

NEC

Univerge SV8100

Quick Reference Guide



12/24/32 Button Digital, IP DESI-Less 8 Button Digital, and IP Reference Sheet



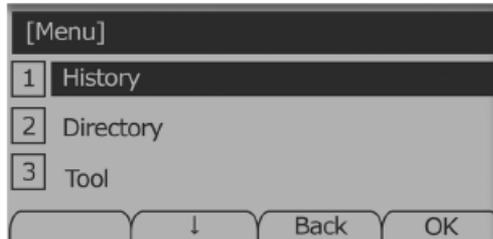
12/24/32 Button



DESI Less 8 Button

Menu

From this key, the user may access additional functions such as Call History and Directory.



Soft Keys

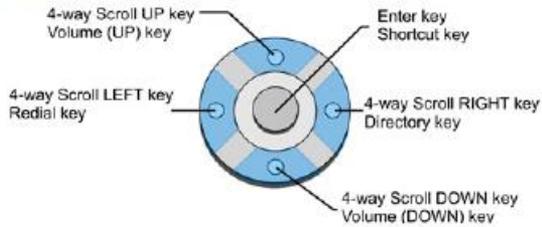
Any feature shown at the bottom of the LCD is available. The appropriate feature key is displayed on the screen according to the call handling process.

Programmable Keys

These keys can be programmed as either a Flexible Line key, Programmable Feature key or One-Touch Speed Dial key.

FUNCTION KEYS

Cursor



Recall

Press this key to send a hook flash to the CO you are currently on. Depending on the CO, it may put the caller on hold with Telco or hang up.

Feature

Used to activate terminal setup functions and to program One-Touch keys. Feature + 1 – Turns microphone On/Off.

Answer

When the LED on this key is flashing, press the key to answer a waiting call.

Hold

Press this key to put a call on hold.

Transfer

Allows the extension user to transfer a call or make a second call.

Speaker

Controls built-in speaker, which can be used for hands-free dialing and monitoring. LED on key lights when key is active.

Help

Explanations of Programmable Keys can be called up on the LCD by pressing and holding the **Help** key plus a programmable key.

Exit

The user can exit from the Menu or Help mode by pressing this key.

MAKE A CALL

- Lift the Handset or press **Speaker**.
- Dial the required number. (For external calls, dial 9 first)

LAST NUMBER REDIAL

- Without lifting handset, press the **REDIAL** button.
- Press the Cursor key left/right to search the required number.
- Press **#** to initiate the call.

HOLD

Ask the caller to please hold:

- Press the **Hold** key – held key flashes.
- You may replace handset if you wish.

To retrieve a call:

- Lift the handset.
- Press the flashing line.

NOTE: For exclusive hold – press **Feature + Hold**.

TRANSFER

With a call in progress:

- Press the **Transfer** key.
- Dial an extension or external number and announce the call (optional).
- Replace the handset.

NOTE: If the called extension is busy or does not answer, press the **Flashing key** to return to your caller. If the extension does not accept the call, ask them to hang up and your call is returned.

CONFERENCE

With a call in progress (internal or external)

- Press the **Transfer** key.
- Dial an internal or external number.
- When the third party answers, press the **CONF** soft key.
- Press **Add + Begin** softkey again to begin the Conference.

A three way conference is now established.

NOTE: Any party may exit the conference by hanging up. The two parties will remain connected, as long as one of the remaining parties is internal.

ANSWER A SECOND CALL

Answer Hold allows a multiline terminal user to press the flashing Answer Key to answer an incoming ringing call or a Camp-On call. When the multi-line terminal user is already answering a call, the first call is automatically placed on hold.

Receive a CO/DID/DIL incoming ring, the Answer key flashes.

- Press **Answer** to access the new call, the Answer LED goes out and the original call is put on hold.

If additional calls are received, press **Answer** to place the current call on hold and connect to the next call as long as Call Appearance Keys and/or CO line keys are available.

CALLBACK

If you dial a busy extension:

- Dial # and hang up.
- Replace the handset.

During this time you may make and receive calls. When both extensions are free, your phone will ring.

- Lift the handset and the other extension will ring.

To Cancel: Lift the handset and dial access code **770**.

CALL FORWARD ALL

Forwards all calls immediately.

To Set:

- Lift the handset and dial the Call Forward All Access code **741**.
- Dial **1** to set.
- Dial the destination number.
- Replace the handset.

To Cancel:

- Lift the handset and dial **741**.
- Dial **0** to cancel.
- Replace the handset

CALL FORWARD NO ANSWER

Forwards calls only after 4 – 6 rings.

To Set:

- Lift the handset and dial the Call Forward No Access code **743**.
- Dial **1** to set.
- Dial the destination number.
- Replace the handset.

To Cancel:

- Lift the handset and dial **743**.
- Dial **0** to cancel.
- Replace the handset.

CALL FORWARD BUSY

Forwards calls when your extension is busy.

To Set:

- Lift the handset dial **742**.
- Dial **1** to set.
- Dial the destination number.
- Replace the handset.

