Telephone User Guide

NEC SV8100

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Quick Reference Guide
NEC SV8100

<table>
<thead>
<tr>
<th>Function</th>
<th>Function Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>GREEN LED</td>
<td>Your Call</td>
</tr>
<tr>
<td>RED LED</td>
<td>Somewhere else in building (on another handset)</td>
</tr>
<tr>
<td>SOLID RED OR GREEN</td>
<td>Station with call in progress or with a call on exclusive hold</td>
</tr>
<tr>
<td>SLOW FLASHING LED</td>
<td>A call that has been placed on hold</td>
</tr>
<tr>
<td>FAST FLASHING LED</td>
<td>An incoming call</td>
</tr>
</tbody>
</table>

**ANSWER A CALL**

**Handsets which have line keys:**
- If your handset rings on incoming calls, **lift handset**
  - OR
- If your handset does not ring, **Lift Handset** and **press the line key**
  - OR
- While on a call, ask caller to hold, then press “**ANSWER**” key (Only on ring assigned handsets)

**Handsets which have CAP and Park keys:**
- If your handset rings on incoming calls, **lift handset** (call will appear on **CAP** key)
  - OR
- If your handset does not ring, **Lift Handset** and press **P/U soft key x 2**

**INTERNAL CALL PICKUP**

When you know the extension that is ringing and want to pick up that call:
- Lift Handset
- Dial ** ** Extn No.

**HANDSET RECEIVER**

**SPEAKER VOLUME**

**USING THE UP/DOWN KEY**

- **Handset Receiver volume** press up/down key in off hook status or during call

  ![HANDSET Volume Control](image)

- **Ring volume** press up/down key when station is ringing.

  ![RING Volume Control](image)

- **Speaker volume** press up/down key during speakerphone operation or during the call

  ![SPEAKER Volume Control](image)

- **LCD Screen Contrast** press up/down key in the on-hook status

  ![LCD Contrast Control](image)
**MIC / MICROPHONE**

To Turn your microphone On/Off for hands free only:

LED on Mic key shows the status of the built-in microphone

Press MIC button

(Red light indicates MIC is on)

**HANDSFREE**

To make a hands free call,

- Press Speaker key,
- Dial Extension number OR
  Dial “0” for an outside line THEN phone number

**MAKE A CALL**

Internal Calls

- Lift Handset or Press Speaker
- Dial Extension number

External Calls

Lift handset or press Speaker

- Press “0” then dial phone number
- OR
- Press Redial then 3 digit code speed dial code

**HOLD**

To place a call on hold:

- Press Hold button once.

To place a call on exclusive hold (no-one else can pick up your call)

- Press Feature
- Press Hold

To place a call on hold using Park keys:

- Press the first available Park button once.

**TRANSFERING CALLS**

To Transfer a call to another extension:

- Press Hold to put the call on hold
- Dial Extension Number or press One Touch Key,
- Announce call
- Press Transfer OR Advise of line number
- Hang up. Call is transferred.

To transfer calls from a cordless phone (Panasonic):

- While speaking on an outside line:
- Press Recall button (which puts the call on hold),
- Dial Extension number,
- Announce the call and hang up.
TRANSFERRING TO VOICEMAIL
To transfer a call to a person’s voice mail:
- While speaking to the outside line,
- Press Hold
- Dial Person’s extension number
- Press “8”
- Press Transfer
- Hang Up

TRANSFER OFFSITE
Transfer an incoming line to another outside line
While talking to the incoming call
- Press Hold key
- Select an outside line
- Dial Phone number
- Announce you will be transferring call
- Press Transfer key
- Hang Up

REDIAL
To dial the last number phoned:
- Press Redial key without lifting handset
- Press # To redial last number
- OR
- Press List Soft key to search for desired number
- Then Redial Soft key
- Press Up/Down Key to search number
- Then Lift handset or press Speaker to place the call

CORDLESS PHONE
To make calls –
- Press Talk/on or green phone key,
- dial 0, then
- dial Phone number
To answer calls,
- press talk/on or green phone key symbol when ringing
To Transfer calls –
- Press Recall/Flash to Hold.
- Dial Extension number, announce,
INTERNAL PAGING
To make an internal page through all desktop handsets:

- Press ICM menu option for intercom
- Press Inpg menu option for Internal Page
- Press “0” which is group no 1 for all internal page
- Lift Handset and make announcement
- Hang up

OR Manually:

- Lift Handset
- Dial 701
- Press “0” (for all Zones)
- Make Announcement and replace handset

(Note: This feature is announcement only-extensions cannot reply)

EXTERNAL PAGING
To make an external page through a Paging Horn:

- Lift Handset
- Dial 703
- Press “0” (for all Zones)
- Make Announcement and replace handset

(Note: This feature only works if an external speaker is installed)

