

NEC

SV8100 WITH UCB ADMINISTRATION GUIDE



Table of Contents

Phone Outline	3
Clock Setting	4
Program Set Name.....	4
Program One-Touch Keys with Functions	4
System Speed Dial.....	5
Record Greetings:	6
Activate Holiday Greetings:.....	9
Record Delay/Queue Messages (If Applicable)	11
Reset an Employee’s Mailbox PIN (Security Code)	13
Adding a Profile to the Presence Page	14
Create a Profile Schedule:.....	15

**** 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 (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 & 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 Key	Needed if you are using a corded headset
10	Call Forward immediate	Forwards all calls immediately to desired destination
13	Call Forward 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
01 + *8	Voicemail Key	Easy access to check your voicemail
78	Record	Records conversation into a mailbox



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 È É 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 ! " # \$ % & ' () ò 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

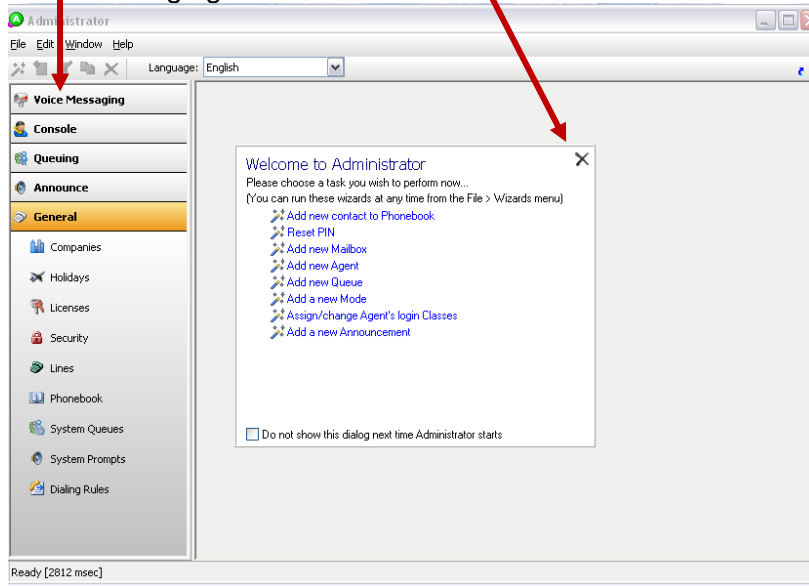
Delete a Speed Dial

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

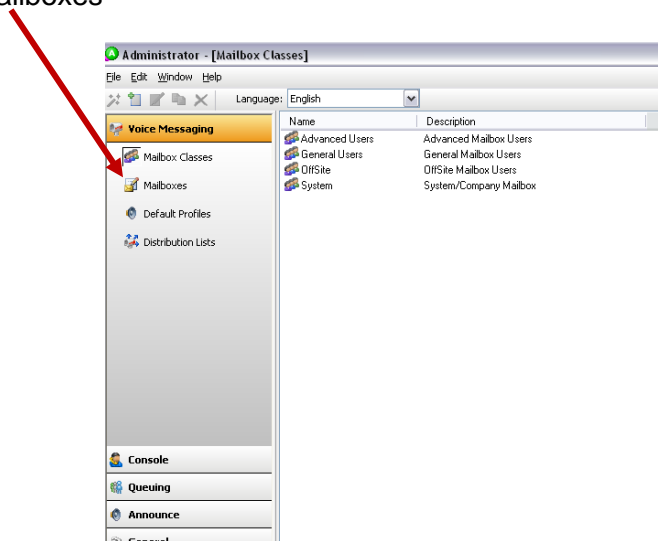


Record Greetings:

