

NEC

SV9100 & 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

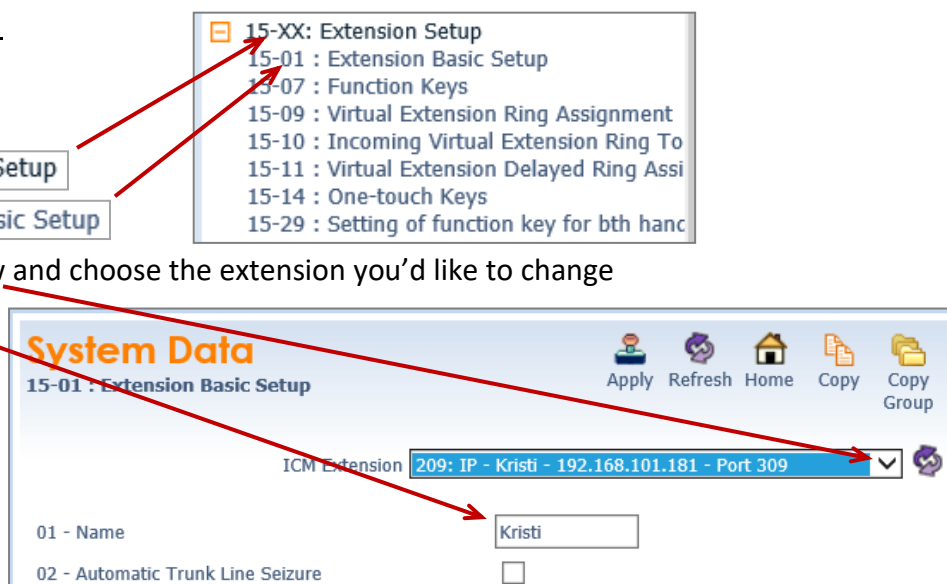
IMPORTANT NOTE: Webpro gives you access directly in to your phone system to make changes. **PLEASE DO NOT** change anything that is not listed in this user guide. Doing so may result in mistaken changes to your phone system which could result in a BILLABLE service call if our tech if needs to fix what has been changed.

Logging in to Web Pro:

1. Using the Internet, in the address bar, type in IP Address: [previously provided by NATG]
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 

Changing the Name of a Set:

1. Log in to **Web Pro**
2. Click **System Data** 
3. Click  **15-XX: Extension Setup**
4. Click **15-01 : Extension Basic Setup**
5. Click the drop down arrow and choose the extension you'd like to change
6. Key in the New Name
7. Click **Apply** 
8. Click **Home** 
9. **Logout**  when finished








System Data
15-01 : Extension Basic Setup

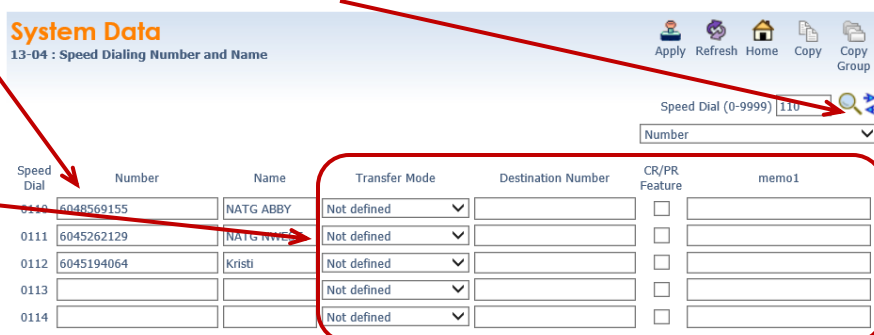
ICM Extension: 209: IP - Kristi - 192.168.101.181 - Port 309

01 - Name: Kristi

02 - Automatic Trunk Line Seizure:

System Speed Dials:

1. Log in to **Web Pro**
2. Click **System Data** 
3. Click  **13-XX: Speed Dialing**
4. Click **13-04 : Speed Dialing Number and Name**
5. Choose the speed dial number you would like to enter or click  to scroll through keys of Speed Dials
6. Enter Phone Number (with NO 9 in front & no dashes)
7. Enter the Name (up to 12 characters)
8. Leave the rest as is
9. Enter the Next Speed Dial or if finished, Click **Apply** 
10. Click **Home** , Click **Logout**



System Data
13-04 : Speed Dialing Number and Name

Speed Dial (0-9999) 1110

Speed Dial	Number	Name	Transfer Mode	Destination Number	CR/PR Feature	memo1
0110	6048569155	NATG ABBY	Not defined		<input type="checkbox"/>	
0111	6045262129	NATG ABBY	Not defined		<input type="checkbox"/>	
0112	6045194064	Kristi	Not defined		<input type="checkbox"/>	
0113			Not defined		<input type="checkbox"/>	
0114			Not defined		<input type="checkbox"/>	

Changing One Touch Key of a Set:

1. Log in to **Web Pro**
2. Click **System Data**
3. Click **15-XX: Extension Setup**
4. Click **15-07 : Function Keys**
5. Click the drop down arrow and choose the extension you'd like to change
6. Choose the **function key** you would like to change (click to scroll through keys)

- 15-XX: Extension Setup
- 15-01 : Extension Basic Setup
- 15-07 : Function Keys
- 15-09 : Virtual Extension Ring Assignment
- 15-10 : Incoming Virtual Extension Ring To
- 15-11 : Virtual Extension Delayed Ring Assi
- 15-14 : One-touch Keys
- 15-29 : Setting of function key for bth hanc

(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.

