use these keys during a message

TASK	KEY	TASK	KEY
Repeat	1	Reverse	7
Save	2	Pause or continue	8
Delete	3	Fast-forward to end	9
Change volume	5		

Use these keys after a message

TASK	KEY	TASK	KEY
Repeat	1	Mark as new	6
Save	2	Reverse	7
Delete	3	Deliver an e-mail or fax to a fax phone number*	8
Reply	4	Hear summary	9
Forward message	5		

* Available only if you are using the fax option.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#

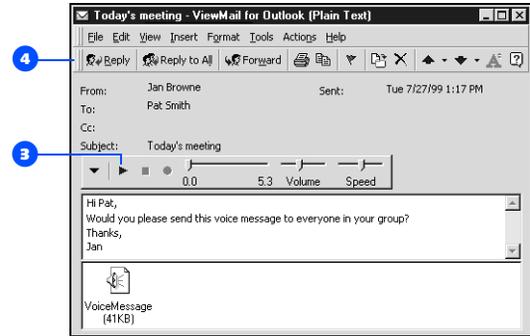


TIP To have voice messages play automatically when you open them, on the Outlook Tools menu, click "ViewMail options," then select the "Play voice automatically" check box.

INBOX

- 1 Open your Outlook Inbox.
- 2 Double-click a voice message ,
or
double-click a fax message .
- 3 In the open voice message, click  on the Media Master control bar to play the message.
or
In the open fax message, double-click the attached file to start the viewer program on your computer.

Voice message



Continued ▶



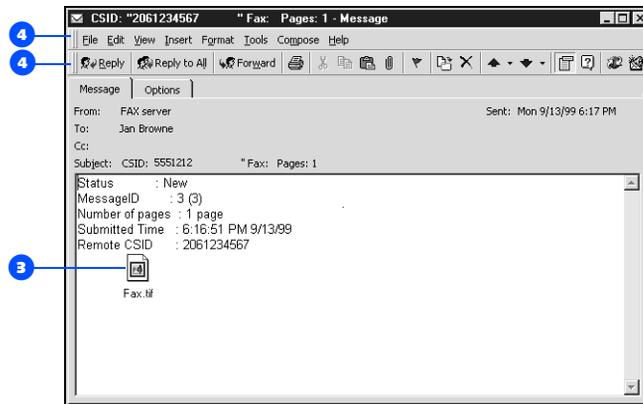
To check messages, continued

4 In the voice or fax message, use the buttons on the message toolbar to handle the message the same way you handle e-mail messages.

or

In the fax message, click the print button on the viewer toolbar or click "Print" on the File menu to print the fax.

Fax message





To check your calendar

If you are using the text-to-speech option, NEAXMail AD-120 can read your schedule of meetings to you for any day in your calendar. You can accept or decline each meeting, and you can send a voice message to the meeting organizer.

PHONE

- 1 Call NEAXMail AD-120 and log on.
- 2 Press 5 to check your schedule.
- 3 Press 1 to hear today's schedule
or
press 2 to hear tomorrow's schedule
or
press 3 to select a day in the future.
- 4 Use the following keys to manage your meetings and control readback.

Use these keys during meeting readback

TASK	KEY	TASK	KEY
Repeat	1	Reverse	7
Accept	2	Pause or continue	8
Decline	3	Fast-forward to end	9
Change volume	5		

Use these keys after meeting readback

TASK	KEY	TASK	KEY
Repeat	1	Mark as new	6
Accept	2	Reverse	7
Decline	3	Deliver meeting message to a fax phone number*	8
Tentatively accept	4	Hear summary	9
Forward meeting message	5		

** Available only if you are using the fax option.*

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#



Sending messages

You can send messages to subscribers, private lists, and public distribution lists. If your organization has multiple locations, you also may be able to send messages to subscribers at another location.

Lists

Private lists and public distribution lists are lists of message recipients that are grouped as one recipient. A message sent to a list goes to each recipient on the list.

Anyone can send messages to public distribution lists. Only you can send messages to your private lists.

Addressing voice messages by phone

You address messages by phone either in spelling mode or number mode, depending on the type of recipients. Press the # key twice (##) to switch between spelling mode and number mode.

Spelling mode On the phone keypad, spell the name of a subscriber, public distribution list, or (if available) another location. You cannot address messages to private lists in spelling mode.

Number mode On the phone keypad, enter the number of an extension, public distribution list, private list, or (if available) another location.

You can address a message to more than one recipient or type of recipient.

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To send a voice message

When addressing a message, press the # key twice (##) to switch between spelling mode and number mode.



- 1 Call NEAXMail AD-120 and log on.
- 2 Press **2**.
- 3 Follow the NEAXMail AD-120 conversation to address the message.
- 4 Press **#** to record the message,
or
press **1** to add another name or list.
- 5 Press **#** to send the message,
or
press **1** for message options.

Message options

OPTION	KEY	OPTION	KEY
Change addressing	1	Set special delivery	3
Change recording	2	Review message	4

Use these keys as you record

TASK	KEY	TASK	KEY
Pause or continue	8	End recording	#

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#

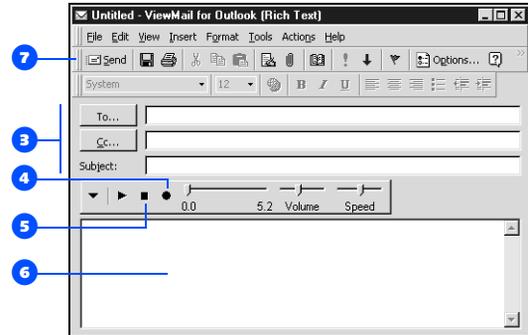


INBOX

You can use your phone or a multimedia microphone—if your computer has one—to record messages from your Inbox.

(See also “To change recording and playback devices,” on page 44.)

- 1 Open your Outlook Inbox.
- 2 On the Outlook toolbar, click , or click “New voice message” on the Actions menu.
- 3 Type recipient names and a subject.
- 4 On the Media Master control bar, click  and record the message with your recording device:
Phone Pick up the handset when the phone rings, wait for the tone, then speak into the handset.
Multimedia microphone Wait for the tone, then speak into the microphone.
- 5 When you finish recording, click .
- 6 Add text and attachments as appropriate.
- 7 Click “Send.”





To send a voice message to a private list

You address messages to private lists only by phone, and only in number mode.

PHONE

- 1 Log on to NEAXMail AD-120.
- 2 Press **2**.
- 3 Switch to number mode, if in spelling mode, by pressing **#** twice.
- 4 Enter the number of the private list. (Private lists are numbered 1 through 20.)
- 5 Press **#** to record the message,
or
press **1** to add another name or list.
- 6 Press **#** to send the message,
or
press **1** for message options.

Message options

OPTION	KEY	OPTION	KEY
Change addressing	1	Set special delivery	3
Change recording	2	Review message	4

Use these keys as you record

TASK	KEY	TASK	KEY
Pause or continue	8	End recording	#

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#



To send a voice message to another location

To send messages by phone to subscribers at other locations, you must identify the location as well as the subscriber when addressing the message.

Press the # key twice (##) to switch between spelling mode and number mode.

PHONE

- 1 Log on to NEAXMail AD-120.
- 2 Press **2**.
- 3 If addressing in spelling mode, spell the location name, then spell the subscriber's name.
or
If addressing in number mode, enter the location ID, then enter the subscriber's extension.
- 4 Press **#** to record the message,
or
press **1** to add another name or list.

- 5 Press **#** to send the message,
or
press **1** for message options.

Message options

OPTION	KEY	OPTION	KEY
Change addressing	1	Set special delivery	3
Change recording	2	Review message	4

Use these keys as you record

TASK	KEY	TASK	KEY
Pause or continue	8	End recording	#

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#



To reply to a message

When you reply by phone to any type of message, your response is a voice message.

You can reply by phone only to messages from other subscribers.

PHONE

- 1 After listening to the message, press **4**.
- 2 Record your reply.
- 3 Press **#** to send the reply,
or
press **1** for message options.

Message options

OPTION	KEY	OPTION	KEY
Change addressing	1	Set special delivery	3
Change recording	2	Review message	4

- 4 Follow the NEAXMail AD-120 conversation to handle the original message.

