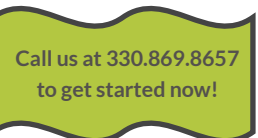


BEST-IN-CLASS EXTENDED SUPPORT & MAINTENANCE FOR YOUR END-OF-LIFE NEC PHONE SYSTEM

We've built a holistic suite of services designed to support and extend the life of your NEC premise-based phone system. Whether your system is nearing end-of-life or already unsupported by NEC, LegacyCare ensures that your communication infrastructure remains reliable, efficient, and cost-effective.

Service Available for: NEC's SV9100, SV9300, SV9500, SL2100, SV8100, SV8300, SV8500, IPKII and IPK.



PHONE SYSTEM SERVICES INCLUDED

LEGACYCARE MAINTENANCE

Our on-site 14-point inspection and extended maintenance service can ensure continued system reliability and uptime.

LEGACYCARE SUPPORT

Our 24/7 US-based support team is here to get you operational and keep you there without any pressure to migrate off of your existing PBX.

LEGACYCARE PARTS

Legacy systems parts will eventually become scarce, so we work with our suppliers to source the parts you need to keep your system reliable.

LEGACYCARE GUIDANCE

When you're ready, our team of Solutions Consultants will discuss migration options to a new platform, best matched for your specific needs.

With LegacyCare for NEC you can count on:

- No Required Software Support (SWA Software Assurance is not required)
- 24/7 U.S. Based Support
- NEC-Certified Phone Technicians
- Legacy Parts Sourcing
- Remote & Onsite Support Options
- Available Nationwide
- Continued Support After NEC Exits Phone System Market
- No Pressure to Upgrade

Whether you're looking to maximize your existing investment today or prepare for a seamless transition to modern technology tomorrow, LegacyCare and our Guidance provides clear, unbiased insights and actionable strategies. Trust us to deliver the expertise and support you need to navigate these critical decisions with confidence.

LegacyCare for NEC is powered by Clarktel Telecommunications, Inc., a Double Diamond NEC Partner for the past 40 years; operating independent of NEC with our team of NEC-Certified Engineers who are available 24/7 to serve you long after NEC shuts its U.S. operations.

Learn more here: <https://www.clarktel.net/legacycare-nec-phone-maintenance-nationwide>



NEC

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SV9100

InMail User Guide

NEC Corporation of America

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Communications Technology Group

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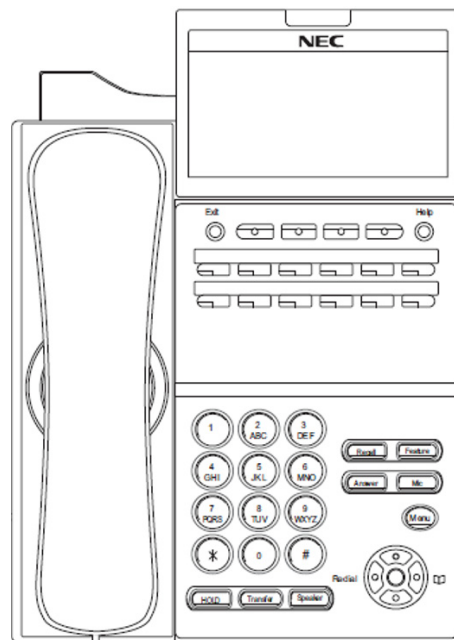
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Introduction

With Call Forward to Voice Mail, the subscriber is assured that when he is unavailable to answer calls, those calls are saved in Voice Mail.

Unlike with Extension Hunting to Voice Mail, the Call Forward to a Mailbox feature allows the subscriber to choose when and how to send unanswered calls to voice mail.



SV9100 Front View

Sending Calls to a Mailbox

1. Forward Your Phone to VoiceMail

1.1 Forward All Incoming Calls to Your Mailbox

1. Press the **Speaker** key.
2. Dial **741** or press the **Call Forward Immediate** Function Key (if one is programmed on the phone).
3. Dial **1** to set.
4. Dial the VM Pilot Number.
5. Hang up.

1.2 Forward Incoming Calls to Your Mailbox When Your Phone is Busy

1. Press the **Speaker** key.
2. Dial **742** or press the **Call Forward Busy** Function Key (if one is programmed on the phone).
3. Dial **1** to set.
4. Dial the VM Pilot Number.
5. Hang up.

1.3 Forward Incoming Calls to Your Mailbox When You Do Not Answer

1. Press the **Speaker** key.
2. Dial **743** or press the **Call Forward No Answer** Function Key (if one is programmed on the phone).
3. Dial **1** to set.
4. Dial the VM Pilot Number.
5. Hang up.

