



Voice Mail and Automated Attendant
Quick Reference Guide

IntraMail

NEC

Sending Calls to a Mailbox

- To forward your incoming calls to your mailbox** Press ICM • Dial *3 • Dial Call Forwarding condition (2 = Busy or not answered, 4 = Immediate, 6 = Not answered) • Press MW • Select type of calls to be forwarded (2 = All calls, 8 = Outside calls)
- To cancel forwarding** Press ICM • Dial *30
- To transfer an outside caller to a mailbox** Press ICM • Dial extension • Press MW • Hang up
(If mailbox doesn't have an extension, press MW before dialing the extension number.)
-

An Additional Way to Call Your Mailbox (from Outside)

- To call your mailbox from outside** Dial the Automated Attendant number • Wait for greeting • Dial # and your mailbox number • (Optional) Enter your Security Code
If this feature is not enabled in your system, see your System Administrator.
-

Additional Ways to Record a Message

- Quick Message from outside** Dial the Automated Attendant number • Wait for greeting • Dial * • Dial extension • Leave message • Hang up
- After you call an extension** Press MW
-

NEC

NEC Unified Solutions, Inc.
4 Forest Parkway, Shelton, CT 06484
Tel: 800-365-1928 Fax: 203-926-5458

November 5, 2004
Printed in U.S.A.



80044QRC03

Main Menu

Voice Mail lets callers leave recorded messages for you and lets you leave recorded messages for co-workers. Messages get stored in each person's mailbox. To listen to your messages or use other Voice Mail features, you call your mailbox and access the Main Menu. **Your Ring/Message lamp flashes (red) when you have a new message.** **Automated Attendant** answers your company's calls with a recorded message and gives dialing instructions for callers to follow.

[Super Display Soft Key] - [Keyset Soft Key]

L Listen to Messages [LISTEN] - [LSTN] **5**

While listening you can:

RE	Record REply [REPLY] - [N/A]	73
MF	Have Msg Forwarded [FORWARD] - [N/A]	63
MC	Make Call to Sender [CALLBACK] - [N/A]	62
TI	Get Time, Date, [Sender]	84
SA	SAve Message	72
E	Erase Msg [ERASE] - [ERASE]	3

L	Listen to Next Msg [NEXT MSG] - [NEXT]	5
B	Backup a Few Secs	2
BB	Backup to Beginning [REPEAT] - [RPT]	22
G	Go Ahead a Few Secs	4
*	Pause/Resume Listening [PAUSE] - [NA] [RESUME] - [N/A]	*
IN	Select New Message List	16

IS	Select Saved Message List	17
1A	Select All Message List	12
#	Exit Listen Mode [EXIT] - [EXIT]	#
	Select the Listen Mode [MSG LIST] - [N/A]	
	See also "Select Listen Mode" on the Main Menu	

RS Record & Send a Message [RECORD] - [REC] **77**

Enter mailbox number, then:

*	Reenter mailbox number [MAILBOX] - [MBOX]	*
#	Start Recording [CONTINUE] - [CONT]	#
	Exit to Main Menu [EXIT] - [EXIT]	

While recording you can:

*	Pause/Resume [PAUSE] - [PAUSE] [RESUME] - [RESUME]	*
E	Erase Recording [CANCEL] - [CNCL]	3
#	End Recording [DONE] - [DONE]	#

G Mailbox Greeting [GREETING] - [GREET] **4**
Callers hear your active greeting (1-3) only if you do not answer or are busy. If Auto Attendant DND is ON, the Auto Attendant does not ring your phone. Callers immediately hear your active greeting. If OFF, the Auto Attendant will try your extension.

RN Record Mailbox Name [NAME] - [N/A] **76**
IntraMail will play your mailbox name in the voice prompts instead of your mailbox number.

OP Mailbox OPTions [MBOX OPTS] - [N/A] **67**

The mailbox options are as follows:

S	Security Code [SEC CODE] - [SEC] Changes or erases your mailbox security code.	7
N	Message Notification [NOTIFICATION] - [NTFY] Calls co-worker or outside number when you get msg.	6
AT	Auto Time Stamp [TIME STAMP] - [TIME] Plays the msg time, date and sender after the msg.	28
#	Exit Menu [EXIT] - [EXIT]	#

TI Time and Date **84**

SA Sys Admin Options (For Admin Mailboxes only) [SYS ADMIN] - [N/A] **72**

Select Listen Mode [MSG LIST] - [N/A]
IN Select New Message List [NEW MSGS] - [N/A] **16**
IS Select Saved Message List [SAVED MSGS] - [N/A] **17**
1A Select All Message List [ALL MSGS] - [N/A] **12**
These options are also available while listening to a message.

X EXit Mailbox [EXIT] - [EXIT] **9**

Calling Your Mailbox and Accessing the Main Menu

To call your mailbox from outside the company:

1. Dial company phone number _____.
2. Wait for the Automated Attendant to answer.
3. Dial # and your mailbox number.
 - Optionally dial * and a co-worker's mailbox number to leave them a message.
 - The codes in your system may be different.

To call your mailbox from your extension:

1. Press MW.
 - From a single line extension, lift handset and dial *8 instead.

To access a feature from your mailbox's Main Menu:

1. Dial the letters shown to the left of the feature name.
 - The corresponding numbers are shown to the right.
 - The letters you dial match some of the letters in the feature name.
 - To get a recorded help message, press 0.