

AspireMail / AspireMail Plus Voicemail System User Guide (with *NEC Aspire* Telephone System)

ACCESSING YOUR VOICEMAIL BOX

How to access (log on to) your voicemail from your extension:

1. Lift the handset (or press the **SPK** key)
2. Press the **MSG** key
3. Enter your security code when requested (default code is 456783)

How to access (log on to) your voicemail from another extension in the office:

1. From any extension, lift the handset
2. Dial **500**
3. Enter your extension number when requested
4. Enter your security code when requested (default code is 456783)

How to access (log on to) your voicemail from outside the office:

1. Call your main line or backdoor line 415-448-0299
2. If the voicemail answers, press **#** and enter your three-digit extension number
--or--
2. If a live attendant answers, have them press **HOLD** and dial **500** and hang up; when you hear the main menu, press **#** and enter your three-digit extension number
3. Enter your security code when requested (default code is 456783)

LISTENING TO VOICEMAIL MESSAGES

How to listen to your messages:

1. Access (log on to) your mailbox
2. Press **L** to Listen to the first message
3. When done, press **E** to Erase the first message, then **L** to Listen to the second message
--or--
3. Press **L** to Listen to the next message (the first message will automatically be saved)
4. Etc.

How to listen to new messages only:

1. Access (log on to) your mailbox
2. Press **1 N**
4. Press **L** to listen to messages, etc.

Forward a message in your mailbox to another mailbox:

1. While listening to a message, dial **M F** for Message Forward
2. Record a comment at the tone and press **#** when done, or simply press **#**
3. Enter the mailbox to send the message to, press **#** when done

How to back up while listening to a message:

1. While listening to a message, dial **B** to back up 5 seconds or **BB** to go back to the beginning

How to go ahead five seconds while listening to a message:

1. While listening to a message, dial **G** to go ahead 5 seconds

How to listen to the previous message:

1. Dial **R L** to Reverse Listening order

How to hear the time and date a message was left:

1. While listening to a message, dial **T I** for Time

How to have the voicemail automatically give the time and date of your messages:

1. Access (log on to) your mailbox
2. Dial **OP** for mailbox Options
3. Dial **AT** for Auto-Time stamp
4. Dial **O** to turn On

TRANSFERRING CALLS TO VOICEMAIL

How to transfer an outside caller to a co-worker's voicemail:

1. While on call, press **HOLD**
2. Press the **MSG** key
3. Press the person's **HOTLINE** key
- or--
3. Dial the person's three-digit extension number
4. Hang up

LEAVING MESSAGES FOR CO-WORKERS

How to leave a message for a co-worker:

1. Lift the handset and press **CALL 1** and the person's three-digit extension number

--or--

1. Lift handset and press the person's **HOTLINE** key
2. Press the **MSG** key
3. The person's greeting will play after one to two rings; leave message at tone

OR

1. Access (log on to) your mailbox
2. Dial **R S** to Record and Send
3. Begin recording at the tone, press **#** when done recording
4. Enter mailbox number (up to 10)
5. Press **#**
6. Wait for prompt "*The message has been sent*", then hang up.

CUSTOMIZING YOUR VOICEMAIL BOX

How to record your greeting in your mailbox:

Note: Your voicemail box has three greetings. Only one greeting can be active at any given time. By default, greeting number one is active. The instructions below allow you to record greeting number one. To record one of the other greetings, follow the prompts to first activate that other greeting and then record it.

1. Access (log on to) your mailbox
2. Dial **G** for Greeting
3. Dial **R** to Record, press **#** when done recording
4. (Optional) Dial **L** to Listen, press **#** when done listening

*Note: Once your greeting has been recorded the voicemail prompts you to turn on "auto-attendant do not disturb". When this feature is turned on, a caller dialing your extension number from the auto-attendant will **not** ring your phone – instead, the caller will immediately hear your greeting and leave a message. For normal operation, leave "auto-attendant do not disturb" turned off.*

How to record your name in your mailbox:

1. Access (log on to) your mailbox
2. Dial **R N** to Record Name
3. Press **R** to Record
4. Begin recording at tone, press **#** when done recording
5. (Optional) Dial **L** to Listen, press **#** when done listening

How to change your security code:

1. Access (log on to) your mailbox
2. Dial **O P** for mailbox Options
3. Dial **S** for Security code
4. Enter new code, press **#** when done
5. Listen to prompts: if Correct press **C**; if Incorrect press **I** and follow prompts