NEC

SV9100 & InMail Voicemail
Administration Guide

Table of Contents

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**	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 Phone 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 **Internet Explorer** , enter IP Address _____ . _____ . _____ . _____

2. Enter User Name: [previously provided by NATG]

3. Enter Password: [previously provided by NATG]

4. Press **Enter** OR Click

Login
Site :

User Name [ ]
Password [••••]
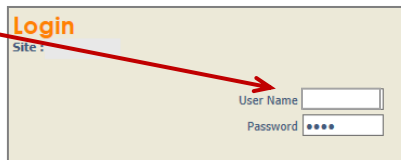
Important Note: You MUST use **Internet Explorer** and when finished making your programming changes, **MAKE SURE** you apply the changes and then Click Home and then Logout . If these steps are not done, your system will lock up and you will need to reboot your phone system. Contact NATG if this happens.

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

⊟ 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 hand

System Data
15-01 : Extension Basic Setup

Apply   Refresh   Home   Copy   Copy Group

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 infront & 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

Apply   Refresh   Home   Copy   Copy Group

Speed Dial (0-9999) 110
Number ▼

Speed Dial	Number	Name	Transfer Mode	Destination Number	CR/PR Feature	memo1
0110	6048569155	NATG ABBY	Not defined ▼		☐	
0111	6045262129	NATG NWE	Not defined ▼		☐	
0112	6045194064	Kristi	Not defined ▼		☐	
0113			Not defined ▼		☐	
0114			Not defined ▼		☐	

Changing One Touch Key of a Set:

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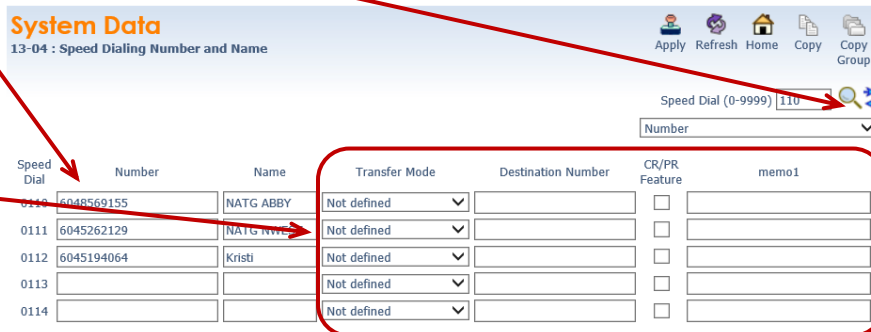4. Click 15-07 : Function Keys
5. Click the drop down arrow and choose the extension you'd like to change
6. Choose the **function key** you would like to change (click to scroll through keys)

   (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.

   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 hand

   System Data
   15-07 : Function Keys

   Apply Refresh Home Copy Copy Group

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

## Changing One Touch Keys for Reception 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)

   System Data
   30-03 : DSS Console Key Assignment

   Apply Refresh Home Copy Copy Group

   DSS Console 01
   DSS Key (1-114) 1
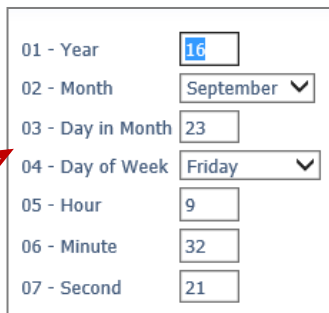
DSS Key	Function	Additional Data
001	01 - DSS/One Touch	100
002	01 - DSS/One Touch	117
003	01 - DSS/One Touch	114
004	01 - DSS/One Touch	111

6. Under Function, Choose 01 – DSS/One Touch
7. Under Additional Dial, e**nter 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 DSS Key (1-114) 1 **OR**
10. Click **Home** , Click **Logout**

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Email: service@natg.ca

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**

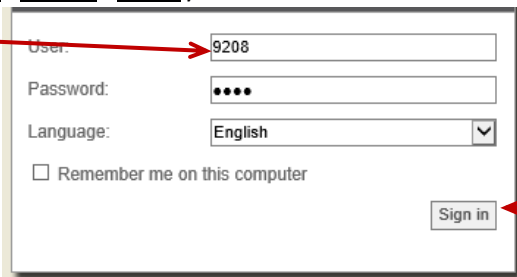|		
01 - Year	16	
02 - Month	September ▾	
03 - Day in Month	23	
04 - Day of Week	Friday ▾	
05 - Hour	9	
06 - Minute	32	
07 - Second	21	

