

NEC

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ISSUE 1

NEAXMail™ AD-8

INTEGRATED VOICE MAIL

User Guide



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NEC Australia Pty Ltd

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GENERAL INFORMATION



INTRODUCTION

Welcome to the NEC NEAXMail AD-8 digital voice mail system. This guide describes the system's features and details the steps you need to take to make NEAXMail AD-8 a working partner in your day-to-day business. Throughout this guide, you will find numerous tips and shortcuts designed to help you get the most from NEAXMail AD-8.

Typical system operation is presented here.

Be sure to consult with your NEAXMail AD-8 System Manager for any special features or functions that may apply to your particular application.

AUTOMATED ATTENDANT

The Automated Attendant serves as a receptionist, answering and routing incoming calls automatically. Callers hear an opening greeting for your company that gives them instructions and options. If a caller does not know the extension number, the Automatic Directory can route the call by the person's name. When your extension is busy or you are not available to answer the call, NEAXMail AD-8 can connect the caller to your voice mailbox automatically.

VOICE MAIL ACCESS

The NEAXMail AD-8 system can be accessed 24 hours a day from any touchtone telephone in or out of your office. Your System Manager

has assigned a Personal ID number to you.

You will need this number when calling the NEAXMail AD-8 from any phone but your own.

THE CONVERSATION

The NEC NEAXMail AD-8 system is based upon a conversation about your voice mailbox. Each time you enter your mailbox, you will be asked a series of questions relating to these topics:

- ◆ Checking messages
- ◆ Leaving messages
- ◆ Reviewing/redirecting messages
- ◆ Changing setup options

Answer questions with a simple reply by pressing for Yes or for No. In addition, by entering Quick Key numbers, you may advance directly to a specific topic.

SETUP OPTIONS

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

VOICE MAIL MESSAGE INDICATION

Whenever there are new messages in your mailbox, an indication is provided at your telephone. In most cases, the Message Waiting Lamp is lit, however, you may also instruct NEAXMail AD-8 to call you at your home or pager.

ADVANCE DIALLING

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.

DISCONNECTING FROM VOICE MAIL

When you have completed your voice mail session, press to immediately disconnect the NEAXMail AD-8 system. As an alternative, you will be given the option to return to your mailbox, access Setup Options or exit voice mail and dial an extension, if desired, after accessing various NEAXMail AD-8 operations.

QUICK TRANSFER FEATURE

The NEC NEAXMail AD-8 system simplifies message taking by allowing you to transfer a call directly to a user’s voice mailbox where they will hear the personal greeting and be prompted to leave a message.

LIVE RECORD FEATURE

The Live Record feature is used to record a conversation in progress and then direct it to your own or another user’s mailbox.

ADDITIONAL INFORMATION

Refer to your HYPERCORE Telephone User Guide and consult your NEAXMail AD-8 System Manager for additional information on telephone and voice mail operation.

GETTING STARTED



When you call the NEAXMail AD-8 system for the first time, you will be asked to personalize your mailbox. Doing this will open your mailbox and make it ready to use.

ENTERING YOUR MAILBOX

- ◆ From your station. Lift handset.
- ◆ Enter NEAXMail AD-8.
- ◆ Follow prompts to accomplish the following steps.
- ◆ Press for Yes or for No to confirm each entry.

RECORD YOUR NAME

- ◆ Record your first and last name.
- ◆ Press to end recording and review your name recording.
- ◆ Press to re-record, otherwise press .

SPELL YOUR NAME

- ◆ If requested, spell the first 3 letters of your last name by entering the corresponding numbers on your telephone keypad.

CHOOSE YOUR DIRECTORY LISTING STATUS

- ◆ Press for Yes or for No to choose whether or not you wish to be listed in the NEAXMail AD-8 directory. It is recommended that you choose to be listed, as the directory lets outside callers reach you by your last name if they do not know your extension number.

