

# NEC

## NEAX & NEAXMAIL IM16 VOICEMAIL ADMINISTRATION GUIDE



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**\*\* Important Note:**

*The extension and mailbox numbers referenced in this guide are the most commonly used configuration. It does **not** guarantee that your company will use the same extension and mailbox numbers due to each systems **customized** configuration. If you are **unsure** of what numbers were used in your configuration, please call or email the NATG service department.*



## VoiceMail Programming

### *Record Company Greetings*

1. Press **MESSAGE** key at System Admin phone (Usually extension 101)
2. When prompted, enter the security code:
3. On the display you will see >>>>, press key below it
4. On display see **MGR..** press key
5. On display see **GREET..** press key
6. It will say system is in DAY mode, do you want to change to alternate greeting mode: press **2** for no
7. Then press **1** to change the greetings for opening box
8. The current day greeting will play and at the end the prompt will be do you want to re-record it.. press 1 for YES and start speaking after the tone and press the \* when you are done.....NOTE... after you are done pause a few seconds BEFORE you press the \* key
9. The current NIGHT greeting will then play and you will be given the same prompts to re-record it
10. Hang up when you are done

NOTE: to put the system on HOLIDAY mode you must press 1 for yes in step 6 and then follow the instructions to then record a alternate/holiday greeting. When the holiday is over you must do steps 1-6 to turn OFF holiday mode

#### **Example:**

- Thank you for calling.....
- Our regular business hours are....
- If you know the extension of the person you are calling please enter it now  
OR press 4 for our company directory
- To reach reception (or to leave a general message) please remain on the line

### *Record Any Sub-Menus*

1. Press **MESSAGE** key at System Admin phone (Usually extension 101)
2. When Prompted, enter security code
3. Press **LvMSG** key on display
4. Enter the mailbox # for the greeting:
  
5. Follow prompts: it will say Press yes (1) to confirm
6. You will have to record it twice; once for the day message and once for the night message



## ***Add/Delete/ or Change Mailboxes***

1. Press **MESSAGE** key at System Admin phone (Usually extension 101)
2. When prompted enter your security code
3. On the display you will see >>>>, press soft key below it
4. On display see **MGR..** press key
5. On the display see **CHBOX ...** press key
6. The system will ask you to enter the mailbox... enter the box you want to add, delete or change
7. At this point listen to the prompts to be guided through deleting the security code for the box, or deleting the box.  
NOTE: if there is no mailbox the system will say:  
"there is no mailbox.. would you like to add one: press **1** for YES
8. Press **SPEAKER** key when all done

NOTE: When you reset a security code for a mailbox, it will reset it back to 9155





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