



# Your PDF Guides

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

**User manual NEC ELITEMAIL CTI VOICEMAIL**  
**User guide NEC ELITEMAIL CTI VOICEMAIL**  
**Operating instructions NEC ELITEMAIL CTI VOICEMAIL**  
**Instructions for use NEC ELITEMAIL CTI VOICEMAIL**  
**Instruction manual NEC ELITEMAIL CTI VOICEMAIL**

## **NOTICE**

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**Manual abstract:**

pdf file, some minor font and format changes may occur causing slight variations from the original printed document. When viewing and printing this document, we cannot guarantee that your specific PC or printer will support all of the fonts or graphics. Therefore, when you view the document, fonts may be substituted and your individual printer may not have the capability to print the document correctly. EliteMail CTI™ User's Guide Checking New Messages New messages are messages that have not been played. 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. To check new messages 1.

2. Access your mailbox. 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. Tell you how long it will take to play your messages. .

71 egap no syektfoS ht iw segasseM ecioV ruoY gnig anaM 1 6 egap no ega s s e M a gn ilecnaC 5 egap no egasseM a gn iyf idoM 61 eg ap no s tuc t rohS :syektfoS :OSLA EES K K K K , One or more of these features may not be available at your site. Leaving a Message The system lets you leave voice messages for subscribers, groups, or guests. @@You can also leave messages directly in a subscriber's mailbox. @@@@All callers can use numeric directory assistance, which groups subscribers by department, location, or other categories. SPECIAL DELIVERY OPTIONS When you leave an identified 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 day you specify. To leave an identified subscriber message 1.

2. 3. Call another subscriber. @@Enter 5 to leave a message. Follow the system instructions. @@2. 3. Access your mailbox. Enter 5 to leave any messages. On the telephone, spell the subscriber's name.

Otherwise, enter the extension number. 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. 2 4. 5. 6.

Enter 2 until you hear the name of the subscriber you want, then enter 1. Record your message at the beep. The message must be at least three seconds long to be delivered. 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 1. 2. 3. 4. Access your mailbox. Enter 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 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. The system tells you when everyone in a group has received your message.

@@2. 3. 4. 5. 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.

@@@@@2. 3.

Access your mailbox. Enter 6 to review old messages. Follow the system instructions. @@Record an introduction to the message. @@2. 3. While listening to a message, enter 3 9 to interrupt it. @@Enter 1 to confirm that you want to redirect the message. 4 , Enter to skip a message. Enter 3 7 to archive a message.

Redirecting a Message K K K Modifying a Message Depending on system settings, you can use one or more of these message options after you record a message: Modify the message. Modify its delivery options. Mark it for special delivery. Redirect it to others. 3. 4. While modifying, you can enter 4 to add to the end of the message, 5 to listen to it, or 6 to rerecord the message. 5 4 egap no egasseM a gn itce r ideR 6 eg ap no ega s s e M a gn ilecnaC 2 egap no egasseM a gn ivaeL , Enter , :OSLA EES K K K K 1. 2. To modify a message Record a message.

Enter 4 to stop recording. when you finish modifying. 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 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. The system saves old messages for a set time (for example, until midnight). To keep a message for a longer period, you can archive it. The system manager can tell you how long your system saves archived messages. You can hear your archived messages when you review messages. The only difference between archived messages and old messages is that archived messages are typically saved for a longer period of time. @@@@You can rerecord or switch between greetings only by telephone.

@@@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. Access your mailbox. @@2.

Access your mailbox. To rerecord your: standard greeting, enter 7 4 6 1. alternate greeting, enter 7 4 7 1. busy greeting, enter 7 4 8 1. to stop recording.

To activate your busy greeting 1. 2. 3. Access your mailbox. Enter 7 4 8 2 1 8 to hear your busy greeting.

Follow the system instructions to activate your busy greeting. @@Change your security code as often as you like. Your security code should be 4 to 10 digits long. @@2. 3. Access your mailbox. Enter 7 7 4 to change your security code.



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Follow the system instructions. @@@@ @@@@ @@@@ You can enter up to nine digits for the new telephone number. To turn call transfer on or off 1.

