

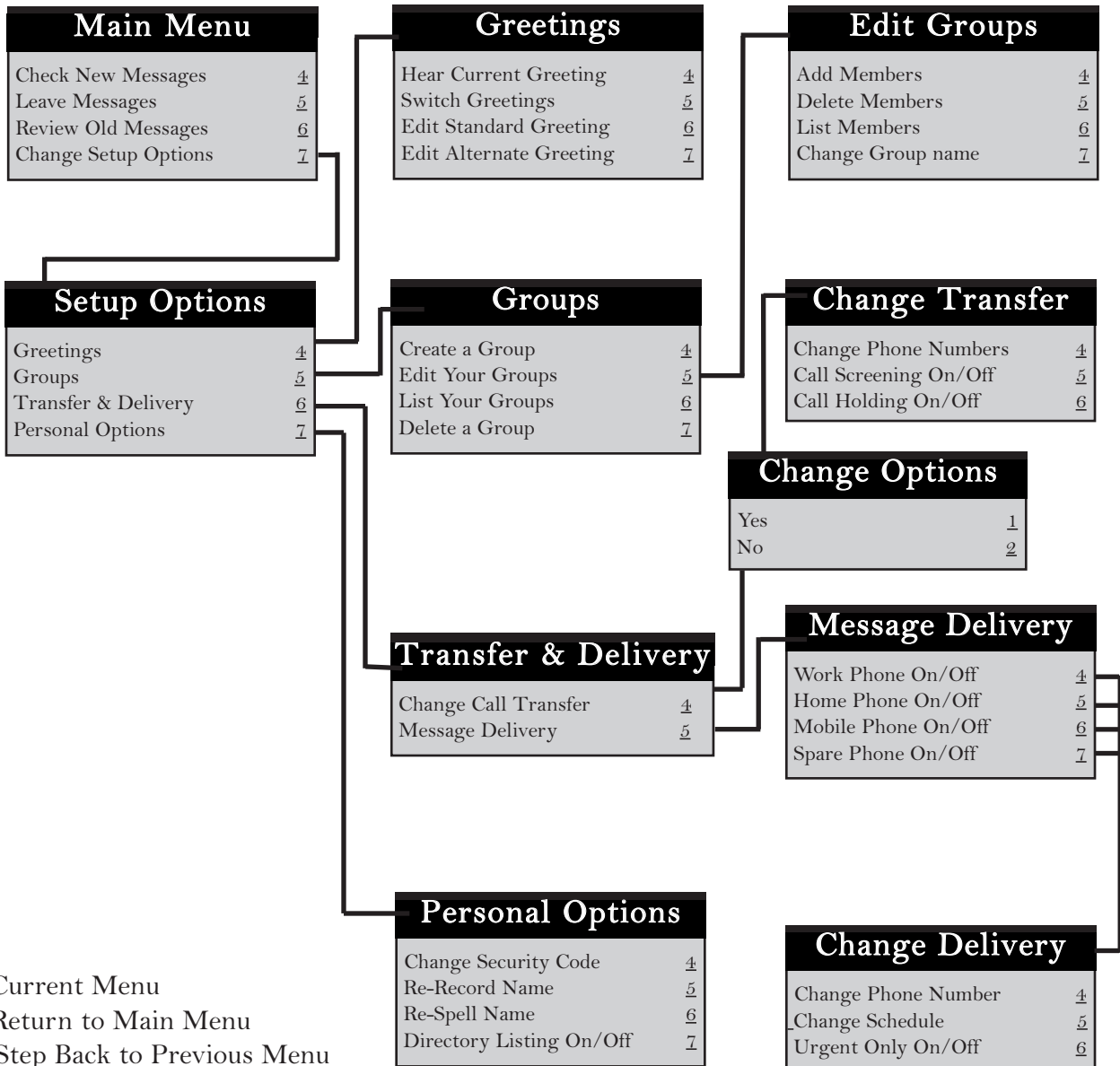
# ELECTRA ELITE

## *VMP User Guide*



**NEC**

Empowered by Innovation



3 = Current Menu  
 \* = Return to Main Menu  
 # = Step Back to Previous Menu

Function Codes	
<u>00</u>	Record
<u>01</u>	Pause
<u>02</u>	Re-Record
<u>03</u>	Erase
<u>04</u>	End
<u>05</u>	Urgent Page
<u>06</u>	Address
<u>07</u>	Live Monitor

