

NEC

SV8100 & InMail Voicemail with ACD Administration Guide



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IMPORTANT NOTE:

*The extension and mailbox numbers referenced in this guide are the most commonly used configuration. It does **not** guarantee that your company will use the same extension and mailbox numbers due to each systems **customized** configuration. If you are **unsure** of what numbers were used in your configuration, please call or email the NATG service department.*



Phone Outline



- **Exit**..... Exit's out of various programming
- **Security**..... Locks the phone for security purposes (IP Phones only)
- **Message Indicator**..... Flashes when you have a voicemail (or a message waiting)
- **Soft Keys**..... Corresponds with what the display says
- **Help**..... Tells how a one touch key is programmed
- **One Touch Keys**..... Programmable buttons for features, lines, int/ext numbers
- **Recall**..... Transfers callers to an external number (if applicable)
- **Feature**..... Used for programming
- **Answer**..... Answers the First incoming call to a specific phone
- **Mic**..... Mutes the microphone while on speakerphone
- **Menu**..... Access to Company Directory, Call History and Ring Settings
- **Directory**..... Speed Dials
- **Up**..... Adjusts the volume on the ringer, handset and speaker
- **Down**..... Adjusts the volume on the ringer, handset and speaker
- **Redial**..... Review the last numbers dialed
- **Speaker**..... Speakerphone
- **Transfer**..... Transfers a call to another extension or external number
- **Hold**..... Places the current call on hold

Phone System Programming

Changing the name of a Phone

1. Press **SPEAKER** key, dial **700**
2. **ENTER** the **EXTENSION** number
3. Spell out name; press **HOLD** (NOTE: # moves cursor to right; **FEATURE** key moves cursor to left)
4. Press **SPEAKER** key

Programming One-Touch Keys with Features

From the employee's phone

1. Press **SPEAKER** key, dial **751**
2. **PRESS KEY** you'd like to program
3. **ENTER 2 DIGIT CODE**
4. Press **SPEAKER** key

Code	Feature	Brief Description
00	Not Defined	Clears the button and leaves it blank
01	DSS/One Touch	Extension number or a phone number
03	DND Key	Sends calls directly to voicemail
05	Headset	Needed if you are using a corded headset
10	Call Fwd	Forwards all calls immediately to desired destination
37	DND Override	Access to a phone in DND or Call Fwd
78	Record	Records conversation into a mailbox
84	Drop/Release key	Press this key to quickly drop an active call

Clearing Message Waiting Light

*Message Waiting is often activated by accident. When calling an employee, you have an option to press the MW (message waiting) soft key (on display). This feature activates their message light and prompts them on the display to call you back but also can mislead you to think you have a voicemail. If an employee contacts you saying their message light is on but they do not have voicemail, follow these instructions to cancel it: **From the employee's phone that is flashing:***

1. Press **SPEAKER** key, dial **773**
2. Press **SPEAKER** key

Programming System Speed Dials

1. Press **SPEAKER** key, dial **753**
2. Enter a speed dial code: **000-999**
3. **ENTER** the desired **PHONE NUMBER** (with no 9 in front of it)
4. Press **HOLD** key
5. **SPELL** out the **NAME** using the dial pad (NOTE: press # to move cursor to right or **FEATURE** key to move cursor to left)
6. Press **HOLD** key
7. Press **SPEAKER** key

TO DELETE: Follow steps 1 – 3, then press exit soft key(top left key just under the display)

Swapping Extension Numbers (if Applicable)

From the employee's phone that you'd like to swap

1. Press **SPEAKER** key, dial **797**
2. Enter Password **1111**
3. Enter the extension to swap it with
4. Press **SPEAKER** key



Changing Internal Dialing from Voice/Ring

*When calling an employee's extensions you can set the phone to either ring so the employee will have to pick it up (or speaker) or to voice so your voice pages through the **speaker** of their phone. Here are the instructions on how to change that per phone:*

From the employee's phone that you would like to change:

1. Press **SPEAKER** key
2. Dial **721** for **VOICE** calls **or 723** for **RING** tone
3. Press **SPEAKER** key

Background Music

1. Press **SPEAKER** key
2. Dial **725**
3. Press **SPEAKER** key

To De-Activate: Press **SPEAKER** key, Dial **725**

Date and Time:

1. Press **SPEAKER** key
2. Dial **728**
3. Enter **2 DIGIT HOUR**(in 24hr time) and **2 DIGIT MINUTE**
4. Press **SPEAKER** key

ACD Programming

Recording Delay Messages

1. From Extension (usually reception), press **SPEAKER** key
2. Enter **616**
3. Press **R (7)** to Record, **L (5)** to Listen, or **E (3)** to Erase
4. **ENTER GREETING NUMBER** you would like to record (001 or 002)
 - **001** – First Message
 - **002** – Second delay message
5. You'll hear a double beep, then **BEGIN RECORDING**
6. **HANG UP** when finished

EXAMPLE:

001: (First Delay Message- comes on immediately when busy)

- Thank you for calling
- We apologize, all of our representatives are currently assisting another customer, please hold and we will be with you as soon as possible.

