

NEC

SV8100 Multiline Telephone

User Guide



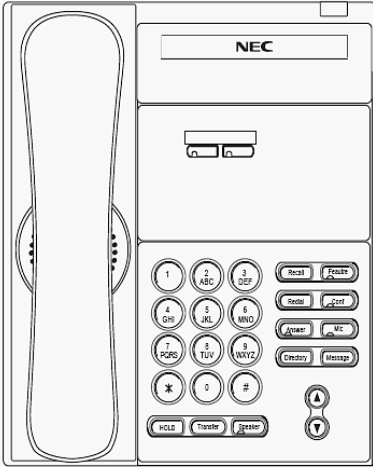
Table of Content

User Introduction for Display Phones
Display Phone Buttons
Softkeys Explained
Placing Calls
Microphone Control
Background Music
Do Not Disturb
Holding Calls
Transferring Calls
Speakerphone Calls
Group Listening
Conference
Last Number Redial
Call Pick-Up
Group Paging
Call Park
Trunk Queuing
Caller ID
Call Forwarding
System & Station Speed Dials
Programming One-Touch ICM Keys
Function Numbers
3-Digit Feature Codes
Voice Mail Functions

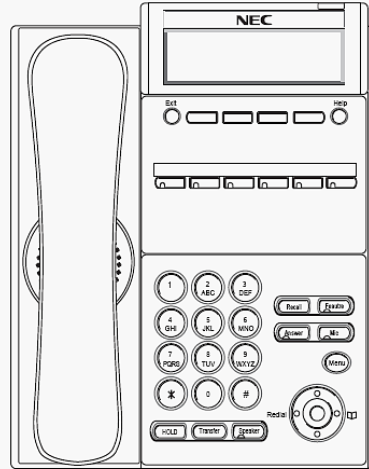
NEC SV-8100 - User Introduction for Display Phones

DT310/DT710 (2-button without LCD)

DT310/DT710 (6-Button with LCD)

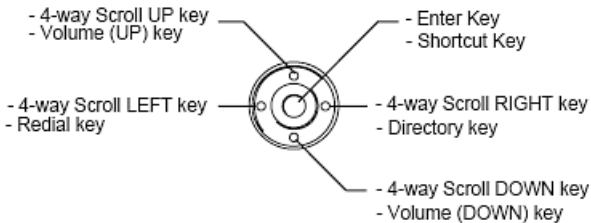


**Non-display and 6
button without joystick**



**6/12/24 button
phones with joystick**

The Joystick



Display Phone Buttons

HOLD

The red HOLD button at the bottom of the phone is used to put calls on hold.

TRANSFER

The TRANSFER button is used to transfer calls to another phone.

SPEAKER

The SPEAKER button activates the speakerphone.

ANSWER

The ANSWER button is used to answer a second call, like call waiting.

RECALL

The RECALL button is used to transfer calls if you have Centrex or Centranet lines only. Otherwise this button can be used to disconnect a call and give you fresh dial tone.

FEATURE

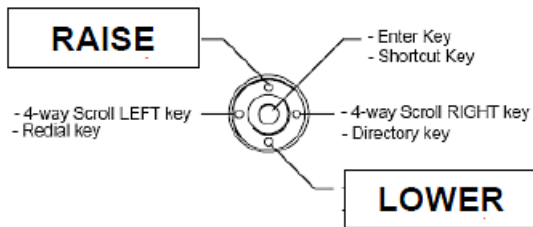
The FEATURE button is used for programming.

MIC

The MIC button turns on/off the built in microphone. Most prefer to leave the microphone on (light on) so you can use the speakerphone and talk back intercom.

SOFT KEYS

The 4 gray buttons just below the LCD screen are called soft keys. These buttons can be used for a variety of things depending upon what you are doing on the phone. The Exit button terminates any current softkey function and returns to the normal display. The HELP button does not function.



