NEC

SV8100 & UM8000 Voicemail
with ACD Administration Guide

Table of Contents

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.

North American Telecommunications Group
in the end...it all comes down to service

Service: 604 -856- 9155
Email: service@natg.ca

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

North American Telecommunications Group
in the end...it all comes down to service

Service: 604 -856- 9155
Email: service@natg.ca

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 (<u>NOTE</u>: **#** 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 (<u>NOTE</u>: press **#** to move cursor to right or FEATURE key to move cursor to left)
6. Press HOLD key
7. Press SPEAKER key

<u>TO DELETE</u>: 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 **VMSG KEY**
2. When prompted, enter your security code:
3. On the display, press the **MORE>** soft key
4. Press **MGR** soft key
5. Press **GREET** soft key
6. It will say the system is in **DAY MODE**, would you like to change to alternate greeting mode: press **2** for **NO**
7. Press **1** to **CHANGE** the greetings for opening box
8. The current **DAY GREETING** will begin to play, press **1** to **RECORD** OR press **2** to **SKIP** to your **NIGHT** message
   NOTE: while recording you may press ***** when you are finished OR **#** to re record
9. The current **NIGHT MESSAGE** will begin to play, press **1** to **RECORD** OR press **2** to **SKIP** to your **ALTERNATE** greeting
10. The current **ALTERNATE GREETING** will begin to play, press **1** to record OR press **2** to return to the main menu

Example:

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 1 *(Goes to Sub menu 200)* - *(if Applicable)*
- For hours of operation and location, press 2 *(Goes to Sub menu 201)* - *(if Applicable)*
- To reach reception or leave a general message, please remain on the line or press 0.
- Thank you for calling _____

Night:
- Thank you for calling _____
- Our regular business hours are 8am to 5pm Monday to Friday.
- If you know the extension of the person you are calling please enter it now.
- For our Company Directory, press 1 *(Goes to Sub menu 200)* - *(if Applicable)*
- For hours of operation and location, press 2 *(Goes to Sub menu 201)* - *(if Applicable)*
- To reach reception or leave a general message, please remain on the line or press 0.
- Thank you for calling _____

Alternate:
- Thank you for calling _____
- We are currently closed for the "Christmas" Holiday and will reopen _____
- If you know the extension of the person you are calling please enter it now.
- For our Company Directory, press 1 *(Goes to Sub menu 200)* - *(if Applicable)*
- For hours of operation and location, press 2 *(Goes to Sub menu 201)* - *(if Applicable)*
- To reach reception or leave a general message, please remain on the line or press 0.
- Thank you for calling _____

Record Any Sub-Menus - *(if Applicable)*

1. From extension <u>(usually reception)</u> , press **VMSG KEY**
2. When Prompted, enter security code
3. Press **LVMSG** key on display
4. Press # # to enter by **MAILBOX NUMBER**
5. Enter the mailbox # you would like to record:
   - 200 – Company Directory - *(if Applicable)*
   - 201 – General Information - *(if Applicable)*
6. Follow prompts

<u>Note</u>: When asked if you would like to switch to your Alternate greeting, press 1 for yes. If asked if you would like to switch to your day and night greeting, press 2 for no. (you will want to leave the mailbox on alternate greeting)

COMPANY DIRECTORY: (Sub Menu 200) - *(if Applicable)*

- For _____, please press _____
- For _____, please press _____
- For _____, please press _____
- For _____, please press _____

GENERAL INFORMATION: (Sub Menu 201) - *(if Applicable)*

- Our regular business hours _____
- We are located at _____
- Our fax number is _____
- Please visit our website at _____

Activating/Deactivating Alternate Greeting

1. From extension <u>(usually reception)</u> , press **VMSG KEY**
2. When prompted, enter your security code:
3. On the display, press the **MORE>** soft key
4. Press **MGR** soft key
5. Press **GREET** soft key
6. It will say the system is in DAY mode, would you like to change to alternate greeting mode: press **1** for yes
7. Hang up when finished

<u>TO DEACTIVATE</u>: follow steps 1 – 5. On step 6: it will say "the system is in alternate greeting mode, shall I leave it on?" Press 2 for no.

<u>Add/Delete/Change Mailboxes</u>

1. From extension <u>(usually reception)</u> , press **VMSG KEY**
2. When prompted enter your security code
3. On the display see **MORE>** press the soft key under that
4. On the display see **MGR** press key
5. On the display see **SUBS** … press key
6. **ENTER** the **MAILBOX** you would like to add, delete or change
7. Follow prompts;
    a. The system will ask "**WOULD LIKE TO RESET THE SECURITY CODE**", press **1** for **YES** or **2** for **NO.**
        ▪ When resetting a security code, it will reset to the default [as previously provided by NATG]
    b. Then it will ask if you would like to **DELETE THE MAILBOX**, press **1** for **YES** or **2** for **NO.**
        ▪ When deleting a mailbox, you will need to re add one to that same extension. Follow steps 1 – 6 again, and then follow prompts.
8. Press **SPEAKER** key when all done

    <u>NOTE</u>: When a staff member leaves the company and a new member comes, it's highly recommended to delete the existing mailbox, then add a new one. This way all the information for that mailbox is up to date. **<u>IMPORTANT</u>**: When you delete a mailbox, all the messages in the mailbox are deleted as well.