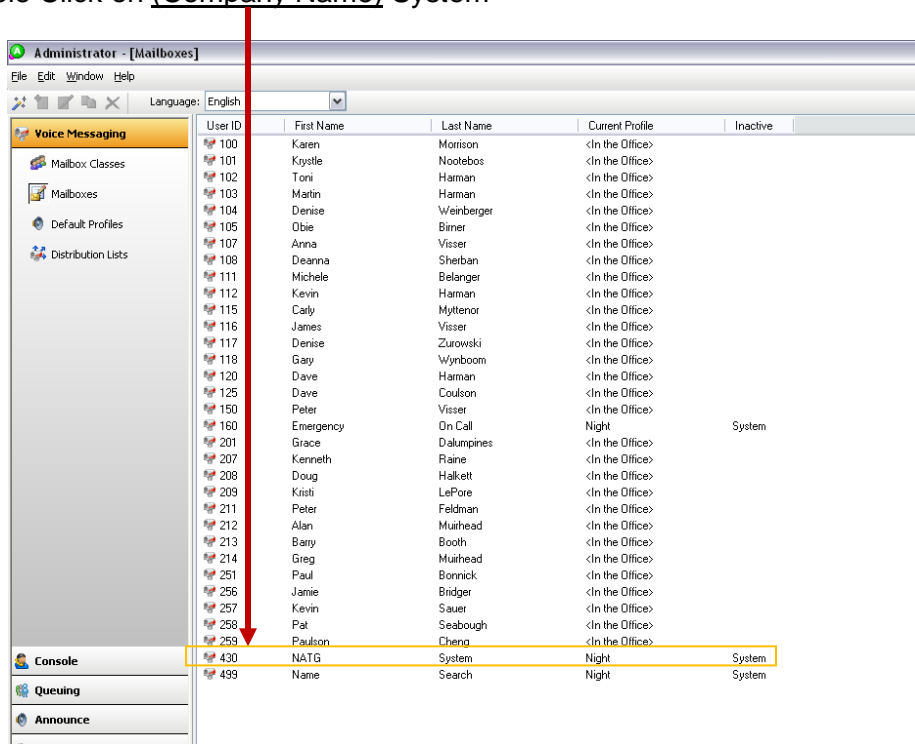
- Open up Administrator
- Enter in your Name, followed by your Pin (Same as your phone password)
- See the welcome Administrator Sign, click on the X
- Click on Voice Messaging