002: (Second Delay Message- comes on when caller is in queue for 30sec and repeats every 30 sec)

- Thank you for continuing to hold. We are currently experiencing higher than normal call volume. Please continue to hold, your patience is appreciated.



Voicemail Programming

Record Company Greetings

1. From Extension (usually reception) press **VOICEMAIL KEY**
2. Press **72** to enter system administration
3. Press **4** to record an instruction greeting
4. **ENTER** the greeting **MAILBOX** you'd like to record:
 - **001** - to record the **DAY** greeting
 - **002** - to record the **NIGHT** greeting
 - **003** - to record the **HOLIDAY** greeting
 - **004** - to record the **COMPANY DIRECTORY** Greeting *(if Applicable)*
 - **005** - to record the **GENERAL INFORMATION** Greeting *(if Applicable)*
5. Press **7** to record and follow the prompts
6. Press **5** to listen to your recording and press **#** to exit listen mode
7. Press **#** to back up one step to step 3 to record another greeting
8. Hang up when you are finished

EXAMPLE:

Mailbox 001: (DAY)

- Thank you for calling
- If you know the extension of the person you are calling, please enter it now.
- For our Company Directory, press 2 *(Goes to Mailbox 004) - (if Applicable)*
- For hours of operation and location, press 3 *(Goes to Sub Menu 005) - (if Applicable)*
- To reach reception or leave a general message, please remain on the line or press 0.
- To repeat this message, press *
- Thank you for calling

Mailbox 002: (NIGHT)

- Thank you for calling
- We are currently closed. Our regular business hours are
- If you know the extension of the person you are calling, please enter it now.
- For our Company Directory, press 2 *(Goes to Mailbox 004) - (if Applicable)*
- For location and fax information, press 3 *(Goes to Sub Menu 005) - (if Applicable)*
- To leave a general message for reception, please remain on the line or press 0.
- To repeat this message, press *
- Thank you for calling

Mailbox 004: (COMPANY DIRECTORY)

- For, please press
- For, please press
- For, please press
- For, please press
- To repeat this message, press *



Mailbox 005: (GENERAL INFORMATION)

- Our regular business hours are
- We are located at
- Our fax number is
- Please visit us online at www
- To repeat this message, press *

Mailbox 003: (HOLIDAY)

- Thank you for calling We are currently closed for the “Christmas” holiday and will re open
- If you know the extension of the person you are calling please enter it now.
- For our Company Directory, press 2 (*Goes to Mailbox 004*) - (if Applicable)
- For hours of operation and location, press 3 (*Goes to Sub Menu 005*) - (if Applicable)
- To leave a general message, please remain on the line or press 0.
- To repeat this message, press *
- Thank you for calling.....

Holiday Greeting Activation/De-Activation

1. Record a holiday greeting.. ((Mailbox 003) see page 5 for instructions)
2. From Extension (usually reception) press **VOICEMAIL KEY**
3. Press **72** for system administration
4. Press **6** for override
5. When asked for the table: enter **01**
6. Press **ON** soft key on display
7. Press **SPEAKER**

TO DE-ACTIVATE: Follow steps 2 – 5; at step 6, Press **OFF** soft key

Making Changes to a Mailboxes

1. From Extension (usually reception) press **VOICEMAIL KEY**
2. Press **72** for system administration
3. Press **7** for subscriber mailbox maintenance
4. **ENTER** the **MAILBOX NUMBER** you’d like to Change
5. Choose from one of the following options:
 - a. Press **32** to **ERASE** all **MESSAGES** in a mailbox
 - b. Press **34** to **ERASE** the **GREETING** in a mailbox
 - c. Press **36** to **ERASE** the **RECORDED NAME** for the mailbox
 - d. Press **7** to **DELETE** the **SECURITY CODE** for a mailbox
 - e. Press **6** to **RECORD** the **NAME** for a mailbox