Use these keys as you record

TASK	KEY	TASK	KEY
Pause or continue	8	End recording	#

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#

[Continued >](#)

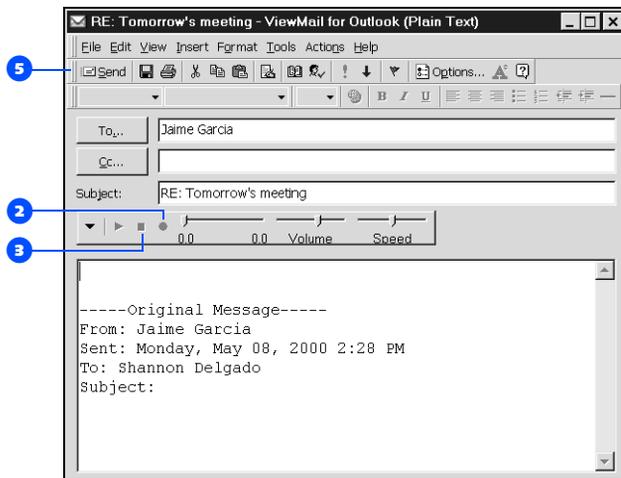


To reply to a message, continued

From your Inbox, you can reply with a voice message only to another voice message from a subscriber.

INBOX

- 1 In the open voice message, click "Reply."
- 2 On the Media Master control bar, click  and record a reply with your recording device:
Phone Pick up the handset when the phone rings, wait for the tone, then speak into the handset.
Multimedia microphone Wait for the tone, then speak into the microphone.
- 3 When you finish recording, click .
- 4 Add text and attachments as appropriate.
- 5 Click "Send."





To forward a message

You can forward a message as is or record an introduction that plays before the forwarded message.

When addressing a message, press the # key twice (##) to switch between spelling mode and number mode.



- 1 After listening to the message, press 5.
- 2 Follow the NEAXMail AD-120 conversation to address the forwarded message.
- 3 Press # to forward the message as is,
or
press 2 to record an introduction,
or
press 3 for message options.
- 4 Press # to forward the message as is,
or
press 1 for message options.

Message options

OPTION	KEY	OPTION	KEY
Change addressing	1	Set special delivery	3
Change recording	2	Review message	4

- 5 Follow the NEAXMail AD-120 conversation to handle the original message.

Use these keys as you record

TASK	KEY	TASK	KEY
Pause or continue	8	End recording	#

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#

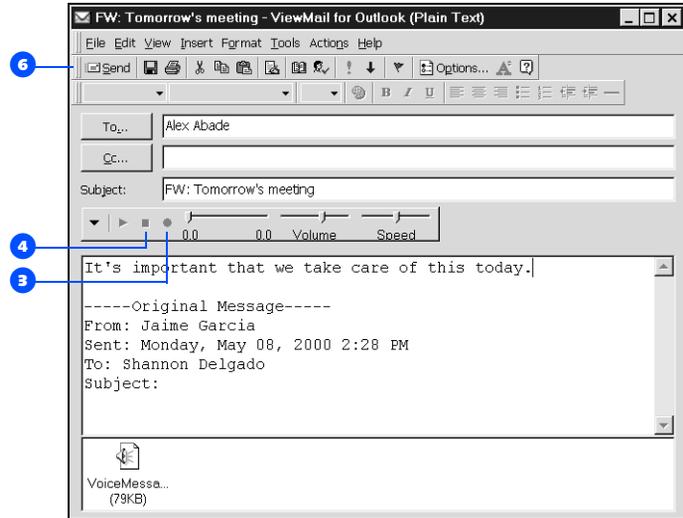
[Continued >](#)



To forward a message, continued



- 1 In an open voice message, click "Forward."
- 2 Enter recipients' names.
- 3 On the Media Master control bar, click  to record an introduction with your recording device:
Phone Pick up the handset when the phone rings, wait for the tone, then speak into the handset.
Multimedia microphone Wait for the tone, then speak into the microphone.
- 4 When you finish recording, click .
- 5 Add text and attachments as appropriate.
- 6 Click "Send."







Recording phone calls

Depending on the phone system your organization uses, you may be able to record phone calls while you are talking.

With NEAXMail AD-120, phone calls that you record are stored as voice messages and sent to you. (You can record phone calls only if your phone is equipped with a “Record” key.) You handle recorded call messages the same way you handle other voice messages.

When you check messages by phone, NEAXMail AD-120 plays recorded call messages along with your other voice messages. Your name is listed as the sender.

When you check messages from your Inbox, recorded call messages look like other voice messages. Your name is listed in the “To” and “From” boxes, and “Live record message” is listed in the “Subject” box.

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To record a phone call



PHONE

- ◆ Press the “Record” key on your phone during your phone call.

CAUTION! The use of monitoring, recording or listening devices to eavesdrop, monitor, retrieve, or record phone conversations or other sound activities—whether or not contemporaneous with transmission—may be illegal in certain circumstances under local laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some laws require some form of notification to all parties to a phone conversation—such as using a beep tone or other notification method, or requiring the consent of all parties to the phone conversation—prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties.



Changing personal settings

Personal settings control the information about you as a subscriber on NEAXMail AD-120 and some of the choices you make for interacting with NEAX-Mail AD-120.

Recorded name Your recorded name plays with messages that you leave for other subscribers and identifies you in directory assistance. It also plays with any of your greetings that use system default recordings instead of your own recordings.

Password Your password protects the privacy of your messages. If you forget your NEAXMail AD-120 phone password, your system administrator creates a temporary password for you. Then, the next time you log on, you are prompted to create a new one.

Directory listing status When you are listed in the directory, callers can reach you through directory assistance.

NEAXMail AD-120 conversation language

When your organization has more than one language installed on NEAXMail AD-120, you can select the language in which you hear the NEAX-Mail AD-120 conversation when you log on. (Your system administrator sets the language in which callers hear the NEAXMail AD-120 conversation.)

NEAXMail AD-120 conversation menus You can hear either full or brief menus when you interact with NEAXMail AD-120 by phone. Full menus provide comprehensive instructions, and brief menus provide abbreviated versions of full menus.

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To change your recorded name

 **PHONE**

- 1 Call NEAXMail AD-120 and log on.
- 2 Press **4** > **3** > **2**.
- 3 At the tone, record your name,
or
press ***** to keep the current recording.

Use these keys as you record

TASK	KEY	TASK	KEY
Pause or continue	8	End recording	#

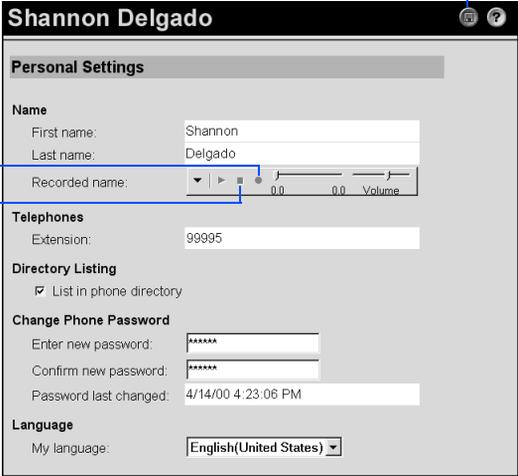
Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#



NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 Under Personal Settings in the navigation bar, click "Name."
- 3 On the Media Master control bar, click  and record your name with your recording device:
Phone Pick up the handset when the phone rings, wait for the tone, then speak into the handset.
Multimedia microphone Wait for the tone, then speak into the microphone.
- 4 When you finish recording, click .
- 5 Click  to save your changes.



Shannon Delgado

Personal Settings

Name

First name: Shannon

Last name: Delgado

Recorded name:  0.0 0.0 Volume

Telephones

Extension: 99995

Directory Listing

List in phone directory

Change Phone Password

Enter new password: *****

Confirm new password: *****

Password last changed: 4/14/00 4:23:06 PM

Language

My language: English(United States)



To change your password



- 1 Call NEAXMail AD-120 and log on.
- 2 Press **4** > **3** > **1**.
- 3 Enter a new password and press **#**.
- 4 Enter the new password again to confirm it and press **#**.

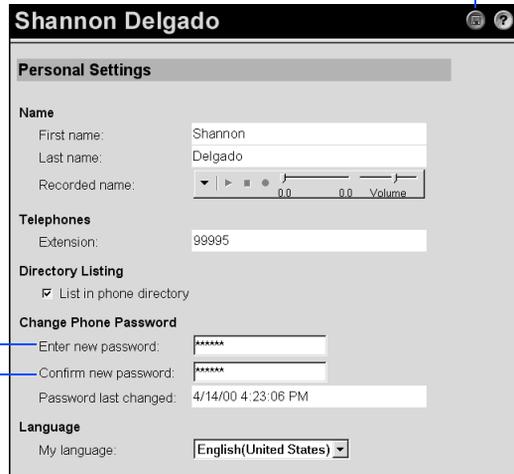
Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#



NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 Under Personal Settings in the navigation bar, click "Phone password."
- 3 In the "Enter new password" box, type a password.
- 4 In the "Confirm new password" box, type the password again.
- 5 Click  to save your changes.



