

## **VOICEMAIL NOTES**

### **To transfer a call into voicemail:**

Hit **Transfer**

Dial **4000**

When you hear, "Please enter your password," Press **#**

Dial the **extension** of the mailbox you wish to leave message in followed by **#2**.

You may hang up and the caller will hear the voicemail greeting of their requested person.

### **To retrieve a call after transferring to an extension and getting voicemail:**

Hit **\*\*\***

### **To retrieve a misdialed call transferred to a person's extension (NOT voicemail):**

Press the TRANSFER key again. That will reconnect you to the caller. You will need to press the TRANSFER key again and dial the correct extension

### **To leave a message without ringing someone's phone:**

Dial **4000**

When you hear, "Please enter your password," Press **#**

Dial the **extension** of the mailbox you wish to leave message in followed by **#2**.

You will hear the voicemail greeting of their requested person.

### **To skip greeting while leaving a message:**

When greeting begins to play, press **#**. Leave a message after the beep. If there is no greeting recorded, the system greeting will play. This cannot be skipped.

### **To access a mailbox other than your own (i.e. main division extension)**

**Or**

### **To access your mailbox from another user's phone:**

Dial **4000**

Press **\***

Enter the **extension** of the mailbox you wish to access followed by **#**.

Enter password (adding **#** will expedite process) and follow prompts.

### **To access your mailbox from off-campus:**

Dial 365-5222 or 1-800-995-5222 or 366-4000

When you hear the system greeting, press **\***

(The greeting will either be, "Thank you for calling Lorain County Community College..." or "Hello, Neaxmail messaging system...")

You will be prompted to enter your ID (extension) followed by **#**.

Enter password (adding **#** will expedite process) and follow prompts.

### **After you logon to your mail box, use the following chart to manage messages.**

Main Menu (heard after your pass code is entered)

Press 1 To hear new messages

Press 2 To send a message to another mailbox

Press 3 To Review your old messages

Press 4 To access your setup options (Greetings, recorded name, security code)

### **While listening to messages:**

Press 1 Replay the message from the beginning

Press 2 Save the message

Press 3 Delete the message

Press 5 Change Volume

- Press 7 Back up 4 seconds in the message
- Press 8 Pause or Continue
- Press 9 Fast-Forward
- Press # Skip to the end of the message

**After listening to a message:**

- Press 1 Replay the message from the beginning
- Press 2 Save the message
- Press 3 Delete the message
- Press 4 Reply to a message left from another mailbox
- Press 5 Forward the message to another mailbox
- Press 6 Store the message as a new message (keeps the message lamp on)
- Press 7 Back up 4 seconds in the message
- Press 9 Hear the message summary
- Press # Skip over message
- Press \* Exit message playback

**NOTE:** When reviewing old messages (ones previously heard and saved), the same options apply.

**To send a message from one mailbox to another** (Press 2 from main menu):

- Enter the mailbox number followed by #
- Record your message- press # when done speaking
- Options:
  - Press 1 to change the addressing (such as adding another mail box)
  - Press 2 to change the recording (re-record or add to your recording)
  - Press 3 to hear delivery options (such as marking the message urgent)
  - Press 4 to review the message before sending
  - Press # again to send the message

**Accessing setup options** (Press 4 from the main menu):

- Press 1 to change your greetings
- Press 3 for personal options
- Press 1 to change your security password
- Press 2 to change your recorded name

**Setting Up Distribution Groups**

From main menu after logon:

Message Settings: Press 4242

Note 1: To set up a group, you go to "private list" and then select change names. You will then be prompted to choose a list number (1-20). After entering a number, you will hear "name for list X is empty". You will then be prompted to enter the extension numbers to make a distribution list.

**NOTE:** To send a message to a distribution group (called a "private" group), follow the instructions for sending a message using the group number (assigned during set up).

**Shortcuts**

**Keys**

Change Greetings	411
Change Call Transfer	412
Change Message Notification	421
Full or Brief Menus	423
Change Password	431
Change Recorded Name	432
Conversation Help	0

Cancel or Back Up  
Skip or Move Ahead

\*  
#

## **TELEPHONE NOTES**

### **To forward your line directly into voicemail (or to another extension):**

Due to having what is called “split call forwarding” (which allows you to direct internal calls one direction and external another), you need to take 2 steps.

To forward INTERNAL calls (those that come to you from on campus):

1. Lift handset (or use speaker to get a dial tone)
2. Dial \*30 plus the extension you want calls forwarded to (4000 for voicemail).
3. Hang up

***To cancel INTERNAL forwarding: with dial tone, dial #30***

To forward EXTERNAL calls (those that come to you from anywhere off campus)

1. Lift handset (or use speaker)
2. Dial \*20 plus the extension you want calls forwarded to (4000 for voicemail)
3. Hang up

***To CANCEL the EXTERNAL forwarding: with dial tone, press #20***

### **To make a 3-way conference call:**

1. While on a call press TRANSFER Key. This places first call in special hold.
2. Dial second party.
3. When second party answers press CONF. 3-way calling is established and CONF LED is lit.

