



NEC SL1100

In-Mail User Guide



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GETTING STARTED – VOICEMAIL SETUP

ENTERING YOUR MAILBOX Without lifting handset press **VM:xx soft key**
Listen to the prompts or key ahead using the soft keys under the display

RECORD THE NAME OF YOUR INDIVIDUAL MAILBOX (IE. JOHN SMITH)

- Following the menu Press **MORE** soft key
- Press **RcNam** soft key
- THEN**
- Press **Rec** soft key (to Record)
- Press **Lstn** soft key (to Listen)
- Press **Del** soft key (to Delete)
- THEN**
- Press **speaker** key to end

RECORD YOUR INDIVIDUAL HANDSET GREETING

Record an appropriate greeting to callers who reach your Mailbox. There is the option of recording 3 separate greetings you can utilize for different reasons, but only one at a time can be active
eg. On holiday, out of office, in meeting etc.

- Without lifting handset press **VM:xx soft key**
- Press **Greet** soft key
 - Press **GR1** soft key for Greeting 1
 - Press **Rec** soft key
 - Press **#** to exit
 - Press **"5"** to listen
 - Press **"7"** to re-record new message
 - Press **"3"** to delete

Note: Do not set a Security Code

Please note that we do not advise that you put a security code on your voicemail box. If you forget your pin number, the voicemail box has to be reset.

SET UP TIPS

Keep your greetings current: Change them as often as necessary. If your greetings are current, callers are more likely to leave a message.

Personalise your greeting: Record your own greeting, include your first and last name, and if appropriate, your department. Callers hearing your voice will feel more confident that you will receive their message.

Remember that In-Mail tells you the day and time each message was left: There's no need to ask callers to include this information in their message.

Encourage effective messaging: Ask callers to leave relevant information so that your return call will be productive.

Record a clear and audible greeting: Initially, it may be helpful to write down your greeting. When recording, remember to speak in a normal voice directly into the handset.

TO RECORD COMPANY NIGHT MESSAGE –

At reception main console **dial into Voicemail** (Press key under VM:xx)
Press the **More** soft key menu option
Press the **Mgr** soft key menu option
Press the **Instr** soft key menu option
Dial **Message Number – 001 for Day Message**
002 for Night Message
Follow menu on the screen or voice prompts – **5 to listen** to message
- 7 to record

RECORDING COMPANY DAY MESSAGE – (VRS)

Leave handpiece in cradle
Press **Speaker**
Dial **616**
To **Listen** - Press **5**
To **Record** - Press **7**
To **Erase** - Press **3**
Enter the Message Number:
001 = Day Message
002 = Night Message
Record your message script (if option 7 selected)
Press **#** when you have finished recording

TRANSFERRING CALLS TO VOICE MAIL

When an outside call is in progress:

- ❑ Press **Hold**
- ❑ Dial **Extension** number OR **one-touch** ext. key
- ❑ Dial **8**
- ❑ Press **Transfer** button
- ❑ Replace handset immediately

LEAVING AN INTERNAL MESSAGE ON CO-WORKERS VOICEMAIL

The extension can be busy, in DND or unanswered to leave a message:

- ❑ Lift Handset
- ❑ Dial **Extension** Number
- ❑ Dial **8**
- ❑ Record message when prompted

DIVERTING CALLS TO YOUR VOICEMAIL IF YOU ARE BUSY OR NOT ANSWERING

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

To forward your phone:

Using your MENU softkey:

- ❑ Press **Menu**
- ❑ Press **NEXT** till you see Call Forwarding
- ❑ Press **SELECT** and you will see the forwarding condition
- ❑ Press **NEXT** till you get the condition you require Busy No Ans
- ❑ Press **SELECT**
- ❑ Press **SET**
- ❑ "Dial a set number" **200**
- ❑ Press **NEXT**
- ❑ **Select ALL** calls
- ❑ Press **SAVE**
- ❑ Your display should now show the **FWD B/NA Destination**

RETRIEVING MESSAGES

If you have received a **new** voice mail message – the indicator to the top right of the phone will be flashing.

The VM:xx display will show how many messages are in the mailbox

To listen to messages:

Press **VM:xx** soft key to enter your voice mailbox

The system and display will tell you how many new messages you have

Listen to the prompts or key ahead using the soft keys under the display

While you are listening to the message use the soft keys under the display to control the message, ie Rewind, Redirect to another voicemail box etc

RETRIEVING YOUR VOICEMAIL MESSAGES OFFSITE

If you have direct indial to your handset:

- Dial your direct indial number
- When you are transferred into your voicemail and hear your greeting, press **# # and your ext no**
- You will then be able to listen to your new messages

If you do not have direct indial to your handset:

- **If during the day**, phone your main number, when reception answers get them to transfer you into your voicemail box, when you hear your greeting dial **# # and your extension number**
- **If during the night**, phone your main number, when you hear the night greeting play, **dial # and your extension number.**

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. A live record one touch button must be programmed.

With an outside call in progress:

- ❑ Press the **Live Record Button** that has been programmed on your handset
- ❑ 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.
- ❑ Press the **END soft key** to stop recording
- ❑ Replace the handset to terminate the call and message is saved as a voicemail message in your mailbox.