

Communications Technologies Inc.

NEC

NEC SV9100 Administration

SV9100 Basic Administration Course

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Basic System Admin (Telephone)

This allows the administrator to change make basic station changes such as changing station names and programming buttons, via the telephone set.

To change station names:

1. Press the **Speaker** button.
2. Dial **700**.
3. Dial the **extension number** of the station you wish to change.
4. Enter the **name** using the keypad.
5. Press the **Hold** button to save. The station will beep several times to indicate that you have changed the name.
6. Press the **Speaker** button to quit.

To set the time (System Clock):

1. Press the **Speaker** button.
2. Dial **728** and enter the **Time** in 24H (HHMM) format.
3. Press the **Speaker** button to quit.

Ex. **Speaker 7281314 Speaker** would change the system time to 1:14PM.

- **Note: Setting the system date must be done in Web programming.**

To Program Function Keys:

1. Press the **Speaker** button.
2. Dial Service Code **751**.
3. Press the **Line Key** to be programmed.
4. Dial the **code** for the desired feature plus additional data if required.
5. Press **Speaker** to hang up.

Note: Service Code 00 will erase the function from the key.

Note: In some cases, the Hold key needs to be pressed before pressing the Speaker key.

Function Number - Function Additional Data

01 DSS / One-Touch Extension number or any numbers (up to 24 digits). Press HOLD to write.

02 Microphone Key (ON/OFF)

03 DND Key



- 04** BGM (ON/OFF)
- 05** Headset
- 06** Transfer Key
- 07** Conference Key
- 08** Incoming Call Log
- 09** Day/Night Mode Switch Mode number (1~8)
- 10** Call Forward - Immediate
- 11** Call Forward - Busy
- 12** Call Forward - No Answer
- 13** Call Forward - Busy/No Answer
- 14** Call Forward - Both Ring
- 15** Follow Me
- 18** Text Message Setup Message Numbers (01~20)
- 19** External Group Paging External Paging Number (1~8)
- 20** External All Call Paging
- 21** Internal Group Paging Internal Paging Number (01~64)
- 22** Internal All Call Paging
- 23** Meet-Me Answer to Internal Paging
- 24** Call Pickup
- 25** Call Pickup for Another Group
- 26** Call Pickup for Specified Group /Call Pickup Group Number
- 27** Speed Dial -Common/ Private Speed Dial Number (Common/ Private)
- 28** Speed Dial - Group Speed Dial number (Group)
- 29** Repeat Redial



- 30** Saved Number Redial
- 31** Memo Dial
- 32** Meet - Me Conference
- 33** Override (Off-Hook Signaling)
- 34** Break - In
- 35** Camp On
- 36** Step Call
- 37** DND / FWD Override Call
- 38** Message Waiting
- 39** Room Monitoring
- 40** Handset Transmission Cutoff
- 41** Buzzer Extension Number
- 43** Series Call
- 44** Common Hold
- 45** Exclusive
- 46** Department Group Log Out
- 47** Reverse Voice Over Extension Number
- 48** Voice Over Extension Number
- 49** Call Redirect Extension Number or Voice Mail Number
- 50** Account Code
- 51** General Purpose Relay No (0, 1~8)
- 52** Automatic Answer with Delay Message Setup Incoming Group Number
- 53** Automatic Answer with Delay Message Start
- 54** External Call Forward by Door Box