COMBINED PAGING
To page both internal & external zones:

- Lift Handset
- Dial +1
- Make Announcement and replace handset

CONFERENCE CALLS
To set up a Conference Call:
While on an Outside call or connected to your first party

- Press Conf Key on Display
- Dial an outside line or second party
  (When called party answers)
- Press Add key on screen
  (Repeat steps 2-4 to add more parties. Maximum of 16 internal or external parties can be conferenced).
- Press Begin to start conference

To exit a Conference without affecting the other parties:
- Hang up

MISSED CALLS
To view numbers of calls missed on your handset
Your handset will display this symbol

- Press Centre button on the Jog Dial
- Press Centre button on Jog Dial to select Missed Calls
- Scroll Down soft key to desired number
- Lift Handset to call – Handset will dial automatically
  OR
- Press DEL soft key to delete
- Press Store soft key to save
SET INTERCOM TO EITHER RINGING OR HANDSFREE

To select your intercom to be hands free:
- Press Speaker
- Dial 721
- Press Speaker to hang up

To select your intercom to be ringing:
- Press Speaker
- Dial 723
- Press Speaker to hang up

SELECTABLE RING TONES

To CHANGE your Extension's incoming ring tones:
- Press Speaker key
- Dial 720
- Dial 1 to set intercom ring, or 2 to set external call ring
- Dial Code for the ring pattern you wish to hear:
  - 1 = High
  - 2 = Mid Range
  - 3 = Low
  - 4 = Ring Tone 1
  - 5 = Ring Tone 2
  - 6 = Ring Tone 3
  - 7 = Ring Tone 4
  - 8 = Ring Tone 5
- Press Speaker to Hang Up

To Listen to the Incoming ring choices
- Press Speaker and Dial 711
- Dial 1 to listen to intercom ring
- Dial 2 to listen to external call ring

Then for INTERCOM
- Dial 1-8 Code for ring pattern

Or for EXTERNAL CALL
- Dial 1-3 (ring) 4-8 (melody)
- Press Speaker to hang up

STATION NAME ASSIGNMENT

To assign a name to your extension number:
- Press Speaker
- Dial 700
- Press Hold
- Enter your Name - up to 12 digits(# for space. # between digits on same key)
- Press Hold
- Press Speaker to hang up

To program any extension’s name:
- Press Speaker
- Dial 700
- Enter Extension Number to be named
- Enter the Name – up to 12 digits
- Press Hold
- Press Speaker to hang up
CALL FORWARD ALL CALLS TO ANOTHER EXTENSION OR OFF-SITE

To set via menu on the screen:
- Press PRG Soft Key
- Press C/Fwd Key
- Press All Key
- Press Set Key
- Dial The Extension Number
- OR
- Dial “0” for an off-site number, then dial the number (eg: 0, 0418710111)
- Press Speaker key to hang up

To set on a handset without a display screen:
- Press Speaker
- Dial Call Forward Code - 741 for immediate
- 744 for busy/no answer
- Dial 1 to set
- Dial extension number
- Press Speaker

To deactivate:
- Press PRG
- Press C/fwd
- Press All
- Press Cancel
- Press Speaker
- Hang up

CALL FORWARD YOUR HANDSET TO VOICEMAIL IF BUSY/NOT ANSWERING

To set via menu on the screen:
- Press PRG Soft Key
- Press C/fwd Soft key
- Press Arrow end option on menu
- Press B/NA for Busy/No Answer
- Press Set
- Dial “200” for voicemail
- Press Speaker key to hang up

To Cancel
- Press PRG Soft Key
- Press C/fwd
- Press Arrow end option on menu
- Press B/NA
- Press Cancel
- Press Speaker to hang up
**DO NOT DISTURB**

To Activate via Menu on the screen:
- Press **PRG** Soft Key
- Press **DND** Soft Key
- Press **Set** Soft Key
- Press **All** Soft Key

To Deactivate via Menu on the screen:
- Press **PRG** Soft Key
- Press **DND** Soft Key
- Press **Cncl** Soft Key for Cancel

To Activate On and Off on a handset without display: (Leave Handset Down)
- Press **Speaker**
- Dial **747**
- Dial **DND** Option Code
  - 1 = Block incoming calls
  - 2 = Block internal intercom
  - 3 = Block All calls
  - 4 = Block Call Forwards Only
  - 0 = Cancel DND

**BACKGROUND MUSIC**

Can be played through telephone speaker

To set and cancel
- Press **Speaker**
- Press **725**
- Press **Speaker**

**ALARM CLOCK**

To activate an alarm:
- Press **Speaker**
- Dial **727**
- Dial **Alarm Type**
  - 1 – Sounds Only Once
  - 2 – Sounds each day at preset time
- Dial **Alarm time** (24 hour clock) (A confirmation tone will be heard)
- Press **Speaker** to hang up

