



NEC SV8100

In-Mail User Guide

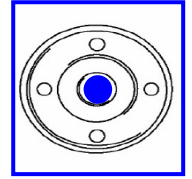


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GETTING STARTED – VOICEMAIL SETUP

ENTERING YOUR MAILBOX Without lifting handset press **Centre Enter button** on Jog Dial

- ❑ **Arrow Down to Ⓣ Voice Mail** using Jog Dial
- ❑ Press the **centre button** to enter

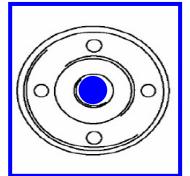


RECORD THE NAME OF YOUR INDIVIDUAL MAILBOX

- ❑ Following the menu Press **MORE** soft menu 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 4 separate messages you can utilize for different reasons, but only one at a time eg. On holiday, out of office, in meeting etc.



Without lifting handset press **Centre Enter button** on Jog Dial

- ❑ **Arrow Down to Ⓣ Voice Mail** using Jog Dial
- ❑ Press the **centre button** to enter
- ❑ Press **Greet** soft key
- ❑ Press **GR1** soft key
- ❑ Press **Rec** soft key
- ❑ 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 advise that you **do not put a security code** on your voicemail box because if someone forgets their 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 MESSAGES – (IN MAIL)

At the reception main console, dial into voicemail (centre jog dial button)

- Press the button under MORE
 - Press the button under MGR
 - Press the button under INSTR
- Dial the message number 001, 002 etc
Follow the voice prompts or menu on the screen

TO RECORD COMPANY MESSAGES – (VRS)

Leave the hand piece in the cradle
Press Speaker
Dial 616
To Listen press 5
To record Press 7
To Erase Press 3
Enter the message Number 001, 002 etc
Record the message (if 7 selected above)
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 softkey menu:

- ❑ Press **PRG**
- ❑ Press **Cfwd**
- ❑ Press **the Arrow at the end of the screen** to go to the next screen
- ❑ Press **B/NA** (Busy/No Answer)
- ❑ Press **Set**
- ❑ Dial **200**
- ❑ Press **Speaker** to hangup

OR

To manually Call Forward Busy/No Answer (CF B/NA)

- ❑ Press **Speaker**
- ❑ Dial the call forward Code: **741** Immediate Diversion
742 Busy Only
743 No Answer Only
744 Busy or No Answer
- ❑ Press **1 to Set** OR **0 to Cancel**
- ❑ Dial **200**
- ❑ Press **Speaker**

RETRIEVING MESSAGES

Call your voice mailbox for new messages when you have received a **voice mail message indication** – indicator to the right of the screen will be flashing

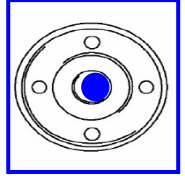
To listen to new messages:

- Press **VMsg** soft key menu option to go straight to Voice mail

OR

If you are back at the main screen options:

- Press the **Centre Enter button** on **Jog Dial** without lifting the handset
- Arrow Down to **Ⓢ Voice Mail** using Jog Dial
(this screen displays no. of messages: 002)
- Press **centre button** to enter
- Press **Lstn** soft key or “5” to listen
- Follow voice prompts



OR

Choose the following menu options while listening

SOFT KEYS

Next	Rplay	Del	More→
Next Message	Replay Message	Delete Message	Next menu

List	Rew		More→
All Messages	Rewind Message		Next menu

Reply	Redir	Call	More→
Reply to sender	Redirect msg to another extension	Call sender	Next menu

CID		Back	More→
Caller ext. no. or external phone number		Previous Menu	Next menu

KEY PAD

73	Record or Reply
63	Redirect
62	Call sender
#	Exit
72	Archive
84	Time, Date, Sender ID

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: OLD messages are those that you have already listened to but have not deleted. **OLD** messages will only be stored for a couple of days.

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.**

REDIRECTING MESSAGES

To redirect a new message to another extension:

After you have listened to the message

- ❑ Press the menu option for **More→** (twice)
- ❑ Press the button for **Redir** Soft key
- ❑ Press **Record** soft key to attach a leading message

OR

- ❑ Press **Skip** soft key to send message as is

THEN

- ❑ **Enter extension number** or press the **one touch key**
- ❑ Press **#** to send

THEN

- ❑ **Enter next extension number** (for an additional extension)

THEN

- ❑ **Hang up to exit**

Note 1: You can redirect the same message as many times as you wish.

Note 2: 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. 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.