- 55** Extension Name Change
- 56** General Purpose LED Operation
- 57** General Purpose LED Indication
- 58** Automatic Transfer at Department Group Call Extension Group Number (1~8 or 01~64)
- 59** Delayed Transfer at Department Group Call Extension Group Number (1~8 or 01~64)
- 60** DND at Department Group Call Extension Group Number (1~8 or 01~64)
- 63** Outgoing Call Without Caller ID (ISDN)
- 66** CTI
- 71** Message Change for Voice Attendant - Extension Number or Department Group Number
- 72** Keypad Facility Key
- 73** Keypad HOLD Key
- 74** Keypad RETRIEVE Key
- 75** Keypad Conference Key
- 76** Toll Restriction in Credit - Extension Number
- 77** Voice Mail (In-Skin) Extension Number or Pilot Number
- 78** Conversation Recording - Voice Mail
- 79** Automated Attendant (In-Skin) Extension Number or Pilot Number
- 80** Tandem Ringing 1 = Set 0 = Cancel Extension Number to Tandem Ring
- 84** Drop Key
- 85** Directory Dialing
- 86** Private Call Refuse
- 87** Caller ID Refuse
- 88** Dial-In Mode Switching
- 89** Do-Not-Call Setup



90 Do-Not-Call Data Registration

91 Live Recording Key

To Relocate a Set:

1. To exchange two terminals, pick up the handset or press the **Speaker** key.
2. Dial the Extension Data Swap Service Code (usually **748**).
3. Dial the Extension Data Swap Password (usually **2222**).
4. Dial the **extension** to be swapped with or relocated to.
5. When successfully completed, a confirmation tone will be heard and the display will show "completed".
6. Press the **Speaker** key twice.

To Reset a Voicemail Password:

1. Log in to the System Administrator Mailbox by pressing **Speaker**, then calling the InMail Pilot number (usually _____).
2. Dial the **System Administrator mailbox number**, and dial the security code.
3. Dial **727** from the menu.
4. Dial subscriber's mailbox and press **7**.

To re-record Auto Attendant Greetings:

1. Press the **VMsg** softkey on the System Administrator's phone, and when prompted, enter your security password.
2. Dial 72 for the System Administrator Menu.
3. Press the **Instr** softkey.
4. Enter mailbox number for the Day Greeting **002**, Night Greeting **001**, or Holiday Greeting **003**.
5. Follow the prompts to **Lstn** (Listen), **Rec** (Record), or **Erase** the greeting.
6. To record, press the **Rec** softkey.
7. When finished recording, press the **#** key.
8. Press the **Lstn** softkey to review.
9. When finished, Press the **Exit** softkey.

To activate the Override greeting (*typically used for Holiday greetings):

1. Press the **VMsg** softkey on the System Administrator's phone, and when prompted, enter your security password.
2. Dial **726** for the System Administrator Menu.
3. Enter table number **1**.



4. Your display will give information about the current state of the override feature. You can turn the override mailbox On or Off or change the mailbox number (*typically 004).
5. To turn override On, press the **On** softkey.
6. Press the **Exit** softkey and **hang up** the phone to end.
7. The override greeting will answer your auto attendant until you repeat these directions and turn it off.

Basic System Admin (Web Interface)

This allows the administrator perform various programming changes to stations, buttons, voicemail boxes, etc...

To Log In to Web Admin:

1. In your web browser, type in "Http://" followed by the IP Address of your NEC SV8100. Ex. Http://192.168.3.17:XXXX
2. Enter your login credentials as follows:

System administration username: **USER1** (case sensitive)

System administration password: **110011**

Login
Site : Digitcom



User Name
Password

To set the system date and time:

1. Click on **Time and Date Setup**.
2. Set the date, day of week, and time, and then click **Apply** in the upper right corner.

System Data

10-01 : Time and Date Setup

01 - Year

02 - Month

03 - Day in Month

04 - Day of Week

05 - Hour

06 - Minute

07 - Second

To change the name on a station:

1. From the main menu, click on **Telephone Setting**.
2. Select the station by extension number, that you wish to modify and click on the **hammer and wrench button** to the right of the extension. If you don't see the extension number that you wish to edit, use the arrow buttons in the upper right corner to move from page to page and display more stations.