To silence an alarm:
- Press **Exit**

To check a programmed alarm time:
- Press **Help button**
- Dial **727**
- Dial **alarm type 1 or 2**
  - The programmed time displays
- Press **EXIT**

To cancel an alarm:
- Press **Speaker**
- Dial **727**
- Dial **alarm type 1 or 2**
- Dial **9999**
- Press **Speaker** to hang up
CHANGING THE TIME

Note – Must be done from reception or main handset

Leave Handset Down

- Press Speaker
- Dial 728
- Dial two digits for the hour (24 hour)
- Dial two digits for the minutes
- Press Speaker to hang up

NOTE: The date can only be set / changed in system programming

INTERRUPT A CALL

(Tone override)

* Note - Will not work if called station has CFW B/N activated

To send signals to an extension busy on a call:

- Dial Extension that is busy
- press # When you hear the busy tone

(The called extension hears call alert notification, press the
hold button and both parties are connected.)

BARGE IN (INTERRUPT A CALL)* Note - Must be activated in programming

- Lift Handset
- Dial 710
- Dial Busy Extension (The extension user will hear a warning tone).

ROOM MONITOR

Room monitor lets an extension listen to the sounds in co-workers area, for example, a receptionist could listen for sounds in the warehouse when it's left unattended.

NOTE: (A Room monitor key must be programmed. Room monitor must be activated at the extension initiating the monitor and at the extension that is to be monitored. You can only listen to one extension at a time.)

To activate Room Monitor from initiating extension:

- Press Room Monitor key
- Dial Extension number you are at

(You can place and answer calls whilst monitor is active)

To activate Room Monitor from extension to be monitored:

- Press Room Monitor key
- Dial Extension number you are at
DIRECTORY DIALLING

Displays a list of Speed Dials, Extensions, Personal Speed Dials, and the Telephone Book to select from:

To Access The Telephone Book directly:
- Press on the Jog Dial

OR

For all other lists:
- Press Dir soft key (for directory)
- Press Soft key (according to list)

SPD – Speed Dials
EXT – co-worker’s Extensions
STA – Personal Speed Dials
TELBK – Telephone Book

THEN
- Dial The first letter of the name you are looking for
- Press Soft Key to jump to that section
- Press Arrow up or down to scroll through the list
- Lift Handset or press Dial Soft Key or press Speaker to place call

To cancel Directory Dialling:
- Press Exit key
SYSTEM SPEED DIALLING

To Store Abbreviated Dialling number:
- Press Speaker key.
- Dial 753
- Dial Speed Dial Code - System 001 to 999
- Dial Telephone Number you want to store (no leading 0 required).
- Press HOLD.
- Enter Name of the company or person using the keypad.
  (## for space, # to move cursor if two digits on same key)
- Press HOLD.
- Press Speaker to hang up.

To Dial Abbreviated number:
- Press DIR soft key menu button,
- Press SYS soft button,
- Enter First letter of their name,
- Press Arrow keys to scroll,
- Lift Handset to dial

OR

If you know the code you wish to dial:
- Press Redial
- Dial Code (eg:001-899).
- Lift Handset or Press Speaker

Access Speed Dials from Cordless
- Press Talk/On Button
- Press #2
- Dial Speed dial code

Check Abbreviated Dialling numbers:
- Press Help
- Press Redial key
- Dial Abbreviated Dialling Code and check number
- Press Exit when finished
Program One Touch Buttons for External Phone Numbers:

- Press SPK
- Dial 751
- Press KEY you wish to program
- Enter 01
- Enter 0 for an outside line
- Enter Phone number
- Press HOLD
- Press SPK

Program Function Buttons for Internal Extensions:

- Press SPK
- Dial 751
- Press KEY you wish to program
- Enter 01
- Enter Extension Number
- Press HOLD
- Press SPK

Program Function Buttons for all other features:

- Press SPK key
- Dial 751.
- Press Key you want to program.
- Enter 2-digit key function (see next page)
- Press HOLD
- Press SPK

Program Function Buttons for extension names:

- Press SPK key
- Dial 751.
- Press key you want to program.
- Enter 55
- Press Hold
- Press SPK

Program extension names:

- Press Ext Names Button
- Enter Extension Number
- Type The extension Name (remember # for space, Conf for backspace)
- Press Hold
- Press SPK
Available 2-digit key function functions are:

- 00 Not Defined
- 01 DSS/One-Touch Key
- 03 DND Key
- 04 BGM (ON/OFF)
- 05 Headset Key
- 08 Incoming Caller-ID List
- 09 Day / Night Switch
- 10 Call Forward-Immediate
- 11 Call Forward-Busy
- 12 Call Forward-No Answer
- 13 Call Forward-Busy/No Answer
- 14 Call Forward-Dual Ring
- 15 Call Forward-Follow Me
- 16 –Not Used-
- 17 –Not Used-
- 18 Text message set up.
- 19 External Group Paging
- 20 External All Call Paging
- 21 Internal Group Paging
- 22 Internal All Call Paging
- 23 Meet-Me Answer to Internal Paging
- 24 Call Pickup for Own Group
- 25 Call Pickup for Another Group
- 26 Call Pickup for Specified Group
- 27 Abbreviated Dial-Common/Personal
- 28 Abbreviated Dial-Group
- 29 Repeat Dial
- 30 Saved Number Redial
- 31 Memo Dial
- 32 Meet-Me Conference
- 35 Call Back Request (camp on)
- 37 DND/FWD Override
- 38 Message Wait Button
- 55 Extension Name Edit
- 63 Restrict Caller-ID (ISDN)
- 45 Exclusive Hold
- 48 Voice Over
- 49 to Redirect
- 50 Account Code
- 66 CTI Comms
- 77 Voice Mail (In Skin)
- 78 Conversation Record
- 79 Automated Attendant
- SC 852:
  - *00 Not used
  - *01 Trunk Key
  - *02 Trunk Group/ Loop Key
  - *03 Virtual Extension Key
  - *04 Park Hold Key
  - *05 Loop key
TO SET YOUR PHONE TO DISPLAY A MESSAGE ON THE SCREEN WHEN SOMEONE DIALS YOUR EXTENSION (FOR WHEN YOU ARE OUT OF THE OFFICE):

Set up a Text Message Key first – Spkr 751, press spare button, dial 1801, press hold, press speaker
Then to set:

- Press Speaker Button,
- Press Text Message Key (programmed above)
- Use the up/down keys to scroll through options
- Select Option Code Below
- Change time as appropriate, press speaker to set

01 In meeting until ___:___
- Enter Time,
- Press Speaker button to set.

02 In meeting room
- Enter Time,
- Press Speaker button to set.

03 Come back
- Enter Time coming back,
- Press Speaker button to set.

04 Please call .......
- Enter Phone number,
- Press Speaker button to set.

05 Busy call after
- Enter Time,
- Press Speaker to set.

06 Out for lunch back at ....../......
- Enter Time,
- Press Speaker button to set.

07 Business Trip back at ....../......
- Enter Date,
- Press Speaker button to set.

08 Business Trip.......one day trip
- Enter Date,
- Press Speaker button to set

09 Gone for the day.
- Press Speaker button to set.

10 On Vacation until ....../......
- Enter Date,
- Press Speaker button to set

To cancel
- Press: Speaker
- Press Test Message Key
- Press Speaker to hang up

* Techs can program custom messages if required, e.g. codes 11-20
### SOFT KEY MENU (MENU’S ON DISPLAY SCREEN)

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<tr>
<th>No.</th>
<th>Menu Item</th>
<th>Description</th>
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</thead>
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<tr>
<td>1</td>
<td>Call History</td>
<td>To view Call History. For details, see Call History operation section.</td>
</tr>
<tr>
<td>2</td>
<td>Directory</td>
<td>To use Directory function. For details see Directory operation section</td>
</tr>
<tr>
<td>3</td>
<td>Tool</td>
<td>Uses when accessing external XML Server. For details, please contact the system administrator.</td>
</tr>
<tr>
<td>4</td>
<td>Call Function</td>
<td>Currently Not Used (greyed out)</td>
</tr>
<tr>
<td>5</td>
<td>Setting</td>
<td>To set up the terminal such as ringing volume control, LCD display setting and download of Music on Hold.</td>
</tr>
<tr>
<td>6</td>
<td>Presence</td>
<td>Currently Not Used (greyed out)</td>
</tr>
<tr>
<td>#</td>
<td>Favorite</td>
<td>By registering frequently-used features as favourite, the user can access these features with simple operation.</td>
</tr>
<tr>
<td>0</td>
<td>Terminal Config</td>
<td>This item is used for Configuration setting of DT Series.</td>
</tr>
</tbody>
</table>

### History Menu

<table>
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<tr>
<th>LIST MENU</th>
<th>Key</th>
<th>Name</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>REDIAL</td>
<td>Detailed info. of last call</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>CID</td>
<td>Former records</td>
</tr>
</tbody>
</table>

### Directory Menu

<table>
<thead>
<tr>
<th>Key</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>REGIST</td>
<td>To add new data</td>
</tr>
<tr>
<td>2</td>
<td>SEARCH</td>
<td>To find registered data</td>
</tr>
<tr>
<td>3</td>
<td>SETTING</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Delete All</td>
<td>Delete all history</td>
</tr>
</tbody>
</table>