VIP
TECHNOLOGIES INC

Austin • Dallas • East Texas

NEC UM8000
Voice Mail
Quick Reference Guide

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TYPICAL VOICE RESPONES
When prompted enter **1 for YES** and **2 for NO**

ACCESSING YOUR MAILBOX

To Access your mailbox from your telephone
- Press **VMSG** soft key to call the voice messaging system
- **When calling from your telephone** and the system greets you:
- Enter Security Code when prompted. Do not write this number down in this guide.

Accessing VM System from another telephone:
- Press [VMsg], when prompted to enter a security code:
- Dial ***2#** to start the main greeting.
- Dial your personal ID (9+Ext num.)
- Dial your Security Code when prompted

To Access the voice messaging system from outside the company dial your main telephone number.
- Ask answering person to transfer you the voice mail system (ext **7000**).When the main company greeting begins to play: Dial **9XXX** to identify yourself as a subscriber.(xxx = Mailbox number)
- Enter your security code when prompted, then follow VM instructions to listen to messages, leave message or review set-up options for your mailbox.

FIRST TIME ENROLLMENT
- Press VMsg soft key.
- Enter default security code when prompted, **[0000].**
- Follow Prompts to accomplish the following tasks:
- Record Your Name (first and last), Dial * to end recording; 1 to rerecord
- Spell your name (first three letters of your first name—using telephone key pad)
- Choose Directory Listing Status (Y/N)
- Record your Greetings (Standard or Alternate) Alternate greeting optional.
- Set your Security Code (3-10 digits)
- **Very Important**—Press 1 (for YES) at the end when asked if you are satisfied with your set up.
- Access **SET UP** options to change any of the above in the future.

TO TRANSFER ANOTHER EXTENSION TO THEIR VOICE MAIL BOX WHEN THEY CALL IN FROM OUTSIDE THE OFFICE (with employee/staff member on the line):
- Press the [Transfer] key

- Dial the voice mail extension **7000** and hang up immediately; OR
- Dial the voice mail extension **7000**; dial 9, plus the party's extension number and hang up immediately, so they can hear the prompt to enter their security code.

Note: If you only transfer to the voice mail system advise the employee/staff member they must dial 9, plus their extension number upon hearing the main company greeting.

QUICK TRANSFER OUTSIDE CALLER TO A VOICE MAIL BOX **(**From Elite IPK II, or SV8100/SV9100 VM system):
- With a call in progress press **Transfer** key
- Dial called party's station number or press a DSS key
- If called party is unavailable **Dial 8** to transfer caller to the called party's mailbox.
- Hang-up immediately

TO CHANGE YOUR PERSONAL GREETING (after logging into your VM box):
- Press >>>>, or, [MORE]soft key
- Press [Set up] soft key
- Press [Greet] soft key
- Press [Curr] (current) soft key
- The voice mail system will play the current standard greeting and ask if you would like to change it. If you press [1] for Yes
- Re-record message at the tone.

Note: In this area you may record a standard greeting and/or an alternate greeting. The Alternate greeting is typically used as a vacation, or temp. out-of-office greeting. To select the greeting to be played to callers press the [switch] soft key.

TO CHANGE SECURITY CODE
LOG INTO YOUR MAILBOX:
- Press [>>>>], or, [MORE] soft key
- Press [Set Up] soft key
- Press [Pers] personal soft key
- Press [Code] and follow instructions to change the current security code.

TO CHANGE YOUR RECORDED NAME
- Press [>>>>], or, [MORE] soft key
- Press [Set Up] soft key
- Press [Pers] personal soft key
- Press [>>>>], or, [MORE] soft key
- Press [RcNam] and follow audio instructions to change recorded name.

TO CHANGE YOUR SPELLED NAME
- Press [>>>>], or, [MORE] soft key
- Press [Set Up] soft key
- Press [Pers] personal soft key
- Press [>>>>], or, [MORE] soft key
- Press [Spell] and follow audio instructions to change name spelling.