1.4 Forward Incoming Calls to Your Mailbox When Your Phone is Busy or You Do Not Answer

1. Press the **Speaker** key.
2. Dial **744** or press the **Call Forward Busy/No Answer** Function Key (if one is programmed on the phone).
3. Dial **1** to set.
4. Dial the VM Pilot Number.
5. Hang up.

2. Cancel Forwarding Your Phone to VoiceMail

2.1 Cancel Forwarding All Incoming Calls to Your Mailbox

1. Press the **Speaker** key.
2. Dial **741** or press the **Call Forward Immediate** Function Key (if one is programmed on the phone).
3. Dial **0** to cancel.
4. Hang up.

2.2 Cancel Forwarding All Incoming Calls to Your Mailbox When Your Phone is Busy

1. Press the **Speaker** key.
2. Dial **742** or press the **Call Forward Busy** Function Key (if one is programmed on the phone).
3. Dial **0** to cancel.
4. Hang up.

2.3 Cancel Forwarding Incoming Calls to Your Mailbox When You Do Not Answer

1. Press the **Speaker** key.
2. Dial **743** or press the **Call Forward No Answer** Function Key (if one is programmed on the phone).
3. Dial **0** to cancel.
4. Hang up.

2.4 Cancel Forwarding Incoming Calls to Your Mailbox When Your Phone is Busy or You Do Not Answer

1. Press the **Speaker** key.
2. Dial **744** or press the **Call Forward Busy/No Answer** Function Key (if one is programmed on the phone).
3. Dial **0** to cancel.
4. Hang up.

3. Additional Way to Call Your Mailbox

3.1 Call Your Mailbox From Outside

1. Dial the Automated Attendant number.
2. Wait for greeting.
3. Dial # and your mailbox number.
(Optional: enter your Security Code if you set one in mailbox options.)

4. Additional Ways to Record a Message

4.1 Quick Message From Outside

1. Dial the Auto Attendant number.
2. Wait for greeting.
3. Dial *.
4. Dial extension.
5. Leave message.
6. Hang up.

4.2 After You Call an Extension

1. Press **Message** or **VoiceMail** function key
(if one is programmed on your phone).
2. Leave message.
3. Hang up.

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 dialing instructions for callers to follow.

	Main Menu	
L	Listen to Messages [Lstn]	5
RS	Record & Send Message [Rec]	77
G	Mailbox Greeting [Greet] Callers hear your active greeting (1~3) only if you do not answer or are busy. If Auto Attendant does not ring your phone. Callers immediately hear your active greeting. If OFF, the Auto Attendant will try your extension.	4
RN	Record Mailbox Name InMail will play your mailbox name in the voice prompts instead of your mailbox number.	76
OP	Mailbox Options	67
TI	Time and Date	84
SA	Sys Admin Options (For Admin Mailboxes only)	72
1N	Select Listen Mode	16
1S	Select Saved Message List	17
1A	Select All Message List	12
	<small>These options are also available while listening to a message.</small>	
X	EXit Mailbox	9

While listening you can:

RE	Record REply [N/A]	73	L	Listen to Next Msg [Next]	5
MF	Have Msg FOrwarded [N/A]	63	B	Backup a Few Secs	2
MC	Make Call to Sender [N/A]	62	BB	Backup to B eginning [Rpt]	22
TI	Get TI me, Date	84	G	Go Ahead a Few Secs	4
SA	SA ve Message	72	*	Pause/Resume Listening [N/A]	*
E	Er ase Msg [Erase]	3	1N	Select New Message List	16

[Soft Key]	
1S	Select Saved Message List 17
1A	Select All Message List 12
#	Exit Listen Mode [Exit] - [Exit] #
	Select the Listen Mode See also 'Select Listen Mode' on the Main Menu

Enter mailbox number, then:

*	Enter mailbox number [MBOX]	*
#	Start Recording [Cont]	#
	Exit to Main Menu [Exit]	

While recording you can:

*	Pause/Resume [Pause] [Resume]	*
E	Er ase Recording [Cncl]	3
#	End Recording [Done]	#

Calling Your Mailbox and Accessing the Main Menu

To call your mailbox from outside the company:

- Dial company phone number.
- Wait for Automated Attendant to answer.
- 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:

- Press MSG.
 - From a single line extension, lift handset and dial * 8 instead.

To access a feature from your mailbox Main Menu:

- 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.

The mailbox options are:

S	Security Code [Sec] Changes or erases your mailbox security code.	7
N	Message N otification [Notif] Calls co-worker or outside number when you get msg.	6
AT	Auto T ime Stamp [Time] Plays the msg time, date and sender after the msg.	28
#	Exit Menu [Exit]	#

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