



NEC SV8100

Voice Mail User Guide



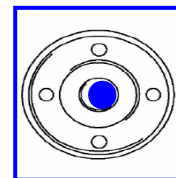
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GETTING STARTED – FIRST TIME VOICEMAIL SETUP

When you dial into Voicemail for the first time, you will be able to personalise your mailbox. Doing this will open your mailbox and make it ready to use. The first time setup is voice prompted.

Entering Your Mailbox

- Press the centre **Message Button (WHILE ON HOOK)** on the Jog Dial
- Press down on Jog Dial to **Ⓜ** Voicemail
- Press the centre button again to enter
- Follow voice prompts
Remember (**Dial 1** for Yes or **2** for No)



1. Record Your Name

- Record your first and last name.
- Dial *** to end recording.

2. You will be asked if you wish to be in the Directory Listing

- Press 2** for No

3. Record your Greeting

- At the prompt, record an appropriate greeting to callers who reach your mailbox. Use the hand piece to record your name and a brief, descriptive message.
- Dial *** to end recording and review your greeting.

5. Say **NO** to setting a Security Code by dialing **2** for No

Please note that we **do not** advise that you **put a security code** on your voicemail box because if someone forgets their pin number, the voicemail box has to be reset.

6. **IMPORTANT** - Wait until V/mail advises your setup is complete and press **1 to confirm** your settings

Please note, if you do not press 1 at the end it will not save what you have just done and you will have to do it again.

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 Xen 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.

TRANSFERRING CALLS TO VOICE MAIL

When an outside call is in progress:

- Press **Hold**
- Dial **extension** number
- Dial **"8"**
- Press **Transfer**
- Replace handset immediately

LEAVING AN INTERNAL MESSAGE ON SOMEONE ELSE'S VOICEMAIL

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

DIVERTING CALLS TO YOUR VOICEMAIL

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 **Down Arrow**
- Press **B/NA** (or any other forwarding option if preferable)
- Press **Set**
- Dial **200**
- Press **Speaker**

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**

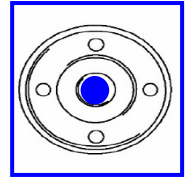
RETRIEVING MESSAGES

WHEN IN OFFICE:

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 and the screen will display how many new messages.

To listen to new messages:

- Press the centre **Message Button (WHILE ON HOOK)** on the Jog Dial
- Arrow down to **Voicemail**
- Press the **centre button** again for enter
- You will hear your name and then chose the **NEW** option soft key on the screen
- After listening to the message using the **soft keys** you can choose:
 - Del** (Delete the message)
OR **More>** (soft key)
 - Arch** (Archive to save the message)
 - or **Rew** (Rewind the message)



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.

While listening to a message, you can choose from the following soft key menu options:

1st MENU

Next	Pause	Del	More >
Next Message	Pause Message	Delete Message	Next menu

2ND MENU

Arch	Rew	FFwd	More >
Archive Message	Rewind Message	Fast Forward Message	Next menu

*2nd Menu options once message has finished playing

>>>>>>

Arch	Rew	Del	More >
Archive Message	Rewind Message	Delete Message	Next menu

3RD MENU

Arch		Time	More >
Archive Message		Time msg. was left	Next menu

4TH MENU

Reply	Redir	Call	More >
Reply to sender with return message	Redirect msg to another extension	Make call to message sender	Next menu

5TH MENU

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

WHEN OUT OF OFFICE:

If you have a direct indial number:

- ✓ Make sure your handset is **Call Forwarded Busy or No Answer to voicemail – 200** prior to leaving the office
- ✓ From a mobile or land line phone, dial your **direct indial number**
- ✓ When you hear your recorded message dial **# 9** and then your **extension number**
- ✓ You are now in your mail box , press **4 to listen** to new messages
- ✓ When finished listening to new messages hang up – you are unable to delete the messages externally
- ✓ When back in office, there will be no light flashing on your handset and no new messages however if you go into your mail box there will be messages stored under '**OLD**' which you can replay or delete