Shannon Delgado

Personal Settings

Name

First name: Shannon
Last name: Delgado
Recorded name: [Volume control]

Telephones

Extension: 99995

Directory Listing

List in phone directory

Change Phone Password

Enter new password: [password field]
Confirm new password: [password field]
Password last changed: 4/14/00 4:23:06 PM

Language

My language: English(United States)



To change your directory listing status

 **PHONE**

- 1 Call NEAXMail AD-120 and log on.
- 2 Press **4** > **3** > **3**.
- 3 Press **1** to change your listing status,
or
press **#** to keep your current listing status.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#



NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 Under Personal Settings in the navigation bar, click "Directory listing."
- 3 Select the "List in phone directory" check box to be listed,
or
clear the check box to not be listed.
- 4 Click  to save your changes.

Shannon Delgado

Personal Settings

Name

First name: Shannon

Last name: Delgado

Recorded name: [Volume slider: 0.0 0.0]

Telephones

Extension: 99995

Directory Listing

List in phone directory

Change Phone Password

Enter new password: [Masked]

Confirm new password: [Masked]

Password last changed: 4/14/00 4:23:06 PM

Language

My language: English(United States)



To change your NEAXMail AD-120 conversation language

You can select a language only in the NEAXMail Assistant, not by phone.



NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 Under Personal Settings in the navigation bar, click "Language."
- 3 In the My Language list, click the language in which you want to hear the NEAXMail AD-120 conversation.
- 4 Click  to save your changes.

Shannon Delgado

Personal Settings

Name

First name: Shannon
Last name: Delgado
Recorded name: 

Telephones

Extension: 99995

Directory Listing

List in phone directory

Change Phone Password

Enter new password:
Confirm new password:
Password last changed: 4/14/00 4:23:06 PM

Language

My language:



To change your NEAXMail AD-120 conversation menus

PHONE

- 1 Call NEAXMail AD-120 and log on.
- 2 Press **4** > **2** > **3**.
- 3 Press **1** to switch between full and brief menus.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#

[Continued](#) ▶

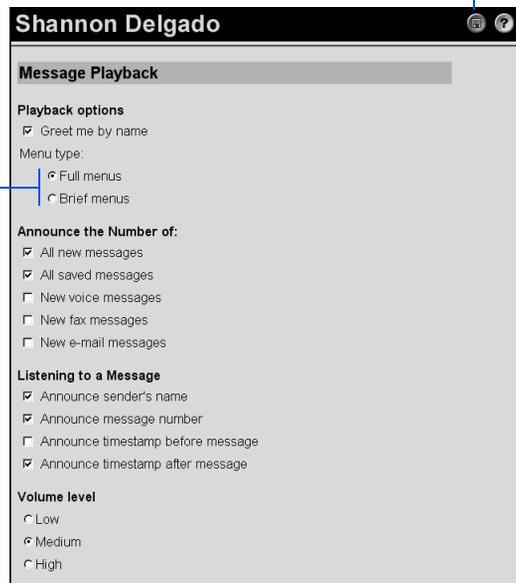


To change your NEAXMail AD-120 conversation menus, continued



NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 Under Message Settings in the navigation bar, click "Message playback."
- 3 Under Menu Type, click "Full menus" or "Brief menus."
- 4 Click  to save your changes.



Shannon Delgado

Message Playback

Playback options

- Greet me by name

Menu type:

- Full menus
- Brief menus

Announce the Number of:

- All new messages
- All saved messages
- New voice messages
- New fax messages
- New e-mail messages

Listening to a Message

- Announce sender's name
- Announce message number
- Announce timestamp before message
- Announce timestamp after message

Volume level

- Low
- Medium
- High



Changing recording and playback settings

Recording and playback settings control how you record and play messages from your Inbox and how you record and play greetings and names in the NEAXMail Assistant.

Depending on how your computer is set up, you can choose your recording and playback devices:

Recording devices You speak into either your phone or a multimedia microphone (if your computer has one).

Playback devices You hear recordings through either your phone or multimedia speakers (if your computer has them).

You also have a volume control option and an automatic playback option for voice messages in your Inbox.

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To change playback volume	46
To change automatic voice message playback	48



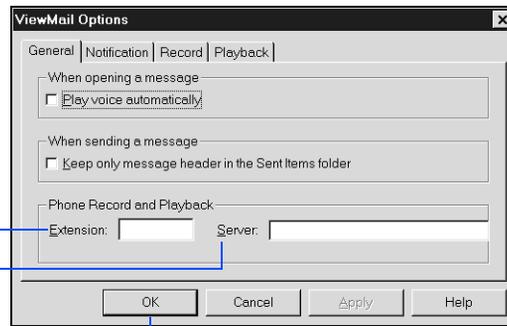
To change recording and playback devices



- 1 On the Outlook toolbar, click "ViewMail options."
- 2 Click the Record or Playback tab.
- 3 In the Device list, click "Phone" or the appropriate wave driver. (For information on selecting the appropriate wave driver, contact your system administrator.)

TIP Use your phone as the recording device to get the best sound quality in your recordings.

- 4 If you chose "Phone" for your playback or recording device, click the General tab.
- 5 In the "Extension" box, type your extension.
- 6 In the "Server" box, type the name of your server. (If you do not know your server name, contact your system administrator.)
- 7 Click "OK" to save your changes.





You can change your recording and playback devices from any Media Master control bar in the NEAXMail Assistant.

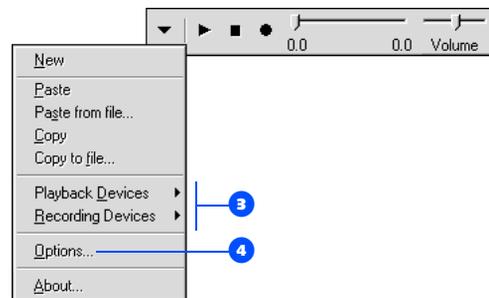


NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 Under Call Settings in the navigation bar, click "Greetings."
- 3 On the Media Master control bar's  menu, click "Playback devices" or "Recording devices," then click "Phone" or the appropriate wave driver. (For information on selecting the appropriate wave driver, contact your system administrator.)

TIP Use your phone as the recording device to get the best sound quality in your recordings.

- 4 If you chose "Phone" for your playback or recording device, click "Options" on the  menu.
- 5 In the dialog box, type your extension and the name of your server. (If you do not know your server name, contact your system administrator.)



- 6 Click "OK."
- 7 Click  to save your changes.



To change playback volume

As you listen to a message by phone, you can adjust the volume of the message. The change does not affect the playback volume of other messages.

You cannot adjust recording volume or the playback volume of greetings.



▶ While listening to a message, press **5** to toggle among these volume settings:

Press once Increases the volume.

Press again Decreases the volume.

Press again Returns the volume to normal.

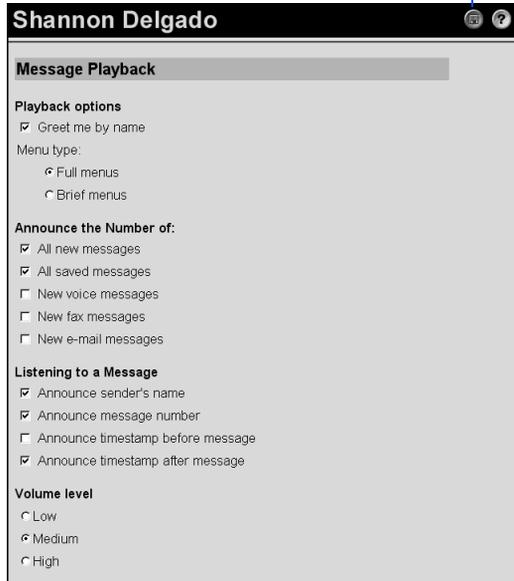


NEAXMAIL ASSISTANT

In the NEAXMail Assistant, you can adjust the playback volume for all of your messages.

You cannot adjust recording volume or the playback volume of greetings.

- 1 Access the NEAXMail Assistant.
- 2 Under Message Settings in the navigation bar, click "Message playback."
- 3 Click "Low," "Medium," or "High."
- 4 Click  to save your changes.



Shannon Delgado

Message Playback

Playback options

- Greet me by name

Menu type:

- Full menu
- Brief menu

Announce the Number of:

- All new messages
- All saved messages
- New voice messages
- New fax messages
- New e-mail messages

Listening to a Message

- Announce sender's name
- Announce message number
- Announce timestamp before message
- Announce timestamp after message

Volume level

- Low
- Medium
- High



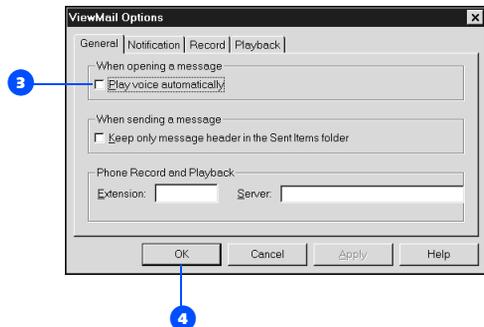
To change automatic voice message playback

With automatic playback, your voice messages begin playing as soon as you open them in your Inbox.