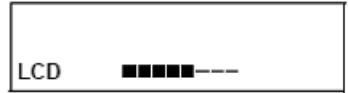
To adjust the HANDSET volume:

Press RAISE or LOWER buttons on the joystick (or the UP and DOWN pointing arrows) with the handset off-hook.



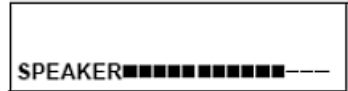
To adjust LCD contrast:

Press RAISE or LOWER buttons on the joystick (or the UP and DOWN pointing arrows) with the handset on-hook.



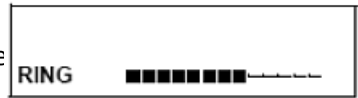
To adjust Speakerphone volume:

Press RAISE or LOWER buttons on the joystick (or the UP and DOWN pointing arrows) with the speaker button ON.



To adjust your phones ringer:

Press SPEAKER and dial 729. While the phone is ringing press the RAISE or LOWER buttons on the joystick (or the UP and DOWN pointing arrows) with the speaker button ON.



SOFTKEYS EXPLAINED



Phone's display while in the idle mode

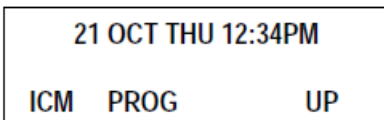
LIST – Opens softkey display containing [REDIAL & CID]

DIR – Opens the directory [SPD, EXT, STA, TELBK]

VMsq – takes you to *YOUR* voice mailbox

DN (↓) – Next screen with more options

STA101 – Is replaced with your name



Display when "Down Arrow" is pressed

ICM – Opens ICM Menu screen (InPg, ExPg, P/U)

PROG – Press this key to program your 10-station speed dials

UP (↑) – Returns to Main screen

21 OCT THU 12:34PM
Redial CID

Display when "LIST" is pressed

21 OCT THU 12:34PM
UP DN Delete Save

Display when "Redial" is pressed

21 OCT THU 12:34PM
2174423800 DIGITALCOMM
UP DN Delete Save

Display when "CID" is pressed

21 OCT THU 12:34PM
SPD EXT. STA TELBK

Display when "DIR" is pressed

21 OCT THU 12:34PM
InPg ExPg P/U

Display when the handset is lifted or the speaker button is pressed *prior* to making a call

Redial– Pressing this key brings up the Redial screen.

CID – Pressing this key brings up the Caller ID screen.

UP/DN (&) – Allows scrolling through the last 10 numbers.

NOTE: See Redial section in this guide for more detailed info.

UP/DN (&) – used to scroll through the last 20 numbers that rang or were transferred to your phone (included VM calls).

NOTE: See Caller ID section in this guide for more detailed info.

SPD – Press this key to open the SYSTEM speed dial screen for accessing 1000 system numbers.

EXT – Press this key to open a screen listing the extension numbers by name.

STA – Press this key to open your personal bank of 10 station numbers.

TELBK – Press this key to open the programmed telephone book.

InPg – Press this key to page an internal intercom group.

ExPg – Press this key to page through an external paging system.

P/U – Press this key to use group or directed call pickup.

21 OCT THU 12:34PM

CONF RPT SAVE TRF

Display during an external call

CONF – Press this key to begin a conference call.

RPT – Not available during call.

SAVE – Press this key to save the currently dialled number for later retrieval.

TRF – Press this key to transfer this call (functions like the TRANSFER button).

PLACING CALLS

Internal Calls

- Lift the handset.
- Dial a station number or **0** for the attendant. OR press the button programmed for Direct Station Select.
- Voice announce after the tone burst or wait for the ringing call to be answered.

Note 1: When calling a multiline telephone, dialling **1** after the station number will change ringing to voice or voice to ringing.

Note 2: To directly access a personal voice mailbox, dial **8** after dialling the station number.