Main Menu	
Check New Messages <u>4</u>	Turn call transfer on <u>7641</u>
Leave Messages <u>5</u>	Change phone number for call transfer <u>76414</u>
Review Old Messages <u>6</u>	Turn call screening options on/off <u>76415</u>
Change Setup Options <u>7</u>	Turn call holding options on/off <u>76416</u>
<b>Keypad Shortcuts</b>	Add a Message group <u>754</u>
Switch personal greetings <u>745</u>	Edit a Message group <u>755</u>
Change your security code <u>774</u>	List your Message groups <u>756</u>
Change call transfer options <u>764</u>	Change your record name <u>775</u>
Turn call transfer off <u>7642</u>	

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# General Information

## *Introduction*

Welcome to EliteMail VMP digital voice mail. This guide describes the system's features and details the steps you need to take to make EliteMail VMP a working partner in your day-to-day business. Throughout this guide, you will find numerous tips and shortcuts designed to help you get the most from EliteMail VMP.

Typical system operation is presented here. Be sure to consult with your EliteMail VMP System Manager for any special features or functions that may apply to your particular application.

## *Automated Attendant*

The Automated Attendant serves as a receptionist, answering and routing incoming calls automatically. Callers hear an opening greeting for your company that gives them instructions and options. If a caller does not know the extension number, the Automatic Directory can route the call by the person's name. When your extension is busy or you are not available to answer the call, EliteMail VMP can connect the caller to your voice mailbox automatically.

## *Voice Mail Access*

The EliteMail VMP system can be accessed 24 hours a day from any touchtone telephone in or out of your office. Your System Manager has assigned a Personal ID number to you. You will need this number when calling the EliteMail VMP from any phone but your own.

## *The Conversation*

The NEC EliteMail VMP system is based upon a conversation about your voice mailbox. Each time you enter your mailbox, you will be asked a series of questions relating to these topics:

- ☛ Checking messages
- ☛ Leaving messages
- ☛ Reviewing/redirecting messages

Answer questions with a simple reply by dialing 1 for **YES** or 2 for **NO**. In addition, by dialing Quick Key numbers, you may advance directly to a specific topic.

## *Setup Options*

Once your mailbox has been opened, you may change various options, such as your Greetings, Message Groups, Transfer and Message Delivery Options and Personal Options.

# Getting Started

When you call the EliteMail VMP system for the first time, you will be asked to personalize your mailbox. Doing this will open your mailbox and make it ready to use.

## *Entering Your Mailbox*

- ☛ Lift handset.
- ☛ Dial EliteMail VMP.
- ☛ Dial your Personal ID, if necessary (typically 9 + your extension number).
- ☛ Follow your prompts to accomplish the following steps.
- ☛ Dial **1** for **YES** or **2** for **NO** to confirm each entry.

## *Record Your Name*

- ☛ Record your first and last name.
- ☛ Dial **\*** to end recording and review your name recording.
- ☛ Dial **1** to re-record, otherwise dial **2**.

## *Spell Your Name*

- ☛ If requested, spell the first 3 letters of your **last name** by dialing the corresponding numbers on your telephone dialpad.

## *Choose Your Directory Listing Status*

- ☛ Dial **1** for **YES** or **2** for **NO** to choose whether or not you wish to be listed in the EliteMail VMP directory. It is recommended that you choose to be listed, as the directory lets outside callers reach you by your last name if they do not know your extension number.

## *Record Your Outside And Internal Greetings*

- ☛ Dial **1** for **YES** if you want to record different greetings for outside and internal callers, otherwise dial **2**.
- ☛ At the prompt, record an appropriate greeting to callers who reach your mailbox. Use the handset to record your name and a brief, descriptive message.
- ☛ Dial **\*** to end recording and review your greeting.
- ☛ Dial **1** to re-record, otherwise dial **2**.

