



1050 Heinz Avenue • Berkeley, California 94710 • Phone: (510) 848-4411 • Fax: (510) 848-4491

VM8000 InMail Voicemail System User Guide (with NEC SV8100 Telephone Systems)

ACCESSING YOUR VOICEMAIL BOX

How to access (log on to) your voicemail from your extension:

1. Press the **VMsg** soft key
2. (Optional) Lift the handset
3. Enter your security code if requested

How to access (log on to) your voicemail from another extension in the office:

1. From any extension, lift the handset
2. Dial **500**
3. Enter your **extension** number when requested
4. Enter your security code if requested

How to access (log on to) your voicemail from outside the office:

1. Call your main line or backdoor line
2. If the voicemail answers, press **#** and enter your **three-digit extension number**
--or--
2. If a live attendant answers, have them press **HOLD** and dial **500** and hang up; when you hear the main menu, press **#** and enter your **three-digit extension number**
3. Enter your security code if requested

LISTENING TO VOICEMAIL MESSAGES

How to listen to your messages:

1. Access (log on to) your mailbox
2. Press **L (5)** to **Listen** to the first message
3. When done, press **D (3)** to **Delete** the message, or **S A (72)** to **Save** (Archive) the message
4. Press **L (5)** to **Listen** to the next message
5. Repeat steps 3 and 4 until done, then hang up

How to forward a message in your mailbox to another mailbox:

1. While listening to a message, dial **M F (63)** for Message Forward
2. Record a comment at the tone, press **#** when done recording. Or, just press **#** to skip the comment
3. Enter the mailbox number to receive the message, then press **#** to send the message
4. (optional) Repeat step 3 to forward the message to additional mailboxes
5. Press **#** to exit and hang up

How to back up 5 seconds while listening to a message:

1. While listening to a message, dial **B (2)** to Back up 5 seconds or **B B (22)** to go back to the beginning

How to skip ahead 5 seconds while listening to a message:

1. While listening to a message, dial **G (4)** to Go ahead 5 seconds

How to hear the time and date a message was left:

1. While listening to a message, dial **T I (84)** for Time

How to have the voicemail automatically give the time and date of your messages:

1. Access (log on to) your mailbox
2. Dial **OP (67)** for mailbox Options
3. Dial **AT (28)** for Auto-Time stamp
4. Dial **O (6)** to turn On

TRANSFERRING CALLS TO VOICEMAIL**How to transfer an outside caller to a co-worker's voicemail:**

1. While on call, press **Transfer**
 2. Press the **VMsg** soft key
 3. Press the person's **hotline** key
- or--
3. Dial the person's **three-digit extension** number
 4. Hang up

LEAVING MESSAGES FOR CO-WORKERS**How to leave a message for another extension:**

1. Lift the handset and dial the person's **three-digit extension number**
- or--
1. Lift handset and press the person's **hotline** key
 2. Press the **VMsg** soft key
 3. You will hear the greeting; record your message after the tone

How to send a message to any mailbox:

1. Access (log on to) your mailbox
2. Dial **R S (77)** to Record and Send
3. Record your message after the tone and press **#** when done recording
4. Enter the mailbox number to receive the message, press **#** when done
5. Hang up

CUSTOMIZING YOUR VOICEMAIL BOX

How to record your greeting in your mailbox:

1. Access (log on to) your mailbox
2. Dial **G (4)** for Greeting
3. Enter **1, 2** or **3** to select the active greeting
4. Dial **R (7)** to Record, press **#** when done recording
5. (Optional) Dial **L (5)** to Listen, press **#** when done listening

How to record your name in your mailbox:

1. Access (log on to) your mailbox
2. Dial **R N (76)** to Record Name
3. Press **R (7)** to Record
4. Begin recording at tone, press **#** when done recording
5. (Optional) Dial **L (5)** to Listen, press **#** when done listening

How to change your security code:

1. Access (log on to) your mailbox
2. Dial **O P (67)** for mailbox Options
3. Dial **S (7)** for Security code
4. Enter new code of **four digits**
5. To require that your security code be entered when you are accessing voicemail from your office telephone, press **7**, otherwise press **6**. (If you press 6, then you won't have to enter the security code when you are at your desk; if you are checking voicemail from outside the office, or from another extension in the office, your security code *will* be required.)
6. Listen to prompts: if Correct press **C (2)**; if Incorrect press **I (4)** and follow prompts