2. 3. Access your mailbox. Enter 7 6 4 to turn call transfer on or off. Follow the system instructions. Enter 1 for Yes, 2 for No. To change the number to which calls are transferred 1. 2. 3. , 9 K K K K K "Call from <caller's name spoken by the calltwo types of message groups: private and open. When you create a private group, only you can send messages to it. When you create an open group, other subscribers also can send messages to it. @@2. 3. 4.

5. 6. 7. 8. Access your mailbox.

Enter 7 5 4 to create a new group. For numbered groups, enter a 3-digit group number. @@Follow the system instructions to add members to the group. @@Otherwise, enter 2. @@2. 3. Access your mailbox. Enter 7 5 6 to list your groups and group members. Follow the system instructions. @@@@ @@@2.

3. 4. Access your mailbox. Enter 7 5 5 to edit a group. Enter the group name or group number. Enter 2 until you hear the name of the group you want, then enter 1. Enter 4 to add members to a group. Or enter 5 to delete members from the group. When deleting group members, enter the first three letters of the person's last name, or enter three wild-card numbers (for example, 1 1 1) to list each group member, then choose the member's name you want to delete. 5. 6. To confirm your additions or deletions, enter 1. , To change a group name or number 1. 2. 3.

4. 5. 6. Access your mailbox. Enter 7 5 5 to change a group name or number.

Enter the first three letters of the group name. Or, enter the first three digits of the group number. Enter 1 to confirm, or enter 2 to hear the name of the next group. Enter 7 to change the group name or group number. Follow the system instructions to change the group's recorded name. Enter 1 for Yes, 2 for No. This feature may not be available at your site. 31 , Enter when you are finished adding or deleting members. , Changing Your Recorded and Spelled Names The system uses your recorded name to identify both you and your messages to other callers. You can change your recorded name only by telephone.

If your telephone keypad has letters, you also can spell your name for the system. The system uses your spelled name for the directory. Callers can enter the first letters of your name to locate you in the directory. You can remove yourself from automatic directory assistance so that callers cannot learn your extension number. @@2. 3. Access your mailbox. Enter 7 7 5 to change your recorded name. Follow the system instructions to record your name. Enter 1 for Yes, 2 for No.

To change your spelled name 1. 2. 3. Access your mailbox. Enter 7 7 6 to change your spelled name.

Follow the system instructions to change your spelled name. @@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 reply 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 en AT S E M I T R A E H E V I H C R A E T E L E D S E G A S S E M W E N K C E H C Y L P E R S E T U P O P T I O N S 4 5 P E R S O N A L O P T I O N S 4 5 7 8 E L U D E H C S E G N A H C R E B M U N E N O H P E G N A H C \* F F O / N O E N O H P X A F F F O / N O E N O H P E R A P S F F O / N O E N O H P R E G A P F F O / N O E N O H P E M O H F F O / N O E N O H P K R O W 5 6 C H A N G E F A X D E L I V E R Y \* 6 7 F F O / N O G N I T S I L Y R O T C E R I D E M A N L L E P S E R E M A N D R O C E R E R E D O C Y T I R U C E S E G N A H C 6 7 S N O I T P O L A N O S R E P Y R E V I L E D & R E F S N A R T S P U O R G S G N I T E E R G \* This feature may not be available at your site. 4 5 5 6 7 4 9 1 \* S E X A F W E N L L A R E V I L E D S N O I T P O P U T E S E G N A H C S E G A S S E M D L O W E I V E R S E G A S S E M E V A E L S E G A S S E M W E N K C E H C 0 2 s e t o N s e t o N © 2002 NEC America, Inc. The material contained herein is subject to change without prior notice at the sole discretion of NEC America, Inc. Dterm® is a registered trademark of NEC Corporation. EliteMail is a trademark of NEC America, Inc. TeLANophy is a trademark of Active Voice, Inc. Document Revision 2 For more information contact: NEC America, Inc. 6555 N State Highway 161 Irving, TX 75039-2402 moc.cen.

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