## *Set Your Security Code*

- ☛ Dial **1** for **YES** if you wish to enter a Security Code to safeguard your mailbox from unauthorized access, otherwise dial **2**.
- ☛ Enter a Security Code of 3 to 10 digits via your telephone dialpad.
- ☛ Dial **\*** to complete code entry.
- ☛ Re-enter your security code, as prompted, for confirmation.

## *Opening Your Mailbox*

- ☛ Dial **1** to confirm your personalized settings and open your mailbox for use, otherwise dial **2**.

**NOTE:** *Your personalized settings can be changed at any time through Setup options.*

## *Voice Mail Message Indication*

Whenever there are new messages in your mailbox, an indication will be provided at your telephone:

Multiline Display Telephone:	Display = VM and number of new messages
Multiline Telephone:	Large LED = Slow flashing red
Single Line Telephone:	MW Lamp = Steady red

You may also instruct EliteMail VMP to call you at your home or pager.

## *Advance Dialing*

At any time, you can “dial ahead” by entering a series of responses, even before hearing the entire question, to advance directly to the desired section of your voice mailbox quickly.

## *Disconnecting From Voice Mail*

When you have completed your voice mail session, dial \*\*\* to immediately disconnect the EliteMail VMP system or simply hang up. As an alternative, you will be given the option to return to your mailbox, access Setup Options or exit voice mail and dial an extension, if desired, after accessing various EliteMail VMP operations.

## *Quick Transfer Feature*

The NEC EliteMail VMP systems simplify message taking by allowing you to transfer a call directly to a user’s voice mailbox where they will hear the personal greeting and be prompted to leave a message.

## *Live Record Feature*

The Live Record feature is used to record a conversation in progress and then direct it to your own or another user’s mailbox.

## *Live Monitoring*

Live Monitoring allows you to hear a message through the speaker of your phone as the message is being left by an outside caller.

## *Caller ID Call Return*

While listening to a message, you can hear the telephone or extension number of a caller by dialing 0. You can also view a caller’s name or number on the LCD panel of a Dterm telephone. When you listen to a message that includes numeric caller ID, you can choose to return the call.

# Call Forward Settings

## Call Forward Busy/No Answer (CF B/NA)

The most frequent method of utilizing voice mail is to have calls forwarded to your mailbox when you are busy on another call or are away from your phone.

To forward your telephone:

### Set

- ☛ Lift handset; hear ICM dial tone.
- ☛ Dial the Call Forward Busy/No Answer set code **43**.
- ☛ Dial EliteMail VMP.
- ☛ Replace handset.

### Cancel

- ☛ Lift handset, hear ICM dial tone.
- ☛ Dial the Call Forward Busy/No Answer cancel code **44**.
- ☛ Replace handset.

**NOTE:** A CF B/NA key may be assigned in system programming to set/cancel this feature.

*A lit LED may indicate that CF B/NA is set. When setting Call Forward Busy/No Answer, a destination station must be entered.*

## Call Forward All Calls (CFA)

When you plan on being away from your phone for an extended period of time, you can have all of your calls routed directly to your mailbox. To forward your telephone:

### Set

- ☛ Press **Feature** (Do not lift handset).
- ☛ Dial the Call Forward All set code **60**.
- ☛ Dial EliteMail VMP.
- ☛ Press **Feature**.

### Cancel

- ☛ Press **Speaker** (Do not lift handset).
- ☛ Dial the Call Forward All cancel code **42**.
- ☛ Press **Speaker**.

