

# NEC

## SV8000 VOICEMAIL USER GUIDE

### SET UP YOUR VOICEMAIL:

1. Press **VMSG** key
2. Enter default security code: 9155 then follow prompts
  - First you will have to record your name for the company directory
  - It will ask you to spell the first three letters of your name
  - It will ask you if you would like to be listed in the company directory
  - You will then have to record your greeting (Press \* when done recording)
  - Next you will be asked to enter in a new security code (must be 4-10 digits long, and NATG ***strongly*** recommends nothing too simple such as 1234, 1111, etc.)

\*\*\*When you have *Finished* setting up your mailbox, the voicemail will say “if you are satisfied with these options press 1”, if you *do not* press 1, then it will erase everything you have just done in the voicemail and you will have to start over.

### LISTEN TO VOICEMAIL USING THE DIAL PAD

Press **VMSG** key and enter security code

To Review:	New Messages.....	Press <b>4</b>
	Leave Message.....	Press <b>5</b>
	Review old Messages.....	Press <b>6</b>
	Set up Options.....	Press <b>7</b>
	Systems Manager Options.....	Press <b>0</b>

#### While Listening to a Message

Reply.....	Press <b>34</b>
Check Next.....	Press <b>35</b>
Delete.....	Press <b>36</b>
Archive (Save).....	Press <b>37</b>
Time Stamp.....	Press <b>38</b>
Redirect.....	Press <b>39</b>
Save As New.....	Press <b>30</b>
Repeat Message.....	Press <b>3#</b>

#### After Listening to a Message

Reply.....	Press <b>4</b>
Check Next.....	Press <b>5</b>
Delete.....	Press <b>6</b>
Archive (Save).....	Press <b>7</b>
Time Stamp.....	Press <b>8</b>
Redirect.....	Press <b>9</b>
Save As New.....	Press <b>0</b>
Repeat Message.....	Press <b>#</b>

**\*\* Remember:** Press 1 for Yes, or 2 for No



### **LISTEN TO VOICEMAIL USING SOFT KEYS:**

1. Press **VMSG** key and enter security code
2. Press **NEW** or **OLD** (circle buttons under display)
3. While listening you can press...
  - ARCH** (save)
  - DEL** (delete)
  - REW** (rewind 5 seconds),
  - MORE>** to get more options such as...
    - REDIR** (Redirects a message to another mailbox)

### **CHANGE YOUR GREETING:**

1. Press your **VMSG** key, then enter your security code
2. Press **MORE>**, **SETUP**, then **GREET**, then **CURR**
3. Follow prompts (NOTE: Press \* when done recording)

### **SWITCH TO YOUR ALTERNATE GREETING:**

1. Press your **VMSG** key, then enter your security code
2. Press **MORE>**, **SETUP**, then **GREET**, then **SWTCH**
3. Follow prompts (NOTE: Press \* when done recording)

### **CHANGE YOUR RECORDED NAME:**

1. Press your **VMSG** key,
2. Enter your security code
3. Press **MORE>**, **SETUP**, Press **PERS** , Press **MORE>**,
4. Press **RCNAM..** follow prompts (NOTE: Press \* when done recording)

### **CHANGE YOUR SPELLED NAME:**

1. Press your **VMSG** key,
2. Enter your security code
3. Press **MORE>**, **SETUP**, Press **PERS**
4. Press **SPELL...** follow prompts

### **CHANGE YOUR SECURITY CODE:**

1. Press your **VMSG** key,
2. Enter your security code
3. Press **MORE>**, **SETUP**, Press **PERS**
4. Press **CODE...** follow prompts

**\*\* Remember:** Press 1 for Yes, or 2 for No



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## SV8000 OFF PREMISE VOICEMAIL USER GUIDE

### TRANSFER A USER INTO VOICEMAIL:

*Employee who answered the phone...*

1. Press **TRANSFER** key,
2. Press **VMsg** key (OR Dial 300 )
3. Hang up (You **DO NOT** have to enter in the employees extension/mailbox number)

*Employee who called in to check their messages...*

1. Enter 9 followed by your mailbox number
2. Enter your security code and follow prompts

### ACCESS YOUR VOICEMAIL FROM OUTSIDE:

1. Call the main number (or side door or DID *if* applicable)
2. When auto attendant greeting begins:
3. Enter **9 + your local** (ex 105, 128) Enter your security code
4. Press **4 to listen to NEW** messages or **6 for old** messages
5. The system will then tell you "You have \_\_\_ messages, would you like to hear them?"

**Press 1 for Yes, or 2 for No**

6. **While listening** to a message you can press:

To back up a few seconds.....	Press <b>#</b>
To repeat the message .....	Press <b>##</b>
To hear a menu of options.....	Press <b>3</b>
Check Next Message.....	Press <b>35</b>
Delete Message.....	Press <b>36</b>
Save Message.....	Press <b>37</b>
Time and Date.....	Press <b>38</b>
Redirect Message to Another Mailbox.....	Press <b>39</b>
Save as New (New Messages only).....	Press <b>30</b>
Repeat Message Again.....	Press <b>3#</b>
Exit quickly using a one touch phone.....	Press <b>*</b>

### CHANGE YOUR CURRENT GREETING FROM OFF SITE

1. Call the main number. When the Auto Attendant picks up enter 9+ Your Extension
2. Enter your security Code
3. Press **7**
4. Press **4**
5. Press **6** for Standard greeting (or **7** for Alternate)
6. Press **1**
7. Press **\*** when done recording

**\*\* Remember:** Press 1 for Yes, or 2 for No

