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You can read the recommendations in the user guide, the technical guide or the installation guide for NEC ELITEMAIL CTI LX LITE. You'll find the answers to all your questions on the NEC ELITEMAIL CTI LX LITE in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

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Manual abstract:

Launch Mailbox Manager. @@2. Call the voice messaging system. When the system greets you, enter: Personal ID Security Code For assistance, call: Name Extension INTRODUCTION Welcome to EliteMail CTI LX Lite User's Guide, this is about a simple yet powerful voice messaging system that can greet your callers and record your messages. You will find it quick and easy to use. On the Telephone The voice messaging system lets you control how your mailbox receives messages and plays them back. You can change these settings whenever you like, from any telephone. The telephone options consist of: Menu Conversation The menu conversation leads you quickly to your destination. You will hear a menu of options. Enter the number associated with the option to perform the particular task.

@@@@@@@This conversation leads you step by step through all of your options with easy, yes-and-no questions. Just enter 1 for Yes, 2 for No. Shortcuts To perform routine tasks quickly, you can enter a sequence of numbers in advance of the conversation questions or menus. Rotary Telephones If your system uses dial pulse detection, you can use a rotary dial (pulse tone) telephone to send and receive messages and to change your feature settings. Help When the system conversation asks you a question, enter 3 to hear a Help menu of options.

Softkeys: If equipped you can use the softkeys on your display telephone. The visual display of softkeys quickly leads you to your destination. You will see a menu of options. Press the softkey associated with the option to perform the particular task for your feature settings. ViewMail for Microsoft® Messaging You can access all of your messages -- voice mail and e-mail -- in your Microsoft Inbox, whether you are using Exchange, Outlook 98, Outlook 2000, or Outlook 2003.

ViewCall® Plus All of your inbound and outbound calls can be managed visually from your desktop computer. You can customize your call control applications by integrating ViewCall Plus with other applications, such as Microsoft's Office suite. 2 I I K K Help For more detailed information about TeLANophy, use the: Online Help system (press F1 or use the Help menu) "Introducing TeLANophy" tutorial SETTING UP YOUR MAILBOX First, fill in the blanks on the inside front cover of this guide and perform the procedure To access your mailbox from inside your organization provided on the inside front cover. This makes your mailbox ready to use and enrolls you on the system as a subscriber. The system will ask you a few simple questions to record your name, spell your name (if required), record a personal greeting, and set your security code. You should set a security code that only you know. This prevents someone else from hearing your messages and changing your mailbox settings. You can change your security codes as often as you like. After you have set up your mailbox by telephone, you can also begin using TeLANophy. Contact your system manager to get TeLANophy set up on your desktop.

To set up your mailbox 1. 2. 3. Access your mailbox (see inside front cover). Answer the system questions. Enter 1 for Yes, 2 for No. If you are not sure, enter 2. You can always change the option later. When the system asks you if you are satisfied with your settings, enter 1 to confirm. CHECKING AND LEAVING MESSAGES Depending on your system, you can use a telephone or computer to: Check new messages Leave a message to one or more subscribers or guests

Leave a message to a group Review messages Redirect a message Modify or cancel a message after leaving it Archive a message Record a conversation Checking New Messages Checking new messages by telephone New messages are messages that you have not yet heard. The system notifies you when you have new messages. The system plays all urgent messages first, then all regular messages. It also sorts your messages by sender. If the system does not know who left a message, it says that the message is from your message box. After you listen to the messages from a subscriber, you can reply immediately; you do not have to dial the subscriber's extension.

3 K K K K K K K K To check new messages by telephone 1. 2. Access your mailbox. Press the New softkey or enter 4 to check new messages. Follow the system instructions.

Enter 1 for Yes, 2 for No. , Optional Playback Features The system manager can set up special options for your mailbox to: Play your new messages automatically each time you call the system. Provide additional security by always requiring both a personal ID and a security code to play messages. Identify you automatically when you are using your assigned extension. This option is turned on by default. Tell you how long it will take to play your messages. One or more of these features may not be available at your site. Checking New Messages by Computer If your system uses ViewMail or ViewMail for Microsoft Messaging, you can check messages visually from your computer. Information about each message is provided on the screen. When available, names, telephone numbers, and a subject are included with messages.

