

**NEC**

***UNIVERGE SV8100***

**InMail User Guide**

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# SENDING CALLS TO A MAILBOX

## TO FORWARD YOUR PHONE TO VOICEMAIL

### TO FORWARD ALL INCOMING CALLS TO YOUR MAILBOX

- Press the Speaker key ● Dial 848 ( ) or press the Call Forward Immediate Function Key (if one is programmed on the phone) ● Dial 1 to Set ● Dial the VM Pilot Number ● Hang up

### TO FORWARD INCOMING CALLS TO YOUR MAILBOX WHEN YOUR PHONE IS BUSY

- Press the Speaker key ● Dial 842 ( ) or press the Call Forward Busy Function Key (if one is programmed on the phone) ● Dial 1 to Set ● Dial the VM Pilot Number ● Hang up

### TO FORWARD INCOMING CALLS TO YOUR MAILBOX WHEN YOU DO NOT ANSWER

- Press the Speaker key ● Dial 845 ( ) or press the Call Forward No Answer Function Key (if one is programmed on the phone) ● Dial 1 to Set ● Dial the VM Pilot Number ● Hang up

### TO FORWARD INCOMING CALLS TO YOUR MAILBOX WHEN YOUR PHONE IS BUSY OR YOU DO NOT ANSWER

- Press the Speaker key ● Dial 844 ( ) or press the Call Forward Busy/ No Answer Function Key (if one is programmed on the phone) ● Dial 1 to Set ● Dial the VM Pilot Number ● Hang up

## TO CANCEL FORWARDING YOUR PHONE TO VOICEMAIL

### TO CANCEL FORWARDING ALL INCOMING CALLS TO YOUR MAILBOX

- Press the Speaker key ● Dial 848 ( ) or press the Call Forward Immediate Function Key (if one is programmed on the phone) ● Dial 0 to Cancel
  - Hang up

### TO CANCEL FORWARDING INCOMING CALLS TO YOUR MAILBOX WHEN YOUR PHONE IS BUSY

- Press the Speaker key ● Dial 843 ( ) or press the Call Forward Busy Function Key (if one is programmed on the phone) ● Dial 0 to Cancel ● Hang up

### TO CANCEL FORWARDING INCOMING CALLS TO YOUR MAILBOX WHEN YOU DO NOT ANSWER

- Press the Speaker key ● Dial 845 ( ) or press the Call Forward No Answer Function Key (if one is programmed on the phone) ● Dial 0 to Cancel
  - Hang up

### TO CANCEL FORWARDING INCOMING CALLS TO YOUR MAILBOX WHEN YOUR PHONE IS BUSY OR YOU DO NOT ANSWER

- Press the Speaker key ● Dial 844 ( ) or press the Call Forward Busy/No Answer Function Key (if one is programmed on the phone) ● Dial 0 to Cancel ● Hang up

## AN ADDITIONAL WAY TO CALL YOUR MAILBOX (FROM OUTSIDE)

### TO CALL YOUR MAILBOX FROM OUTSIDE

- Dial the Automated Attendant number ● Wait for greeting ● Dial # and your mailbox number ● (Optional) Enter your Security Code if you have set one in mailbox options

## ADDITIONAL WAYS TO RECORD A MESSAGE

### QUICK MESSAGE FROM OUTSIDE

- Dial the Auto Attendant number ● Wait for greeting | Dial \* ● Dial extension ● Leave message ● Hang up

### AFTER YOU CALL AN EXTENSION

- Press Message or VoiceMail Function Key (if one is programmed on your phone) ● Leave message ● Hang up

**Main Menu**

**Voice Mail** lets callers leave recorded messages for you and lets you leave recorded messages for co-workers. Messages get stored in each person's mailbox. To listen to your messages or use other Voice Mail features, call your mailbox and access the Main Menu. **Your Message Wait LED flashes (red) when you have a message.** **Automated Attendant** answers your company's calls with a recorded message and gives dialling instructions for callers to follow.