Outside Calls

- Lift the handset.
- Typically dial **9** OR press an idle **Outside Line** key.
- Dial the telephone number.

Changing how you receive intercom and transferred calls

- Lift the handset.
- Dial 721 for hands-free answer back (display will show VOICE) or 723 to make your phone ring (display will show RINGING).
- Hang up.

MICROPHONE CONTROL

- Press the **MIC** key.
- A lit **MIC LED** indicates that the **MIC** is on.

BACKGROUND MUSIC

To turn Background Music on or off:

- Press the **Speaker** key.
- Dial **725**.
- Press **Speaker** to hang up.

DO NOT DISTURB (DND)

To set DND

- Press pre-programmed DND feature button.
- Dial 3 to set DND All Calls – the display will indicate “**DND ALL**”

To cancel DND

- Press pre-programmed DND feature button.
- Dial 0 – the display will indicate “**DND CANCEL**”

HOLDING CALLS

To retrieve a call you placed on hold using the HOLD button, press the GREEN flashing key.

Note: Unless your system is programmed with a key for each outside line, calls placed on hold using the **Hold** button can **ONLY BE PICKED UP AT YOUR** extension.

TRANSFERRING CALLS

With a call in progress:

- Press the **Transfer** key.
- Dial the station number.
- Announce the call (optional).
- Replace the handset.

Note 1: If the called station is busy, replace the handset to initiate a camp-on. Unanswered camp-ons and unscreened transfers will recall to the transferring station.

Note 2: To return to the original party, press the GREEN flashing key.

Call Transfer using Programmed DSS Keys

With a call in progress:

- Press the programmed **DSS button**.
- Announce the call (optional).
- Replace the handset.

Note 1: A **Programmable Function Key** may be assigned for DSS. (See programming a function in this manual)

Note 2: To transfer a call directly to a personal voice mailbox, dial **8** after dialling the station number.

SPEAKERPHONE CALLS

- Press the **Speaker** key and the LED lights.
- Ensure that the **MIC LED** is lit.
- Place internal or outside call.
- Press the **Speaker** key to disconnect call.

Note: The handset may be used at any time during the conversation. To resume hands-free operation or to monitor a call, press the **Speaker** key (the LED lights) and replace the handset.

GROUP LISTENING

To initiate Group Listening:

- Place or answer call using the handset.
- Press **Speaker** twice (but do not hang up). The Speaker button flashes slowly.

21 OCT THU 12:34PM
GROUP LISTEN
Conf

Note 1: You can talk to the caller through your handset. Your co-workers hear your caller's voice over your telephone's speaker.

Note 2: Pressing **Speaker** once turns your Speakerphone on; second press turns on Group Listening; third press cancels Group Listening.

CONFERENCE

- Establish first intercom or trunk call. Display shows:

21 OCT THU 12:34PM
CONF RPT SAVE TRF

- Press **Conf** softkey. Display shows:

21 OCT THU 12:34PM
AnHd Dir

- Dial the extension you want to add **OR** access outside call by dialling 9 **OR** press “DIR” to access the directory. (**AnHd** – returns you to call 1)
- When second party answers (display shows), press **Add** to add this call or **Rls** to end second call.

21 OCT THU 12:34PM
Add Rls

- After **Add** has been pressed display shows:

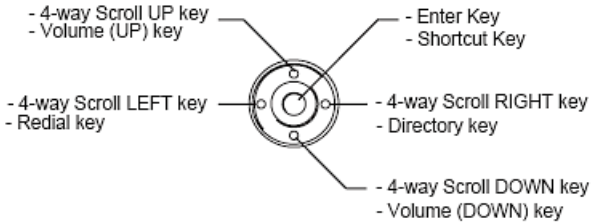
21 OCT THU 12:34PM
Begin Add

- When you are ready to being the conference press **Begin** softkey. Press **Add** to continue adding to the conference call.