**NOTE:** A CFA/DND key may be assigned in system programming to set/cancel this feature. A lit

*LED may be indicate that Call Forward All/Do Not Disturb is set. When setting Call Forward All, a destination station must be entered.*



SWITCH	Switch from the standard greeting to the alternate greeting, or from the alternate greeting to the standard greeting.
STD	Change your standard greeting.
INT	Change your internal greeting.
ALT	Change your alternate greeting.
CODE	Change your security code.
SPELL	Change the spelling of your name for the directory.
DIR	Turn directory status on or off.
RCNAME	Change your recorded name.
ON/OFF	Turn call transfer or call delivery on or off.
CHG#	Change your transfer phone number.
SCRN	Turn call screening on or off.
HLDDING	Turn call holding on or off.
CREATE	Create a message group.
EDIT	Change a message group.
LIST	List message group.
DEL	Delete a message group.
WORK	Change message delivery to your work phone.
HOME	Change message delivery to your home phone.
PAGER	Change message delivery to your pager.
SPARE	Change message delivery to your spare phone.
PH#	Change the phone number for message delivery.
SCHD	Change your message delivery schedule.
URG	Change urgent message delivery.

### **To screen your calls, you can use**

<i>SOFTKEY</i>	<i>To Do</i>
ACCEPT	Accept the incoming call.
REJECT	Transfer the call to your voice mail box.

### **To record a conversation, you can use**

<i>SOFTKEY</i>	<i>To Do</i>
PAUSE	Pause recording. Press again to resume recording.
END	Stop recording and save the file.
REREC	Stop the recording, delete the file and begin a new recording.
MORE	See additional options (if applicable).
ERASE	Stop the recording and delete the file.
URGPG	Turn pager message delivery on or off.

### **To manage a live monitoring session, you can use**

<i>SOFTKEY</i>	<i>To Do</i>
START	Begin live monitoring.
CANCEL	Stop live monitoring and continue to record the message
OFF	Disable live monitoring.
ON	Enable live monitoring.
AUTO	Set enabled live monitoring to automatic mode.
MAN	Set enabled live monitoring to manual mode.



## **While listening to a new message, you can use**

<i>SOFTKEY</i>	<i>To Do</i>
CID	Toggle between the caller's name and number.
CALL	Return the call.
END	End the returned call and go back to your message box.
ARCH	Archive the message.
DEL	Delete the message.
REW	Repeat the previous 4 seconds of the message.
MORE	See additional options (if applicable).
PAUSE	Pause message playback. press again to resume playback.
FFWD	Advance the message 4 seconds and resume playing.
REDIR	Stop message playback and prompt to redirect the message to another subscriber.
REPLY	Stop message playback and reply to the sending subscriber.
NEXT	Stop message playback and save message as a new message. Play the next message if one exists, or return to the Main Menu.
BACK	Return to the Main Menu.

## **While reviewing an old message, you can use**

<i>SOFTKEY</i>	<i>To Do</i>
CID	Toggle between the caller's name and number.
CALL	Return the call.
END	End the returned call and go back to your message box.
ARCH	Archive the message.
DEL	Delete the message.
REW	Repeat the previous 4 seconds of the message.
MORE	See additional options (if applicable).
PAUSE	Pause message playback. press again to resume playback.
FFWD	Advance the message 4 seconds and resume playing.
REDIR	Stop message playback and prompt to redirect the message to another subscriber.
REPLY	Stop message playback and reply to the sending subscriber.
NEXT	Stop message playback and save message as a new message. Play the next message if one exists, or return to the Main Menu.
BACK	Return to the Main Menu.

## **When accessing your setup options, you can use**

<i>SOFTKEY</i>	<i>To Do</i>
CID	Change the Caller ID display to either name or number.
GREET	Create or change personal greetings.
PERS	Set or change personal options.
TRF	Set or change transfer options.
MORE	See additional options (if applicable).
GRPS	Create or change personal groups.
DELIV	Set or change message delivery options.
LM	Set live monitor options.
BACK	Return to the previous menu level.
CURR	Create or change the current greeting.

## Message Delivery Options

- ☛ Dial 1 for **YES** or 2 for **NO** to set Message Delivery to your work phone, home phone, mobile/ST or spare phone.
- ☛ Enter and confirm the telephone number.
- ☛ Enter and Confirm the message Delivery Schedule (time and days).