RECORD YOUR OUTSIDE AND INTERNAL GREETINGS

- ◆ Press **1** for Yes if you want to record different greetings for outside and internal callers, otherwise press **2**.
- ◆ 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.
- ◆ Press ***** to end recording and review your greeting.
- ◆ Press **1** to re-record, otherwise press **2**.

SET YOUR SECURITY CODE

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

OPENING YOUR MAILBOX

- ◆ Press **1** to confirm your personalized settings and open your mailbox for use, otherwise press **2**.

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

Setup Tips

- ◆ Keep your greetings current. Change them as often as necessary. If your greetings are accurate, callers are more likely to leave a message.
- ◆ Personalize your greeting. Record your own greeting, include your first and last name and if appropriate, your department. Callers hearing your voice feel more confident that you will receive their message.
- ◆ You can have different greetings for outside callers and internal callers. See “Changing Your Setup Options” to record an alternate outside greeting to use on special occasions, for example, when you will be out of the office.
- ◆ Remember, NEAXMail AD-8 tells you the day and time each message was left. There’s no need to ask callers to include this information in their message.
- ◆ Encourage effective messaging. Ask callers to leave relevant information so that your return call will be productive. When applicable, your greeting should include an alternate extension that may be pressed by someone needing immediate assistance.

- ◆ Record a clear and audible greeting. Initially, it may be helpful to write down your greeting. When recording, remember to speak in a normal voice directly into the handset.
- ◆ Your security code protects your privacy. Pick a security code that is easy for you to remember and hard for a stranger to guess. Shorter security codes are easier to enter. Longer codes offer more protection. You can change or delete your security code from any touchtone telephone. If you forget your security code, ask your System Manager to delete your code and then immediately enter a new one.

CALL FORWARD SETTINGS



The most frequent method of utilizing voice mail is to have calls forwarded to your mailbox when you are busy on another call or are away from your phone. To forward your telephone:

CALL FORWARD BUSY

To Set

- ◆ Press **SPKR** key. Receive extension dial tone.
- ◆ Press **FD-B** or enter Call Forwarding – Busy access code. Receive special dial tone.
- ◆ Enter NEAXMail AD-8 pilot number. Wait for service set tone.
- ◆ **FD-B** LED lights (at your station if **FD-B** key was used.)
- ◆ Press **SPKR** key. Call Forwarding – Busy is set.

To Cancel

- ◆ Press **SPKR** key. Receive extension dial tone.
- ◆ Press **FD-B** plus * or enter Call Forwarding – Busy cancel code. Receive service set tone. LED goes out at your station.
- ◆ Press **SPKR** key. Call Forwarding is cancelled.

CALL FORWARDING – NO ANSWER

To Set

- ◆ Press **SPKR** key. Receive extension dial tone.
- ◆ Press **FD-N** or enter Call Forwarding – No Answer access code. Receive special dial tone.
- ◆ Enter NEAXMail AD-8 pilot number. Wait for service set tone.
- ◆ **FD-N** LED lights (at your station if **FD-N** key was used).
- ◆ Press **SPKR** key. Call Forwarding – No Answer is set.

To Cancel

- ◆ Press **SPKR** key. Receive extension dial tone.
- ◆ Press **FD-N** plus or enter Call Forwarding – No Answer cancel code. Receive service set tone. LED goes out at your station.
- ◆ Press **SPKR** key.

CALL FORWARD ALL CALLS (CFA)

When you plan on being away from your phone for an extended period of time, you can have all of your calls routed directly to your mailbox. To forward your telephone:

To Set

- ◆ Press **SPKR** key. Receive extension dial tone.
- ◆ Press **FD-A** or enter Call Forwarding access code. Receive special dial tone.
- ◆ Press NEAXMail AD-8 pilot number. Wait for service set tone.
- ◆ **FWD** LED lights (at your station if **FD-A** key was used).
- ◆ Press **SPKR** key. Call Forwarding for all calls is set.