Without automatic playback, you use the Media Master control bar to play voice messages.



- 1 On the Outlook Tools menu, click "ViewMail options."
- 2 Click the General tab.
- 3 Select or clear the "Play voice automatically" check box.
- 4 Click "OK."





Changing greeting settings

You can record up to five personal greetings that callers hear when you are not available to take calls.

NEAXMail AD-120 plays your greetings in the appropriate situations, depending on your organization's hours and on how NEAXMail AD-120 is set up:

Standard greeting This greeting generally plays during your work hours. The standard greeting plays unless it is overridden by another greeting.

Closed greeting This greeting plays during your nonwork hours. The closed greeting overrides the standard greeting during your organization's non-business hours.

Internal greeting This greeting plays only to callers within your organization. It can provide information that coworkers need to know. The internal greeting overrides the standard and closed greetings when you do not answer your phone.

Busy greeting This greeting plays when you are on the phone. The busy greeting overrides the standard, closed, and internal greetings.

Alternate greeting This greeting plays to indicate special circumstances, such as when you are on vacation. The alternate greeting overrides all other greetings.

You can record your standard, closed, and alternate greetings, and enable or disable your alternate greeting by phone. You can record all five of your greetings and enable or disable them in the NEAXMail Assistant.

Enabling a greeting makes it available for NEAXMail AD-120 to play in the appropriate situations. (Your standard greeting is always enabled.)

Disabling a greeting makes it unavailable for NEAXMail AD-120 to play, but it does not erase the recording. (You cannot disable your standard greeting.)

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To enable or disable Bypass Greeting.....	55



To record a greeting

You can record only your standard, closed, and alternate greetings by phone.



- 1 Call NEAXMail AD-120 and log on.
- 2 Press **4** > **1** > **1**.
- 3 After NEAXMail AD-120 plays your current greeting, press **1** to rerecord it,
or
press **3** to record a different greeting,
choose the greeting, then rerecord it.

Use these keys as you record

TASK	KEY	TASK	KEY
Pause or continue	8	End recording	#

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#

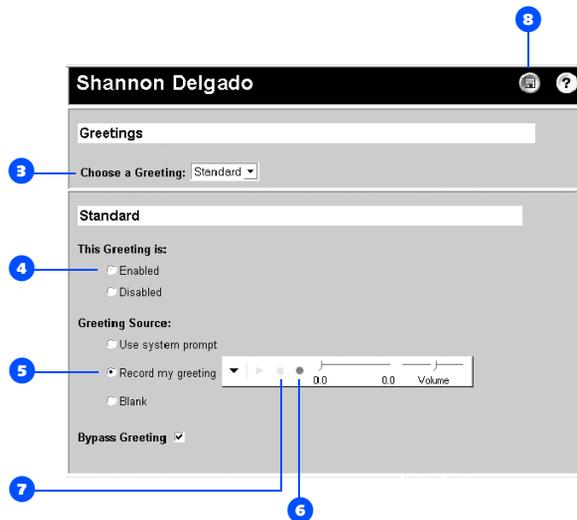


NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
 - 2 Under Call Settings in the navigation bar, click "Greetings."
 - 3 In the Choose a Greeting list, click the greeting you want to record.
 - 4 Click "Enabled."
- NOTE** When your alternate greeting is enabled, it overrides all other greetings.
- 5 Click "Record my greeting."
 - 6 On the Media Master control bar, click  and record the greeting with your recording device:

Phone Pick up the handset when the phone rings, wait for the tone, then speak into the handset.

Multimedia microphone Wait for the tone, then speak into the microphone.



- 7 When you finish recording, click .
- 8 Click  to save your changes.



To enable or disable a greeting

You can enable or disable only your alternate greeting by phone.



- 1 Call NEAXMail AD-120 and log on.
- 2 Press **4** > **1** > **1**.
- 3 After NEAXMail AD-120 plays your current greeting, press **2** to enable or disable your alternate greeting.

NOTE When your alternate greeting is enabled, it overrides all other greetings.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#



You can enable or disable all of your greetings in the NEAXMail Assistant, except the standard greeting, which is always enabled.



NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 In the Call Settings section of the navigation bar, click "Greetings."
- 3 In the Choose a Greeting list, click the greeting you want to enable or disable.
- 4 Click "Enabled" to make the greeting available to NEAXMail AD-120,
or
click "Disabled" to make it unavailable to NEAXMail AD-120.

NOTE When your alternate greeting is enabled, it overrides all other greetings.

- 5 Click  to save your changes.





To change a greeting source



NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 In the Call Settings section of the navigation bar, click "Greetings."
- 3 In the Choose a Greeting list, click the greeting whose source you want to change.

4 Choose a source:

Use system prompt NEAXMail AD-120 plays a prerecorded greeting along with your recorded name (for example, "Sorry, <your name> is not available").

Record my greeting NEAXMail AD-120 plays your recording. (Use the Media Master control bar to record your greeting.)

Blank NEAXMail AD-120 plays no greeting.

- 5 Click  to save your changes.





To enable or disable Bypass Greeting

Callers can normally press **#** to skip your greeting and leave you a message immediately.

But there may be situations, such as when you are on vacation or out of the office for an extended period, in which you require callers to listen to the entire greeting before they can leave a message.

You can choose whether or not to let callers skip your greeting by enabling or disabling the Bypass Greeting option.



PHONE

- 1** Call NEAXMail AD-120 and log on.
- 2** Press **4** > **1** > **1**.
- 3** After NEAXMail AD-120 plays your current greeting, press **5** to enable or disable Bypass Greeting.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#



NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 In the Call Settings section of the navigation bar, click "Greetings."
- 3 In the Choose a Greeting list, click the greeting for which you want to enable or disable Bypass Greeting.
- 4 To let callers skip this greeting, check the Bypass Greeting checkbox,
or
to require callers to listen to this greeting, uncheck the Bypass Greeting checkbox.
- 5 Click  to save your changes.

Shannon Delgado

Greetings

Choose a Greeting: Standard

Standard

This Greeting is:

Enabled

Disabled

Greeting Source:

Use system prompt

Record my greeting

Blank

0.0 0.0 Volume

Bypass Greeting

5



Changing call settings

Call settings control some caller options and how NEAXMail AD-120 handles your incoming external calls:

Answer options When you answer your phone, NEAXMail AD-120 can announce who the call is for and when it connects the call, and it can give you the options of taking the call or routing it to your greeting for the caller to leave a message.

Call screening With call screening on, NEAXMail AD-120 records a caller's name and plays it for you before connecting the call.

Busy/hold options When your phone is busy, NEAXMail AD-120 has two hold options or it can route callers to your greeting to leave a message.

Call transfer You can choose to answer your calls or to have them routed to your greeting. Generally, call transfer is set to ring a phone—either your extension or another phone—when you are available to answer calls. You likely would transfer calls directly to your greeting when you planned to be out of the office for an extended period, such as a vacation. (When you route calls to your greeting, callers do not have to wait while your phone rings unanswered.)

Callers' message options You can choose whether callers who leave messages can edit their messages and mark them urgent.

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To change how NEAXMail AD-120 handles calls when your phone is busy	60
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To change what NEAXMail AD-120 says when you answer calls



NEAXMAIL ASSISTANT

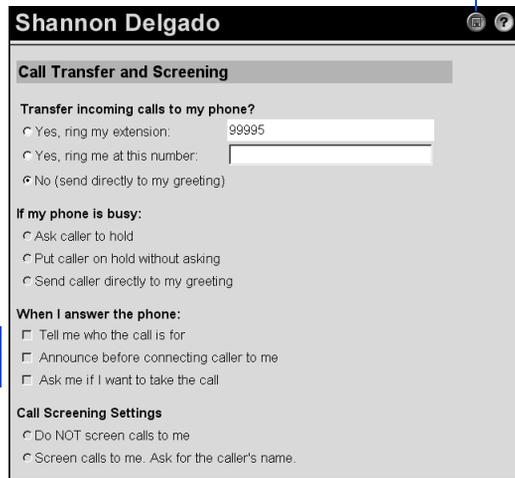
- 1 Access the NEAXMail Assistant.
- 2 Under Call Settings in the navigation bar, click "Call transfer and screening."
- 3 Choose what NEAXMail AD-120 says when you answer your phone:

Tell me who... NEAXMail AD-120 plays the recorded name attached to the dialed extension. Use this setting when two or more people share a phone.