ViewMail also provides the length of the message and the time it was sent. You can listen to messages either with a computer sound device or a telephone. To check new messages from your computer 1. 2. Double-click the message to open it. Use the VCR-style buttons to play and respond to the message. 4 :OSLA EES K K K K K , "Modifying a Message" on page 16 "Canceling a Message" on page 17 "E-Mail Integration Package *" on page 54 New Message Urgent Message Figure 1. New Message Check 5 Leaving a Message by Telephone The system lets you leave voice messages for subscribers, groups, or guests. If you call a subscriber's extension and the call is unanswered, your call is automatically routed to the subscriber's mailbox, where you can leave a message. You can also leave messages directly from a subscriber's mailbox.

Directory Assistance Your system may use automatic directory assistance, numeric directory assistance, or both, to help callers find subscribers' extension numbers. Callers with letters on their telephones can use automatic directory assistance, which identifies subscribers by their last names. All callers can use numeric directory assistance, which groups subscribers by department, location, or other categories. Special Delivery Options When you leave a subscriber message, you can mark it with one or more of these special delivery options: Urgent Private Return Receipt Future Delivery The message is played first, before regular messages. The message cannot be redirected.

The system tells you when a subscriber has heard the message. The message is delivered at the time and on the day you specify. To leave another subscriber a message 1. 2. 3.

Call another subscriber. When the subscriber does not answer, the call is forwarded to voice mail. Leave a message.



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Follow the system instructions. Enter 1 for Yes, 2 for No. To leave a message directly in a subscriber's mailbox 1. 2. 3. Access your mailbox (see inside front cover). Press the LVMSG softkey or enter 5 to leave any messages.

On the telephone, you may be asked spell the subscriber's name or enter the extension number. You can alternate between name and number by pressing the # key twice. When spelling a subscriber's last name, use a "wild-card" number (typically 0 or 1) for any letter in the last name you do not know. 4. Enter 2 until you hear the name of the subscriber you want, then enter 1. 6 :OSLA EES "Modifying a Message" on page 16 "Canceling a Message" on page 17 "E-Mail Integration Package *" on page 54 5. 6. Record your message at the beep. The message must be at least three seconds long to be delivered. Sending a Message by Computer Depending on the optional TeLANophy applications on your system, you can use ViewMail or ViewMail for Microsoft Messaging to send voice messages by computer.

To send a message by computer 1. 2. 3. 4. 5.

If you are using ViewMail, click Send. If you are using ViewMail for Microsoft Messaging, click New voice message. Click To and then use the address book to select recipients' names. Type in a subject and set delivery options as needed. Use the VCR-style buttons and your telephone or a sound device to record the message.

You can also add sounds from the clipboard or from a WAV file. To send the message, choose Send. 7, Enter # to start over or to stop recording. For composing and sending a message For selecting special delivery options Figure 2. Sending a Message With ViewMail for Microsoft Messaging, you can send a ViewMail message to another subscriber by using the ViewMail address book. You also can send a ViewMail message to someone outside the voice messaging system. When you use the Microsoft Messaging address book, the ViewMail message is sent as an e-mail message with an attached WAV file. 8 For composing and sending a message For addressing a new message to multiple subscribers or message groups For selecting an address Figure 3. Sending a Message via Microsoft Messaging 9 Leaving a Group Message You can leave a message for more than one subscriber by: Leaving the message for a message group. Adding names to the address list.

A message group is a mailing list of subscribers and/or guests. Your system manager can create message groups or you can create your own message groups. To leave a group message by telephone 1. 2. 3. 4. Access your mailbox (see inside front cover). Press the LVMSG softkey or dial 5 to leave a message. Spell the group name, or enter the special group ID and group number. Enter 2 until you hear the name of the group you want, then enter 1.

After the beep, record your message. The message must be at least 3 seconds long to be delivered. To leave a message to several subscribers by telephone 1. 2. 3.

4. Leave a message for the first subscriber. Follow the system instructions to add a subscriber as a message recipient. Repeat step 3 for each subscriber you want to receive the message. To find out who has not heard a group message by telephone 1.

2. 3. 4. 5. 6. Start to leave a new message to the group. The system says that some members have not heard your last message. Enter 1 to review the message. Listen to the message or enter 2 to interrupt it. Enter 2 to avoid canceling the message.

Enter 7 to list who has not heard the message. 01, Enter, K K Enter to stop recording. to stop the list. Sending a Group Message by Computer With ViewMail and ViewMail for Microsoft Messaging, you can either choose more subscriber names or a group name from the ViewMail address book. For addressing a message to multiple subscribers or message groups Figure 4. Sending a Group Message Reviewing Messages You can review old messages and archived messages by telephone or by computer. Reviewing Messages by Telephone After you have heard a new message, the system saves it for a set amount of time (for example, until midnight). To review messages by telephone 1. 2. 3.

