# NEC

# SL1100 & 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.

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

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

# Phone Outline



- **Exit Key** .................................................... Exit's out of various programming
- **Message Indicator** ....................................... Flashes when you have a voicemail (or an incoming call)
- **Soft Keys** ................................................... Shows the available features for your current activity
- **Help** ........................................................... Tells how a one touch key is programmed
- **Programmable Function Keys** ....................... Programmable buttons for features, lines, int/ext numbers
- **Flash Key** ................................................... Disconnects first call and answers second or gives dial tone
- **Transfer Key** ............................................... Allows you to transfer a call to another extension
- **DND Key** ..................................................... Do not disturb – sends calls immediately to voicemail
- **Mute Key** .................................................... Mutes the microphone while on speakerphone
- **Clear/Back Key** ........................................... Cancels current action or deletes a character
- **Redial** ........................................................ Reviews the last numbers you have dialed
- **Directory** .................................................... Accesses Speed Dials
- **Call History** ................................................ Reviews the last numbers that have called you
- **Hold** ........................................................... Places the current call on hold
- **Speaker** ...................................................... Speakerphone

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# Phone System Programming

## Changing the name of a Phone

1. Press **MENU** soft key (on your display)
2. Dial **03**
3. **ENTER** the **EXTENSION** number
4. Spell out name; press **HOLD** (<u>NOTE</u>: **#** moves cursor to right: **CLEAR/BACK** key moves cursor to left)
5. 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 **CLEAR/BACK** key to move cursor to left)
6. Press **HOLD** key
7. Repeat steps 2 to 6 for next speed dial number or press Press **SPEAKER** key to exit

**TO DELETE**: Follow steps 1 & 2, then press exit soft key(top left key just under the display)

## Playing Background Music through a Set - *If Applicable*

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

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

## Changing the Time:

1. Press MENU soft key (on your display)
2. Dial **01**
3. Enter **2 DIGIT HOUR**(in 24hr time) and **2 DIGIT MINUTE**
4. Press EXIT key


## Changing the Date:

1. Press MENU soft key (on your display)
2. Dial **02**
3. **ENTER DATE**
4. Press EXIT key

# Voicemail Programming

## Record Company Greetings

1. From Extension  (usually reception) , press **VM** Soft 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 **VM** Soft 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 **VM** Soft 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

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