Note: Unless a conference bridge has been installed, a conference call can consist of three parties. Two parties within your office and one outside caller or two outside callers and one inside extension.

LAST # REDIAL

- Without lifting the handset, press **Redial** on the joystick. The last dialled number is displayed.



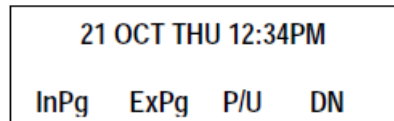
- To redial the **last number** press **# OR** search for the desired number from the Redial List by pressing the **Redial Softkey** or **VOLUME UP** or **VOLUME DOWN** keys.
- Lift the handset or press **Speaker** to place the call.

CALL PICKUP

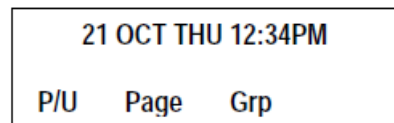
Group Call Pickup

To answer a call ringing another telephone in your Pickup Group:

- Pick up the handset or press the **Speaker** key.



- Press the **P/U** key



- Press the **GRP** key to answer the call.

DIRECTED CALL PICKUP

To use Directed Call Pickup to intercept a call to a co-worker's extension:

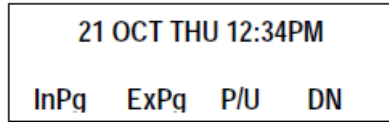
- Pick up the handset or press the **Speaker** key.
- Dial **
- Dial the number of extension whose call you want to intercept.

Note: If more than one call is coming in, the system sets the priority for which calls it will answer first.

INTERNAL GROUP PAGING

To make an Internal Page announcement:

- Lift the handset.



- Press **InPg** and enter the internal paging group number (1-9) at the next screen.

OR

- Lift the handset and dial **701** and the Paging Zone number (0~9).

Note: Dialling **0** calls All Call Internal Paging.

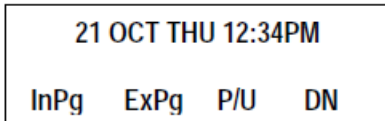
- Dial ***1** and the Combined Paging Group code 1~8 or **0** (for *Internal/External All Call*).
- Make announcement.
- Press the hook-switch to disconnect quietly. Then hang up.

Note: Display indicates the Combined Paging as an External Page.

EXTERNAL GROUP PAGING

To Page an external zone:

- Lift the handset.



- Press **ExPg** and enter the internal paging group number at the next screen.

OR

- Lift the handset and dial **703** and the Paging Zone number (0~9).
- External Paging Group code (1~9 or *0 for Internal/External All Call*).
- Make announcement.
- Press the hook-switch to disconnect quietly. Then hang up.

Note: Display indicates the Combined Paging as an External Page. If the Internal Page Zone is busy or if there are no extensions in a page group, the page may be announced as an External Page only.

CALL PARK - SYSTEM

To Park a call in a system orbit (you can **Park** intercom or trunk calls):

- With a call in progress - press a Park key (Park 1, Park 2, etc). The Park key LED lights.
- Use Paging to announce call.
- Press the hook-switch to disconnect quietly. If not picked up, the call will recall to you.

OR

- With a call in progress - press the **Transfer** or **Hold** key.
- Dial **#6** and the Park orbit (01~64). If you hear busy tone, the orbit is busy. Try another orbit.
- Use Paging to announce call.
- Press the hook-switch to disconnect quietly. If not picked up, the call will recall to you.

To pick up a parked call:

- Lift the handset.
- Press the red blinking **Park** key (Park 1, Park 2, etc).

OR

- Press the **Speaker** key.
- Dial ***6** and the Park orbit (01~64).

TRUNK QUEUING

(Use this feature when all lines are busy)

- Lift the handset and dial 9.
- When a busy signal is heard (the display will say BUSY). Press the # button and hang up.

When a trunk becomes free, your extension will ring. Pick up the handset and hear OUTSIDE dial tone. Dial your number without dialling the access code 9.

