

UC for Business Voice Messaging Phone User



Revision History

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Table of Contents

Introduction.....	1
Profile Overview	1
Log into the Mailbox.....	1
Internal.....	1
External	1
First-Time Setup Wizards	2
Record Your Mailbox Name.....	2
Set Up a New Security Code or PIN Number	2
Recording the Profile Greetings	2
Voice Messaging Menu Options.....	4
Common Functions	4
Manage the Messages	4
Activate/Set a Presence Profile.....	5
Set the Expected Time of Return (ETR)	5
Messaging Tips and Hidden Options.....	6
Silent Menu Options.....	6
Transfer a Call to a Voice Mailbox	6

Introduction

A mailbox is a voice messaging storage and direction system, and performs the following functions:

- Directs calls and plays profiles to customize the way the phone is answered.
- Saves and stores voice messages from callers, including the date and time.
- Send group messages to a distribution list

This guide provides step-by-step instructions on how to set up the voice messaging for a phone user.

Profile Overview

A mailbox uses profiles to customize the way the phone is answered, and provides greetings and directions for the caller based on the current status. A profile is set to meet the needs of the day, time of day, or current availability. By default, a mailbox is built with the following four default Presence profiles:

- Profile 0 = In the Office
- Profile 1 = In a Meeting
- Profile 2 = Out of Office
- Profile 3 = On Leave

Log into the Mailbox

Internal

1. From your extension, dial into voice messaging.
2. Dial the Personal Identification Number (PIN) (the default is **2222**).



Note: To change the PIN, see ["Set Up a New Security Code or PIN Number"](#) on page 2.

External

3. From a phone outside the office, dial into voice messaging.
4. When answered, dial #.
5. Dial your mailbox number.
6. Dial the PIN (the default is **2222**).

First-Time Setup Wizards

The Voice Messaging Setup Wizard guides you through the setup and configuration of a mailbox. This wizard is typically launched the first time you log into the mailbox, and takes about 10 minutes to complete (depending on the configuration). Although the wizard walks through almost all of the steps in the following sections, complete the directions in these sections if you need to rework anything.

Record Your Mailbox Name

A mailbox name helps the caller to identify whom they are calling or leaving a message for.

1. After entering the PIN, dial **5** for mailbox options.
2. Dial **1**.
3. Dial **3**, record your name, and then dial **#**.
4. Dial **1** to save the new name.
5. Dial ***** to return to the main menu (this step is optional, but is needed to complete the procedure in the following section).

Set Up a New Security Code or PIN Number

The PIN is a security code (i.e., the number entered to access the voice messaging mailbox when logging in). Until the PIN is changed, the default PIN is 2222.

1. Dial the voicemail number (internal or external).
2. Dial the current PIN.
3. Dial **5** for mailbox options.
4. Dial **2** to change the PIN.
5. Dial the existing PIN number (2222 is the default).
6. Dial the new PIN, and then dial **#**.
7. Re-enter the new PIN, and then dial **#**.

Recording the Profile Greetings

Profiles store common greetings to play to callers based on your status. The greetings also play to callers when they forward to your mailbox.

In the Office (Profile 0)

1. Dial **3** to change greetings.
2. Dial **1** to set up a greeting.
3. Dial **3**, and then record a new greeting.

Example: “Hi, you’ve reached <your name> at <company name>. I’m in the office but currently away from my desk. You can dial 0 now for the operator, or please leave me a detailed message after the tone and I’ll return your call as soon as I can. Thank you.”

4. Dial **#** to end the recording.
5. Dial **1** to save the new greeting.
6. Dial ***** to return to the main menu.

In a Meeting (Profile 1)

1. Dial **3** to change greetings.
2. Dial **4** to change the profile.
3. Dial **1** for the **In a Meeting** profile.
4. Dial **1** to set up the greeting.
5. Dial **3**, and then record the new greeting.

Example: “Hi, you’ve reached <your name> at <company name>. I’m currently in a meeting. For operator assistance dial 0, otherwise please leave me a detailed message after the tone and I’ll return your call as soon as I can. Thanks for calling.”