To Cancel

- ◆ Press **SPKR** key. Receive extension dial tone. Press **FD-A** key plus or enter Call Forwarding cancel code. Receive service set tone. LED goes out at your station.
- ◆ Press **SPKR** key.

CALLING YOUR VOICE MAILBOX



Use this simple procedure every time you wish to access your Voice Mailbox.

- ◆ Lift handset or press SPKR.
- ◆ Enter NEAXMail AD-8 pilot number, wait for answer.

WHEN CALLING FROM YOUR TELEPHONE:

- ◆ Enter your Security Code, if prompted.

NOTE: The NEAXMail AD-8 pilot number may be assigned to a One Touch Key or Feature Access Key.

WHEN CALLING FROM ANOTHER INTERNAL STATION:

- ◆ Press to start the main greeting.
- ◆ Enter your Personal ID (typically 9 + your extension number).
- ◆ Enter your Security Code, if prompted.

WHEN CALLING FROM OUTSIDE THE PHONE SYSTEM:

- ◆ Enter the main number. NEAXMail AD-8 answers.
- ◆ Enter your Personal ID (typically 9 + your extension number).
- ◆ Enter your Security Code, if prompted.

CHECKING MESSAGES



When checking your messages respond to each question by pressing for Yes and for No. Alternatively use Quick Keys to step ahead to a specific topic.

QUICK KEYS

Save time by advancing directly to a specific topic:

- To check new messages
- To leave messages
- To review messages
- To change your setup options

Check your mailbox for new messages when you receive a Voice Mail message.

- ◆ Press 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 NEAXMail AD-8 users are sorted by sender. At the tone you may record a reply, otherwise press .
- ◆ The day and time recorded is announced at the end of each message.

WHILE LISTENING TO A MESSAGE, YOU CAN PRESS:

- *** To skip the message and save it as “new”.
- #** To repeat the entire message.
- 1** To advance to the end of the message.
- 2** To redirect and/or archive (save) the message.
- 3** To skip message and save it as old.
- 4** Slower (slows down playback speed).
- 5** To change playback volume.
- 6** Faster (speeds up playback).
- 7** To repeat the previous 3 seconds of the message.
- 8** To pause message playback (Press **8** again to resume message playback).
- 9** To advance 3 seconds within the message.

*NOTE 1: To delete a message press **2 2 2** during the message.*

NOTE 2: NEW messages are those you haven't yet heard. A New message will not be deleted until you've had the opportunity to listen to it.

NOTE 3: 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.

LEAVING MESSAGES



Send messages to other NEAXMail AD-8 users directly from your mailbox.

- ◆ Press **1** for Yes when asked, “Would you like to leave any messages?”
- ◆ Press the first 3 letters of the last name of the person or the group you want to send a message to or press **# #** and the mailbox number.
- ◆ Press **1** to confirm, otherwise press **2**.
- ◆ Record your message at the beep.
- ◆ Press ***** to end recording, otherwise press **#** to re-record.
- ◆ Press **1** for Yes for Special Delivery options, otherwise press **2**

*NOTE: Press **# #** 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:

Urgent	Heard first before regular message.
Private	Cannot be redirected.
Return Receipt	NEAXMail AD-8 tells you when the person has heard the message.
Future Delivery	The message is sent at the time and day you specify.

You can mark a message for more than one special delivery option. You can also change or add to the special delivery settings of a message you've already sent.

Note: These options are only available when sending a message directly from your mailbox.

Messaging Tips

- ◆ If you are unsure of the spelling of the first 3 letters of the person's last name, use a "Wildcard Key", typically **1** or **0**, in place of one or more letters. This "wildcard" matches any letter.
- ◆ While recording a message, press **#** to erase your message and begin again.
- ◆ Always try to leave a concise and structured message. Include the purpose of your call, the information required, or any information needed to get an answer—not just a return phone call.
- ◆ Leave fellow NEAXMail AD-8 users a message from within your own mailbox. When they listen to your message, NEAXMail AD-8 will automatically prompt them to send you a reply. This saves time and almost always guarantees a response.
- ◆ The NEAXMail AD-8 sorts messages in a message stack. It plays all urgent messages first, then all regular messages. It also sorts your messages by sender. Use Special Delivery Options when appropriate.
- ◆ To cancel a message that has not yet been received, begin to send the person or group another message. The NEAXMail AD-8 system will tell you that your last message hasn't been heard, and offers you the option to cancel it.
- ◆ If you often send messages to the same group of people, see "Changing Your Setup Options" to create your own message groups.