Access your mailbox. Press the Old softkey or dial 6 to review old messages. Follow the system instructions. Enter 1 for Yes, 2 for No. Press the Next softkey or dial * to skip a message.

Press the ARCHV softkey or dial 3 7 to archive a message. 11 Reviewing gure 7. Modifying a Message via Computer Canceling a Message If the recipient has not heard your last message, the system lets you cancel it. You can then record a new message. To cancel a message by telephone 1.

2. 3. 4. 5. Start to leave another message to the same subscriber. If the subscriber has not yet heard your last message, the system asks if you want to review it. Enter 1 to review it. When you hear the message you want to cancel, enter 5 to cancel it. Enter 1 to confirm the cancellation. 71 Canceling a Message by Computer* With ViewMail or ViewMail for Microsoft Messaging, you can cancel a voice message you have sent if the recipienttutton Options Pause Address End Pauses and resumes the recording.

Ends the recording and disconnects the call. Then follow the address conversation to review, delete, or address the recorded message with an optional introduction. Ends the recording without disconnecting the call. The recorded message is automatically sent to the specified address. Or, if no address is specified, the message is sent to your mailbox. Erases the recorded message without disconnecting the caller. Erases the existing recorded message and starts a new recording. Erase Rerecord To record a conversation by computer 1. 2. If you are using ViewMail, click Live record.

If you are using ViewMail for Microsoft Messaging, click New live record message. If you are using ViewMail, the Live Record Message dialog box appears. To begin recording, choose Live record. If you are using ViewMail for Microsoft Messaging, the New Message dialog box appears. To begin recording, click Record.

3. 4. 5. 6. 7.

Click Pause to stop recording temporarily. Click Resume to restart. To end the recording, click Stop or hang up. Or click Cancel to stop and erase the recording. To review the message, click Play. To send the message to your mailbox, click Send. If the Request Redirect dialog box appears, click Yes to forward the message. Click No to save the recorded message in your mailbox. CAUTION. The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws.

Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation. Some federal and state laws require some form of notification to all parties to a telephone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the telephone conversation, prior to monitoring or recording the telephone conversation.



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Some of these laws incorporate strict penalties. 22 Changing Your Mailbox Setup Mailbox Manager allows you to control your personal mailbox settings, such as: Your profile Security code Recorded and spelled names Greetings Playback options Call transfer options Call screening options Call holding options Message delivery options Message groups You can also change most of these setup options for your personal mailbox by telephone. When you make a change, the system leads you step by step through a series of simple yes-and-no questions. To make changes to your TeLANophy applications, refer to the application's online Help. Working with the Mailbox Manager The Mailbox Manager allows you to control how you and your callers interact with the voice messaging system by telephone. The first time you use the Mailbox Manager, you enter the host name, your extension, and your security code in the Connect dialog box.

32 K K K K K K K K K K Figure 10. The Connect Dialog Box The Menu bar allows you to navigate through the screens of the Mailbox Manager.

Menu Bar Always click Logout to exit. Figure 11. The Menu Bar Click Save frequently to save changes as you make them. If you move to another screen within Mailbox Manager without saving changes first, you are prompted to save before proceeding. 42 The Profile screen is where the system stores your name, extension number, delivery number, and other settings.

Figure 12. The Mailbox Manager - Profile Screen To change your profile 1. 2. 3. 4.

Access the Mailbox Manager (see the inside front cover). Click Profile. Confirm and change settings as needed. Click Save. You must select a recording device before you can record greetings, your recorded name, or the names of groups. @@Otherwise, select My phone. 52 To use the Control bar Listen Playback Stop Record Figure 13. The Control Bar 1. 2. 3.

On the Control bar, click On the Control bar, click On the Control bar, click Telephone Computer 4. Click to select telephone or computer playback. to listen to your recorded name. @@@@Change your security code as often as you like. Your security code should be 3 to 10 digits long. @@2. 3. 4. 5. Access the Mailbox Manager (see inside front cover).

Click Profile. Click Change Code. @@Click OK and then click Save. 62 Figure 14. @@2.

3. Access your mailbox by telephone (see inside front cover). If using Softkeys press SETUP, PERS, CODE. Otherwise enter 7 7 4 to change your security code. Follow the system instructions.

@@@@@@You can change your recorded name only by telephone. The system uses your spelled name for the directory. @@@@@@2. 3. Access your mailbox by telephone (see inside front cover). If using Softkeys press SETUP, PERS, DIR. Otherwise enter 7 7 7 to change your directory listing. Follow the system instructions to change your spelled name. Enter 1 for Yes, 2 for No. To change your recorded name by computer 1.

