

# NEC

## SV8100 & InMail Voicemail 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

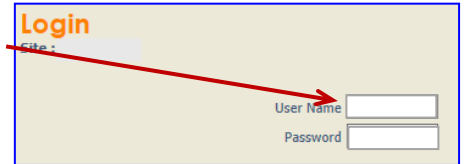


- **Exit**..... Exit's out of various programming
- **Security**..... Locks the phone for security purposes (IP Phones only)
- **Message Indicator**..... Flashes when you have a voicemail (or a message waiting)
- **Soft Keys**..... Corresponds with what the display says
- **Help**..... Tells how a one 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

## Online System Programming

### Logging in to Web Pro:

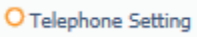


1. Using **Internet Explorer** , enter IP Address \_\_\_\_ . \_\_\_\_ . \_\_\_\_ . \_\_\_\_ **Note:** If you do not have your IP address, please contact your IT department or NATG (charges may apply)
2. Enter User Name: [user name as previously provided by NATG]
3. Enter Password: [password as previously provided by NATG]
4. Press **Enter** OR Click 

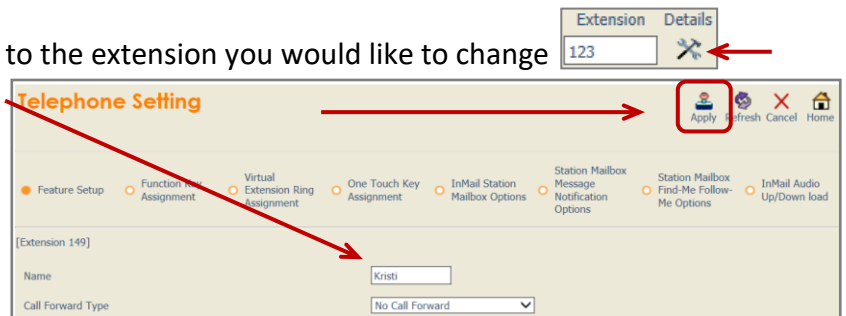


**Important Note:** When finished making your programming changes, make sure to log out of programming to avoid accidental changes

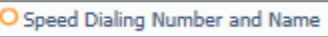

**To Log Out:** From the Home  page, click **Logout** 

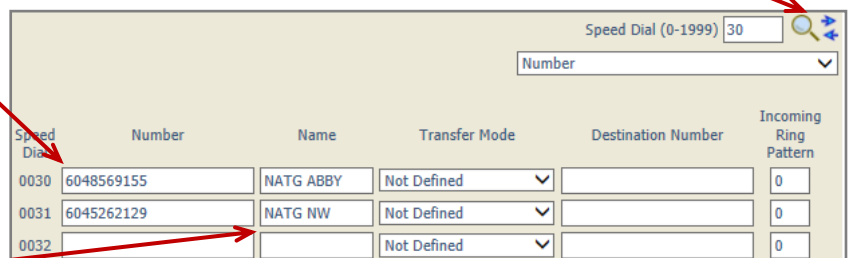
### Changing the Name of a Set:

1. Log in to **Web Pro**
2. Click 
3. Click on the **Details** bar  next to the extension you would like to change
4. **Enter** the new employee's name
5. Click **Apply**  when finished





### System Speed Dials:

1. Log in to **Web Pro**
2. Click 
3. **Choose** the **speed dial** number you'd like to program/change (click the right or left arrow to scroll through other pages)
4. **Enter** the **phone number** you'd like to program (with no 9 in front and no dashes (if it's long distance number you must enter a 1 in front or the number))
5. **Enter** the **Name** of the contact (can be between 1 & 12 characters) (leave all other columns blank)
6. Click **Apply**  when finished



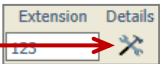
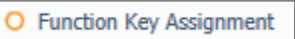



### Changing the Date & Time:

1. Log in to **Web Pro**
2. Click 
3. Enter correct date and date information
4. Click **Apply**  when finished



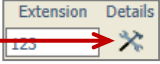



### Changing One Touch Key of a Set:

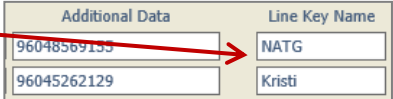

1. Log in to **Web Pro**
2. Click 
3. Click on the **Details** bar  next to the extension you would like to change 
4. Click 
5. **Choose the function key** you would like to change  
(ex: Function Key 01 would change key 1 on the phone (to find out the key you would like to change, From the phone you're making changes to, Press Help key(by display) then press the key you'd like to program – the display will say Line Key "XX"). To scroll to the next page of keys, click the right or left arrow.
6. **Choose the feature** you would like to program on that key, example:
  - a. 01 – DSS/One Touch (programs ext's or external #'s)
  - b. 03 – Do Not Disturb
  - c. 10 – Call Forward Immediate
  - d. 05 – Headset
  - e. 78 – Conversation Recording
7. If choosing **01 – DSS/One Touch** for extensions or external phone numbers, under Additional Data, **enter the extension number** or **9 + phone number** you'd like programmed.
8. Click **Apply**  when finished