Announce before connecting... NEAXMail AD-120 tells you when it connects the call.

Ask me if... NEAXMail AD-120 asks if you want to take the call or have the caller leave a message. You can use this setting with the "Tell me who the call is for" option (for example, to decline a call for someone you share a phone with). You also can use this setting with the "Screen calls to me" option under "Call screening settings" (for example, to accept or decline calls based on the identity of the caller).

- 4 Click  to save your changes.



Shannon Delgado

Call Transfer and Screening

Transfer incoming calls to my phone?

- Yes, ring my extension: 99995
- Yes, ring me at this number:
- No (send directly to my greeting)

If my phone is busy:

- Ask caller to hold
- Put caller on hold without asking
- Send caller directly to my greeting

When I answer the phone:

- Tell me who the call is for
- Announce before connecting caller to me
- Ask me if I want to take the call

Call Screening Settings

- Do NOT screen calls to me
- Screen calls to me. Ask for the caller's name.



To change call screening

NEAXMail AD-120 screens calls by asking for and recording a caller's name, then placing the caller on hold. NEAXMail AD-120 rings your phone and announces the caller's name.



NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 Under Call Settings in the navigation bar, click "Call transfer and screening."
- 3 Choose whether NEAXMail AD-120 screens your calls.

To have the option of declining a call and routing it to your greeting instead, you also must select the "Ask me if I want to take the call" check box under "When I answer the phone."
- 4 Click  to save your changes.

Shannon Delgado

Call Transfer and Screening

Transfer incoming calls to my phone?

Yes, ring my extension: 99995

Yes, ring me at this number:

No (send directly to my greeting)

If my phone is busy:

Ask caller to hold

Put caller on hold without asking

Send caller directly to my greeting

When I answer the phone:

Tell me who the call is for

Announce before connecting caller to me

Ask me if I want to take the call

Call Screening Settings

Do NOT screen calls to me

Screen calls to me. Ask for the caller's name.



To change how NEAXMail AD-120 handles calls when your phone is busy



NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 Under Call Settings in the navigation bar, click "Call transfer and screening."

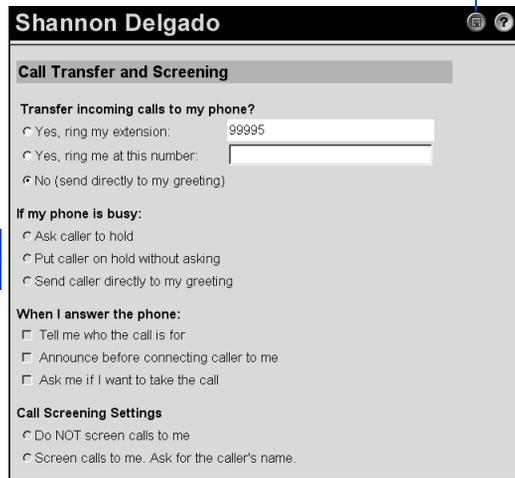
- 3 Choose whether callers are put on hold:

Ask caller to hold NEAXMail AD-120 gives the caller the options of holding or leaving a message.

Put caller on hold... NEAXMail AD-120 automatically puts the caller on hold, without the option of leaving a message.

Send caller directly... NEAXMail AD-120 automatically routes the caller to your greeting, without the option of holding, then prompts the caller to leave a message.

- 4 Click  to save your changes.



Shannon Delgado

Call Transfer and Screening

Transfer incoming calls to my phone?

- Yes, ring my extension: 99995
- Yes, ring me at this number: _____
- No (send directly to my greeting)

If my phone is busy:

- Ask caller to hold
- Put caller on hold without asking
- Send caller directly to my greeting

When I answer the phone:

- Tell me who the call is for
- Announce before connecting caller to me
- Ask me if I want to take the call

Call Screening Settings

- Do NOT screen calls to me
- Screen calls to me. Ask for the caller's name.



To change call transfer

Depending on how NEAX-Mail AD-120 is set up at your organization, this option may not be available.



PHONE

- 1 Call NEAXMail AD-120 and log on.
- 2 Press **4** > **1** > **2**.
- 3 Press **1** to switch between transferring calls to an extension and to your greeting.
or
Press **2** to change your transfer phone number. (To transfer calls to an external phone number, contact your system administrator.)

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#

[Continued](#) ►



To change call transfer, continued



NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 Under Call Settings in the navigation bar, click "Call transfer and screening."

- 3 Choose a transfer setting:

Yes, ring my extension Use this setting to have calls ring your extension.

Yes, ring me at... Use this setting to have calls ring the extension or phone number you type in the adjacent box. (To transfer calls to an external phone number, contact your system administrator.)

No (send directly...) Use this setting to have calls transferred directly to your greeting. Your phone does not ring.

- 4 Click  to save your changes.

Shannon Delgado

Call Transfer and Screening

Transfer incoming calls to my phone?

- Yes, ring my extension: 99995
- Yes, ring me at this number:
- No (send directly to my greeting)

If my phone is busy:

- Ask caller to hold
- Put caller on hold without asking
- Send caller directly to my greeting

When I answer the phone:

- Tell me who the call is for
- Announce before connecting caller to me
- Ask me if I want to take the call

Call Screening Settings

- Do NOT screen calls to me
- Screen calls to me. Ask for the caller's name.

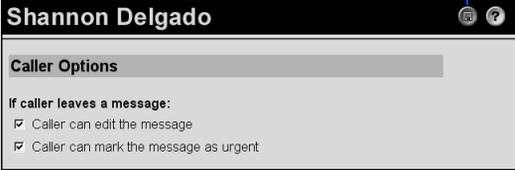


To change callers' message options



NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 Under Message Settings in the navigation bar, click "Caller options."
- 3 Choose what callers can do when they leave messages.
- 4 Click  to save your changes.



The screenshot shows a window titled "Shannon Delgado" with a navigation bar at the top. Below the navigation bar, the "Caller Options" section is visible. It contains the following settings:

- Caller Options**
- If caller leaves a message:**
 - Caller can edit the message
 - Caller can mark the message as urgent

Numbered callouts 3 and 4 are present: callout 3 points to the "Caller Options" section, and callout 4 points to the save icon in the top right corner of the window.



Changing message settings

Message settings control how NEAXMail AD-120 announces your messages; they also control some options for the messages you send:

Message types You can choose the types of messages for which NEAXMail AD-120 announces count totals then plays when you check messages by phone.

Message summary information You can choose the pieces of summary information you want to hear about messages before or after NEAXMail AD-120 plays them (for example, sender, date, and time).

Logon greeting You can choose whether NEAXMail AD-120 plays your recorded name when you log on.

Sound notification You can choose the sound that notifies you at your computer when new voice messages arrive in your Inbox.

Message addressing You have three options for how you address messages to other subscribers when you send messages by phone.

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To change message types

NEAXMail AD-120 announces counts of and plays new messages in the following order, depending on the types of messages you choose to hear: urgent receipts, regular receipts, urgent voice, regular voice, urgent fax, regular fax, urgent e-mail, regular e-mail.

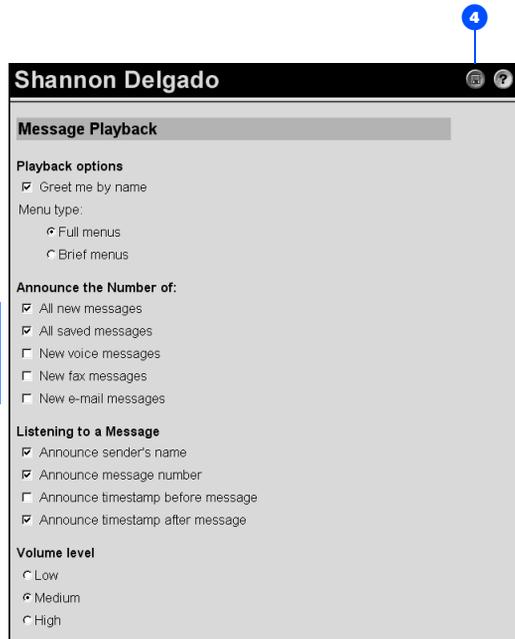
NEAXMail AD-120 then plays old messages in the same order.

With fax messages, NEAX-Mail AD-120 plays message summary information only.



NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 Under Message Settings in the navigation bar, click "Message playback."
- 3 Choose the types of messages you want to hear when you check messages by phone. To hear the total number of a specific type, select that check box. To hear no totals, clear all check boxes.
- 4 Click  to save your changes.