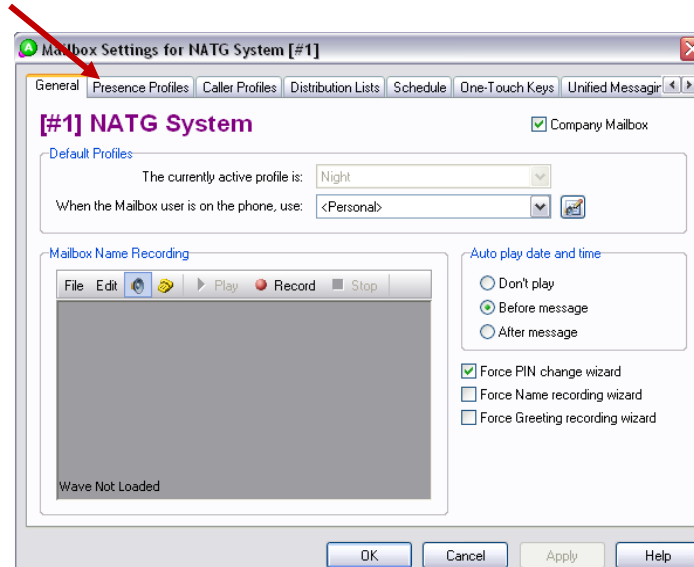
- Click on Mailboxes



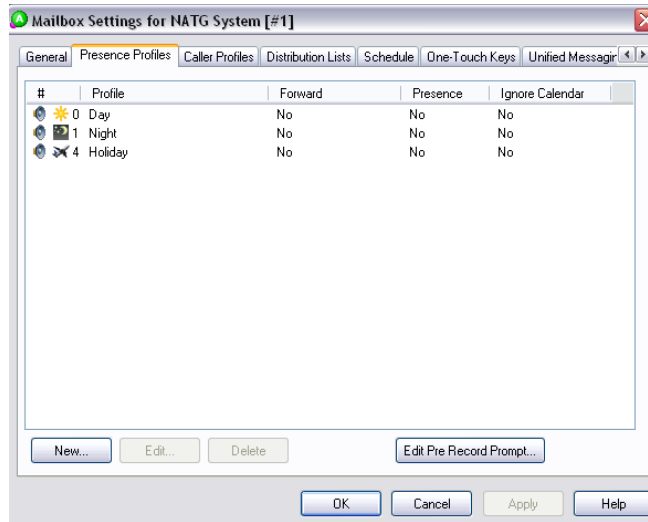
➤ Double Click on (Company Name) System




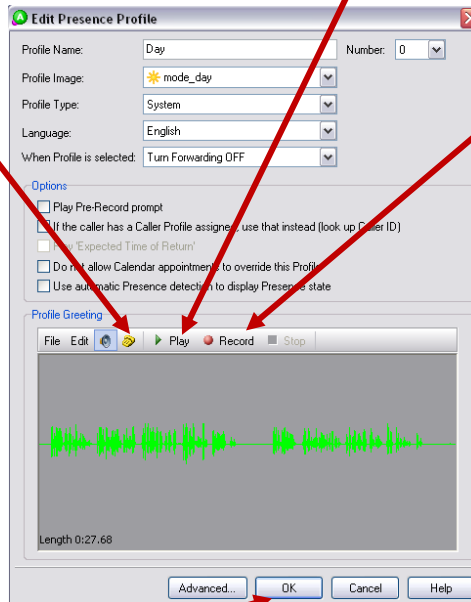
➤ Click on Presence Profile



- Double click Day/Night/Holiday (Depending on the greeting you would like to change)



- Press  to be connected to your phone, then press play to play the message or record to record a new message

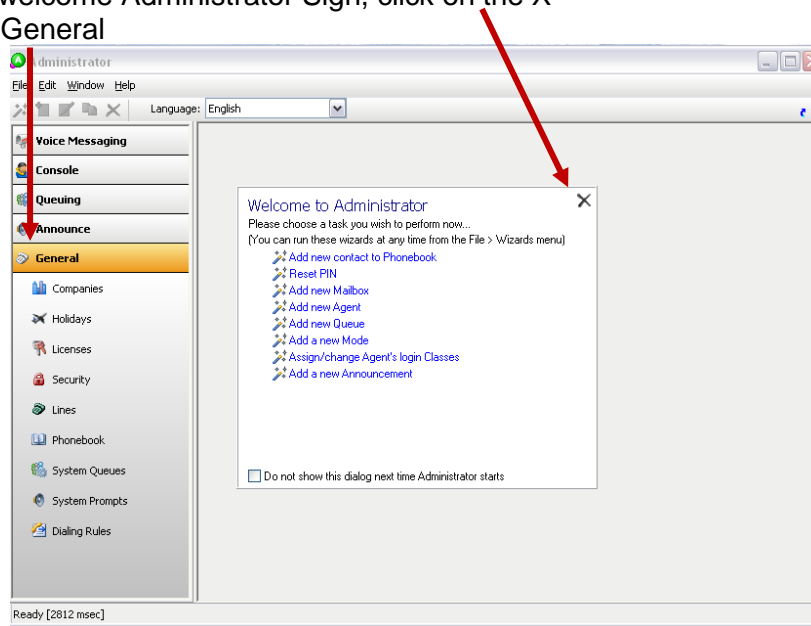


- Press okay when finished.