If you do not have a direct indial number:

- ✓ From a mobile or land line phone, dial the **main office number** (going through reception)
- ✓ Ask them to **transfer** you through to your **voicemail** (extension, Message, transfer)
- ✓ When you hear your recorded message dial **# 9** and then your **extension number**
- ✓ You are now in your mail box, press **4 to listen** to new messages
- ✓ When finished listening to new messages hang up – you are unable to delete the messages externally
- ✓ When back in office, there will be no light flashing on your handset and no new messages however if you go into your mail box there will be messages stored under '**OLD**' which you can replay or delete

REDIRECTING MESSAGES

To redirect a new message to another extension:

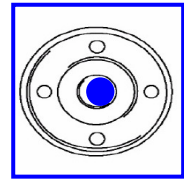
- ✓ After you have listened to the message press the menu option **More> 3 times**
- ✓ Press the button for **REDIR**
- ✓ Dial **1** for **YES** if you want to record an **introduction, otherwise dial 2 for NO.**
- ✓ Record your introduction when prompted.
- ✓ Dial * to end recording.
- ✓ Type in the **extension number**
- ✓ Dial **1** for **YES** to confirm your entry
- ✓ Press "**4**" to edit
OR
- ✓ Press "**5**" to change special delivery options
OR
- ✓ Press * to **send** message
- ✓ Dial **1** for **YES** to redirect the message to an additional voice mailbox, otherwise dial **2.**
- ✓ The message will then be saved as an **OLD** message in your voicemail. To **delete** the message using soft keys, press **OLD** and then press **Del.**

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.

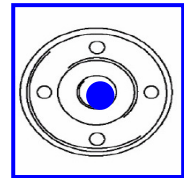
CHANGING YOUR GREETINGS

- ✓ Press the centre **Message Button (WHILE ON HOOK)** on the Jog Dial
- ✓ Arrow down to **Ⓜ** Voicemail
- ✓ Press the centre button again to enter
- ✓ Press the soft key button for **More>**
- ✓ Press the soft key button for **Setup**
- ✓ Press the soft key button for **Greet**
- ✓ Press the soft key button for **Curr**
- ✓ Voicemail will play your **greeting**. Press **2 for NO** to **switch** to alternate greeting
- ✓ Press **1 for YES** if you wish to **re-record** your external greeting.
- ✓ Lift handset if haven't already
- ✓ Press * when finished
- ✓ Press **"2"** no to change
- ✓ Hang up handset



CHANGING YOUR RECORDED NAME

- ✓ Press the centre **Message Button (WHILE ON HOOK)** on the Jog Dial
- ✓ Arrow down to **Ⓜ** Voicemail
- ✓ Press the **centre button** again to enter
- ✓ Press the soft key button for **More>**
- ✓ Press the soft key button for **Setup**
- ✓ Press the soft key button for **Pers (Personal)**
- ✓ Press the soft key button for **More>**
- ✓ Press the soft key button for **RCNAM**
- ✓ Dial **"1"** yes to change
- ✓ Lift handset if haven't already
- ✓ Re-record name
- ✓ Press * when finished
- ✓ Press **"2"** no to change
- ✓ Hang Up



SPECIAL DELIVERY OPTIONS

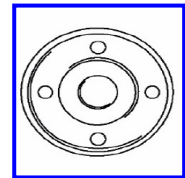
When you leave a message, you can mark it for special delivery. There are four special delivery options available:

Urgent	Heard first before regular messages.
Private	Cannot be redirected
Return Receipt	Xen Mail Lite tells you when the person has heard the message.
Future Delivery	The message is sent at the time and day you specify.

You can mark a message for more than one special delivery option.

