

NEC Voicemail Guides

Voice Message default security code is 6245(mail) if there's any

To access voicemail

1. Press VMsg from the softkeys
**softkeys are buttons that are usually located below the screen.
2. There's a 3 set of options that you can choose from by pressing More
 - a. Lstn – to listen to your voicemail messages
 - b. Greet – to record, listen, change your current greeting. You can save up to 3 greetings
 - c. LvMsg – to leave a message after the tone
 - d. Setup – To change security code, notification, call handling, auto time stamp option
 - e. Mgr – to configure instruction menu, announcement, subscriber maintenance, distribution list, voicemail information, schedule override, mailbox announcement messages
 - f. RcNam – to listen, record, and delete your recorded name for the mailbox
 - g. Page – to listen, record, and delete your paging message
 - h. List – to choose from all, new, and archive messages
 - i. Exit – to exit voicemail menu

Do not Disturb (DND) – A mode which your phone will forward any incoming call to voicemail

1. To set up DND, press down arrow or more on your softkeys
2. Press Prog
3. Press DND
4. Press Set
5. You can choose from Ext, Icm, All, Cfwto
 - *Ext – Forward all external calls to voicemail
 - *Inc – Forward all internal calls to voicemail
 - *All – Forward all calls to voicemail
 - *Cfwto – Forward all calls to a number you set it to
6. To cancel, repeat steps 1 to 3, then press Cncl.

Frequently Asked Questions

1. Light is blinking and won't turn off / won't stop blinking
 - a. Press Speaker
 - b. Press 773
 - c. Press Speaker
2. Voicemail is filling up rapidly with many calls (duplicates) going to voicemail all at once
3. Forgot password to access voicemail or don't know previous mailbox user's code to access
 - a. Reset it through webpro
 - b. Go to system data memory block 47-02
 - c. Go to your specified mailbox
 - d. Change mailbox type to undefined, click apply
 - e. Then change it back to personal, click apply

4. Calls are going directly to voicemail without the phone ringing
 - a. Check your phone mode by looking at the screen
 - b. If it's on night mode, change it back to day mode by pressing the mode button
 - i. Mode button are usually only assigned to the front desk or the admin phone.
5. Calls are not going to voicemail
 - a. Possible cases are that your voicemail is through your carrier
 - b. If "a" is no. Voicemail needs to be set up.
6. Client wants to change voicemail recorded message
 - a. Press Vmsg from the softkeys
 - b. Press greet
 - c. Choose 1 of 3 greetings to listen, delete, and rerecord
7. Changing main greeting
 - a. Make sure phone is system admin
 - b. Press Vmsg
 - c. Press 72
 - d. Press 4
 - e. Enter Mailbox number: "XXX". It's usually 391 for day mode and 392 for night mode
 - f. Then follow voice prompts for making changes about the greeting
8. How to bulk delete voicemails?
 - a. Press Vmsg (Telephone needs to be system administrator)
 - b. Press More > Mgr > Subs
 - c. Enter the ext of the mailbox you want to manage
 - d. Press Msgs
 - e. Wait for the message "all messages have been deleted" then hang up or press speaker (If VMs are a lot/full, it might take a while before you hear this)
9. How to remote access voicemail
 - a. Call in to your company's number
 - b. Wait for the auto attendant to pick up
 - c. Then dial 8 + Extension
 - d. Follow prompts
10. Need to change access to voicemail for a new user/employee
 - a. Reset it through webpro
 - b. Go to system data memory block 47-02
 - c. Go to your specified mailbox
 - d. Change mailbox type to undefined, click apply
 - e. Then change it back to personal, click apply
11. Trying to configure things online, using wrong browser, not successful
 - a. For SV8100 and below version of NEC. Please always use Internet Explorer (Not Microsoft edge, google chrome, firefox, etc..) to program.
12. How to reboot the system
 - a. Locate the NEC PBX (Phone server)
 - b. Power is at lower left corner, turn it off and wait for all the lights to be off
 - c. Unplugged the PBX for 30 seconds, then turn it back on