Telephone Setting

Port	Extension	Details	Port	Extension	Details	Port	Extension	Details
001	201		009	344		017	238	
002	202		010	345		018		
003	208		011	215		019		
004	321		012	241		020		
005	207		013	230		021		
006	212		014	221		022		
007	209		015	388		023		
008	219		016	216		024		

3. The station details will appear.

Telephone Setting

Apply Refresh Cancel Home

● Feature Setup ○ Function Key Assignment ○ Virtual Extension Ring Assignment ○ One Touch Key Assignment ○ InMail Station Mailbox Options ○ InMail Audio Up/Down load

[Extension 212]

Name: Virginia Fra

Call Forward Type: Call Forward No Answer

CO Call Forward Destination for Both Ring, All Calls and No Answer: 500

Intercom Call Forward Destination for Both Ring, All Calls and No Answer: 500

CO Call Forward Busy Destination:

Intercom Call Forward Busy Destination:

Display Language Selection: English

Incoming Ring Tone: Trunk Incoming Ring Tone: Medium, Internal Incoming Ring Tone: Melody 5

Toll Restriction Override Password:

Night Mode Switching (Another Group): Mode 1

End User Password: 1111

4. Change the basic station details in Feature Setup, then click **Apply** button in the upper right corner.

To change the button programming on a station:

1. From the Telephone Setting page (accessed in “To change the name of a station” - above).
2. Select the **Function Key Assignment** button on the top menu bar.
3. Each Function key has a “Function” that is assigned using the appropriate drop box. Select the drop box next to the function key, and chose the feature that you wish to use.

Telephone Setting

Apply Refresh Cancel Home

○ Feature Setup ● Function Key Assignment ○ Virtual Extension Ring Assignment ○ One Touch Key Assignment ○ InMail Station Mailbox Options ○ InMail Audio Up/Down load

[Extension 212]

Function Key	Function	Additional Data	Line Key Name
01	#08 - CAP Key	16	External
02	#08 - CAP Key	17	External
03	#08 - CAP Key	18	External
04	None		Intercom
05	#04 - Park Key	1	Park 1
06	#04 - Park Key	2	Park 2
07	#03 - Virtual Extension Key	299	PU Bells
08	05 - Headset		HSET

Function Key (1-46)

4. You will note that the page only displays 16 function keys at a time. Additional function keys can be found by clicking the right arrow beside the function key number in the upper right corner.
5. Functions of particular note:

01 DSS/One Touch – Creates a busy lamp field button that is also a one-touch speed dial to another extension.

03 Do Not Disturb – Programs a DND button.

09 Night Mode Switching – Allows a station with sufficient privileges to turn Night Mode On/Off.

10 Call Forward Immediate – Programs a standard call forward button.

78 In-skin Conversation Recording – Programs a standard call record button.

*00 ICM Key – Programs an intercom key.

*04 Park Key – Programs a Park key.

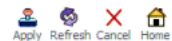
VoiceMail Station Mailbox Programming

1. From the Telephone Setting page (accessed in “To change the name of a station” - above).
2. Select the **InMail Station Mailbox Options** button on the top menu bar.
3. Select from the options to customize the way the mailbox behaves when the user logs into it.
4. Of particular interest:

Email Address/Email Message Attachment allow you to customize the mailbox’s voicemail to email features.

The Speaker icon at the bottom of the page “InMail Audio Up/Download” allow you to upload or download mailbox greeting messages for all 3 greetings within the mailbox. Note: The files to be uploaded must be in 8bit, 8kHz mono, CCITT u-Law. **Windows Sound Recorder** in Windows XP is able to save files in this format.


Telephone Setting



[Extension 212]

○ Feature Setup ○ Function Key Assignment ○ Virtual Extension Ring Assignment ○ One Touch Key Assignment ● InMail Station Mailbox Options ○ InMail Audio Up/Down load

Message Playback Order	FFO
Automatic Erase/Save Messages	Save
Automated Attendant Directed to Voice Mail	<input type="checkbox"/>
Automatic Time Stamp	<input type="checkbox"/>
Voice Prompt Language	US English
Paging	<input type="checkbox"/>
Email Address	virginia@digitcom.ca
Email Message Attachment	<input checked="" type="checkbox"/>

 InMail Audio Up/Down load

Programming Selectable Display Messages



1. From the main menu, click on **Selectable Display Messages**.
2. In the menu that appears, you will notice 20 entries that you can customize. These can be activated on a user's phone by pressing a **Programmable Function Key programmed with Text Message Setup** feature (function 18).
3. Customize any of the entries, then click **Apply**.
Note: These messages are system-wide. You may wish to make a list of the messages and their corresponding message number for users to make it easier to turn the feature on and select an appropriate message.