Work Phone \_\_\_\_\_ From \_\_\_\_\_ To \_\_\_\_\_ On: U M T W H F S  
Home Phone \_\_\_\_\_ From \_\_\_\_\_ To \_\_\_\_\_ On: U M T W H F S  
Mobile \_\_\_\_\_ From \_\_\_\_\_ To \_\_\_\_\_ On: U M T W H F S  
Spare Phone \_\_\_\_\_ From \_\_\_\_\_ To \_\_\_\_\_ On: U M T W H F S

**NOTE 1:** *Message Delivery schedules may overlap.*

**NOTE 2:** *It is not necessary to dial a trunk access code (i.e., 9) when entering an outside telephone number.*

**NOTE 3:** *When a ST number is programmed, the Live Record Urgent Page feature will override your Mobile Message delivery Schedule and turn delivery to your mobile on or off.*

## “Would you like to change your Personal Options?”

- ☛ Dial 1 for **YES** to set your **Security Code**.
- ☛ Dial a new Security Code of 3 to 10 digits.
- ☛ Dial \* to complete code entry.
- ☛ Re-enter your security code, as prompted, for confirmation.
- ☛ Dial \* to complete code entry.
- ☛ Dial 1 for **YES** to change your **Name**.
- ☛ Dial 1 for **YES** or 2 for **NO** to change your **Recorded Name, Spelled Name or Directory Listing Status**.
- ☛ Enter and confirm new information.

## Using Softkeys

If you have a ST-Multiline Display Telephone set with softkeys, you can use your telephone's LCD display and the corresponding softkeys to listen to messages, manage live record sessions, screen your calls and change your setup options. Respond to system questions by dialing 1 for yes or 2 for no.

**After you have logged in to the voice messaging system, you can use**

<b>SOFTKEY</b>	<b>To Do</b>
NEW	Check new messages..
OLD	Check old messages.
LVMSG	Leave a message for another subscriber.
MORE	See additional options (if applicable.)
SETUP	Access your setup options.
QUIT	Exit softkey mode.

# Calling Your Voice Mailbox

Use this simple procedure every time you wish to access your Voice Mailbox.

- ☛ Lift handset **OR** press **Speaker**.
- ☛ Dial EliteMail VMP; wait for answer.

**NOTE:** *The EliteMail VMP extension number may be assigned to a **One Touch** key or **Feature Access** key.*

## When calling from your telephone:

- ☛ Dial your Security Code, if prompted.

## When calling from another telephone:

- ☛ Dial **\* 2 #** to start the main greeting. If using softkeys, dial **# \* 2 #**.
- ☛ Dial your Personal ID (typically **9** + your extension number).
- ☛ Dial your Security Code, if prompted.

## When calling from outside:

- ☛ Dial your Personal ID (typically **9** + your extension number).
- ☛ Dial your Security Code, if prompted.

- ☛ Respond to each question by dialing **1** for **YES** and **2** for **NO** **OR** use **Quick Keys** to step ahead to a specific topic.

## Quick Keys

Save time by advancing directly to a specific topic:

### Dial

- 4** to check new messages
- 5** to leave messages
- 6** to review messages
- 7** to change your setup options

# Checking Messages

## Quick Key 4

Call your mailbox for new messages when you receive a Voice Mail message indication.

- ☛ Dial **1** for **YES** when asked, “**You have \_\_\_ new messages. Would you like to hear them?**”
- ☛ Messages marked “Urgent” are played first.
- ☛ Messages from outside callers are played in the order received.
- ☛ Messages from other EliteMail VMP users are sorted by sender. At the tone you may record a reply, otherwise dial **2**.
- ☛ The day and time recorded is announced at the end of each message.
- ☛ Dial **#0** or use the softkeys while listening to a message to return a call using the caller ID information.
- ☛ Dial **#0\*** to end the call and return to your message box.

**NOTE 1:** *Softkeys must be enabled to receive caller ID information in the display*

**NOTE 2:** *If a message received is from another user’s box, caller information is played at the beginning of the message and can only be used to reply to the caller. the call return function does not take place.*

While listening to a message, you can:

- ☛ Dial **\*** to skip the message and save it as “new”.
- ☛ Dial **#** to repeat the entire message.
- ☛ Dial **1** to advance to the end of the message.
- ☛ Dial **2** to redirect and/or archive (save) the message.
- ☛ Dial **5** to change playback volume.
- ☛ Dial **7** to repeat the previous 3 seconds of the message.
- ☛ Dial **8** to pause message playback. (Dial **8** again to resume message playback.)
- ☛ Dial **9** to advance 3 seconds within the message.
- ☛ Dial **0** to hear the telephone or extension number of the caller.