6. Dial **#** to end the recording.
7. Dial **1** to save the new greeting.
8. Dial ***** to return to the main menu.

Out of the Office (Profile 2)

1. Dial **3** to change greetings.
2. Dial **4** to change the profile.
3. Dial **2** for the **Out of the Office** profile.
4. Dial **1** to set up a greeting.
5. Dial **3**, and then record the new greeting.

Example: “Hi, you’ve reached <your name> at <company name>. I’m currently out of the office. For operator assistance dial 0, otherwise please leave me a detailed message after the tone and I’ll return your call as soon as I can. Thanks for calling.”

6. Dial **#** to end the recording.
7. Dial **1** to save the new greeting.
8. Dial ***** to return to the main menu.

Example Profile Greetings

Profile	Greeting Example
In the Office	“Hi, you’ve reached <your name> at <company name>. I’m in the office but currently away from my desk. You can dial 0 now for the operator, or please leave me a detailed message after the tone and I’ll return your call as soon as I can. Thank you.”
In a Meeting	“Hi, you’ve reached <your name> at <company name>. I’m currently in a meeting. For operator assistance dial 0, otherwise please leave me a detailed message after the tone and I’ll return your call as soon as I can. Thanks for calling.”
Out of the Office	“Hi, you’ve reached <your name> at <company name>. I’m currently out of the office. For operator assistance dial 0, otherwise please leave me a detailed message after the tone and I’ll return your call as soon as I can. Thanks for calling.”
On Leave	“Hi, you’ve reached <your name> at <company name>. I’m currently on vacation and will be back in the office on <date>. For urgent enquiries please contact <name and details>.”

Activate/Set a Presence Profile

In the Office (Profile 0)

1. Dial the voicemail number (internal or external).
2. Dial the PIN.
3. Dial **3** to change greetings.
4. Dial **4** to change the active profile.
5. Dial **0** for the **In the Office** active profile.
6. Hang up.

In a Meeting (Profile 1)

1. Dial the voicemail number (internal or external).
2. Dial the PIN.
3. Dial **3** to change greetings.
4. Dial **4** to change the active profile.
5. Dial **1** for the **In a Meeting** active profile.
6. Hang up.

Out of the Office (Profile 2)

1. Dial the voicemail number (internal or external).
2. Dial the PIN.
3. Dial **3** to change greetings.
4. Dial **4** to change the active profile.
5. Dial **2** for the **Out of Office** active profile.
6. Hang up.

Set the Expected Time of Return (ETR)

Use the Expected Time of Return (ETR) voice messaging feature to specify the exact time or time and date you are returning and available to take calls again.

1. Dial **3** to change greetings.
2. Dial **4** to change the profile.
3. From the list, choose a profile.
4. If ETR is enabled for the profile, enter the expected time of return. If ETR is not enabled for the profiles, ask the site administrator to activate this option.

ETR Examples

- Relative time (i.e., a time from now) in a two-digit or three-digit format.
Example: 10 = 10 minutes from now.
120 = 120 minutes from now.
- Absolute time (a specific time in the future) using a four-digit format.
Example: 0800 = 8am.
1500 = 3pm.
- Absolute date and time up to one month from now. The one-digit/two-digit date is followed by a four-digit time.
Example: 260800 = 8am on the 26th of the current or following month

Messaging Tips and Hidden Options

Silent Menu Options

The following table lists the silent menu options for calls.

Dial this key...	To do this...
0	Change the playback speed (1-9) while listening to a message.
9	Exit to the company greeting.
*	Exit the mailbox.
#	Log into the mailbox after voice messaging provides the greeting.

Transfer a Call to a Voice Mailbox

The following procedure describes how to transfer a current call directly to a colleague's mailbox.

1. While on a call, dial the **Transfer** button.
2. Dial the internal voice messaging number (e.g., 8888).
3. Dial **1** to select the mailbox number, and then dial the mailbox number to transfer the call to.
4. When the voice mailbox name of the person you are transferring to starts, hang up to connect the caller.

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