To leave a message using special delivery options you must do the following:

- ✓ Press the centre **Message Button (WHILE ON HOOK)** on the Jog Dial
- ✓ Arrow down to **Ⓜ** Voicemail
- ✓ Press the centre button again to enter
- ✓ Press button for **LVMSG**
- ✓ Enter **extension number** you want to leave message on
- ✓ Press **1** for yes to confirm extension number
- ✓ Record your message
- ✓ Press ***** when finished
- ✓ Press **"5"** for special delivery
- ✓ Press **"4"** for Urgent, **"5"** for Private, **"6"** for Return Receipt or **"7"** for Future Delivery
- ✓ Voicemail will confirm the message will be sent immediately.
- ✓ Press **"1"** for yes to send this way.
- ✓ Press ***** to send
- ✓ Press **2** for no for sending another message or hang up (press speaker key)



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 the **Live Record** button 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.
- ✓ Press the **END soft key** to stop recording
- ✓ Replace the handset to terminate the call. The recording will be sent to the appropriate voice mailbox.

LIVE RECORD OPTIONS

The following Live Record function keys may be programmed:

PRESS

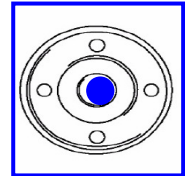
- | | |
|--------------------|--|
| Record | To start manual record. |
| Pause | To stop recording. Press PAUSE again to resume recording |
| Re-Record | To erase the live recording and automatically begin re-recording. Enter a new voice mailbox number. |
| Erase | To erase the live recording without interrupting your conversation. Press RECORD and dial a voice mailbox number to begin recording again. |
| End | To terminate the recording and continue the conversation. |
| Address | To delete, address or record an introduction prior to ending a live recording session. |
| Urgent Page | Toggles message deliver on/off. After entering a voice mailbox number, a "*" in the display will indicate that the page message delivery option is currently on. |

LEGAL NOTES FOR AUSTRALIA

"All persons using this device for recording telephone conversation shall comply with Australia law. This requires that at least one party to the conversation is to be aware that it is being recorded. In addition, the Principles enumerated in the Privacy Act 1988 and any updates thereto, should be complied with in respect to the nature of the personal information collected, the purpose for its collection, how it is used and what is disclosed to any other party".

SYSTEM MANAGER - DAY & NIGHT COMPANY GREETINGS

- **Note: The following procedure must be performed from the station that has been allocated as the System Manager (usually reception phone)**



1. Press the centre **Message Button (WHILE ON HOOK)** on the Jog Dial
2. Arrow down to **Voicemail**
3. Press the **centre jog dial button** again to enter
4. Press the soft key button for **More>**
5. Press the soft key for the **'MGR'** (manager)
6. Press the soft key for the **'GREET'** (Greetings) option
7. The system will advise what mode it is currently in and will ask if you wish to **change to holiday mode**. Press **2 for No**
8. The system will ask if you wish to **change the opening box**, press **1 for yes**
9. The **current DAY MESSAGE will be played**, it will then ask you if you wish to **change it**,
10. Press **1 for yes** (if required) **2** for no
11. If change greeting has been selected - **Record new greeting**, press ***** when finished
12. The current **NIGHT MESSAGE** will be played, it will then ask you if you wish to **change it**,
13. Press **1 for yes** (if required) **2** for no
14. If change greeting has been selected - **Record new greeting**, press ***** when finished
15. **Hang up** when finished

TO DIAL INTO A VIRTUAL VOICEMAIL BOX & CHANGE GREETING

1. Press the centre **Message Button (WHILE ON HOOK)** on the Jog Dial
2. Arrow down to **Voicemail**
3. Press the **centre jog dial button** again to enter
4. When the announcement begins:
Press * 2 #
Press * 2 #
Press * 2 #
5. Dial "9" and then the **Voicemail Box Number**
6. Follow the menu on the screen – remember **1** for Yes and **2** for No
Select **Setup** soft key
Select **Greeting** soft key
Select **Current** soft key
7. Record your Greeting message Press * when finished
8. It will automatically play back your greeting
9. Hang up