NOTE: If you do not answer your phone within 10 seconds, the queuing will automatically be cancelled.

CALLER ID

Answer

Receive incoming ringing or transferred outside call:

- Review the telephone display for the calling party's name or number.
- Answer the call accordingly.

Temporary Memory

An unanswered call will cause the **Call History** key to flash (a handset icon in the upper left hand corner of the display), indicating a new call has been placed in the temporary memory.

Press the center button of the joystick. The display will change to:

[1] MISSED CALLS [2] VOICE MAIL

Dial 1 for Missed calls.

21 OCT THU 12:34PM 2174423800 DIGITALCOMM UP DN Delete Save

Use up and down arrows to scroll through the log.

To place a call back to a number in the temporary memory list, with the number to be dialled displayed, lift the handset or press the **Speaker** key.

21 OCT THU 12:34PM 2174423800 DIGITALCOMM One All

To delete, press Delete key and follow the softkeys.

CALL FORWARDING

All Call Forwarding (both internal and external)

To set call forward all:

- Press the Speaker key
- Dial 741
- Dial 1 to Set
- Dial the extension you wish to have your calls answered by or the VM Pilot Number
- Hang up
- To cancel when you return, dial 741, then press 0 to cancel

NOTE: If you call forward all your calls to another station and that station is in turn call forwarded (either busy/no answer or all calls), you calls will end up in *YOUR* mailbox.

Call Forwarding Off-Premise (both internal and external)

To set call forward all:

- Press the Speaker key
- Dial 741
- Dial 1 to Set
- Dial 9 + the phone number you wish your calls forwarded to.
- Hang up
- To cancel when you return, dial 741, then press 0 to cancel

NOTE: If you have to dial 1 + the area code to reach this number make sure to include them after the 9)

DIALLING SYSTEM/STATION SPEED DIALS

To dial a Speed dialling number:

- Press the DIR key.

```
21 OCT THU 12:34PM
101          STA101
List  Dir  VMsg  DN
```

- Press the SPD key for SYSTEM numbers or STA key for STATION numbers.

```
21 OCT THU 12:34PM
SPD  EXT.  STA  TELBK
```

- The [A] in the upper right corner number designates the letter A as the alphabetical starting point. To look for name starting with an N, press 6 twice.

```
UP = up arrow
DN = down arrow
```

```
DIRECTORY DIALING  [A]
SYS: COMMON
UP  DN  DIAL  ←
```

- Use the up arrow to scroll all speed numbers/names starting at N and proceeding through all programmed speed dial numbers.
- When you find the number you wish to call – press CALL – the speakerphone will activate and the number will be dialed.

Note: This procedure is the same for both system and station speed dialling. “SYS: COMMON” is replaced with “STATION” for station speed numbers.

STATION SPEED DIAL - PROGRAMMING

To store a Station Speed Dialling number (display telephones only):

- Press the **Speaker** key.
- Dial 755.
- Dial the Station Speed Dial buffer number to be programmed (0~9).

1 = Station Speed Dial buffer 1

2 = Station Speed Dial buffer 2 etc.

Note: 0 = Station Speed Dial buffer 10

- Dial the Access Code (e.g., 9) - if required.
- Dial telephone number you want to store (up to 24 digits).

Note: Valid entries are 0~9, # and *. To enter a pause, press MIC. To store a Flash, press Recall.

- Press Hold.
- Enter the name associated with the Speed Dialling number (display telephones only):

= Accepts an entry (only required if two letters on the same key are needed - ex: TOM).

Pressing **#** again = Space.

Conf clears the character entry one character at a time (used when entering the Name).

EXIT clears all the entries from the point of the flashing cursor and to the right (used when entering the number, this clears both the number and name).