**NOTE 1:** ***NEW** messages are those you haven’t yet heard. A **NEW** message will not be deleted until you’ve had the opportunity to listen to it.*

**NOTE 2:** *Messages are **OLD** once you press **0** for caller ID information or hear them through to the recorded day and time. **OLD** messages are typically deleted at midnight of the day received unless they have been archived.*

**NOTE 3:** *While listening to a message, the CID softkey toggles the LCD between the caller’s name and number if both are provided.*

# Changing Your Setup Options

*Quick Key 7*

You may personalize your mailbox to accommodate your current schedule or plans by changing your Setup Options.

- ☛ Dial **1** for **YES** when asked, “**Would you like to access Setup Options?**”
- ☛ Follow prompts to change the desired Setup Option.

## “Would you like to change your Greeting?”

- ☛ Dial **1** for **YES** to change your **Greetings**.
- ☛ Listen to the playback of your current outside greeting.
- ☛ Dial **1** for **YES** to switch between standard and alternate greetings, otherwise dial **2**.
- ☛ Dial **1** for **YES** to record a new greeting, otherwise dial **2**.
- ☛ Using the handset, begin recording at the beep.
- ☛ Dial **\*** to end recording and review greeting.
- ☛ Dial **1** to re-record, otherwise dial **2**.
- ☛ Repeat the internal greeting.

## “Would you like to change your Groups?”

- ☛ Dial **1** for **YES** to change your **Groups**.
- ☛ Dial **1** for **YES** when asked to create a new group, otherwise dial **2** to access group edit, list and delete options.
- ☛ Dial the first 3 letters or digits of the group’s name or number.
- ☛ Dial **1** to change group name or number, otherwise dial **2**.
- ☛ Using the handset, record a group name.
- ☛ Dial **\*** to end recording.
- ☛ Dial **1** to change group name, otherwise dial **2**.
- ☛ Dial **1** to create an open group or dial **2** for a private group.
- ☛ Add members to the group by dialing name or extension number.
- ☛ Dial **1** to confirm and add member to group.
- ☛ Dial **\*** after all members are added.
- ☛ Dial **1** to record a message for this group now, otherwise dial **2** to continue group maintenance options..

## “Would you like to change your Transfer and Delivery Options?”

- ☛ Dial 1 for YES to change your Transfer or Delivery Options.

### *Call Transfer Setting*

- ☛ Dial 1 to change your Call Transfer setting, otherwise dial 2 to advance to Message Delivery Options.
- ☛ Dial 1 to turn Call Transfer on and leave it on, otherwise dial 2 to advance to Message Delivery Options.
- ☛ Listen to the phone number your calls are currently being transferred to.
- ☛ Dial 1 and enter a new phone number (up to 9 digits), otherwise dial 2 to leave the current setting.

**NOTE 1:** *If Call Transfer to your work phone is OFF, calls are sent directly to your voice mailbox. When Call Transfer to your work phone is ON, calls are first directed to your extension. Electra Elite Call Forward settings will then apply.*

**NOTE 2:** *For Call Screening and Call Holding features to operate, Call Transfer must be turned on and these features must be assigned*

### *Call Screening*

- ☛ Dial 1 to turn on Call Screening, or dial 2 to turn it off.

**NOTE :** *When you answer your phone and Call Screening is turn on, you will hear a beep and announcement “Call from (caller’s name).” Dial 1 to take the call or 2 to transfer the caller to your mailbox.*

### *Call Holding*

- ☛ Dial 1 to turn on Call Holding, or dial 2 to turn it off.