REVIEWING MESSAGES

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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

- ◆ Press **1** for Yes when prompted "You have messages to review. Would you like to check them?"
- ◆ Press **1** for Yes or **2** for No to review messages.
- ◆ Listen to old messages followed by day and time recorded.

REDIRECT (COPY TO ANOTHER MAILBOX)

- ◆ Press **2** while listening to a new or old message.
- ◆ Press **1** for Yes to Redirect the message being reviewed.
- ◆ Enter the mailbox or group to receive the redirected message. (For more details, see Leaving Messages.)
- ◆ Press **1** to confirm your entry.
- ◆ Press **1** for Yes if you want to record an introduction, otherwise press **2**.
- ◆ Record your introduction when prompted.
- ◆ Press ***** to end recording.

- ◆ Press **1** for Yes to set Special Delivery options. Otherwise press **2**.
- ◆ Press **1** for Yes to redirect the message to an additional mailbox, otherwise press **2**.

ARCHIVE (SAVE)

- ◆ Press **1** for Yes to Archive the new or old message being reviewed.

NOTE 1: You can redirect the same message as many times as you wish.

NOTE 2: Once you listen to an old or archived message you must archive it again to keep it from being deleted immediately.

KEEPING YOUR MAILBOX CURRENT



Review and revise your Setup Options on a regular basis.

GREETINGS

- ◆ You can review the greetings you have recorded for internal and outside callers. Greetings can be re-recorded at any time.
- ◆ An alternate greeting can be recorded and selected to accommodate special situations such as when you are out of the office.

MESSAGE GROUPS

- ◆ You can create your own message groups. When you send a message to a group, the message is sent to all members of that group.
- ◆ A group can be private or open, allowing only you or all users to send messages to the group.
- ◆ Use group maintenance features to list groups and members, add or delete members and delete established groups.

TRANSFER AND DELIVERY OPTIONS

- ◆ Callers may be transferred and messages may be delivered to you in a variety of ways. Discuss available options with your system manager.
- ◆ Call Transfer enables callers to be automatically directed to your extension or another programmed telephone number.

- ◆ When Call Screening is on, NEAXMail AD-8 will ask the caller's name, ring your extension, tell you the caller's name, and ask if you want to take the call or direct the caller to your voice mailbox.

- ◆ When your line is busy and the Call Hold option is on, callers will be advised of the number of calls holding and be given the option to hold or leave a message in your mailbox.

- ◆ When a new message has arrived in your mailbox, you will receive an indication at your telephone. Depending on your schedule, you may also program the system to alert you at additional numbers (home phone, pager or spare phone).

PERSONAL OPTIONS

- ◆ Access Personal Options to review or change your Security Code, Recorded Name, Spelled Name and Directory Listing Status.

CHANGING YOUR SETUP OPTIONS



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

- ◆ Press **[1]** for Yes, when asked, “Would you like to access Setup Options?”
- ◆ Follow prompts to change the desired Setup Option.

“WOULD YOU LIKE TO CHANGE YOUR GREETINGS?”

- ◆ Press **[1]** for Yes to change your Greetings.
- ◆ Listen to the playback of your current outside greeting.
- ◆ Press **[1]** for Yes to switch between standard and alternate greetings, otherwise press **[2]**.
- ◆ Press **[1]** for Yes to record a new greeting, otherwise press **[2]**.
- ◆ Using the handset, begin recording at the beep.
- ◆ Press **[*]** to end recording and review greeting.
- ◆ Press **[1]** to re-record, otherwise press **[2]**.
- ◆ Repeat for internal greeting.