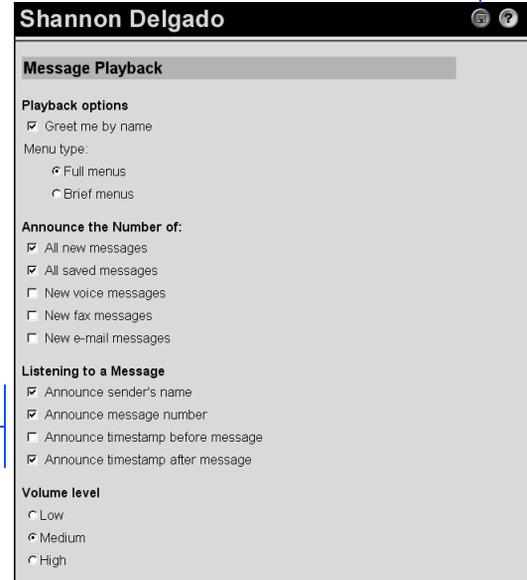


To change message summary information



NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 Under Message Settings in the navigation bar, click "Message playback."
- 3 Choose the summary information you want to hear about your messages:
Announce sender's name NEAXMail AD-120 plays the recorded name of the subscriber who sent a message.
Announce message number NEAXMail AD-120 announces the sequential number of a message.
Announce time stamp... NEAXMail AD-120 announces the day, date, and time that a message was received. Select either the "before" or "after" check box.
- 4 Click  to save your changes.



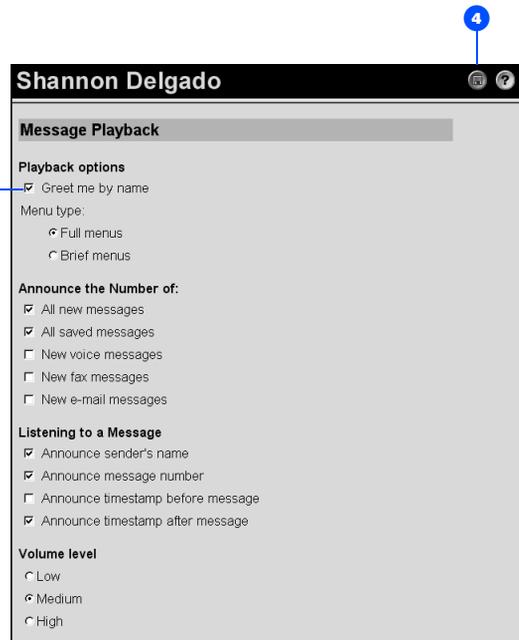


To change your logon greeting



NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 Under Message Settings in the navigation bar, click "Message playback."
- 3 Choose whether to have NEAXMail AD-120 play your recorded name when you log on.
- 4 Click  to save your changes.



Shannon Delgado

Message Playback

Playback options

- Greet me by name

Menu type:

- Full menu
- Brief menu

Announce the Number of:

- All new messages
- All saved messages
- New voice messages
- New fax messages
- New e-mail messages

Listening to a Message

- Announce sender's name
- Announce message number
- Announce timestamp before message
- Announce timestamp after message

Volume level

- Low
- Medium
- High

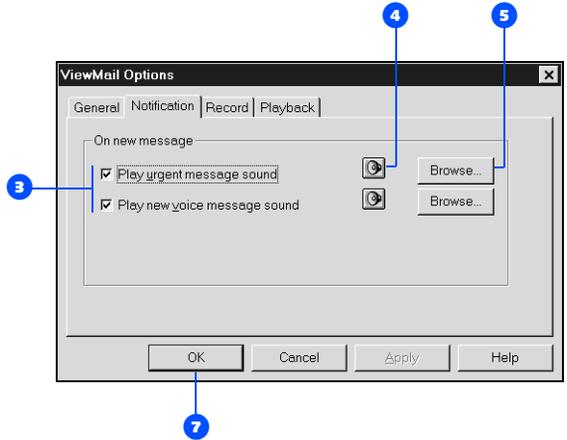


To change the sound that notifies you of new voice messages

This option is available only if your computer has multi-media speakers.

INBOX

- 1 On the Outlook Tools menu, click "ViewMail options."
- 2 In the ViewMail Options dialog box, click the Notification tab.
- 3 Choose notification options.
- 4 To preview the sound for an option, click the corresponding .
- 5 To change the default sound for an option, click the corresponding "Browse" button.
- 6 In the Browse Files dialog box, choose a sound (WAV) file, then click "Open."
- 7 When the ViewMail Options dialog box reappears, click "OK" to save your changes.



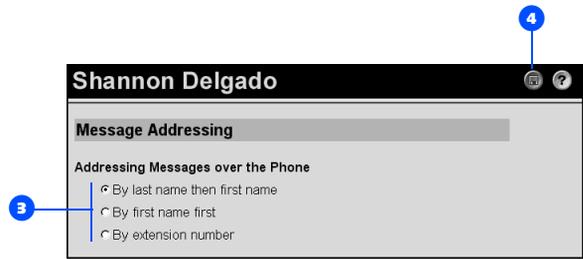


To change message addressing settings



NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 Under Message Settings in the navigation bar, click "Message addressing."
- 3 Choose an option for addressing messages.
- 4 Click  to save your changes.





Changing message notification settings

NEAXMail AD-120 can call a phone or pager to notify you of new messages. When you answer a notification call, you can log on to NEAXMail AD-120 immediately to check your messages.

NEAXMail AD-120 can also notify you of new messages by sending you a text message. NEAXMail AD-120 can send the notification message to a text pager, to a text-compatible cell phone, or to a regular e-mail account such as your home e-mail address.

NEAXMail AD-120 calls a phone or pager based on notification schedules and options that you set in the NEAXMail Assistant. For NEAXMail AD-120 to make notification calls, the phone or pager must be enabled, or turned on.

You can turn notification on and off by phone, and change notification phone numbers for your home phone, work phone, a pager, and a spare phone. In the NEAXMail Assistant, you can do the same tasks for the same devices and for one additional pager, five additional phones, and two text pagers.

Initial setup of a notification device

The first time you set up a notification device, do all of the tasks in this section for that phone or pager.

CAUTION! To set up multiple notification devices to function in a cascading or chaining sequence, contact your system administrator for instructions. Without certain settings, cascading or chaining notification may not work correctly.

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To enable or disable a notification device

By phone, you can turn notification on and off for your home phone, work phone, a pager, and a spare phone. Additional notification devices can be turned on and off in the NEAXMail Assistant.

Disabling a phone or pager does not delete its settings.

PHONE

- 1 Call NEAXMail AD-120 and log on.
- 2 Press **4** > **2** > **1**.
- 3 After NEAXMail AD-120 announces your notification status, press the corresponding key for the phone or pager you want to change.

Device options

OPTION	KEY	OPTION	KEY
Pager	1	Work phone	3
Home phone	2	Spare phone	4

- 4 Press **1** to enable or disable notification to the phone or pager.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#



Disabling a phone or pager does not delete its settings.



NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 Under Message Settings in the navigation bar, click "Message notification."
- 3 Choose the phone or pager you want to change.
- 4 Click "Enabled" or "Disabled."
- 5 Click  to save your changes.



Shannon Delgado

Notification Device

Device: Home Phone

Home Phone

Phone Number:

Extra digits:

Dialing options:

Try to detect connection

Seconds to wait before dialing extra digits: 1

Status:

Enabled Disabled

Notify me of:

Message Type	Only if urgent
<input type="checkbox"/> All Messages	<input type="checkbox"/>
<input checked="" type="checkbox"/> Voice Messages	<input checked="" type="checkbox"/>
<input type="checkbox"/> Fax Messages	<input type="checkbox"/>
<input type="checkbox"/> Email Messages	<input type="checkbox"/>

Notification Schedule:



To change a notification phone number

By phone, you can change the notification number for your home phone, work phone, a pager, and a spare phone. Additional notification numbers can be changed in the NEAXMail Assistant.

When entering phone numbers, begin with any access code needed to make an external call (for example, 9). For long-distance numbers, also include 1 and the area code. Use the # key to add 1-second pauses, as necessary.

Depending on how NEAX-Mail AD-120 is set up, you may not be able to enter certain phone numbers.

PHONE

- 1 Call NEAXMail AD-120 and log on.
- 2 Press **4** > **2** > **1**.
- 3 After NEAXMail AD-120 announces your notification status, press the corresponding key for the phone or pager whose number you want to change.

Device options

OPTION	KEY	OPTION	KEY
Pager	1	Work phone	3
Home phone	2	Spare phone	4

- 4 Press **3** to change the notification number.
- 5 Enter the new number,
or
press **#** to keep the current number.