**[ Soft Key ]**

**L** Listen to Messages [Lstn] **5**

→ While listening you can:

<b>RE</b>	Record REply [N/A]	<b>73</b>	<b>L</b>	Listen to Next Msg [Next]	<b>5</b>	<b>1S</b>	Select Saved Message List	<b>17</b>
<b>MF</b>	Have Msg Forwarded [N/A]	<b>63</b>	<b>B</b>	Backup a Few Secs	<b>2</b>	<b>1A</b>	Select All Message List	<b>12</b>
<b>MC</b>	Make Call to Sender [N/A]	<b>62</b>	<b>BB</b>	Backup to Beginning [Rpt]	<b>22</b>	<b>#</b>	Exit Listen Mode [Exit] - [Exit]	<b>#</b>
<b>TI</b>	Get Time, Date	<b>84</b>	<b>G</b>	Go Ahead a Few Secs	<b>4</b>		Select the Listen Mode See also 'Select Listen Mode' on the Main Menu	
<b>SA</b>	SAve Message	<b>72</b>	<b>*</b>	Pause/Resume Listening [N/A] [N/A]	<b>*</b>			
<b>E</b>	Erase Msg [Erase]	<b>3</b>	<b>1N</b>	Select New Message List	<b>16</b>			

**RS** Record & Send Message [Rec] **77**

→ Enter mailbox number, then:

While recording you can:

<b>*</b>	Re-enter mailbox number [MBOX]	<b>*</b>	<b>*</b>	Pause/Resume [Pause] [Resume]	<b>*</b>
<b>#</b>	Start Recording [Cont]	<b>#</b>	<b>E</b>	Erase Recording [Cnc]	<b>3</b>
	Exit to Main Menu [Exit]		<b>#</b>	End Recording [Done]	<b>#</b>

**G** Mailbox Greeting [Greet] **4**  
 Callers hear your active greeting (1-3) only if you do not answer or are busy. If Auto Attendant DND is ON, the Auto Attendant does not ring your phone. Callers immediately hear your active greeting. If OFF, the Auto Attendant will try your extension.

**RN** Record Mailbox Name **76**  
*InMail* will play your mailbox name in the voice prompts instead of your mailbox number.

**OP** Mailbox OPtions **67**

→ The mailbox options are:

<b>TI</b>	Time and Date	<b>84</b>
<b>SA</b>	Sys Admin Options (For Admin Mailboxes only)	<b>72</b>
<b>1N</b>	Select Listen Mode	<b>16</b>
<b>1S</b>	Select New Message List	<b>17</b>
<b>1A</b>	Select Saved Message List	<b>12</b>
	These options are also available while listening to a message.	
<b>X</b>	Exit Mailbox	<b>9</b>

<b>S</b>	Security Code [Sec]	<b>7</b>
<b>N</b>	Changes or erases your mailbox security code. Message Notification [Notif]	<b>6</b>
<b>AT</b>	Auto Time Stamp [Time]	<b>28</b>
<b>#</b>	Plays the msg time, date and sender after the msg. Exit Menu [Exit]	<b>#</b>

**Calling Your Mailbox and Accessing the Main Menu**

To call your mailbox from outside the company:

1. Dial company phone number \_\_\_\_\_.
2. Wait for Automated Attendant to answer.
3. Dial # and your mailbox number.
  - Optionally dial \* and co-worker's mailbox number to leave a message.
  - The codes in your system may be different.

To call your mailbox from your extension:

1. Press VM Access key.
  - Or, lift handset and dial 717.

To access a feature from your mailbox Main Menu:

1. Dial the letters shown to the left of the feature name.
  - The corresponding numbers are shown to the right.
  - The letters you dial match some of the letters in the feature name.

## UPLOAD/DOWNLOAD OF PROMPTS & GREETINGS USING USERPRO

From the web based application, UserPro, it is possible to upload wav files to be used as greetings for individual mailboxes.

Log on to webpro by navigating to the IP address of the SV8100, when prompted the username = your extension/mailbox number and the password is 1111(default).

Navigate to the icon stating 'InMail Audio up/down Load.

From this page it is possible to upload wav files of the following format of maximum 1MB size:

- Bit Rate: 64kbps
- Sampling Size: 8 bits
- Channel: 1 (Mono)
- Sampling Rate: 8 kHz
- Audio Format: CCiTT a-law

For full details refer to the UserPro User Guide.



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