

# NEAXMail Messaging System Training



## Presentation



# Welcome to the NEAXMail Messaging System Tutorial

- This is a tutorial to help you get acquainted with our new voicemail system.
- This tutorial will review the primary menus and options available to you.
- You will learn features that are available through the phone and also through a web assistant.



# Same familiar features

- Access voicemail the same way
- Use same key to listen to messages, as well as to save, delete, reply to and forward messages.
- Send a message from one mailbox to another without ringing the phone.
- Create distribution lists

# Overview of changes



- ❑ You have the option to create alternate greetings.
- ❑ Deleted messages are saved for 45 days before being permanently deleted.
- ❑ Unread and read messages are saved for 45 days.
- ❑ Any messages skipped or unread will continue to show up as new messages.
- ❑ Display window on phone will show how many messages you have.
- ❑ Call attendant feature is accessed using “0” for Operator.

# How to access voicemail

## From inside the University

- ❑ Dial 2001
- ❑ Enter your password

## From outside the University

- ❑ Dial 687-2001
- ❑ Press \*, enter ID (extension #) followed by pound sign.
- ❑ Enter your password
- ❑ The tutorial (setup guide) plays the first time you enter your mailbox.

# NEAXMail Messaging System

- Voicemail setup through your telephone.





# Initial Voicemail Setup

- The IS&T Telecommunications Staff team has created your voicemail box and password.
- When you first dial into the voicemail system, you will receive an audio tutorial that will walk you through your primary setup and greetings.



# Password Restrictions

- ❑ Passwords will expire every 180 days.
- ❑ The password cannot be the same as previous passwords.
- ❑ All the digits cannot be the same; for example, 9999.
- ❑ The digits cannot be consecutive; for example, 1234 or 4321.
- ❑ The password cannot be the same as your extension.
- ❑ The password cannot spell your name.

# Retrieving new and old messages

## Options 7 & 3

- Upon logging into your voicemail box, you will be given the option to listen to new messages, pressing 7 or old messages by pressing 3.
- You are not required to listen to new messages upon gaining access to your voicemail box.

# During message summary

After logging in, you are presented with the following choices:

- 7-To listen to your messages
- 6-Send or make messages
- 3-Saved or deleted
- 8-Setup options
- #-Transfer to an extension
- 0-Transfer to operator
- 9-Exit the system

# During and After message

During and after listening to your messages, you can perform these options:

- ❑ 2 - Reply
- ❑ 3 - Delete message
- ❑ 4 - Forward message
- ❑ 5 - Save message
- ❑ 6 - Create new message
- ❑ 7 - Play message
- 8 - Skip message
- 9 - Go to main menu
- # - Move forward 4 seconds ++
- \* - Move back 4 seconds ++
- ## - Skips to end of message
- 8 8 - Marks message as new

++ Only available during message

# Creating a Message

## Option 6

- You can leave a message for another user directly from your voicemail box. Press 6 follow the steps to add extension numbers and create your message.
- This option can also be used to send messages to your private lists (distribution lists).

# Sending a message

After you have recorded your message, you will be given these choices:

- 3 - Re-record message
- 6 - Finish, go to delivery options
  - 8 - Urgent
  - 3 - Private message
  - 4 - Future delivery
  - 5 - Set expiration
  - # - Send
  - \* - Exit
  - 0 - Help
- 7 - Finish and review message

# Sending a message (cont'd)

- 8 - Pause recording
- 9 - Send message, go to main menu
- # - Finish, go to after recording options
  - 1 - Add change
  - 2 - Append
  - 3 - Re-record
  - 6 - Set special delivery
  - 7 - Review
  - 9 - Send message
  - \* - Cancel & Exit
- \* - Finish recording

# Setup Options

## Option 8

- The Setup options menu allows you to define personal preferences
- Examples:
  - Setting alternate greetings
  - Changing your password
  - Creating your private lists (distribution lists)

# Setup options

## Greetings Menu (1)

### □ New features

- Create alternate greetings
- Call transfer – Allows you to decide how your calls can be transferred.





# Setup options

## Greetings Menu (1)

Choosing this option will give you these choices:

1 - Greetings and call transfer

1 - Change settings

- 1 - Re-record greeting
- 2 - Turn on alternate greeting
- 3 - Edit other greeting
- 4 - Hear all your greetings
- 5 - To change bypass greeting
- \* - Exit
- 0 - Help

# Setup options

## Greetings Menu (1) (cont'd)

### 2 - Change call transfer

- 1 - To transfer callers to an extension or phone
- 2 - To change the number callers are transferred to
- \* - Exit
- 0 - Help

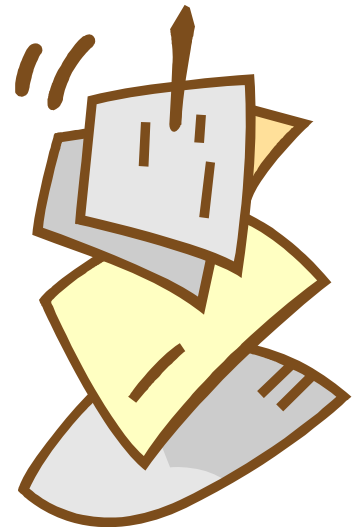
0 - Help

\* - Exit

# Setup options

## Message Settings Menu (2)

- Create distribution lists
- You can create up to 20 lists with 20 extensions in each list.





# Setup options

## Message Settings Menu (2)

Choosing this option will give you these choices

**(These notification features are not available to all users):**

2 - Message settings

1 - Change message notification

- 1 - Pager
- 2 - Home phone
- 3 - Work phone
- 4 - Spare phone
- 0 - Help



# Setup options

## Message Settings Menu (2) (cont'd)

### 3 - Change message playback

- 1 - Brief menus
- \* - Exit

### 4 - Edit private lists

- 1 - Hear private lists
- 2 - Change names on a private list
- 0 - Help
- \* - Exit

0 - Help

\* - Exit



# Setup options

## Personal Settings Menu (3)

- Contains the menus where you can change your password and name.

# Setup options

## Personal Settings Menu (3)

Choosing this option will give you these choices:

### 3 - Message settings

- 1 - Change password
- 2 - Change recorded name
- 3 - Change directory listing

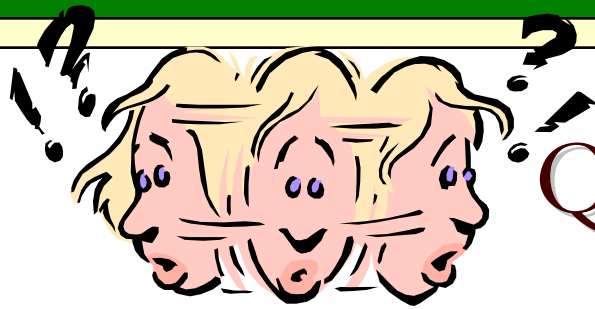
Note: Since you are listed in directory assistance, you cannot change directory listing by telephone. Contact the system administrator for assistance.

For help, press 0

\* - Exit

# Exiting the voicemail system

- When you have completed your session in the voicemail system, you can either:
  - 9 - To exit the system
  - 0 - Transfer to operator
  - # - Dial an extension
  - Or you can simply hang up



Questions?

□ Telecommunications  
Voicemail Training  
Presentation



Please contact:  
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