System Data
15-07 : Function Keys

Extension: 209: IP - Kristi - 192.168.101.181 - Port 309

Function Key (1-48) 1

Function Key	Function	Additional Data
01	*08 - CAP Key	115
02	*08 - CAP Key	116
03	*04 - Park Key	10
04	*04 - Park Key	11
05	01 - DSS/One Touch	101
06	01 - DSS/One Touch	96048569155
07	*03 - Virtual Extension Key	201

7. **Choose the feature** you would like to program on that key with, example:
 - **01** – DSS/One Touch (programs ext's or external #'s) (Note: if making it a 01 – DSS/One touch, you will need to enter the extension number OR 9 plus the phone number(no dashes) under Additional Data)
 - **03** – Do Not Disturb (sends calls straight to VM)
 - **10** – Call Forward Immediate (Call fwd's phone to another extension or cell phone)
 - **05** – Headset (if employee has a corded headset, they would need a headset key)
 - **78** – Conversation Recording (when key is pressed, it records the conversation in to your VM)

8. Click **Apply** when finished

9. If changing a Desiless or UT880 set, follow these additional steps:

10. Click **15-20 : LCD Line Key Name Assignment**
11. Choose the extension you just changed
12. Key in the name you would like to appear on the display of the phone

13. Click **Apply** when finished


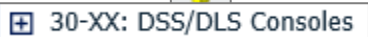



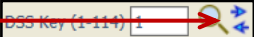


14. Click **Home**, Click **Logout**

Extension: 209: IP - Kristi - 192.168.101.181 - Port 309

Function Key (1-48) 1







Function Key	Name	Name(Chinese character)	Function Key	Name	Name(Chinese character)
01	Call 1		09	Michele	
02	Call 2		10	James	
03	Park 10		11	Ryan	
04	Park 11		12	ANNA	

Changing One Touch Keys for the Console: (if Applicable)








1. Log in to **Web Pro**
2. Click **System Data** 
3. Click **30-XX: DSS/DLS Consoles** 
4. Click **30-03 : DSS Console Key Assignment** 
5. **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"). (click  to scroll through keys)
6. Under Function, Choose 01 – DSS/One Touch
7. Under Additional Dial, enter **Extension Number OR 9 + Phone Number**
8. Click **Apply**  when finished
9. Click the arrows to move to the next page of DSS key's  **OR**
10. Click **Home** , Click **Logout** 

DSS Key	Function	Additional Data
001	01 - DSS/One Touch	100
002	01 - DSS/One Touch	117
003	01 - DSS/One Touch	114
004	01 - DSS/One Touch	111






Changing the Date & Time:

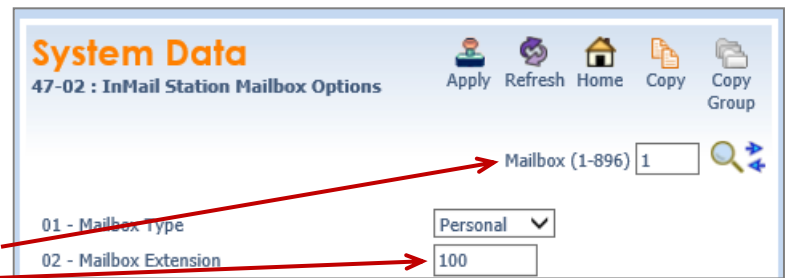
1. Log in to **Web Pro**
2. Click **System Data** 
3. Click **10-XX: System Configuration** 
4. Click **10-01 : Time and Date Setup** 
5. Enter correct date and date information
6. Click **Apply**  when finished
7. Click **Home** , Click **Logout** 

Changing Voicemail to Email Address for an Employee:

1. Log in to **Web Pro**
2. Click **System Data** 
3. Click **47-XX: InMail** 
4. Click **47-02 : InMail Station Mailbox Options** 
5. Scroll through the mailboxes until you find the one you want to change
6. Under 20 – Email Notification, make sure that is checked
7. Under 21 – Email Address, enter the email address
8. Under 22 – Email Message Attachment, make sure that's checked
9. Click **Apply**  when finished, click  to scroll to the next mailbox **OR**
10. Click **Home** , Click **Logout** 

Deleting/Adding Mailboxes:

1. Log in to **Web Pro**
2. Click **System Data** 
3. Click
4. Click
5. Scroll through the mailboxes until you find the one you want to change
6. Under 01 – Mailbox Type, click the drop down arrow and choose if you would like the Mailbox to be:
 - Undefined (means there's no mailbox on the phone) OR
 - Personal (means there's a mailbox on the phone)
7. Click **Apply**  when finished, click  to scroll to the next mailbox **OR**
8. Click **Home** , Click **Logout** 



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

Camp On

If an employee is on another call (or stepped away from their desk), you can camp on to their extension so when they hang up, their phone would ring you back instead. When you lift up your handset, you will hear it ringing their phone again.

1. To Camp On:
 2. **DIAL** the person's **EXTENSION** followed by the # key
- TO CANCEL:** Press **SPEAKER** key, dial **770**, and then speaker

Picking Up a Call for Another Extension

1. When you hear a phone ringing and would like to pick it up,
 2. Lift Handset
 3. Press *#
 4. You will be connected to whatever call was ringing first.
- NOTE: To connect to a specific extension, Dial ** followed by the extension number

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 previously provided by NATG]
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



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