Changing your Auto Attendant Hours / Days of the Week

1. From the main menu, click on **Automatic Night Mode Switching Setting**.
2. In the menu that appears, you will notice 20 entries that you can customize.
3. Enter the correct **24H** time ranges and the associated Night Mode that should play during those hours.
4. Click **Apply**.
5. Changing your **Weekly Night Mode** works similarly, but allows you to schedule the Night Mode for an entire day of the week at a time.
Note: Usually the Night Service is setup as: **1** = Day, **2** = Night, **3** = Holiday.

Automatic Night Mode Switching Setting



● Automatic Night Service Pattern ○ Weekly Night Mode Switching ○ Holiday Night Mode Switching

Night Mode Service Group (1-32) [1] [magnifying glass] [refresh] [cancel] [home]

Schedule Pattern (1-10) [1] [magnifying glass] [refresh] [cancel] [home]

	Start Time	End Time	Night Mode	Start Time	End Time	Night Mode	
01	00:00	08:00	2	11	00:00	00:00	1
02	08:00	17:00	1	12	00:00	00:00	1
03	17:00	00:00	2	13	00:00	00:00	1
04	00:00	00:00	1	14	00:00	00:00	1
05	00:00	00:00	1	15	00:00	00:00	1
06	00:00	00:00	1	16	00:00	00:00	1
07	00:00	00:00	1	17	00:00	00:00	1
08	00:00	00:00	1	18	00:00	00:00	1
09	00:00	00:00	1	19	00:00	00:00	1
10	00:00	00:00	1	20	00:00	00:00	1

Changing your Auto Attendant Holiday Mode

1. From the main menu, click on **Automatic Night Mode Switching Setting**.
2. In the menu that appears, click the **Holiday Night Mode Switching** link near the top right.
3. Using **Day of Year** dialog box in the upper right corner, enter in the **date** you would like to schedule the holiday message to play, and click the **magnifying glass icon**.
4. Set the **Pattern** dialog beside that date to the **Holiday table** you would like to play.

Note: Usually the Night Service is setup as: **1** = Day, **2** = Night, **3** = Holiday.

Automatic Night Mode Switching Setting



○ Automatic Night Service Pattern ○ Weekly Night Mode Switching ● Holiday Night Mode Switching

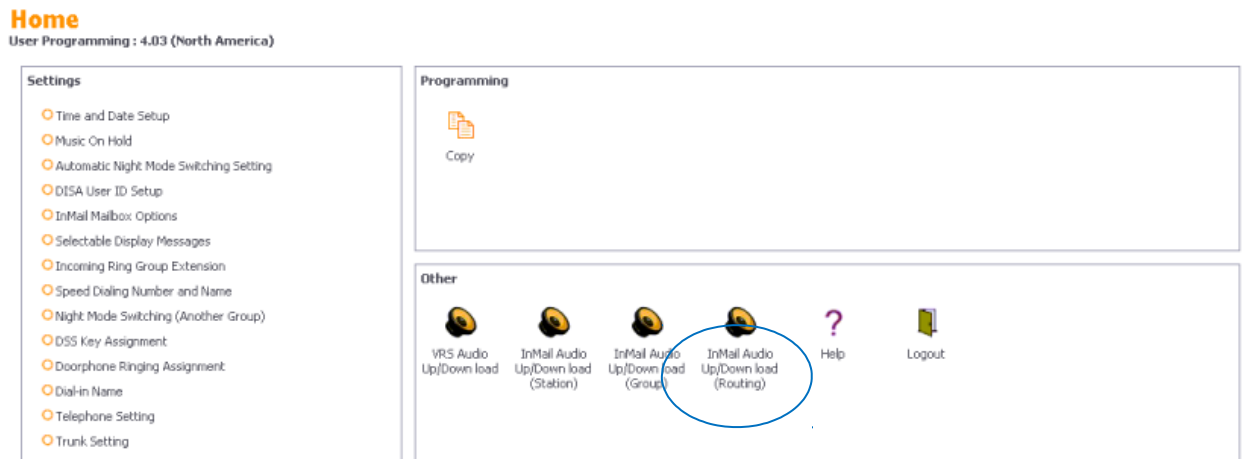
Night Mode Service Group (1-32)