**NOTE :** *If Call Holding is turned on and your line is busy, a caller is prompted to hold or leave a message. The system will tell the caller how many calls are already holding.*

# Quick Transfer To Voice Mail

When transferring a call to a user who is away from their phone, bust or declines a Voice Announcement, the Quick Transfer to Voice Mail feature simplifies and speeds message taking. You can easily redirect the call to the EliteMail VMP user's mailbox, where they will hear the personal greeting and be prompted to leave a message.

With an outside call in progress:

- ☛ Press **Transfer**.
- ☛ Dial station number or press programmed **DSS**.
- ☛ Determine called party is unavailable.
- ☛ Dial **7** to transfer call to the called party's mailbox.
- ☛ Replace handset immediately, or hangup.
- ☛ VMail Answers

With a recall in progress:

- ☛ Press **Line** key.
- ☛ Press **Feature** and dial **86**.
- ☛ Replace handset immediately, or hangup.
- ☛ VMail Answers.

**NOTE** : *Your Quick Transfer Access Codes may differ from the above based on system programming.*

# Transferring A Call Directly To A Voice Mailbox

To simplify message taking, outside callers can be transferred directly into an EliteMail VMP user's mailbox, where they will hear the personal greeting and be prompted to leave a message.

With an outside call in progress:

- ☛ Press **Transfer**.
- ☛ Dial EliteMail VMP, wait for answer.
- ☛ Dial the mailbox number of the user the call is to be transferred to.
- ☛ Dial **2**.
- ☛ Replace handset immediately, or hangup.



Send messages to other EliteMail VMP users directly from your mailbox.

- ☛ Dial 1 for **YES** when asked, “**Would you like to leave any messages?**”
- ☛ Dial the first 3 letters of the **name** of the person or the group you want to send a message to **OR** dial **##** and the mailbox number.
- ☛ Dial 1 to confirm, otherwise dial 2.
- ☛ Record your message at the beep.
- ☛ Dial \* to end recording, otherwise dial # to re-record.
- ☛ Dial 1 for YES for Special Delivery options, otherwise dial 2.

**NOTE:** Dial **##** to switch between choosing by mailbox number or by name.

## Special Delivery Options

When you leave a message, you can mark it for special delivery. There are four special delivery options available:

- |                        |   |
|------------------------|---|
| <b>Urgent</b>          | Heard first before regular messages.                            |
| <b>Private</b>         | Cannot be redirected.   |
| <b>Return Receipt</b>  | EliteMail VMP tells you when the person has heard this message. |
| <b>Future Delivery</b> | The message is sent at the time and day you specify.            |

You can mark a message for more than one special delivery option. You can also change or add to the special delivery settings of a message you've already sent.

Messages you've already listened to (old messages) can be reviewed for a short while (typically until midnight), be redirected to another mailbox or archived for a longer time.

### *Review*

- ☛ Dial 1 for **YES** when prompted, “**You have \_\_\_\_\_ messages to review. Would you like to check them?**”
- ☛ Listen to old messages followed by day and time recorded.

### *Redirect (Copy To Another Mailbox)*

- ☛ Dial 2 while listening to a new or old message.
- ☛ Dial 1 for **YES** to **Redirect** the message being reviewed.
- ☛ Dial the mailbox or group to receive the redirected message. (For more details, see **Leaving Messages.**)
- ☛ Dial 1 to confirm your entry.
- ☛ Dial 1 for **YES** if you want to record an introduction, otherwise dial 2.
- ☛ Record your introduction when prompted.
- ☛ Dial \* to end recording.
- ☛ Dial 1 for **YES** to set Special Delivery options, otherwise dial 2.
- ☛ Dial 1 for **YES** to redirect the message onto an additional mailbox, otherwise dial 2.

**NOTE:** *You can redirect the same message as many times as you wish.*

### *Archive (Save)*

- ☛ Dial 1 for **YES** to Archive the new or old message being reviewed.

**NOTE:** *Once you listen to an old or archived message, you must archive it again to keep it from being deleted immediately.*

# Live Record

Live Record allows you to record a conversation with an outside caller and direct it to your own or another user's mailbox.