2. 3. Access the Mailbox Manager (see inside front cover). Click Profile. On the Control bar, click Telephone Computer 4. @@@@@2. 3. Access your mailbox by telephone (see inside front cover). If using Softkeys press SETUP, PERS, >>>>, RCNAM. Otherwise enter 7 7 5 to change your directory listing.

Follow the system instructions to record your name. @@2. 3. Access your mailbox by telephone (see inside front cover). If using Softkeys press SETUP, PERS, SPELL.

Otherwise enter 7 7 6 to change your directory listing. Follow the system instructions to change your spelled name. @@@@@@@A typical standard greeting is: "Hello, this is Pat Green. I am not at my desk right now. @@A typical busy greeting is: "Hello, this is Pat Green.

I am on the telephone now. @@@@@For example: "Hello, this is Pat Green. I am not available at this time. @@A typical alternate greeting is: "Hello, this is Pat Green. @@@@@2. 3. 4. 5. Access the Mailbox Manager (see inside front cover). Click Greetings.

From the Choose a Greeting list box, select a greeting. For This Greeting is, select the Enabled check box. @@@@@2. 3. 4. Access the Mailbox Manager (see inside front cover). Click Greetings. From the Choose a Greeting list box, select the greeting to rerecord. On the Control bar, click Telephone Computer 5. @@@@@2.

Access your mailbox by telephone (see inside front cover). @@2. Access your mailbox by telephone (see inside front cover). @@@@@@@@2. 3.

Access your mailbox by telephone (see inside front cover). @@Follow the system instructions to activate your busy greeting. Enter 1 for Yes, 2 for No.

Playback Options The Playback options screen stores settings for how messages are played. These options are not available by telephone.

Without Mailbox Manager, you need to ask your system manager to change these options. The Playback options consist of: Announce New e-mail messages. If the optional e-mail integration package is installed, the system includes new e-mail messages in the total when announcing the number of new messages.

Voice message length. The system announces the total length, in minutes, of new voice messages. To change your playback options by computer 1. 2. 3. 4.

Access the Mailbox Manager (see inside front cover).

Click Playback. Confirm and change the settings as needed. Click Save. 13 K K K Enter K K K Telephone Conversation Type Menu mode covertness. This conversation plays menus of options. Enter the number associated with the option to perform the particular task. Yes/No conversation. This conversation leads you step by step through all of your options with easy, yes-and-no questions. Enter 1 for Yes, 2 for No. Voice message time stamp Announce time stamp before message.

The system plays the time and date that the message was recorded before playing the message. Announce time stamp after messages. The system plays the time and date that the message was recorded after playing the message. Announce Options Conversation Options Listening to a Message Option Figure 16.

The Mailbox Manager - Playback Screen Changing Call Transfer Options The voice messaging system is set up to transfer calls to your extension as a receptionist would.

When you are unavailable or on another call, the system takes a message for you. If you will be away for a while, you can turn off call transfer or have your calls transferred to a different telephone number. Turn on call transfer before transferring your calls to a different telephone number. You can enter up to 9 digits for the new telephone number. To turn call transfer on or off by telephone 1.

2. 3. Access your mailbox (see inside front cover). If using Softkeys press SETUP, TRFR, ON/OFF. Otherwise enter 7 6 4 to turn call transfer on or off.

Follow the system instructions. Enter 1 for Yes, 2 for No. 23 To change the number to which calls are transferred by telephone 1. 2. 3.

Access your mailbox (see inside front cover). If using Softkeys press SETUP, TRFR, CHG#. Otherwise enter 7 6 4 1 4. Follow the system instructions. Enter 1 for Yes, 2 for No. To turn call transfer on or off by computer 1. 2. 3. 4. Access the Mailbox Manager (see inside front cover).



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Quick Message Actions While listening to a message, enter 3 to hear a menu of quick message actions. After you have learned the quick action numbers, you can enter a number right away to take action. Except as noted, these actions are available for both new and old messages.