“WOULD YOU LIKE TO CHANGE YOUR GROUPS?”

- ◆ Press **[1]** for Yes to change your Groups.

- ◆ Press **[1]** for Yes when asked to create a new group, otherwise press **[2]** to access group edit, list and delete options.
- ◆ Enter the first 3 letters or digits of the group’s name or number.
- ◆ Press **[1]** to change group name or number, otherwise press **[2]**.
- ◆ Using the handset, record a group name.
- ◆ Press **[*]** to end recording.
- ◆ Press **[1]** to change group name, otherwise press **[2]**.
- ◆ Press **[1]** to create an open group or press **[2]** for a private group.
- ◆ Add members to the group by entering name or extension number.
- ◆ Press **[1]** to confirm and add member to group.
- ◆ Press **[*]** after all members are added.
- ◆ Press **[1]** to record a message for this group now, otherwise press **[2]** to continue with group maintenance options.

“WOULD YOU LIKE TO CHANGE YOUR TRANSFER AND DELIVERY OPTIONS ?”

- ◆ Press **[1]** for Yes to change your Transfer or Delivery Options.

CALL TRANSFER SETTING

- ◆ Press **1** to change your Call Transfer setting, otherwise press **2** to advance to Message Delivery Options.
- ◆ Press **1** to turn Call Transfer on and leave it on, otherwise press **2** to advance to Message Delivery Options.
- ◆ Listen to the phone number your calls are currently being transferred to.
- ◆ Press **1** and enter a new phone number (up to 9 digits), otherwise press **2** to leave the current setting.

NOTE 1: 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. NEAX PABX Call Forward settings will then apply.

NOTE 2: For Call Screening and Call Hold features to operate, Call Transfer must be turned on and the system manager must assign these features.

CALL SCREENING

- ◆ Press **1** for Call Screening, or press **2** to turn it off.

*NOTE: When you answer your phone and Call Screening is turned on, you will hear a beep and announcement "Call from (caller's name)". Press **1** to take the call or **2** to transfer the caller to your mailbox.*

CALL HOLD

- ◆ Press **1** to turn on Call Hold or press **2** to turn it off.

NOTE: If Call Hold is turned on and your line is busy, a caller is prompted to hold or leave a message. The system will tell the caller how many calls are already holding.

MESSAGE DELIVERY OPTIONS

- ◆ Press **1** for Yes or **2** for No to set Message Delivery to your work phone, home phone, pager or spare phone.
- ◆ Enter and confirm the telephone number.
- ◆ Enter and confirm the Message Delivery Schedule (time and days).

Work phone:

from ___:___ to ___:___ S M T W T F S

Home phone:

from ___:___ to ___:___ S M T W T F S

Pager:

from ___:___ to ___:___ S M T W T F S

Spare phone:

from ___:___ to ___:___ S M T W T F S

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. A one second "pause" may be entered by pressing **#**.*

NOTE 3: When a pager number is programmed, the Live Record Urgent Page feature will override your Pager Message Delivery Schedule and turn delivery to your pager on or off.

"WOULD YOU LIKE TO CHANGE YOUR PERSONAL OPTIONS?"

- ◆ Press **1** for Yes to set your Security Code.
- ◆ Enter a new Security Code of 3 to 10 digits.
- ◆ Press ***** to complete code entry.
- ◆ Re-enter your security code, as prompted, for confirmation.
- ◆ Press ***** to complete code entry.
- ◆ Press **1** for Yes to change your Name.
- ◆ Press **1** for Yes or **2** for No to change your Recorded Name, Spelled Name or Directory Listing Status.
- ◆ Enter and confirm new information.

LIVE RECORD



Live Record allows you to record a conversation with an outside caller and direct it to your own or another user's mailbox.