With an outside call in progress:

- ☛ Press **Record** to begin recording the conversation
- ☛ A tone burst may be provided and the **Record** key will light red to indicate that recording is in progress. Display telephones will indicate recording functions.
- ☛ Dial the mailbox number to which the recording should be addressed.
- ☛ Replace handset to terminate the call. The recording will be sent to the appropriate mailbox.

**NOTE 1:** *The mailbox number may be dialed at any time during the conversation before the recording party releases the call. If a mailbox number is not entered, the recording will be sent to your mailbox.*

**NOTE 2:** *If Automatic Recording is assigned, the recording begins immediately upon answering an outside call.*

**NOTE 3:** *If a mailbox number has not been entered, and if Automatic Callback is assigned, EliteMail VMP will call you back to ask you if you want to delete the call, address it, add an introduction or send it.*

**NOTE 4:** *To send a Live Recording to multiple mailboxes, first send the recording to your own mailbox and then redirect it accordingly.*

## Live Record Options

The following Live Record function keys may be programmed:

### PRESS

- |                  |  |
|------------------|--|
| <b>Pause</b>     | To stop recording. Press <b>Pause</b> again to resume recording.   |
| <b>Re-Record</b> | To erase the Live Recording and automatically begin re-recording. enter a new mailbox number.  |
| <b>Erase</b>     | To erase the Live Recording without interrupting ST conversation. Press Record and dial a mailbox number to begin recording again.                               |
| <b>End</b>       | To terminate the recording and continue the conversation.  |
| <b>Address</b>   | To delete, address or record an introduction prior to ending a Live Recording session.   |
| <b>Erase</b>     | Toggles Message Delivery on/off. After entering a mailbox number, a <b>*</b> in the display will indicate that the Page Message Delivery option is currently on. |

**NOTE:** *Once you listen to an old or archived message, you must archive it again to keep it from being deleted immediately.*

# Live Monitoring

Live monitoring allows you to hear a message through the speaker of your phone as the message is being left by an outside caller. Only one call is monitored at a time, and live monitoring is available only when your phone is idle. New outside calls received during a live monitoring session are sent to your voice mailbox.

## Enable Live Monitor

- ☛ Press **Live Monitor Feature Access** key.
- ☛ Dial station number password. (Same as station lockout (password) code).
- ☛ Once Live Monitor is set the corresponding LED lights red.
- ☛ Dial **7** to transfer call to the called party's mailbox.
- ☛ Replace handset immediately.

**NOTE** : *By default, password is set at 0000000000 (10 zeros).*

## Live Monitor A Conversation

- ☛ A live monitoring session starts as an outside caller begins leaving a message for you. To be connected to the caller anytime during the live monitoring session, pick up the handset or press **Speaker**.
- ☛ When you connect to the caller during a live monitoring session, the portion of the message that was recorded before you connected is saved as a voice message in your mailbox.

# Programming Live Record Function Keys

## Feature Access Keys

- ☛ Press **Feature**.
- ☛ Press **Redial**.
- ☛ Press **Feature Access** key to be programmed.
- ☛ Dial **2**.
- ☛ Dial **Function Code** (see next page).
- ☛ Press **Feature**.

## One Touch Keys

- ☛ Press **Feature**.
- ☛ Press **Redial**.
- ☛ Press **One Touch** key to be programmed.
- ☛ Dial **2**.
- ☛ Dial **Function Code** (see next page).
- ☛ Press **Feature**.

**NOTE** : *Refer to the Electra Elite Multiline Telephone User Guide for additional information on programming Feature Access keys and One Touch keys.*

# EliteMail VMP Info

Name \_\_\_\_\_

Extension Number \_\_\_\_\_

Personal ID \_\_\_\_\_

To reach EliteMail VMP

From Inside, dial \_\_\_\_\_

From Outside, dial \_\_\_\_\_

System Manager \_\_\_\_\_

Extension Number \_\_\_\_\_

To simplify recording, write down your Greeting here:

Sample: *"Hi, this is \_\_\_\_\_. I'm away from my phone now, but I check my mailbox regularly. Leave me a message, and i'll return your call as soon as possible. Thanks."*

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*Remember, Dial 1 for YES, 2 for NO*

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