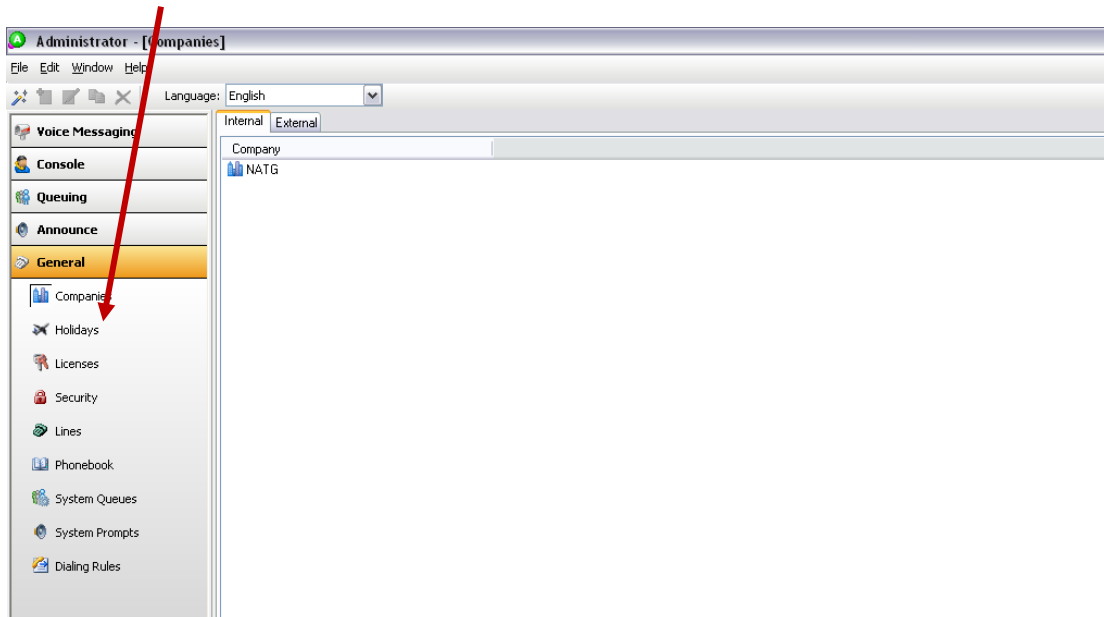


Activate Holiday Greetings:

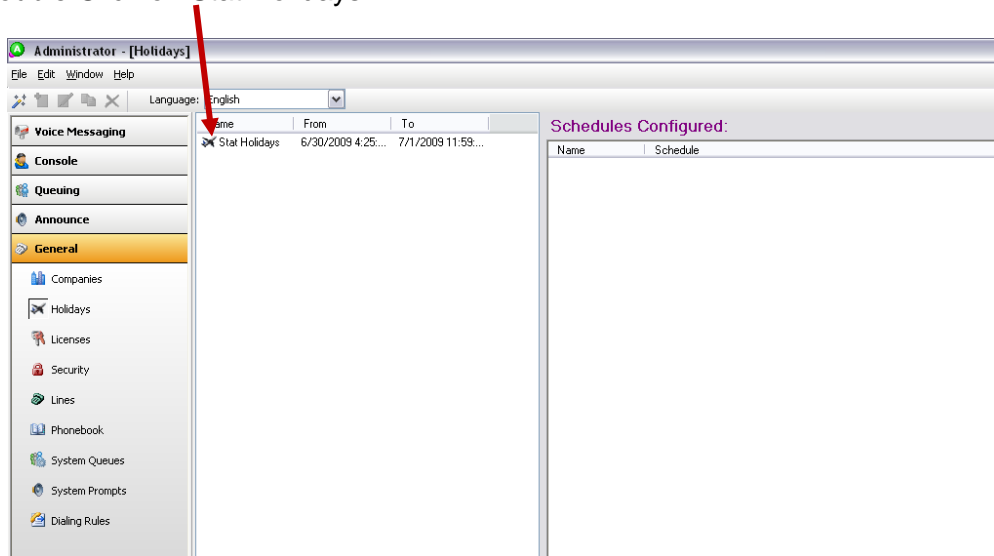
- Open up Administrator
- Enter in your Name, followed by your Pin (Same as your phone password)
- See the welcome Administrator Sign, click on the X
- Click on General