With an outside call in progress:

- ◆ Press RECORD to begin recording the conversation.
- ◆ A tone burst may be provided and the RECORD key will light red to indicate that recording is in progress. Display telephones will indicate recording function.
- ◆ Enter the mailbox number to which the recording should be addressed.
- ◆ Replace handset to terminate the call. The recording will be sent to the appropriate mailbox.

NOTE 1: The mailbox number may be entered at any time during the conversation before the recording party releases the call. If a mailbox number is not entered, the recording will be sent to your mailbox.

NOTE 2: If Automatic Recording is assigned, the recording begins immediately upon answering an outside call.

NOTE 3: If a mailbox number has not been entered, and if Automatic Callback is assigned, NEAXMail AD-8 will call you back to ask you if you want to delete the call, address it, add an introduction or send it.

NOTE 4: To send a Live Recording to multiple mailboxes first send the recording to your own mailbox and then redirect it accordingly.

LIVE RECORD OPTIONS

The following Live Record function keys may be programmed:

Pause	To stop recording. Press PAUSE again to resume recording.
Record	Press RECORD to begin recording your conversation.
Re-Record	To erase the Live Recording and automatically begin re-recording. Enter a new mailbox number.
Erase	To erase the Live Recording without interrupting your conversation.
End	To terminate the recording and continue the conversation.
Address	To delete, address or record an introduction prior to ending a Live Recording session.
Urgent Page	Toggles Message Delivery on/off. After entering a mailbox number, a <input type="checkbox"/> * in the display will indicate that the Page Message Delivery option is currently on.

NOTE: Consult your System Manager for additional information about using Live Record options.

CAUTION

The use of the Live Recording feature to eavesdrop or record sound activities at the other end of the telephone line may be illegal under certain circumstances and laws. Consult a legal advisor before implementing any practice involving the monitoring or recording of a telephone conversation. Some federal and state laws require a party monitoring or recording a telephone conversation to use a beep-tone(s), make notification to all parties to the telephone conversation, and/or obtain consent of all parties to the telephone conversation. In monitoring or recording sound activities at the other end of the telephone line by means of the Live Recording feature, the sound of the alert tone at the beginning of the Live Recording may or may not be considered sufficient under applicable laws. Some of the applicable laws provide for strict penalties for illegal monitoring or recording of telephone conversations.

QUICK TRANSFER TO VOICE MAIL



When transferring a call to a user who is away from their phone, busy or declines a Voice Announcement, the Quick Transfer to Voice Mail feature simplifies and speeds message taking. You can easily redirect the call to the NEAXMail AD-8 user's mailbox, where they will hear the personal greeting and be prompted to leave a message.

With an outside call in progress:

- ◆ Press **TRF**.
- ◆ Enter station number or press programmed DSS.
- ◆ Determine called party is unavailable.
- ◆ Press **9** or enter Quick Transfer Feature Key to transfer call to the called party's mailbox.
- ◆ Replace handset immediately.

TRANSFERRING A CALL DIRECTLY TO A VOICE MAILBOX



To simplify message taking, outside callers can be transferred directly into a NEAXMail AD-8 user's mailbox, where they will hear the personal greeting and be prompted to leave a message.

With an outside call in progress:

- ◆ Press **TRF**.
- ◆ Enter NEAXMail AD-8, wait for answer.
- ◆ Enter the mailbox number of the user the call is to be transferred to.
- ◆ Press **2**.
- ◆ Replace handset immediately.