TIP Enter only an extension when you use phone numbers inside your organization for message notification.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip ahead or move ahead	#



NEAXMAIL ASSISTANT

When typing phone numbers, do not use spaces, dashes, or parentheses between digits. Begin with any access code needed to make an external call (for example, 9). For long-distance numbers, also include 1 and the area code. Use commas (,) to add 1-second pauses, as necessary.

Depending on how NEAX-Mail AD-120 is set up, you may not be able to enter certain phone numbers.

- 1 Access the NEAXMail Assistant.
- 2 Under Message Settings in the navigation bar, click "Message notification."
- 3 Choose the phone or pager whose number you want to change.
- 4 Type the number of the phone or pager.
- 5 Type any extra digits related to the phone or pager. These digits could be a password or an access number that you enter to hear messages, or an ID required by a pager.
- 6 Choose dialing options for the extra digits:
 - Try to detect... NEAXMail AD-120 automatically tries to detect a connection to the phone or pager before dialing the extra digits.

Shannon Delgado

Notification Device

Device: Home Phone

Home Phone

Phone Number:

Extra digits:

Dialing options:

Try to detect connection

Seconds to wait before dialing extra digits: 1

Status:

Enabled Disabled

Notify me of:

Message Type	Only if urgent
<input type="checkbox"/> All Messages	<input type="checkbox"/>
<input checked="" type="checkbox"/> Voice Messages	<input checked="" type="checkbox"/>
<input type="checkbox"/> Fax Messages	<input type="checkbox"/>
<input type="checkbox"/> Email Messages	<input type="checkbox"/>

Notification Schedule:

Continued ▶



To change a notification phone number, continued

Seconds to wait... After dialing the phone or pager number, NEAXMail AD-120 waits this length of time before dialing the extra digits.

TIP You may need to experiment with this setting. Try 6 seconds, then increase or decrease the time as needed.

7 Click  to save your changes.



To change the address and text settings for a text pager



NEAXMAIL ASSISTANT

You can set up two different devices or addresses to receive notification messages.

You can optionally specify a return phone number to be included in the text message. This is useful because some cell phones allow you to press a button that automatically calls the return number. If you specify NEAXMail AD-120 as the return number, the cell phone will then immediately call NEAXMail AD-120 to retrieve your messages.

- 1 Access the NEAXMail Assistant.
- 2 Under Message Settings in the navigation bar, click "Message notification."
- 3 Choose the text pager whose settings you want to change.
- 4 Type the e-mail address of the text pager.
- 5 If desired, type the NEAXMail AD-120 external phone number or other return phone number that you want your cell phone to call after receiving notification.

TIP If you have a text-compatible cellular phone that you set up as a text pager, you can activate the phone's automatic callback function when this number is displayed.

8

3

4

5

6

7

Shannon Delgado

Notification Device

Device: Text Pager 1

Text Pager 1

To: (E-mail address)
sdelgado@nec.com

From: (Phone number)

Send:
Text: you have voice mail.

Include voice mail, e-mail, and fax counts.

Status:
 Enabled Disabled

Notify me of:

Message Type	Only if urgent
<input type="checkbox"/> All Messages	<input type="checkbox"/>
<input checked="" type="checkbox"/> Voice Messages	<input type="checkbox"/>
<input type="checkbox"/> Fax Messages	<input type="checkbox"/>

Continued ►



To change the address and text settings for a text pager, continued

- 6 Type the notification message you want to have sent (for example, "You have voice mail").
- 7 Select this check box if you want the notification message to include a count of your voice mail, e-mail, and fax messages.
- 8 Click  to save your changes.



To change the types of messages about which you are notified



- 1 Access the NEAXMail Assistant.
- 2 Under Message Settings in the navigation bar, click "Message notification."
- 3 Choose the phone or pager whose message types you want to change.
- 4 Select the types and urgency of messages about which you want to be notified. Select which types of messages, if any, to include in the message count.
- 5 Click  to save your changes.

Shannon Delgado

Notification Device

Device: Home Phone

Home Phone

Phone Number:

Extra digits:

Dialing options:

Try to detect connection

Seconds to wait before dialing extra digits: 1

Status:

Enabled Disabled

Notify me of:

Message Type	Only if urgent
<input type="checkbox"/> All Messages	<input type="checkbox"/>
<input checked="" type="checkbox"/> Voice Messages	<input checked="" type="checkbox"/>
<input type="checkbox"/> Fax Messages	<input type="checkbox"/>
<input type="checkbox"/> Email Messages	<input type="checkbox"/>

Notification Schedule:



To change a notification schedule



NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 Under Message Settings in the navigation bar, click "Message notification."
- 3 Choose the phone or pager whose schedule you want to change.
- 4 The schedule shows active times as white and inactive time as gray. Click the boxes to change between inactive and active. NEAXMail AD-120 only makes notification calls during the active hours, if you have new messages.

TIP Use the "Copy day's schedule" function—below the schedule—to copy one day's schedule to other days.

- 5 Click  to save your changes.

Shannon Delgado

Notification Device

Device: Home Phone

Notification Schedule:

Click individual blocks to set hours: = Inactive = Active

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
6 AM		✓	✓	✓	✓	✓	
8 AM		✓	✓	✓	✓	✓	
10 AM		✓	✓	✓	✓	✓	
12 PM		✓	✓	✓	✓	✓	
2 PM		✓	✓	✓	✓	✓	
4 PM		✓	✓	✓	✓	✓	
6 PM		✓	✓	✓	✓	✓	
	Sun	Mon	Tue	Wed	Thu	Fri	Sat

Copy day's schedule: Monday >> All Weekdays Copy day's schedule:



To change notification options

Use these options to set the timing and frequency of the calls that NEAXMail AD-120 makes to notify you of new messages.



NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 Under Message Settings in the navigation bar, click "Message notification."
- 3 Choose the phone or pager whose notification options you want to change.
- 4 Choose options for the phone or pager:

Send initial notification... NEAXMail AD-120 makes the first notification call this many minutes after a new message arrives.

Restart notification... NEAXMail AD-120 makes a notification call each time you receive a new message.

Repeat notification... NEAXMail AD-120 makes regular notification calls at the interval you set, as long as you have new messages.

If device does not answer NEAXMail AD-120 follows your settings for an unanswered device.

Shannon Delgado

Notification Device

Device: Home Phone

11 PM							
	Sun	Mon	Tue	Wed	Thu	Fri	Sat

Copy day's schedule: Monday >> All Weekdays Copy day's schedule:

Notification Options:

Send initial notification after how many minutes? 1

Restart notification each time a new message arrives

Repeat notification if there are still new messages after this many minutes: 15

If device does not answer:

Wait for how many rings before hanging up? 4

Try again how many times? 4

How many minutes to wait between tries? 15

If device is busy:

Try again how many times? 4

How many minutes to wait between tries? 5

If notification fails, notify me at: None

Continued ▶



To change notification options, continued

If device is busy NEAXMail AD-120 follows your settings for a busy device.

If notification fails... When NEAXMail AD-120 cannot reach the phone or pager, it can call an alternate device that you choose here. The alternate device must be enabled; it follows its own settings and schedule, not the settings and schedule for the device it is backing up.

- 5 Click  to save your changes.



Changing private list settings

Use private lists to create your own groups of voice message recipients. When you address a voice message to one of your private lists, all of the recipients on the list receive the message.

NEAXMail AD-120 provides 20 empty lists for you to personalize. Only you can access your private lists.

You can send only voice messages to your private lists, and you can send those messages only by calling and logging on to NEAXMail AD-120. You cannot send messages from your Inbox to your private lists.

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To change the name of a private list

The name you type and record here is for verification purposes only. When you address a voice message to a private list, you address it in number mode, by using a list number (1 through 20). After you enter a private list number during addressing, NEAXMail AD-120 plays the recorded name so you can confirm that you have chosen the correct list.

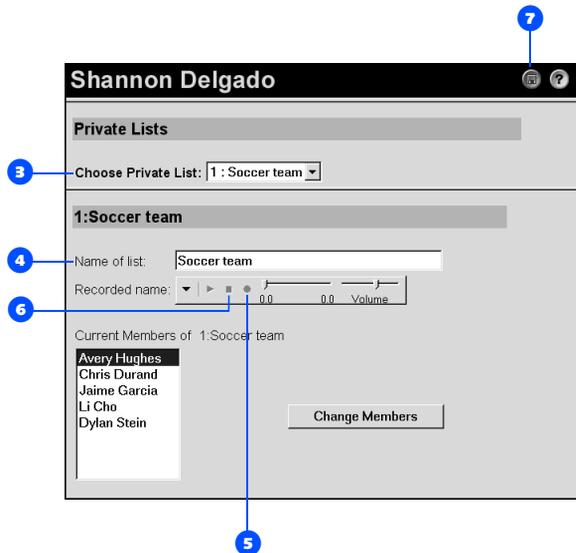


NEAXMAIL ASSISTANT

- 1 Access the NEAXMail Assistant.
- 2 Under Message Settings in the navigation bar, click "Private lists."
- 3 Choose the private list whose name you want to change.
- 4 Type a name for the list.
- 5 On the Media Master control bar, click  and record the list's name with your recording device:

Phone Pick up the handset when the phone rings, wait for the tone, then speak into the handset.

