

NEC

SV8100 WITH ACD & INMAIL ADMINISTRATION GUIDE



Table of Contents

Phone System Programming.....	3
Phone Outline	3
Clock Setting.....	4
Program Set Name.....	4
Program One-Touch Keys with Functions	4
Message Waiting.....	4
System Speed Dial.....	5
Voicemail Programming	6
Record Company Greetings	6
Record Delay Messages	6
Holiday Greeting Activation/De-Activation	7
Make Changes to Mailboxes	7
Set up Message Notification from a Mailbox.....	7

**** 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 System Programming

Phone Outline



Exit	Exit's out of various programming
Security	Locks the phone for security purposes (If applicable, 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
Function One Touch Keys	Used for various features, line keys, intercoms and one touch speed dials
Recall	Same as Flash key for various features
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	Transfer a call to another extension
Hold	Holds the call



Clock Setting

Change the Time:

1. Press **SPEAKER** key, enter **728**
2. Dial **2 digits** for the hour (*must be in 24 hour clock time*)
3. Dial **2 digits** for the minutes
4. Press **SPEAKER**

Program Set Name

1. Press **SPEAKER** key, enter **700**
2. Enter the extension number
3. Spell out name; press **HOLD**
NOTE: # moves cursor to right: **FEATURE** key moves cursor to left
4. Press **SPEAKER**

Program One-Touch Keys with Functions

1. Press **SPEAKER**
2. Enter **751**
3. Press the key you would like to program
4. Enter 2 digit code from below
5. Press **SPEAKER**

Code	Function	Brief Explanation
00	Not Defined	Clears the button and leaves it blank
01	DSS/One Touch	Extension number or a phone number
03	DND Key	Do Not Disturb
05	Headset	Needed if you are using a corded headset
10	Call Fwd Immediate	Forwards all calls immediately to desired destination
13	Call Fwd B/NA	Forwards calls if you are busy or do not answer the call in time to desired destination
37	DND / Call Fwd Override	Access to a phone in DND or Call Fwd
78	Record	Records conversation into a mailbox

Message Waiting

To Set

1. Call the extension
2. Press **0**
3. Press **SPEAKER**

To Clear

1. Press **SPEAKER**
2. Enter **773**
3. Press **SPEAKER**



System Speed Dial

Program a new Speed Dial

1. Press **SPEAKER** key
2. Enter **753**
3. Enter a speed dial code: 000-999
4. Enter the desired telephone number you want to store (up to 24 digits); NOTE: do NOT enter a 9 before the telephone number
5. Press **HOLD** key
6. Spell out the name using the dial pad
NOTE: press **#** to move cursor to right or **FEATURE** key to move cursor to left
7. Press **HOLD** key
8. Press **SPEAKER** key

Use this keypad digit . . . When you want to . . .

1	Enter characters:	1 @ [¥] ^ _ ` { } Æ " Á À Ã Ä Ç É Ê Ì Ó
2	Enter characters:	A-C, a-c, 2.
3	Enter characters:	D-F, d-f, 3.
4	Enter characters:	G-I, g-i, 4.
5	Enter characters:	J-L, j-l, 5.
6	Enter characters:	M-O, m-o, 6.
7	Enter characters:	P-S, p-s, 7.
8	Enter characters:	T-V, t-v, 8.
9	Enter characters:	W-Z, w-z, 9.
0	Enter characters:	0 ! " # \$ % & ' () ð Õ ú ä ö ü α ε .
*	Enter characters:	* + , - . / : ; < = > ? B E σ S 8 ç £
#	# = Accepts an entry (only required if two letters on the same key are needed – ex: TOM). Pressing # again = Space. (In system programming mode, use the right arrow Soft key instead to accept and/or add a space.)	
FEATURE	Clear the character entry one character at a time.	
HOLD	Clear all the entries from the point of the flashing cursor and to the right.	