Use this keypad digit....	Key for Entering Names When you want to....
1	Enter characters: 1 @ [¥] ^ _ ' { } Æ ¨ Á Â Ã Ä Å Ç È É Ê Ë Ì Í Î Ï
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 ! " # \$ % & ' () * ã ä å æ ç è é ê ë ì í î ï ð ñ ò ó ô õ ö ù ú û ü ä å à á â ã
*	Enter characters: + , - . / : ; < = > ? B E ó S ¢ £
#	# = Accepts an entry (only required if two letters on the same key are needed – ex: TOM). Pressing # again = Space.
Conf	Clears all the entries from the point of the flashing cursor and to the right (used when entering the Name).
Exit	Clears all the entries from the point of the flashing cursor and to the right (used when entering the Number, this clears both the number and name).

PROGRAMMING ONE-TOUCH ICM KEYS

- Press the **Speaker** key.
- Dial Service Code **751**.
- Press the **Line Key** to be programmed. Screen should say “Not Defined” or an old entry you can erase. **Leave CAP Keys in place or you will not be able to transfer calls.**
- Dial 01 followed by the extension number.
- Press **HOLD** then **Speaker**

LINE KEYS – PROGRAMMABLE LINE KEYS

The following functions below can be assigned to Line Keys if allowed by Class of Service.

To Program a Line key as a Programmable Function Key:

- Press the **Speaker** key.
- Dial Service Code **751**.
- Press the **Line Key** to be programmed.
- Dial the code for the desired feature plus additional data if required.
- 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.

CAUTION:
**CHECK WITH YOUR COMMUNICATIONS TECHNICIAN
BEFORE CHANGING ANY FEATURE KEYS. YOU COULD
RENDER YOUR PHONE INOPERABLE.**

Function Numbers - Function Additional Data

- 01 DSS / One-Touch Extension number or any numbers (up to 24 digits). Press HOLD to write.
- 03 DND Key
- 04 BGM (ON/OFF)
- 05 Headset
- 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
- 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)

3-Digit Feature Codes

Night Mode Switching (Attendant Feature only)	718
Setting System Time (Attendant Feature only)	728
Call Forward All	741
Call Forward Busy	742
Call Forward No Answer	743
Call Forward B/NA	744
Alarm Clock	721
Background Music	725
Do Not Disturb	747
Extension Name Change	700
Answer Message Waiting	*0
Cancel All Messages Waiting	773
Cancel Message Waiting	771
Program Function Key (2-digit service codes)	751
Program Function Key (3-digit service codes)	752
Change Ring Tones	720
Check Ring Tones	711
Ring Volume Set	729
Station Speed Dial Set	755
Headset Mode Switching	688
Headset Ring Volume Set	662
Internal/External All Page	*10
Door Box Access	702
Station Speed Dialling	#7
VM Access (InMail & VMS)	*8

VOICE MAIL FUNCTIONS

TO TRANSFER A CALL DIRECTLY TO A MAILBOX

- Press Transfer
- Dial the extension number + 8
- Hang up.

TO CHECK YOUR MESSAGES (FROM OUTSIDE)

- Dial the Automated Attendant number (typically your main number after hours)
- Wait for greeting
- Dial 9 followed by your mailbox number
- Enter your Security Code.

TO RECORD A QUICK MESSAGE (FROM OUTSIDE)

- Dial the Auto Attendant number (typically after hours)
- Wait for main greeting to start, then dial *, followed by the mailbox number
- Leave message and hang up.

TO FORWARD ALL INCOMING CALLS TO YOUR MAILBOX WHEN YOU WILL BE OUT OF THE OFFICE FOR AN EXTENDED TIME

- Press the Speaker key
- Dial 741
- Dial 1 to Set
- Dial the VM Pilot Number
- Hang up
- To cancel when you return, dial 741, and then press 0 to cancel

NEC

NEC Unified Solutions, Inc.

6555 N. State Hwy. 161

Irving, TX 75039

TEL: 214-262-2000

www.necunifiedsolutions.com