Multimedia microphone Wait for the tone, then speak into the microphone.
- 6 When you finish recording, click .
- 7 Click  to save your changes.





To change the members of a private list



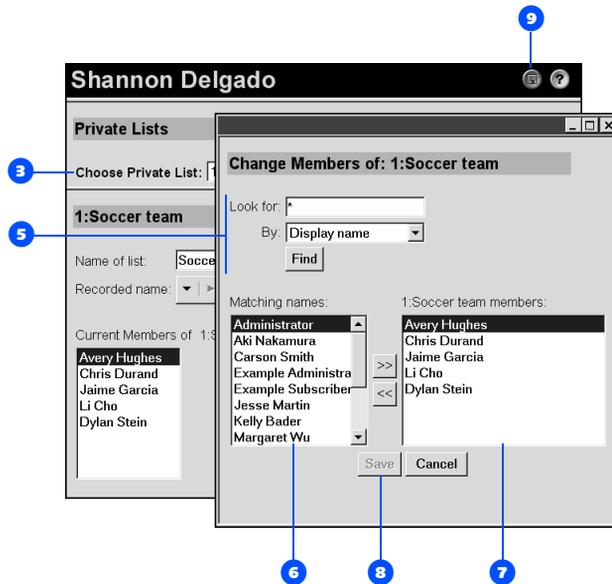
NEAXMAIL ASSISTANT

Each private list can contain up to 25 members. Other private lists cannot be members of a private list. However, a public distribution list can be a member of a private list.

Use the “Find” function to search for each subscriber or public distribution list that you want to add as a member of your private list. You can search on the display name (full name), first name, last name, or extension: choose a search method in the “By” box.

- 1 Access the NEAXMail Assistant.
- 2 Under Message Settings in the navigation bar, click “Private lists.”
- 3 Choose the private list whose members you want to change.
- 4 Click “Change members.”
- 5 To find the subscriber you want to add, type the name in the “Look for” box, then click “Find.”

TIP Type an asterisk (*) in the “Look for” box to list all subscribers and public distribution lists in your organization. This wildcard character also can be used to search for partial matches (for example, “K*” results in a list of all names beginning with the letter K).



Continued ▶



To change the members of a private list, continued

- 6 To add the name to the list, click it in "Matching names," then click .
- 7 To delete a name from the list, click it in "...members," then click .
- 8 Click "Save" to save your member changes.
- 9 If you made other changes to the private list, click  to save your list changes.

Working with ViewCall

ViewCall allows you to view and manage your phone calls directly from your desktop computer, instead of using the telephone handset.

With ViewCall you can see immediately who is calling you. You can then either take the call, or you can place the call on hold, transfer the call to another extension, or send the call directly to your mailbox to leave a message.

ViewCall also displays a summary of your completed calls, allowing you to track your telephone activity.



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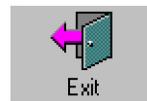
The ViewCall window

The ViewCall window includes two panes that display lists of phone calls. The **call monitoring** pane (top) displays a list of all calls that are currently active at your extension. The **call logging** pane (bottom), displays a list of all previously completed calls.

Each new incoming call is first displayed in the top list, and remains there for the duration of the call. When the call is completed it is removed from the top list and added to the list of logged calls in the bottom pane.

The ViewCall window also includes a set of command buttons to allow you to manage your calls. Depending on the status of the selected call some of these may be dimmed, indicating that they are unavailable for the currently selected call.

When ViewCall is running a ViewCall icon is displayed in the Windows taskbar.



Click the Exit button to quit the ViewMail program.



Kinesis ViewCall [Window Controls]

File Options Help

Connect Take call Take message Request Hold Transfer Drop call Clear log Exit

Caller	Location	Phone	Status	Length	ViewCall Action

Caller	Location	Phone	Status	Length	Date	Time

Disconnected Monitor idle

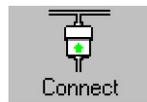


Connecting/disconnecting from NEAXMail AD-120

Before you can view and manage your phone calls, ViewCall must be connected to the NEAXMail AD-120 system.

When you have connected to NEAXMail AD-120 the status bar at the bottom of the ViewMail window will indicate that ViewMail is now connected, and will display the telephone extension that is being managed.

If you wish you can have multiple instances of the ViewMail program running on your desktop, each managing a different telephone extension.



Click the Connect button to connect ViewCall to NEAXMail AD-120. You will then be prompted to enter your personal ID and security code.



Click the Disconnect button to disconnect ViewCall from NEAXMail AD-120. When you have disconnected you will no longer be able to manage active calls, but you will still be able to view the log of previously completed calls.



Managing incoming calls

When a new incoming call is made to your extension, the ViewCall window will automatically become the active (topmost) window on your desktop, even if it was previously minimized.

The call will be listed as an entry in the call monitoring pane, showing information about the call such as the caller, the caller's location, and the calling extension. The entry also shows the current status and duration of the call, and the most recent action you have taken on the call.

NOTE ViewCall will display caller identification information provided this information is available. Depending on the capabilities of your particular telephone system, not all caller information may be displayed.



Click the Take Call button to accept the call. This will connect the call to your phone.



Click the Request Hold button to ask the caller to remain on hold.



Click the Transfer button to ask the caller to transfer to another extension.



Click the Take Message button to ask the caller to leave a message.



Click the Drop Call button to hang up the phone after completing the call.

Whenever you take any of these actions, the effect is just the same as if you had done the same thing using the telephone handset.



Tracking your call activity

ViewCall maintains a log of all call activity for your extension. For each call ViewCall records the caller identification information (if available), the duration of the call, and the call date and time.

NOTE You may want to create more than one call log. For example, it may be useful to begin a new call log each week or each month.



Click the Clear Log button to erase the current call log.

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Reference information

NEAXMail AD-120 phone number, internal _____

NEAXMail AD-120 phone number, external _____

ID _____

NEAXMail Assistant Web site address _____

Server name _____

System administrator's name _____

System administrator's phone number _____

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Review old messages	3
Setup options	4

1

0	Conversation Help
*	Exit or cancel
#	Skip or move ahead

Hear new messages			
Repeat message	1	Mark as new	6
Save message	2	Move backward in message	7
Delete message	3	Deliver an e-mail or fax to a fax phone number*	8
Reply to message	4	Hear summary	9
Forward message	5		

Send a message			
Address/record		Send message	#
		Message options	1

Review old messages			
Repeat message	1	Mark as new	6
Save message	2	Move backward in message	7
Delete message	3	Deliver an e-mail or fax to a fax phone number*	8
Reply to message	4	Hear summary	9
Forward message	5		

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Change recording	
Hear recording	1
Save recording	2
Rerecord	3
Add to recording	4

Set special delivery	
Urgent	1
Return receipt	2
Private	3
Future delivery	4

1*Available only if you are using the fax option.

Call NEAXMail AD-120 and log on

<u>TASK</u>	<u>KEY</u>
HEAR NEW MESSAGES	1
SEND A MESSAGE	2
REVIEW OLD MESSAGES	3
SETUP OPTIONS	4

Press after a message

<u>TASK</u>	<u>KEY</u>
DELETE	3
REPLY	4
FORWARD MESSAGE	5
MARK AS NEW	6
DELIVER TO FAX MACHINE	8
HEAR MESSAGE SUMMARY	9

Press during a message

<u>TASK</u>	<u>KEY</u>
REPEAT	1
SAVE	2
DELETE	3
CHANGE VOLUME	5
REVERSE	7
PAUSE OR CONTINUE	8
FAST-FORWARD	9

TIPS

- 0 CONVERSATION HELP
- * CANCEL OR BACK UP
- # SKIP OR MOVE AHEAD

Shortcuts

TASK	KEYS
CHANGE GREETINGS	4 1 1
CHANGE CALL TRANSFER	4 1 2
CHANGE MESSAGE NOTIFICATION	4 2 1
FULL OR BRIEF MENUS	4 2 3
CHANGE PASSWORD	4 3 1
CHANGE RECORDED NAME	4 3 2
CHANGE DIRECTORY LISTING STATUS	4 3 3

TIPS

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NEAXMail

Reference Card

INTERNAL PHONE NUMBER

EXTERNAL PHONE NUMBER

ID