



Voice Mail and Automated Attendant  
Quick Reference Guide

# UltraMail

# NEC

## Sending Calls to a Mailbox

- To forward your incoming calls to your mailbox** (28i/124i/124ie) Press idle CALL key • Dial \*2 • Dial Call Forwarding condition (2 = Busy or not answered, 4 = Immediate, 6 = Not answered) • Press Voice Mail key or dial *UltraMail* master extension • Select type of calls to be forwarded (2 = All calls, 3 = Outside calls, 4 = Intercom calls) • Hang up  
(DS2000) 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** (28i/124i/124ie) Press idle CALL key • Dial \*20 • Hang up  
(DS2000) Press ICM • Dial \*30
- To transfer your outside call to a mailbox** (28i/124i/124ie) Press HOLD • Press Voice Mail key • Dial extension • Hang up  
(DS2000) Press ICM • Dial extension • Press MW • Hang up  
(If mailbox doesn't have an extension, press MW before dialing the extension number.)

## Additional Ways to Call the Auto Attendant or Your Mailbox

- To call Auto Attendant or mailbox** Forward calls to your mailbox (see above) • Call your Direct Inward Line • Wait for greeting • Dial # during your greeting for your mailbox, or dial \* during your greeting for the Automated Attendant

## Additional Ways to Record a Message

- Quick Message from outside** Dial Auto Attendant number • Wait for greeting • Press \* • Dial extension • Leave message • Hang up
- After you make an Intercom call to busy/no-answer/DND extension** (28i/124i/124ie) Press Voice Mail key (or dial 8 if no key)  
(DS2000) Press MW

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**Main Menu**

**L Listen to Messages 5**

*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.

**While listening you can:**

<b>RE</b> Record REply	73	<b>RL</b> Reverse Listening Order	75	<b>VU</b> Turn Volume Up	88
<b>MF</b> Have Msg Forwarded	63	<b>L</b> Listen to Next Msg	5	<b>VD</b> Turn Volume Down	83
<b>MC</b> Make Call to Sender	62	<b>B</b> Backup a Few Secs	2	<b>VN</b> Restore Volume to Normal	86
<b>TI</b> Get Time, Date, [Sender]	84	<b>BB</b> Backup to Beginning	22	<b>#</b> Exit Listen Mode	#
<b>SA</b> SAve Message	72	<b>G</b> Go Ahead a Few Secs	4	See also "Select Listen Mode" on the Main Menu	
<b>E</b> Erase Msg	3	<b>*</b> Pause/Resume Listening	*		

**RS Record & Send a Message 77**

**While recording you can:**

<b>B</b> Backup a Few Secs	2
<b>BB</b> Backup to Beginning	22
<b>*</b> Pause/Resume	*
<b>E</b> Erase Recording	3
<b>TI</b> Hear Time/Date	84
<b>#</b> End Recording	#

**After entering a mailbox number or name you can:**

Enter another mailbox number. Or, press N to enter another mailbox name.	
<b>*R</b>	Request a return receipt. As soon as the recipient listens to your msg, <i>UltraMail</i> lets you know by placing a "receipt" in your mailbox. The receipt consists of two parts: the voice prompt " <i>The following return receipt arrived on (date/time) from (name or number),</i> " followed by the msg that was listened to. After you press *R, you can go to the top of this menu.
<b>*U</b>	Tag a message as "urgent" so the message gets priority handling in the recipient's mailbox. Upon logging on to their mailbox, the recipient hears " <i>This is an urgent message</i> " followed by the message.
<b>*C</b>	Tag a message as "confidential." Recipients of confidential messages cannot use the MF command or Auto Forward feature to send the message to another mailbox.
<b>#</b>	Send msg and return to Main Menu.
<b>*N</b>	Specify next recipient by the opposite method, then go to the top of this menu.
<b>*</b>	Cancel previous mailbox. If no mailbox recipients remain, go to previous menu. Otherwise, go to the top of this menu.
<b>**</b>	Erase msg and go to Main Menu.

**CM Check or Delete Message 26**  
Lets you know if a msg that you sent has been listened to. If not listened to, you can delete it. *UltraMail* also lets you listen to the msg before you delete it.

**When done recording you can:**

Enter mailbox numbers to receive msg, up to 10.	
<b>*N</b>	Specify recipients by name. After you press *N, follow the voice prompts.
<b>**</b>	Erase msg and return to Main Menu.

**G Mailbox Greetings 4**  
You can have 3 different greetings. *UltraMail* plays the greeting you select as "active." 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. Callers hear your greeting only if you do not answer or are busy.

**RN Record Mailbox Name 76**  
*UltraMail* will play your mailbox name in the voice prompts instead of your mailbox number.

**FD Future Delivery Message 33**  
*UltraMail* sends the message on the date and time you specify.

**PG PaGing Message 74**  
When a caller tries to reach you, *UltraMail* uses the message to page you. If the message is ON, *UltraMail* pages immediately. If OFF, *UltraMail* pages only if you do not answer.

**OP Mailbox Options 67**

**The mailbox options are as follows:**

**TI Time and Date 84**

**SA Sys Admin Options 72**  
(For Sys Admin Mailboxes only)

<b>Select Listen Mode</b>	
<b>IN</b> New Messages	16
<b>IS</b> Saved Messages	17
<b>IH</b> Held Messages	14
<b>IA</b> All Messages	12
These options are also available while listening to a msg.	

**X EXit Mailbox 9**

<b>S</b> Security Code	Changes or erases your mailbox security code.	7	<b>AT</b> Auto Time-Stamp	Plays the msg time, date and sender after the msg.	28
<b>N</b> Message Notification	Calls co-worker or outside number when you get a msg.	6	<b>CW</b> Call Waiting	Lets a caller send beeps to your ext while you are busy on a call.	29
<b>AH</b> Auto Help	Turns some voice prompts on/off.	24	<b>CA</b> Call Announcing	Lets you know who's calling.	22
<b>AF</b> Auto Forward	Copies your msgs to any mailbox you choose.	23	<b>#</b> Exit Menu	#	#

**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. (28i/124i/124ie) Press Voice Mail key, or press an idle CALL key and dial \*8. (DS2000) 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 to access a feature match some of the letters in the feature name.
  - To get a recorded help message at any time, press 0.