Online Voicemail Programming

Logging in to Univerge UM8000:

1. Using **Internet Explorer** , enter IP Address ____ . ____ . ____ . ____ /admin
2. For your user name, Enter 9 followed by your extensions
3. For Password, enter your voicemail password
4. Press **Enter** OR Sign In

When Finished: Click Sign Out (top right corner of screen)
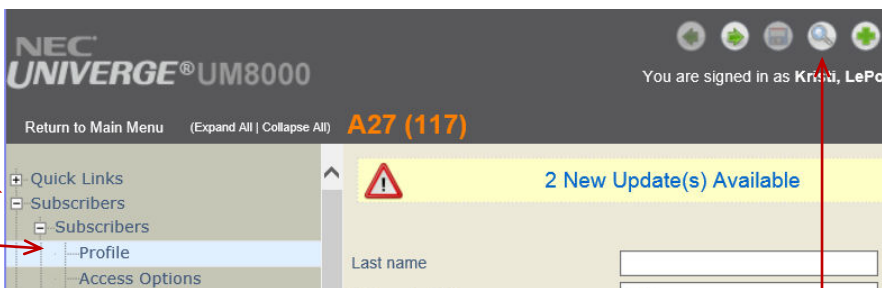
You are signed in as **Kristi, LePore** | Sign out

User:	9208
Password:	••••
Language:	English ▾
☐ Remember me on this computer	Sign in

Resetting a Security Code

1. Log on to Voicemail System
2. Click **Subscribers**
3. Click **Subscribers** again
4. Click **Profile**
5. Click **Search** 🔍
6. **Enter Name** of employee or Click the drop down to **enter** by **extension**, then enter extension number, then click **enter** or **Find**
7. Click on **employees name**

#	Name	Personal ID	Extension
	Kristi, LePore	9209	209

8. Click ☑ Reset password to System Default password
9. This will reset the security code to the default **9155**
10. Click **Save** 🖫 then **Sign Out** if finished

NEC UNIVERGE®UM8000

Return to Main Menu (Expand All | Collapse All) A27 (117)

You are signed in as Kristi, LePo

⊞ Quick Links
⊟ Subscribers
  ⊟ Subscribers
    Profile
    Access Options

⚠ 2 New Update(s) Available

Last name

Deleting a Mailbox

1. Log on to Voicemail System
2. Click **Subscribers**
3. Click **Subscribers** again
4. Click **Profile**
5. Click **Search** 🔍
6. **Enter Name** of employee or Click the drop down to **enter** by **extension**, then enter extension number, then click **enter** or **Find**
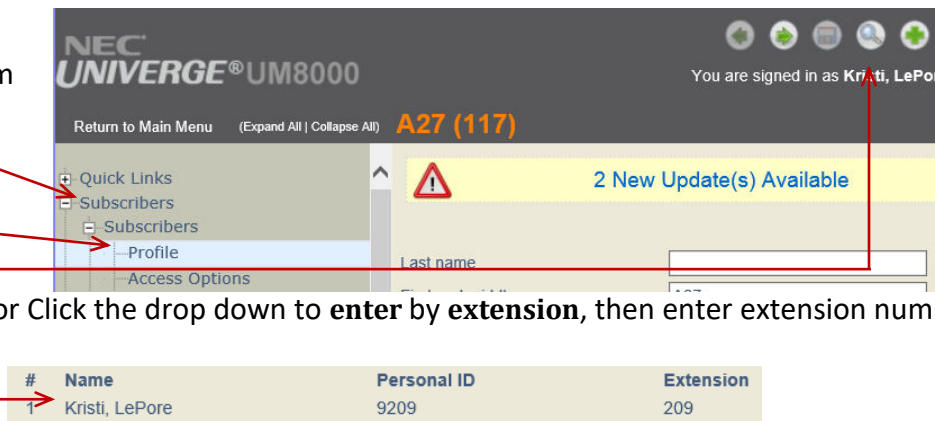7. Click on **employees name**
8. Click ⊖
9. Click or to **Delete** or **Cancel**
10. Click **Save** 💾 then **Sign Out** if finished