Day of Year (01/01-12/31)

Day of Year Pattern	Day of Year Pattern	Day of Year Pattern
Jan/01 <input type="text" value="0"/>	Jan/11 <input type="text" value="0"/>	Jan/21 <input type="text" value="0"/>
Jan/02 <input type="text" value="0"/>	Jan/12 <input type="text" value="0"/>	Jan/22 <input type="text" value="0"/>
Jan/03 <input type="text" value="0"/>	Jan/13 <input type="text" value="0"/>	Jan/23 <input type="text" value="0"/>
Jan/04 <input type="text" value="0"/>	Jan/14 <input type="text" value="0"/>	Jan/24 <input type="text" value="0"/>
Jan/05 <input type="text" value="0"/>	Jan/15 <input type="text" value="0"/>	Jan/25 <input type="text" value="0"/>
Jan/06 <input type="text" value="0"/>	Jan/16 <input type="text" value="0"/>	Jan/26 <input type="text" value="0"/>
Jan/07 <input type="text" value="0"/>	Jan/17 <input type="text" value="0"/>	Jan/27 <input type="text" value="0"/>
Jan/08 <input type="text" value="0"/>	Jan/18 <input type="text" value="0"/>	Jan/28 <input type="text" value="0"/>
Jan/09 <input type="text" value="0"/>	Jan/19 <input type="text" value="0"/>	Jan/29 <input type="text" value="0"/>
Jan/10 <input type="text" value="0"/>	Jan/20 <input type="text" value="0"/>	Jan/30 <input type="text" value="0"/>

Changing Auto Attendant Greetings using File Upload/Download

1. From the main menu, click on the **InMail Audio Up/Down load (Routing)** icon in the lower right corner of the screen.



2. In the menu that appears, enter the **Routing Mailbox Number** you would like to upload to, in the detail box in the lower left section of the screen.
3. Using the **Browse** button, locate the file you wish to upload.
4. Click the **Upload** icon in the lower right section of the screen.

Note: Usually, Routing mailbox 002 = Day, 001 = Night, 003 = Holiday

InMail Audio Up/Down load(Routing)

Refresh Home

Routing Mailbox No. (1-32) [input] [search] [refresh]

Routing Mailbox No.	Update Time	Size(KB)	Download	Remove	Routing Mailbox No.	Update Time	Size(KB)	Download	Remove
001	2010/09/23 16:21:20	130	[download icon]	[remove icon]	006	2010/10/13 12:41:34	66	[download icon]	[remove icon]
002	2010/09/23 16:43:30	249	[download icon]	[remove icon]	007	---	---	---	---
003	---	---	---	---	008	---	---	---	---
004	2010/09/23 16:44:46	35	[download icon]	[remove icon]	009	---	---	---	---
005	2010/09/23 16:45:08	61	[download icon]	[remove icon]	010	---	---	---	---

Routing Mailbox No. (1-32) [input] Audio File(*.wav) [input] [Browse...] [Upload]

5. Other notable options available include:
- Download – to download and backup your auto attendant greetings.
 - Remove – to remove the auto attendant greeting.