ARCHIVE/SAVE OLD OR NEW MESSAGES
- Press the Archive soft key while listening to an old or new message.
- If the next message does not begin playing press NEXT soft key.

Note: if you forget your security code you must contact a **Voice Mail Manager (ext.____)** who will reset the code to the default code [0000] . You may then follow the same procedures above to create a new security code after logging in using the default code [0000].

TO CHECK/REVIEW NEW MESSAGES
- Log into your mailbox
- Press NEW MSG soft key

(New msgs are messages you have not heard.)
After you listen to a msg from a subscriber, you can reply immediately without dialing subscriber's extension.
Record at the tone or press 2 if you do not wish to record a reply.
(Messages marked URGENT are played first)
- Press CID soft key to view calling party's telephone number. Write it down.

Note: If you are the owner of a transaction box/boxes new messages coming from a specific transaction box will be identified by the name of the box before the new message plays.

REVIEW OLD/SAVED MESSAGES
- Log into your mailbox
- When asked to review old messages, enter 1 for Yes. (or press OLD soft key)
- Follow the system instructions
- NOTE: After you have heard a new message, the system saves it for a set amount of time (until midnight)
- **To cancel a message**: while listening to the message you wish to cancel, enter **2** to interrupt it, then enter **1** to cancel it.
- **Press DEL** soft key to delete message
- **Press Archive** to save message longer period of time.

TO REDIRECT A MESSAGE SENT TO YOUR MAIL BOX
- Press REDIR key while listening to a new or old message.
- Dial 1 to confirm that you wish to redirect the message. Either dial the first three letters of the persons first name to receive this message or, Press #,# and dial voice mailbox number
- Follow the system instructions to redirect the message to another subscriber then Dial 1 to confirm your entry.
- Dial 1 for YES to record an intro., otherwise dial 2 for NO
- Dial * to end recording. Follow remaining instructions.
- Press # to re-record.

LEAVING A MESSAGE IN A SUBSCRIBER'S MAILBOX
- Access your mailbox
- Press LVMG
- Using the key pad, spell the first three letters of the subscriber's first name, (Otherwise dial ## to enter the extension number

(When spelling a subscriber's last name, use a "wild card" num. (0 or 1) for any unknown letter in the name.)
- Enter 2 until you hear the name of the subscriber you desire enter 1.
- Record your message at the beep.
- Enter **#** to re-record or ***** to stop recording.
- Dial 1 for Yes for Special Delivery options, otherwise dial 2.

Note 1: Dial ## to switch between choosing by mailbox number or by name.
Note 2: **Special Delivery** options. Mark messages:
Urgent, Private, Return Receipt or Future delivery

TO LEAVE A MESSAGE FOR SEVERAL SUBSCRIBERS:
- Leave a message for the first subscriber.
- Press 1, when asked if you would like to leave the message for someone else.
- Follow the system instructions. When asked to leave this message for anyone else, enter 1.
- Follow the system instructions to add a subscriber as a message recipient.
- Repeat steps 3 and 4 to add additional subscribers to receive the message.
- When you are finished, enter 2.

VOICE MAIL SHORTCUTS
When reviewing a message:
- **Dial 3 for Menu Options**
- **Dial 35** to skip the msg. and save as new
- **Dial #** to repeat the msg.

- **Dial 5** to change playback volume
- **Dial 7** to repeat (RW)the previous 3 seconds
- **Dial 8** to pause (start/stop) msg. playback
- **Dial 9** to advance (FF)3 seconds
- **Dial 0** to hear the telephone or ext. number of caller.

SOFT KEY FUNCTIONS

Soft Key	Function
NEW	Check new messages
OLD	Check old messages
LVMSG	Leave message for a subscriber
MORE	Scrolls to next VM option page
SETUP	Access your set up options
QUIT	Exit soft key mode
CID	Obtain caller ID information
PERS	Personal Settings
CURR	Current Personal Greeting
ALT	Alternate/temp (vacation)greeting
GRPS	Voice Mail Personal Group
DELIV	VM msg notification delivery options