Adding a Mailbox

1. Log on to Voicemail System
2. **Click** ➕
3. Enter the **Extension Number**
4. Enter **Last Name**
5. Enter **First Name**
6. Leave rest as is
7. Click **Add**
8. Click **Done**
9. **Sign Out** if finished

Note: Employee will then need to set up new voicemail

Changing the Spelled Name of a Mailbox

1. Log on to Voicemail System
2. Click **Subscribers**
3. Click **Subscribers** again
4. Click **Profile**
5. Click **Search** 🔍
6. **Enter Name** of employee or Click the drop down to **enter** by **extension**, then enter extension number, then click **enter** or **Find**
7. Click on **Employees Name**
8. Enter the new Name
9. Click **Save** 💾 then **Sign Out** if finished

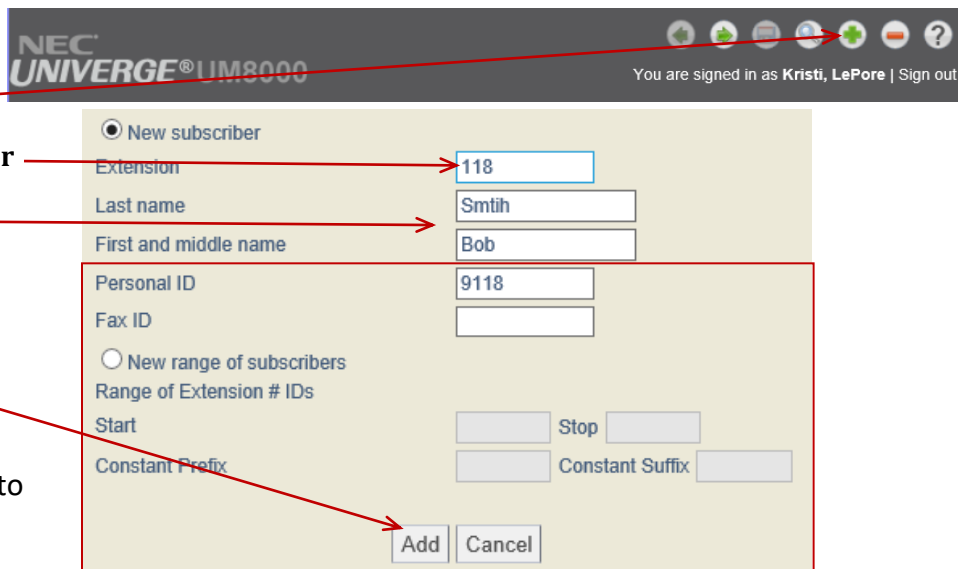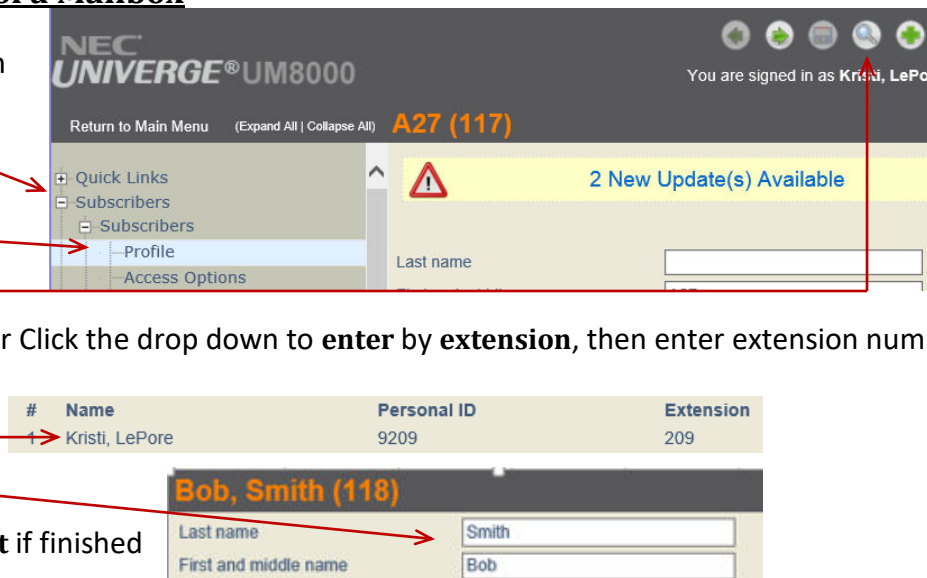## Changing the Email Address of a Mailbox (for Voicemail to Email)