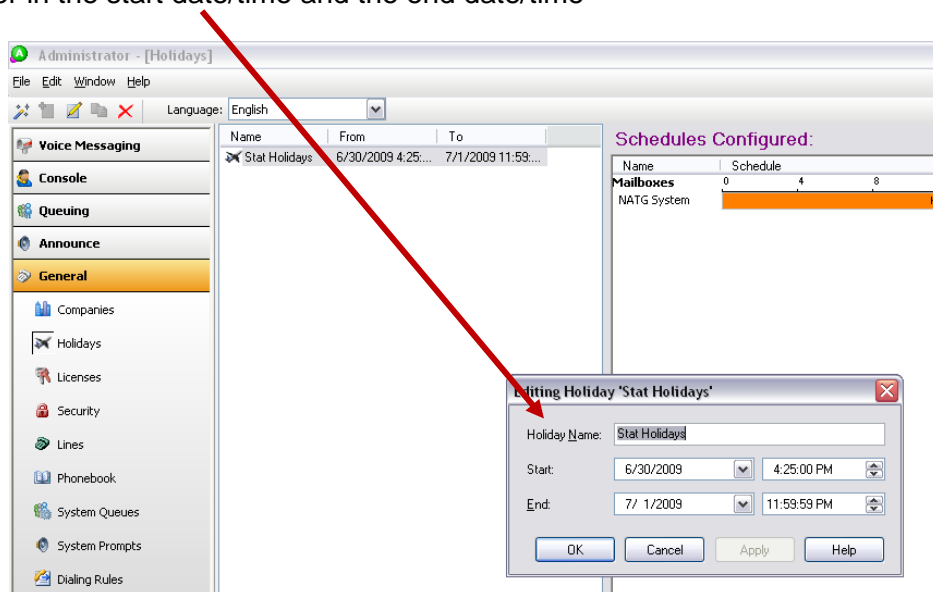
- Click on Holidays



➤ Double Click on Stat Holidays

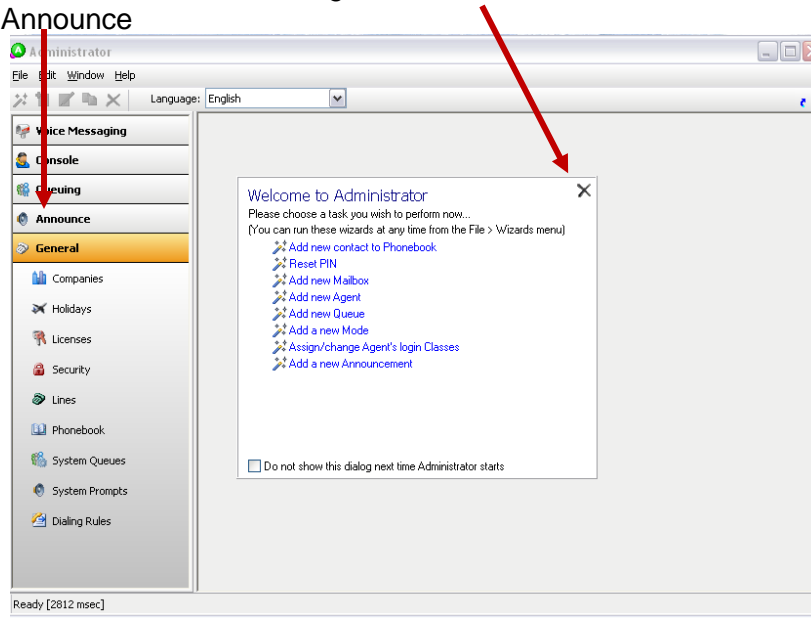


➤ Enter in the start date/time and the end date/time

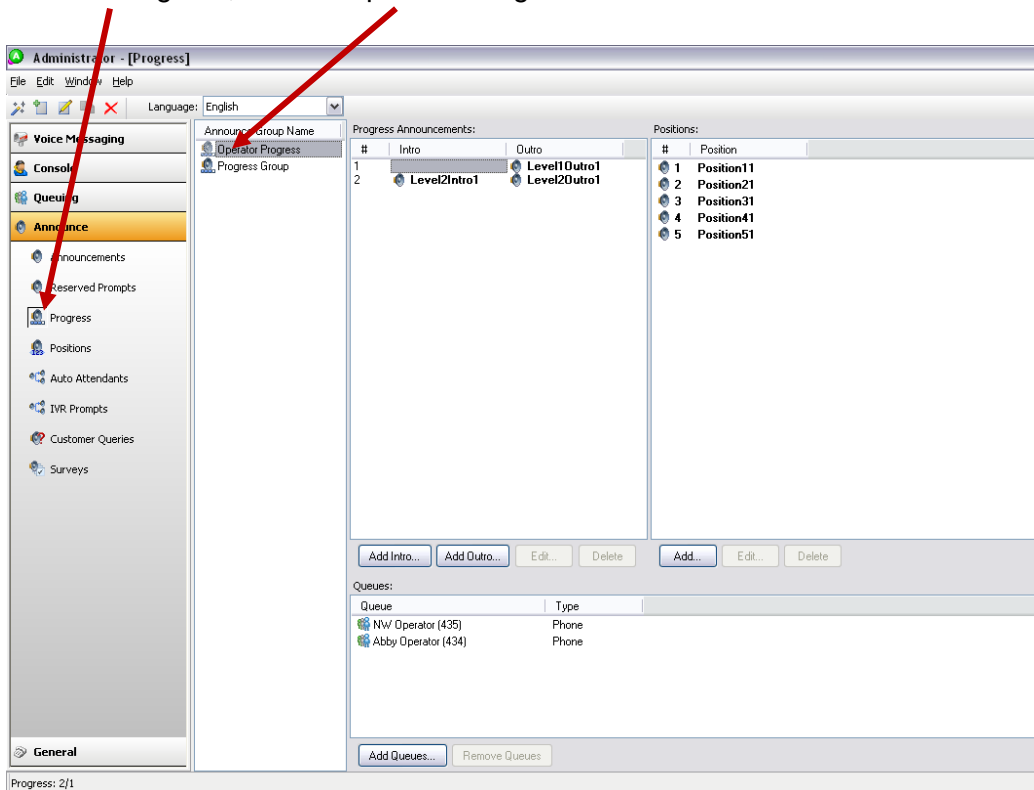


