

NEC

SV8100 WITH ACD & SV8000UM 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 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

To set 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 Â Ã 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



Voicemail Programming

To Set Up Off-Premise Notification

1. Press **VOICEMAIL** key, then enter your security code
2. Press **MORE>**
3. Press **MORE>** again
4. Press **DELIV**, then **WORK**
5. Press **ON/OFF**, then **PH #**
6. Enter your cell number or whatever number you want voicemail to call when there are messages
7. Press **SCHEd** and follow prompts to set up a time for Notification to being/end

Group Lists

How to Create

1. Press your **VOICEMAIL** key, then enter your security code
2. Press **MORE>**, **SETUP**, **MORE>**, **GRPS** then **CREATE**
3. When it asks for the first 3 letters of the group name just enter a group number you want to use Ex.) 001 or 002
4. It will repeat the numbers then ask do you want to change them: press 2 for NO
5. At the tone record the name of the group and press * when you are done eg. Sales group
6. It will repeat it back and ask if you want to change it: press 2 for NO
7. Then it will ask can others send messages to this group: press 1 for YES
8. Then it will say OPEN GROUP created: then ask to enter mailboxes/exts to the group
9. Add members and press * when done

Edit a Group

- 1 Press your **VOICEMAIL** key, then enter your code
- 2 Press **MORE>**, **SETUP**, **MORE>**, **GRPS** then **EDIT**
- 3 Follow prompts from there

Send a Message to a Group

1. Press your **VOICEMAIL** key, then enter your code
2. Press **LVMsG**
3. Enter # # then the group number eg ##001
4. Press 1 to confirm
5. Follow prompts from there



Record Company Greetings

1. From Ext 101 press **VOICEMAIL** (**see note on Table of Contents)
2. When prompted, enter your security code:
3. On the display you will see **MORE>** on the display, press key below it
4. On display see **MGR.** press key
5. On display see **GREET.** press key
6. It will say system is in DAY mode, do you want to change to alternate greeting mode: press **2** for no
7. Then press **1** to change the greetings for opening box
8. The current day greeting will play and at the end the prompt will say ask you if you want to re-record it... Press **1** for YES and start speaking after the tone and press the * when you are done.....
NOTE: after you are done pause a few seconds BEFORE you press the * key
9. The current NIGHT greeting will then play. You will be given the same prompts to re-record it
10. Hang up when you are done

NOTE: to put the system on HOLIDAY mode you must press 1 for yes in step 6 and then follow the instructions to then record a alternate/holiday greeting. When the holiday is over you must do steps 1-6 to turn OFF holiday mode

Example:

- Thank you for calling
- If you know the extension number of the party you wish to reach, please enter it now.
- For the Company Directory, please press 4
- To speak to the Receptionist, please press 0. Thank you.

Record Delay Message

1. Press **SPEAKER** key
2. Enter **616**
3. Press R (**7**) to Record, L (**5**) to Listen, or E (**3**) to Erase
4. Enter which greeting you would like to record (01 or 02)



Record Any Sub-Menus

1. From Ext 101 press **VOICEMAIL** (**see note on Table of Contents)
2. When Prompted, enter security code
3. Press **LvMSG** key on display
4. Press # # to enter by mailbox number
5. Enter the mailbox # for the greeting:
 -
 -
6. Follow prompts: it will say Press yes (1) to confirm
7. You will have to record it twice; once for the day message and once for the night message

Add/Delete/ or Change Mailboxes

1. From Ext 101 press **VOICEMAIL** (**see note on Table of Contents)
2. When prompted enter your security code
3. On the display see **MORE>** press the soft key under that
4. On the display see **MGR** press key
5. On the display see **SUBS** ... press key
6. The system will ask you to enter the mailbox... enter the box you want to add, delete or change
7. At this point listen to the prompts to be guided through deleting the security code for the box or deleting the box.
NOTE: if there is no mailbox the system will say:
"There is no mailbox.. would you like to add one?" Press 1 for Yes or 2 for No
8. Press **SPEAKER** key when all done

Note: When you reset a security code for a mailbox, it will reset it back to 9155





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