NEAXMAIL AD-8 INFORMATION



Your Name _____

Extension number _____

Personal ID _____

To reach NEAXMail AD-8:

From inside, press _____

From outside, press _____

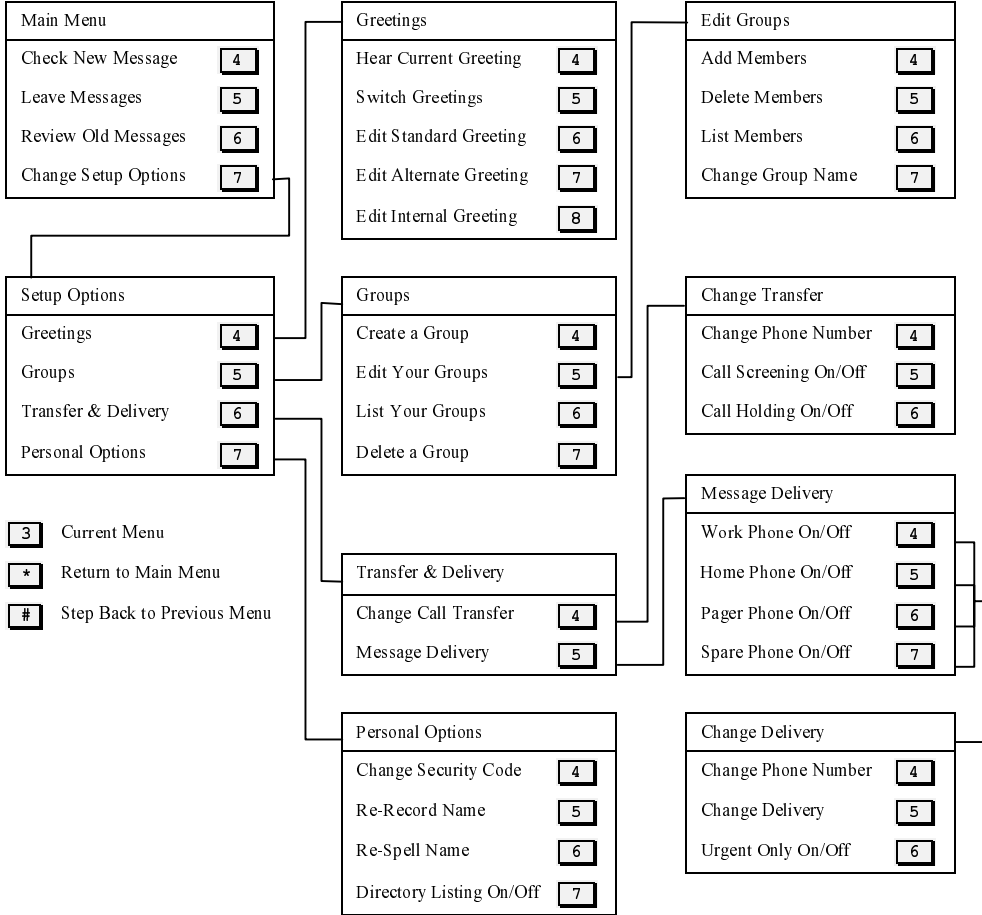
System Manager _____

Extension number _____

To simplify recording, write down your Greeting here:

Sample: *"Hi, this is _____. I'm away from my phone now, but I check my mailbox regularly. Please leave a message, and I'll return your call as soon as possible. Thankyou."*

QUICK OPTION MENUS



MESSAGE PLAYBACK



MAIN MENU

- 4** To check new messages
- 5** To leave a message
- 6** To review old messages
- 7** To change setup options

While Listening to a Message		
1 	2 	3
Go To End	Redirect/Save	Skip (Old)
4 	5 	6
Slower	Volume	Faster
7 	8 	9
Back 3 sec	Pause/Resume	Forward 3 sec
* 	0	#
Skip (New)		Go To Start

KEYPAD SHORTCUTS

7 4 5

To switch personal greetings

7 5 4

To add a message group

7 5 5

To edit a message group

7 5 6

To list your message groups

7 6 4

To change call transfer options

7 7 4

To change your security code

7 7 5

To change your recorded name

7 6 4 1

To turn call transfer on

7 6 4 2

To turn call transfer off

7 6 4 1 4

To change the telephone number for call transfer

7 6 4 1 5

To turn call screening options on or off

7 6 4 1 6

To turn call holding on or off

C&C

for Human Potential