Record Delay/Queue Messages (If Applicable)

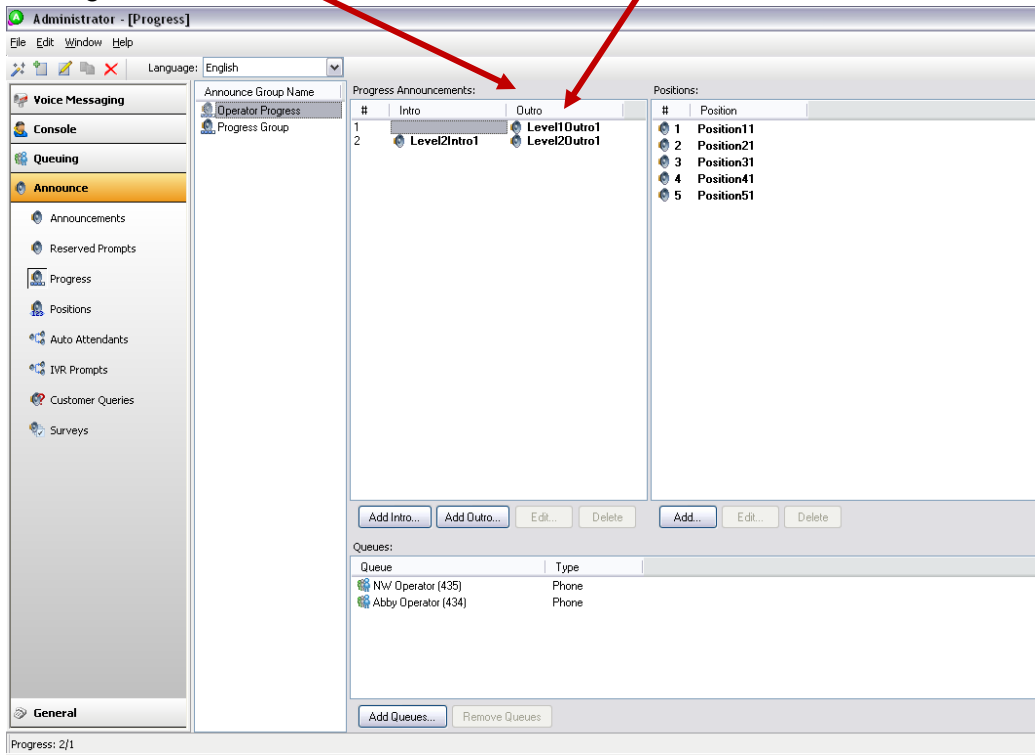
- Open up Administrator
- Enter in your Name, followed by your Pin (Same as your phone password)
- See the welcome Administrator Sign, click on the X
- Click on Announce




