

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** Forward calls to your mailbox (see above) • Call your Direct Inward Line • Wait for greeting • Dial # during your greeting for your mailbox • Dial # again • Dial your mailbox number  
This requires a Next Call Routing for your mailbox. See your System Administrator.

## Additional Ways to Record a Message

**Quick Message from outside** Dial Auto Attendant number • Wait for greeting • Press \* • Dial extension • Leave message • Hang up

# NEC

NEC America, Inc., Corporate Networks Group  
4 Forest Parkway, Shelton, CT 06484  
Tel: 800-365-1928 Fax: 203-926-5458

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**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.

**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]

**Main Menu**

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

While listening you can:

<b>RE</b>	Record REply [REPLY] - [N/A]	<b>73</b>	<b>L</b>	Listen to Next Msg [NEXT MSG] - [NEXT]	<b>5</b>	<b>IS</b>	Select Saved Message List	<b>17</b>
<b>MF</b>	Have Msg Forwarded [FORWARD] - [N/A]	<b>63</b>	<b>B</b>	Backup a Few Secs	<b>2</b>	<b>1A</b>	Select All Message List	<b>12</b>
<b>MC</b>	Make Call to Sender [CALLBACK] - [N/A]	<b>62</b>	<b>BB</b>	Backup to Beginning [REPEAT] - [RPT]	<b>22</b>	<b>#</b>	Exit Listen Mode [EXIT] - [EXIT]	<b>#</b>
<b>TI</b>	Get Time, Date, [Sender]	<b>84</b>	<b>G</b>	Go Ahead a Few Secs	<b>4</b>		Select the Listen Mode [MSG LIST] - [N/A]	
<b>SA</b>	SAve Message	<b>72</b>	*	Pause/Resume Listening [PAUSE] - [NA] [RESUME] - [N/A]	*		See also "Select Listen Mode" on the Main Menu	
<b>E</b>	Erase Msg [ERASE] - [ERASE]	<b>3</b>	<b>IN</b>	Select New Message List	<b>16</b>			

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

While recording you can:

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

**G Mailbox Greeting** [GREETING] - [GREET] **4**

Callers hear your greeting 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 greeting. If OFF, the Auto Attendant will try your extension.

**RN Record Mailbox Name** [NAME] - [NA] **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:

<b>S</b>	<b>Security Code</b> [SEC CODE] - [SEC] <b>7</b>
<b>AT</b>	<b>Auto Time Stamp</b> [TIME STAMP] - [TIME] <b>28</b>
<b>#</b>	<b>Exit Menu</b> [EXIT] - [EXIT] <b>#</b>

**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]

<b>IN</b>	Select New Message List [NEW MSGS] - [N/A]	<b>16</b>
<b>IS</b>	Select Saved Message List [SAVED MSGS] - [N/A]	<b>17</b>
<b>1A</b>	Select All Message List [ALL MSGS] - [N/A]	<b>12</b>

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.