To Use Speed Dial

1. Lift handset or press speaker key
2. Press **REDIAL** key
3. Enter desired code

OR: press **DIR**, then **SPD**, use arrow keys to scroll OR press a letter on the dial pad then use arrow keys to scroll

Delete a Speed Dial

1. Press **SPEAKER** Key
2. Enter **753**
3. Enter the Code you would like to delete: 000-999
4. When the name and number appear, press **EXIT** (Top left key)
5. Press **SPEAKER** key



Vicemail Programming

Record Company Greetings

1. From Ext 101 press **VOICEMAIL** (**see note on Table of Contents)
2. Enter security code
3. Press **72** to enter system administration
4. Press **4** to record an instruction greeting (main company greeting)
5. Enter mailbox 001 to record the DAY greeting
 OR enter 002 to record the NIGHT greeting
 OR enter 003 to record a HOLIDAY greeting
6. Press **R** (7 on dial pad) to record and follow the prompts
7. Press **L** (5 on dial pad) to listen to your recording and press # to exit listen mode
8. Press **#** to back up one step to step 5 to record another greeting
9. Hang up when you are finished

Example:

- Thank you for calling.....Our regular business hours are....
- If you know the extension of the person you are calling please enter it now or press 4 for our company directory
- To reach reception or to leave a general message please remain on the line and wait for the beep

Record Delay Messages

1. From Ext 101 press **VOICEMAIL** (**see note on Table of Contents)
2. Enter security code
3. Press **SA** (72 on dial pad) to enter system administration
4. Press **A** (2 on dial pad) to record an instruction greeting (main company greeting)
5. Enter mailbox _____ to record the FIRST Delay Message
 OR enter _____ to record the SECOND Delay Message
6. Press **R** (7 on dial pad) to record and follow the prompts
7. Press **L** (5 on dial pad) to listen to your recording and press # to exit listen mode
8. Press **#** to back up one step to step 5 to record another greeting
9. Hang up when you are finished

Example:

- Please continue to hold, someone will be right with you...
- Thank you for holding. Please stay on the line as it is quicker then re-dialing.



Holiday Greeting Activation/De-Activation

1. Record a holiday greeting.. (See above for instructions)
2. From Ext 101 press **VOICEMAIL** (**see note on Table of Contents)
3. Enter security code for this mailbox
4. Press **72** for system administration
5. Press **6** for override
6. When asked for the table: enter **1**
7. Press **ON** soft key on display
8. Press **SPEAKER**

**** NOTE: to take override OFF after the holiday follow steps 2-6 then at step 7 press OFF soft key on display, then press speaker

Make Changes to Mailboxes

1. From Ext 101 press **VOICEMAIL** (**see note on Table of Contents)
2. Enter security code .. if required
3. Press **72** for system administration
4. Press **7** for subscriber mailbox maintenance
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 name recording for the mailbox
 - D. Press **7** to delete the security code for a mailbox
 - E. Press **6** to record the name for a mailbox

Set up Message Notification from a Mailbox

1. Press **VOICEMAIL** key
2. Enter security code
3. Press **67**
4. Press **6** (or **NOTIFY** on display)
5. Press **6** (or **ON** on Display)
6. Enter the two digits of the hour you would like the Notification to start, followed by 2 (A) for AM or 7 (P) for PM
7. Enter the two digits of the hour you would like the Notification to end, followed by 2 (A) for AM or 7 (P) for PM
8. Press **6** to be notified from a number
9. Enter in the telephone number





NORTH AMERICAN TELECOMMUNICATIONS GROUP

Abbotsford Head Office

1919 Sumas way
Abbotsford, BC V2S 4L5
Phone: 604.856.9155 / 604.853.6699 **Toll Free:** 877-856-9155
Fax: 604.856.9246 / 604.853.6342
Email: service@natgtelecom.com

Vancouver Office

9-1585 Cliveden Avenue
New Westminister, BC V3M 6M1
Phone: 604.526.2129 **Toll Free:** 877-856-9155
Fax: 604.526.5972
Email: service@natgtelecom.com

Victoria Office

Phone: 250.361.4696 **Toll Free:** 877-856-9155
Fax: 604.853.6342
Email: service@natgtelecom.com

