

**NEC**

# ***SL2100 InMail Quick Reference Sheet***

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**for Multiline Display Telephone**

NDA-31892  
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# SL2100 InMail Quick Reference Sheet for Multiline Display Telephone



## Using Dial Pad

### TO SET UP YOUR INMAIL VOICE MAILBOX

- Press the VM Soft key or
- Dial the voice mail pilot number \_\_\_\_\_
- Enter your mailbox number \_\_\_\_\_

### Once You Are In Your Mail Box Perform the Following Steps:

#### TO RECORD PERSONAL GREETING

- Press 4 . . . . . to access the greeting menu
- Press 1 . . . . . to select your main greeting
- Press 2 or 3 . . . . . to select an alternate greeting
- Press 7 . . . . . to record a new greeting

**Sample Greeting:** *You have reached the voice mail of \_\_\_\_\_. Please leave your name and call back number (s) and I will return your call as soon as possible. For immediate assistance press zero. Thank you.*

#### TO RECORD YOUR NAME

- Press 76 . . . . . to access recording menu
- Press 7 . . . . . to record name
- Press # . . . . . to exit

#### TO SET SECURITY CODE

- Press 67 . . . . . to access the security code menu
- Press 7 . . . . . to enter the new security code
- Press # . . . . . to return to previous menu

#### CHECKING VOICE MAIL

### Call Your Mailbox from Your Extension:

- Press the VM Soft key or
- Dial the voice mail pilot number \_\_\_\_\_
- Enter your mailbox number \_\_\_\_\_
- Enter your security code (if set)

### Call Your Mailbox from Outside the Company:

**Note:** Accessing your mailbox from outside your company requires that the mailbox has a security code. Attempts to access a mail box without a security code will receive a "That mailbox does not exist" prompt.

- Dial the company phone number that directly reaches your voice mail \_\_\_\_\_
- Wait for Auto Attendant to answer.
- Press # and your mailbox number \_\_\_\_\_
- Enter security code (if set)

### After the Voice Mail Answers:

- Press 5 . . . . . to listen to your message
- Press 77 . . . . . to leave a message
- Press 0 . . . . . for complete main menu of features

### While Listening to Your Message(s)

- Press 3 . . . . . to delete your message
- Press 5 . . . . . to listen to your message(s)
- Press # . . . . . to exit listen mode

### While Listening to a Message:

- Press 73 . . . . . to record a reply for the message sender
- Press 63 . . . . . to forward the message to a co-worker
- Press 62 . . . . . to make a return call to the message sender
- Press # . . . . . to exit listen mode
- Press 84 . . . . . to hear the time and date the message was sent
- Press 72 . . . . . to archive (save) the message to your mailbox
- Press 3 . . . . . to delete message
- Press 5 . . . . . to listen to the next message
- Press 2 . . . . . to back up then continue listening
- Press 22 . . . . . to back up to the beginning and listen to the message
- Press 4 . . . . . to go forward then continue listening
- Press \* . . . . . to pause and resume listening
- Press 16 . . . . . to select a list of new messages
- Press 17 . . . . . to select list of archive messages
- Press 12 . . . . . to select list of all messages
- Press 9 . . . . . to exit mailbox

#### TO TRANSFER YOUR ACTIVE CALL TO A CO-WORKER'S MAILBOX

- Press **Transfer** key.
- Dial the co-worker's extension number.
- Dial **8**.
- (Optional) Leave message and press **#**.
- Hang up.

#### TO REDIRECT MESSAGE TO CO-WORKER'S MAILBOX

- Press **63**.
- (Optional) Leave message and press **#**.
- Press **\*** to skip recording and redirect message immediately.
- Dial co-worker's mailbox number.
- Press **#** to exit message.

### Sending Calls to a Mailbox

#### TO FORWARD CALLS TO YOUR MAILBOX

##### To Forward All Incoming Calls to Your Mailbox:

- Press the **Speaker** key.
- Dial **741**.
- 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 **742**.
- 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 **743**.
- 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 **744**.
- Dial **1** to set.
- Dial the **VM Pilot number**.
- Hang up.

#### CANCEL FORWARDING TO VOICE MAIL

##### To Cancel Forwarding All Incoming Calls to Your Mailbox:

- Press the **Speaker** key.
- Dial **741**.
- Dial **0** to set.
- Hang up.

##### To Cancel Forwarding Incoming Calls to Your Mailbox When Your Phone is Busy:

- Press the **Speaker** key.
- Dial **742**.
- Dial **0** to set.
- Hang up.

##### To Cancel Forwarding Incoming Calls to Your Mailbox When You Do Not Answer:

- Press the **Speaker** key.
- Dial **743**.
- Dial **0** to set.
- 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 **744**.
- Dial **0** to set.
- Hang up.

