NEC

48/192/IPK WITH ELITEMAIL VMP
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

ONE TOUCH KEYS	Used for features, line keys, intercoms and speed dials
EXIT	Exit's out of various programming
SOFT KEYS	Corresponds with what the display says
MESSAGE INDICATOR	Flashes when you have a voicemail
HELP	Tells how a one touch key is programmed
RECALL	Same as Flash Key for various features
FEATURE	Used for programming
DIRECTORY	Access to station and system wide speed dials
MESSAGE	Access to your voicemail
MIC	Mutes the microphone while on speakerphone
CONF	Used to make conference calls
REDIAL	Review the last numbers dialed
DOWN/UP	Adjusts the volume on the ringer, handset and speaker
ANSWER	Answers the FIRST incoming call to a specific phone
SPEAKER	Speakerphone (Also used to get in/out of some programming)
TRANSFER	Transfer a call to another extension
HOLD	Holds the call

Phone System Programming

Changing the Time:

1. Press the **Feature** Key
2. Dial **9#**
3. Enter the **hour** and the **minute** via the dial pad
4. Press the RECALL Key to change the **AM/PM** setting
5. Press the FEATURE Key to exit this feature

Changing the Date:

1. Press the **Feature** Key
2. Dial **9#**
3. Press the RECALL Key
4. Press the RECALL Key again
5. Dial # to move the cursor to the **day of the month field**
6. Enter the **day of the month** via the dial pad
7. Press the RECALL Key to select the month
8. Dial # to move the cursor to the year field
9. Enter the **last two digits** of the **year** via the dial pad
10. Press the **Feature** Key

Note: The above changes the time on the *Phone System only*. If you have voicemail, you will have to change the time in that as well.

Program Call Forward Busy/No Answer to Voicemail:

* * Must be done from the extension you would like to call forward
1. Press **Speaker**
2. Enter **43**
3. Enter Voicemail Extension Number (Usually it is 300)
4. Press **Speaker**

Programming System Speed Dials:

* * Must be done from the System Admin Phone (usually 100)
1. Press **Feature** key
2. Press **Redial** key
3. Enter the **speed dial number** you'd like to program (goes from SPD 00 to 79)
4. Enter **9 +** the **phone number** (enter a 1 in front for long distance)
5. Press **Hold** key
6. **Spell Name**, press # after each letter to move the cursor to the **right** or **Conf** key to move the cursor to the **left**
7. Press **Speaker**

Voicemail Programming

Record Company Greetings

1. From extension **100**, press **Message Key**
2. On the display, press the **More or >>>>** soft key (on display)
3. Press **Mgr** soft key (on display)
4. Press **Greet** soft key (on display)
5. It will say the system is in **DAY** mode, would you like to change to alternate greeting mode: press **2** for **no**
6. Press **1** to **change** the greetings for opening box
7. 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
8. The current **night message** will begin to play, press **1** to **record** OR press **2** to **skip** to your **alternate** greeting
9. 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)*
· For hours of operation and location, press 2 *(Goes to Sub menu 201)*
· To reach reception or leave a general message, please remain on the line or press 0. Thank you

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)*
· For hours of operation and location, press 2 *(Goes to Sub menu 201)*
· To reach reception or leave a general message, please remain on the line or press 0. Thank you

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)*
· For hours of operation and location, press 2 *(Goes to Sub menu 201)*
· 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 **100**, press **Message Key**
2. Press **LvMsg** key on display (on display)
3. Press # # to enter by **mailbox number**
4. Enter the mailbox # you would like to record:
   200 – Company Directory
   201 – General Information
5. Follow prompts

Note: 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)

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

General Information: (Sub Menu 201)

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

Activating/Deactivating Alternate Greeting

1. From extension **100**, press **Message Key**
2. On the display, press the **More>** soft key (on display)
3. Press **Mgr** soft key (on display)
4. Press **Greet** soft key (on display)
5. It will say the system is in **DAY** mode, would you like to change to **Alternate** greeting mode: press **1** for y**es**
6. **Hang up** when finished

To Deactivate: 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.

Add/Delete/Change Mailboxes

1. From extension **100**, press **Message Key**
2. When prompted enter your security code
3. Press **More or >>>>** soft key (on display)
4. Press **Mgr** soft key (on display)
5. Press **Subs or CHBX** soft key (on display)
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. **Depending on the version software**, it may ask you: "Would you like to reset the mailbox to new? press **1** for **yes** or **2** for **no.**
    c. 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

    NOTE: 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. **IMPORTANT**: When you delete a mailbox, all the messages in the mailbox are deleted as well.