1. Log on to Voicemail System

2. Click **Subscribers**

3. Click **Subscribers** again

4. Click **Profile**

5. Click **Search** 🔍

6. **Enter Name** of employee or Click the drop down to **enter** by **extension**, then enter extension number, then click **enter** or **Find**
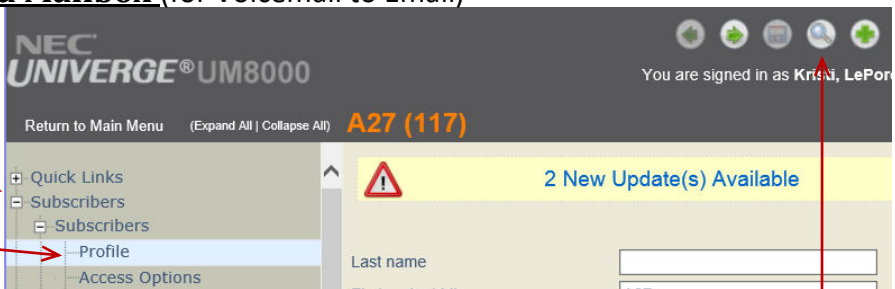
7. Click on **Employees Name**

8. Under Subscribers, Click E-mail

9. Enter new email address

10. Leave the rest of the programming as is

2. Click **Save** 💾 then **Sign Out** if finished
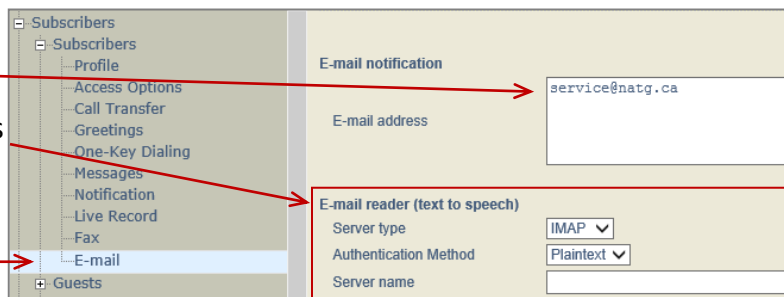
Phone System Programming

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. Pres *#
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 **1111**
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 VOICEMAIL KEY
2. When prompted, enter your security code:
3. On the display, press the MORE> soft key
4. Press MGR soft key
5. Press GREET soft key
6. It will say the system is in DAY MODE, would you like to change to alternate greeting mode: press **2** for NO
7. Press **1** to CHANGE the greetings for opening box
8. 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
9. The current NIGHT MESSAGE will begin to play, press **1** to RECORD OR press **2** to SKIP to your ALTERNATE greeting
10. 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)* – *if Applicable*
· For hours of operation and location, press 2 *(Goes to Sub menu 201)* – *if Applicable*
· To reach reception or leave a general message, please remain on the line or press 0.
· Thank you for calling ‒‒‒‒‒‒‒‒‒‒‒‒‒‒‒‒‒‒‒‒‒‒‒‒‒‒‒‒

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

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)* – *if Applicable*
· For hours of operation and location, press 2 *(Goes to Sub menu 201)* – *if Applicable*
· 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 (usually reception) , press VOICEMAIL KEY
2. When Prompted, enter security code
3. Press LVMSG key on display
4. Press # # to enter by MAILBOX NUMBER
5. Enter the mailbox # you would like to record:
   200 – Company Directory
   201 – General Information
6. 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) – *if Applicable*

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

GENERAL INFORMATION: (Sub Menu 201) – *if Applicable*

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

Activating/Deactivating Alternate Greeting

1. From extension (usually reception) , press VOICEMAIL KEY
2. When prompted, enter your security code:
3. On the display, press the MORE> soft key
4. Press MGR soft key
5. Press GREET soft key
6. It will say the system is in DAY mode, would you like to change to alternate greeting mode: press **1** for yes
7. 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 (usually reception) , press **VOICEMAIL KEY**
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. **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 **9155**
    b. 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.