## Voice Mail Administration Features

### ENTER VOICE MAIL ADMINISTRATION

- Dial the voice mail pilot number \_\_\_\_\_
- Enter your mailbox number \_\_\_\_\_

**Once You Are In Your Mail Box (If You Have Administration Rights) Perform the Following Steps:**

### ENTER ADMINISTRATIVE MENU

- Press **72** . . . . . to access the system administrator menu

**Note:** The following administrative features are only available at the system administrator's extension (extension 101 at default). Ask your NEC authorized supplier for details on how to become a system administrator.

### TO RECORD AN INSTRUCTION MSG

- From the system administrator menu:
- Press **4** . . . . . to enter the instruction message menu
- Enter the mailbox number (**001 ~ 032**)
- Press **5** . . . . . to listen to the message
- Press **7** . . . . . to record a new message
- Press **3** . . . . . to delete the message
- Press **#** . . . . . to return to the system administrator menu

**Note:** Instruction menu messages are used as the automated attendant main greetings(e.g. day mode greeting, night mode greeting, holiday mode greeting, etc.)

### TO RECORD AN ANNOUNCEMENT MSG

- From the system administrator menu:
- Press **2** . . . . . to enter the announcement message menu
- Enter the mailbox number (**001 ~ 032**)
- Press **5** . . . . . to listen to the message
- Press **7** . . . . . to record a new message
- Press **3** . . . . . to delete the message
- Press **#** . . . . . to return to the system administrator menu

**Note:** Announcement menu messages are used to announce general information to callers such as directions, hours of operation, etc.

### DISTRIBUTION LIST SETUP

- From the system administrator menu:
- Press **5** . . . . . to enter the distribution list menu
- Enter the mailbox number (**001 ~ 032**)
- Press **6** . . . . . to review or modify the list
  - Press **2** . . . . . to add an extension to the distribution list
  - Press **3** . . . . . to delete the current extension from the distribution list
  - Press **6** . . . . . to step to the next entry in the distribution list
  - Press **#** . . . . . to exit this feature
- Press **76** . . . . . to record a name for the distribution list
  - Press **5** . . . . . to listen to the name of the distribution list
  - Press **7** . . . . . to record the name of the distribution list
  - Press **3** . . . . . to delete the name of the distribution list
  - Press **#** . . . . . to exit this feature
- Press **#** . . . . . to return to the system administrator menu

**Note:** A distribution list is a list of extensions set to receive a single voice mail message. Any message left in the distribution mailbox will be sent to all extensions in the list.

### SUBSCRIBER MAINTENANCE

- From the system administrator menu:
- Press **7** . . . . . to enter subscriber maintenance
- Enter the extension number you wish to modify
- Press **32** . . . . . to delete all the messages in the mailbox
- Press **34** . . . . . to delete the mailbox greeting
- Press **36** . . . . . to delete the mailbox name
- Press **7** . . . . . to delete the security code of the mailbox
- Press **6** . . . . . to record a new mailbox name
- Press **#** . . . . . to return to the system administrator menu

### ANSWER SCHEDULE OVERRIDE

- From the system administrator menu:
- Press **6** . . . . . to enter the answer schedule override menu
- Enter the mailbox number (**01 ~16**)
- Press **6** . . . . . to toggle ON/OFF the answer schedule table
- Press **2** . . . . . to enter a new answer schedule override mailbox.
  - Enter the override mailbox number (001 ~ 032 or a valid extension)
- Press **#** . . . . . to return to the system administrator menu

**Note:** Answer schedule override provides alternate answering for the automated attendant by sending calls to a specified override mailbox (when enabled). As an example you can use the answering schedule override to provide holiday and bad weather closing announcements.

### MAILBOX ANNOUNCEMENT MESSAGE

- From the system administrator menu:
- Press **3** . . . . . to enter the mailbox announcement message menu
- Press **5** . . . . . to listen to the mailbox announcement message
- Press **7** . . . . . to record the mailbox announcement message
- Press **3** . . . . . to delete the mailbox announcement message
- Press **2** . . . . . to specify the amount of days the mailbox announcement message is active for
  - Press **\*** for an indefinite amount of days, or enter **01 ~ 99** days
- Press **#** . . . . . to return to the system administrator menu

**Note:** The mailbox announcement message is played to each subscriber when they log into their mailbox. This message will play each time the user logs into their mailbox until it expires, is deleted, or is made inactive by the system administrator.

### VOICE MAIL VERSION

- From the system administrator menu:
- Press **8** . . . . . to hear the current voice mail version