Function	Additional Data
01 - DSS/One Touch	102
01 - DSS/One Touch	96048569155
03 - Do Not Disturb	
10 - Call Forward Immediate	
05 - Headset	

### Changing One Touch Key of a **Desiless** Set: (if Applicable)


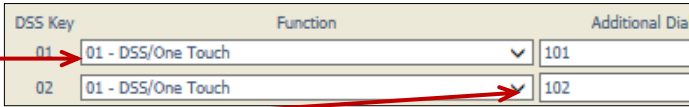
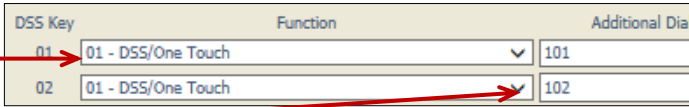

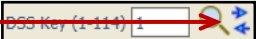
1. Log in to **Web Pro**
2. Click 
3. Click on the **Details** bar  next to the extension you would like to change 
4. Click 
5. **Choose the function key** you would like to change  
(ex: Function Key 01 would change key 1 on the phone (to find out the key you would like to change, From the phone you're making changes to, Press Help key(by display) then press the key you'd like to program – the display will say Line Key "XX"). To scroll to the next page of keys, click the right or left arrow.
6. **Choose the feature** you would like to program on that key,
 

**Example:**



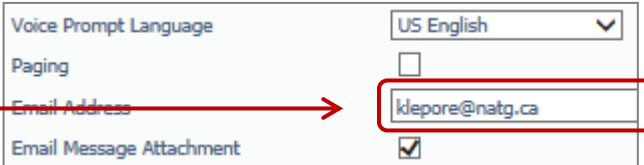
  - a. 01 – DSS/One Touch (programs ext # or external #'s)
  - b. 03 – Do Not Disturb
  - c. 10 – Call Forward Immediate
  - d. 05 – Headset
  - e. 78 – Conversation Record
7. If choosing **01 – DSS/One Touch** for extensions or external phone numbers, under Additional Data, **enter the extension number** or **9 + phone number** you'd like programmed.
8. Under Line Key Name, enter the Name you would like to appear on the button 
9. Click **Apply**  when finished

Function	Additional Data
01 - DSS/One Touch	102
01 - DSS/One Touch	96048569155
03 - Do Not Disturb	
10 - Call Forward Immediate	
05 - Headset	



**Changing One Touch Keys for Reception Console:** (if Applicable)

1. Log in to **Web Pro**
2. Click 
9. **Choose the DSS key** you would like to program/change  
(ex: DSS Key 01 would change key 1 on the console (to find out the key you would like to change, From the phone you're making changes to, Press Help key(by display) then press the key you'd like to program – the display will say Line Key "XX"). To scroll to the next page of keys, click the right or left arrow.
3. Under Function, Choose 01 – DSS/One Touch 
4. Under Additional Dial, **Enter an Extension Number OR 9 + Phone Number** 
5. Click **Apply**  when finished
6. Click the arrows to move to the next page of DSS key's  **OR** click Home to logout

**Changing Voicemail to Email Address for an Employee:** (if Applicable)

1. Log in to **Web Pro**
2. Click 
3. Click 
4. Enter new email address 

**Deleting/Adding Mailboxes:**

1. Log in to **Web Pro**
2. Click 
3. Beside the Extension you would like to change, click the drop down arrow under **Mailbox Type**
4. Choose which type of mailbox you'd like for that extension:
  - a. **Undefined** – No mailbox ex. Courtesy phone, boardroom
  - b. **Personal** – Basic user mailbox
  - c. **Group** – Mailbox for multiple users to share (ex. Sales, Accounting etc..)
6. Click **Apply**  when finished

Mailbox	Mailbox Type	Mailbox Extension
001	Personal	100
002	Undefined	101
003	Group	102

## Phone System Programming

### 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

### Swapping Extension Numbers

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

1. Press **SPEAKER** key, dial **797**
2. Enter Password [password as provided]
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**



## Voicemail Programming

### Record Company Greetings

1. From Extension (usually reception), press **VMSG 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:
  - a. **001** - to record the **DAY** greeting
  - b. **002** - to record the **NIGHT** greeting
  - c. **003** - to record the **HOLIDAY** greeting
  - d. **004** - to record the **COMPANY DIRECTORY** Greeting
  - e. **005** - to record the **GENERAL INFORMATION** Greeting
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*)
- For hours of operation and location, press 3 (*Goes to Sub Menu 005*)
- 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*)
- For location and fax information, press 3 (*Goes to Sub Menu 005*)
- 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*)
- For hours of operation and location, press 3 (*Goes to Sub Menu 005*)
- 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 **VMSG 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 **VMSG 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