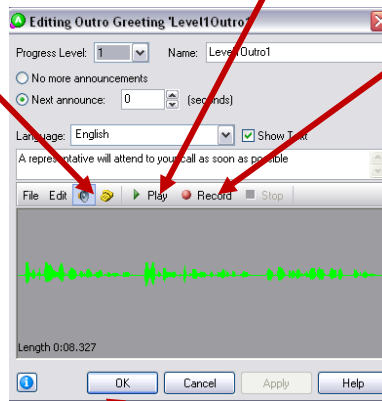
- Click on Progress, then on operator Progress



- Double Click on Level 1 for the first delay message or level 2 for the second delay message



- Press  to be connected to your phone, then press play to play the message or record to record a new message

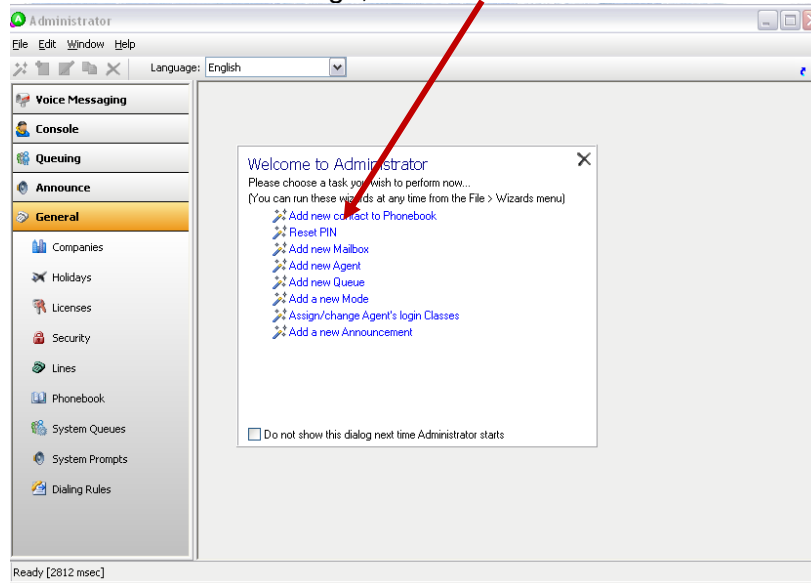


- Press okay when finished.

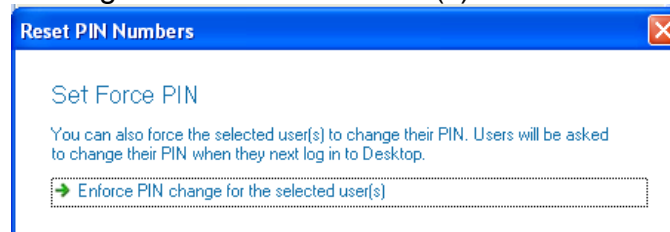


Reset an Employee's Mailbox PIN (Security Code)

- Open up Administrator
- Enter in your Name, followed by your PIN (Same as your phone password)
- See the welcome Administrator Sign, click on Reset PIN