After using a quick message action, you can continue with the next part of the conversation or take more action on a message. For example, you can: Enter 3 4 to replay to a message, then 3 5 to check the next message. Enter 3 9 to redirect a message. After you finish redirecting the message, you can enter 3 4 to reply to the original sender. After you reply, you can enter 3 6 to delete the message. Check the next message Delete Archive Hear when the message was sent Redirect Save as new (new messages only) Repeat the message Exit quickly, if you are using a touchtone telephone * #3 03 93 83 73 63 53 43 15 K K When you exit the quick message actions, the system saves your message as an old message. The system also saves your message as old when you enter 3 5 to check the next message. Task Reply Quick Message Action Shortcuts Use shortcuts to accelerate your responses to the system. Voice Messaging Enter your personal ID and security code (if required), then enter the following shortcuts to do these tasks. Task Check new messages Leave a message Review old messages Change setup options Switch personal greetings Change your standard greeting Change your alternate greeting Change your busy greeting Change your security code Turn call transfer off Turn call transfer on Change the telephone number for call transfer Turn call screening options off Add a message group Edit a message group List your message groups Change your recorded name Shortcut 577 657 557 457 51467 41467 1467 2467 477 847 747 647 547 7 6 5 4 25 Main Menu Task Check new messages Leave a message Review old messages Change setup options Change call transfer, Message delivery Change your security code, Voice mailbox names Switch personal greetings FOR YES FOR NO Shortcut CURRENT MENU Quick Message Actions Task Repeat the message Save message as new (new messages only) Check the next message Delete a message Archive a message Hear when the message was sent Redirect the message Exit quickly (touchtone telephones only) FOR YES FOR NO Shortcut CURRENT MENU 547 77 67 7 6 5 4 * 93 83 73 63 53 03 #3 * * 35 2 2 1 1 Message Playback Options For Slower Softer/Louder Faster Backward Pause Forward Exit Press To access your mailbox from outside your organization 1. Call the Voice Messaging system. 2. When the system greets you, enter your personal ID: and your security code: E-Mail Integration Package * Enter your personal ID and security code (if required), then enter the following shortcuts to do these tasks. Task Edit your e-mail messages Check old e-mail messages Turn e-mail totaling on or off This feature may not be available at your site. , 4877 66 64 * 9 8 7 6 5 4 Shortcut 45 55 MAIN MENU DELIVER ALL NE WFAXES * 45 CHANGE SETUP OPTIONS REVIEW OLD MESSAGES LEAVE MESSAGES CHECK NEW MESSAGES 4 5 6 7 System Menus * This feature may not be available at your site.

PERSONAL OPTION STRANSFER & DELIVERY GROUPS GREETINGS REPEAT THE MESSAGE # FAX * REDIRECT/DELIVER HEARTIME STAMP ARCHIVED ELETE CHECK NEW MESSAGES REPLY SEND THE MESSAGE AES EDREDDYITRES SPT EHS CETIAMOLE SOTDSHEA ELGRIE SV645 REPEAT THE MESSAGES AVEAS NEW FAX * REDIRECT/DELIVER HEARTIME STAMP ARCHIVED ELETE CHECK NEXT MESSAGE REPLY OLD MESSAGES MESSAGE OPTIONS SETUP OPTIONS NEW MESSAGES 4 5 6 7 4 5 6 7 8 9 , GROUPS 0 # 4 5 6 7 8 9 ON/OFF DIRECTOR Y LISTING RESPELL NAME RERECORD NAME CODE CHANGE SECURITY MFCEHSRA SNAG GE E C DA ELLI VTER RA YNS 5 4 DELETE A GROUP LIST YOUR GROUPS EDIT YOUR GROUPS CREATE A GROUP EIEDNDIGITTBALSTYERGNRAEETIGNRGET897INGS GREETINGS TRANSFER & DELIVERY PERSONAL OPTIONS EDIT STANDARD GREET - SWITCH GREETINGS SEARCH CURRENT GREETING 5 6 7 4 4 5 6 7 4 5 6 EDIT GROUPS FAX PHONE ON/OFF * SPARE PHONE ON/OFF PAGER PHONE ON/OFF HOME PHONE ON/OFF WORK PHONE ON/OFF COC AFAHLFLANLLGHSE OCLRPDEHIEONNNGIENONGUN/OMONBF/ERF645 CHANGE GROUPS NAME LIST MEMBERS DELETE MEMBERS ADD MEMBERS CHANGE TRANSFER MESSAGE DELIVERY 6 7 4 5 C B C H E H A R A N N G G E E S P C H H O E N D E U L N E U M 5 4 4 5 6 7 8 O F F * C H A N G E D E L I V E R Y N O T I F Y F O R F A X O N / U R G E N T O N L Y O N / O F F C H A N G E S C H E D U L E C H A N G E F A X D E L I V E R Y * C H A N G E P H O N E N U M B E R 4 5 6 7 Softkey Menus 65 Softkey Menus . 75 85 setoN 95 setoN 06 setoN Document Revision 1 © 2004 NEC Unified Solutions, Inc. The material contained herein is subject to change without prior notice at the sole discretion of NEC Unified Solutions, Inc. Dterm® is a registered trademark of NEC Corporation.

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