

NEC

SV8000 VOICEMAIL USER GUIDE

SET UP YOUR VOICEMAIL:

1. Pickup the handset and press **VOICEMAIL** 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

Pick up handset and press **VOICEMAIL** key and enter security code

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

While Listening to a Message...

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

After Listening to a Message...

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

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



LISTEN TO VOICEMAIL USING SOFT KEYS:

1. Pickup the handset and press **VOICEMAIL** 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. Pickup the handset and press your **VOICEMAIL** 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. Pickup your handset and press your **VOICEMAIL** 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. Pickup your handset and press your **VOICEMAIL** 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. Pickup your handset and press your **VOICEMAIL** key,
2. Enter your security code
3. Press **MORE>**, **SETUP**, Press **PERS**
4. Press **SPELL...** follow prompts

CHANGE YOUR SECURITY CODE:

1. Pickup your handset and press your **VOICEMAIL** 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. Dial **8**
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 main number when auto attendant greeting begins:
2. Enter **9 + your local** (ex. 4510, 1001) Enter your security code
3. Press **4 to listen to NEW** messages or **6 for old** messages
4. The system will then tell you "You have ___ messages, would you like to hear them?"
Press **1 for Yes**, or **2 for No**
5. **While listening** to a message you can press:

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

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**, then Press **4**
4. Press **6** for Standard greeting (or **7** for Alternate)
5. Press **1**
6. Press ***** when done recording

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