- Select the company name the employee works for, then press next
- Select the employee(s) you would like reset, then press next
- Click Enforce PIN change for the selected user(s)



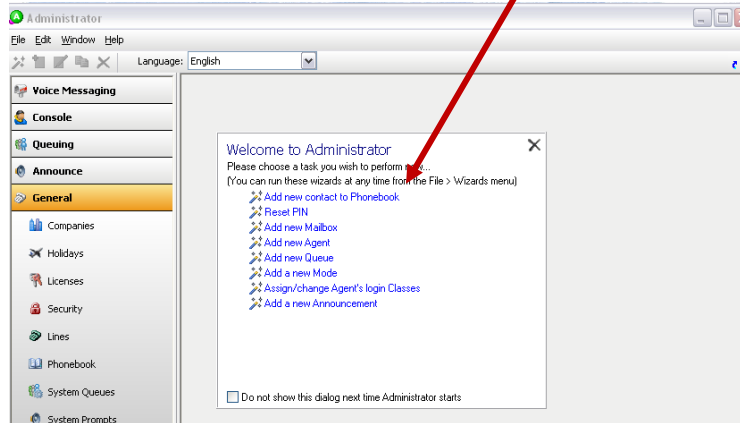
- See the names of the mailbox PIN's to be reset, then press Finish

Note: Employee's PIN will be reset to the default code(2222) and the employee with be forced to change it next time they access their mailbox



Adding a Profile to the Presence Page

- Open up Administrator
- Enter in your Name, followed by your PIN (Same as your phone password)
- See the welcome Administrator Sign, click on Add new Contact to Phonebook



- Enter in Contact name and press Next
- Select the company you would like to add the contact to
- Enter the extension number and desired telephone number(s) then click next
- Click on the default number you would like the contact to be reached at
- Select the security class (*Note: Usually Basic User*)
- If you this contact requires a mailbox, click on “Yes, create the new Mailbox for this contact now”, then click next
 - Note: if no mailbox is required, then click next twice followed by finish*
- Select mailbox class (Note: usually General users)
- Click next followed by finish

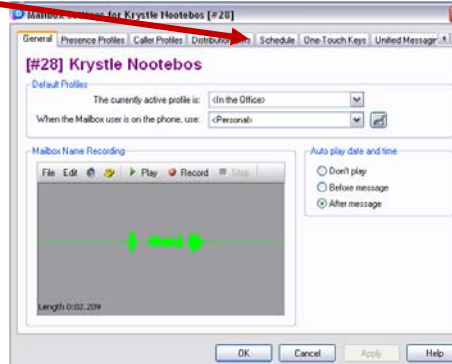


Create a Profile Schedule:

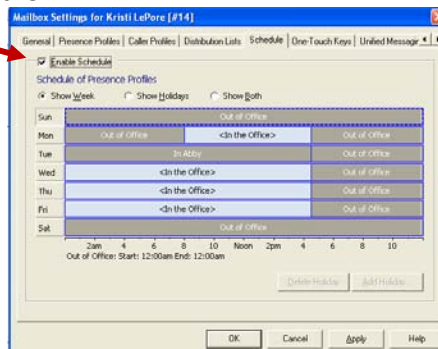
- Click Mailbox Settings



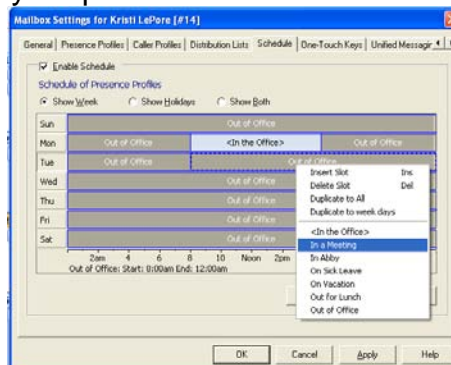
- Click on Schedule



- Click on Enable Schedule



- Double Click on the day you would like to create a schedule
- Click and move edges to the desired time
- Right click and choose your presence for that time



- Click Apply followed by OK





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 Westminster, 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