### **To “Camp-on” to an extension:**

What you formally knew as “camp-on” is similar to what is now call waiting or call back.

If you call an extension and receive a busy signal, you can either choose call waiting or call back. This only works from the main extension on the phone. It cannot be activated from a line appearance.

1. CALL WAITING can be activated by pressing the soft key under “CW” that will appear in your display once you receive a busy signal. You will then hear a change from busy to ring. The person that you have called will receive a tone and their ANSWER button will light. To answer the call waiting, the user presses the ANSWER key. This will place their first caller on hold. To toggle back and forth between the two callers, the user presses the ANSWER key.
2. CALL BACK can be activated by pressing the soft key below “CBK” that will appear in your display after you receive a busy signal. After pressing the soft key for Call Back, hang up. When the party you have called finishes the call they are on, your telephone will ring. When you lift the handset, it will ring the extension of the party you were trying to reach.

### **To answer Call Waiting:**

Press the lighted ANSWER Key. The first call is placed on special hold and the second call is connected. Pressing the ANSWER Key will toggle between the two calls.

### **To change the ringer tone:**

1. Press FEATURE Key + 3. Phone will ring steady.
2. Press 3 again, the ringer tone will change. There are 4 distinct tones.
3. Press FEATURE to select desired ringer tone.

#### **To program a button for speed dial:**

(Do not use dial tone for this procedure)

Press the FEATURE Key (it will light)

1. Press the button you want to program
2. Dial the complete number (include 9 for off campus numbers)
3. Press the FEATURE key again to set

#### **RECALL and the REDIAL buttons:**

RECALL will disconnect you from a call and give you a new dial tone. (You "recall" a dial tone)

REDIAL will allow you to redial one of the last 5 numbers dialed from your telephone.

To use REDIAL:

1. Press the REDIAL button repeatedly while watching the display for the number desired.
2. When the number appears in the display, press \*
3. Call will automatically be dialed (you will not hear dialing)

#### **To use the SPEAKER Key:**

The SPEAKER Key allows you to have hands free conversations. When the phone rings, press SPEAKER to answer. You may also press SPEAKER to make calls without picking up the handset. Pressing SPEAKER again terminates the call.

It is important to note that your MICROPHONE must be on for callers to hear you.

#### **"OHR" (appears in your display):**

OHR stands for Off Hook Ringing, and it will only apply to those users who have more than one line on their telephone. Currently the way that your telephones are programmed, when you are engaged in a telephone conversation and a call comes in on another line, you will only get a visual indication. If you activate OHR (by pressing the soft key below OHR in the display), lines will then "sound ring" when you are on a call and another call comes in on one of the other lines.

#### **"SAVE" is flashing in the display. What is it and how do I get rid of it?**

Pressing the SAVE soft key while connected to a caller (internal or external) will save that number for a one-time redial. To use this feature once a number is saved (and the only way to make it stop flashing), with dial tone, press the SAVE soft key. This will dial the number. When you hang up (regardless of whether the call is completed) the number in memory is erased. Pressing the SAVE key without dial tone displays the saved number but neither calls it nor deletes it.

# NEAXMail AD-120 conversation menus



## Call NEAXMail AD-120 and log on

TASK	KEY
HEAR NEW MESSAGES	1
SEND A MESSAGE	2
REVIEW OLD MESSAGES	3
SETUP OPTIONS	4

## Press after a message

TASK	KEY
DELETE	3
RETURN CALL	4 1
REPLY TO ALL	4 4
REPLY TO SENDER	4 #
FORWARD MESSAGE	5
MARK AS NEW	6
DELIVER TO FAX MACHINE	8
HEAR MESSAGE SUMMARY	9

## Press during a message

TASK	KEY
REPEAT	1
SAVE	2
DELETE	3
CHANGE VOLUME	5
REVERSE	7
PAUSE OR CONTINUE	8
FAST-FORWARD	9

### TIPS

- 0 CONVERSATION HELP
- \* CANCEL OR BACK UP
- # SKIP OR MOVE AHEAD

## Shortcuts

TASK	KEYS
CHANGE GREETINGS	4 1 1
CHANGE CALL TRANSFER	4 1 2
CHANGE MESSAGE NOTIFICATION	4 2 1
FULL OR BRIEF MENUS	4 2 3
CHANGE PASSWORD	4 3 1
CHANGE RECORDED NAME	4 3 2
CHANGE DIRECTORY LISTING STATUS	4 3 3

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