To Cancel:

- Lift the handset and dial **742**.
- Dial **0** to cancel.
- Replace the handset.

LOGIN/LOGOUT

For IP telephones only.

To Login:

- Enter the Login code and press **SET** soft key.
- Enter the password and press **OK** soft key.

To Logout:

- Press the **LOGOUT** key (Display will show **LOGOUT?**).
- Press the **LOGOUT** key again and wait a few seconds for the handset to logout.

CALL PICK UP

To answer a ringing extension in your group:

- Lift the handset and dial * #.

For answering ringing extensions not in your group:

- Lift the handset, dial **768** plus ringing extension number.

VOICECALL

Allows a user to intercom other digital handsets.

- Lift the handset and dial extension number.
- Press **Voice** soft key and speak over the intercom.

PROGRAMMING SPEED NUMBERS

To store a Speed Dial number (display telephones only):

- Press **Speaker**.
- Dial **753** (for system).
- Dial telephone number you want to store (up to 24 digits).
- Press **Hold**.
- Enter Speed Dialing storage location. If desired, enter name using dial pad.
- Press **Speaker** to hang up.

To dial a System Speed Dial number:

- Without lifting the handset, press the **Redial** key.
- Press the **Cursor** button up or down to search for the required number.
- Go Off-hook to dial

ADJUSTMENTS

To adjust the display:

Press the **Cursor** button up or down while the telephone is idle.

To adjust the Speaker/Receiver volume:

Press the **Cursor** button up or down during conversation.

To adjust the ringer volume:

Press the **Cursor** button up or down during ringing.

Shortcut Menu

The user can access the shortcut menu by pressing the **Enter** key (center cursor button).

Univerge Terminal Quick Reference Guide

ACCOUNT CODES (Long Distance)

When dialing a long distance number, the system will ask you for an Account Code. Enter your assigned code as follows:

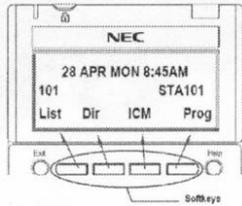
“Star, Code, Star” -> *1234*

LCD & MENUS (Soft Keys)

Below your LCD screen, you will find four (4) soft keys, which allow you to navigate the Menu Options above the keys.

Functions such as:

- Call Display History
- Redial List
- Directory
- Voice Mail



SPEAKER PHONE

- To switch between handset and speakerphone, press Speaker, then hang up phone.
- If the Mic key light is off, it is on mute.
- To go back to handset, pick up handset.

TRANSFERRING CALLS

Announced Transfer

1. Person wishes to speak to another extension.
2. Press **Transfer** key and then the extension number (or extension key if on your phone).
3. Wait on the line until the extension answers, then, introduce the caller.
4. Press **Transfer** for call to be connected.

Blind Transfer

1. Person wished to speak to another extension.
2. Press **Transfer** key and then the extension number (or extension key if on your phone).
3. Press **Transfer** key to complete transfer.
4. Call is connected directly to the extension.

Transfer Caller Directly to Voicemail

1. When transferring, add an **8** after the extension number (or after extension key).
2. Press **Transfer** again, then hang up.
3. Call is transferred directly to the extension's voicemail.

TEXT / STATUS BUTTON

- Indicate your status to staff members by first pressing **Speaker**, then pressing the **Text** key.
- Use the **Circle** key to scroll up or down through the options listed.
- To indicate time of return, type the numbers into the #### areas of the message.

Press **Speaker** to activate.

No.	Message	Change # to:
1	In Meeting Until ##:##	Time meeting is done
2	Meeting Room - #####	Room name or extension
3	Come Back ##:##	Time when returning
4	Please Call #####	11 digits tel. no.
5	Busy Call After ##:##	Time when returning
6	Out for Lunch Back ##:##	Time when returning
7	Business Trip Back ##:##	Date when returning
8	Business Trip #####	10 digits where reached
9	Gone for the Day	
10	On Vacation Until ##:##	Date when returning
11-20	Message 11-20	

To cancel, press **Speaker**, then press **Text** key.

ANSWERING CALLS

- Lift handset and communicate or press **Speaker** for speakerphone.
- The **Mic** key must be lit for the speakerphone.

MAKING CALLS

- Start dialling by pressing **9 + Outside Number** then lift handset for privacy. The system will choose the appropriate line. If dialling an extension, dial the 4-digit extension number.
- If on an outside line, the **Call** key will light **Green**.
- If on an extension call, the **ICM** key will light **Red**.

PLACING CALLS ON HOLD

While on a call, press the **Hold** key.

- Outside calls on hold will flash **Green** on Call key.
- Extension calls on hold will flash **Red** on Call key.

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 watch the display for the next available park position. Then enter the two-digit position displayed.
- 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 applicable Park position (01 to 64).

SETTING OR CHANGING THE SYSTEM TIME (Admin Only)

- You can set or change the telephone system time from any handset that is connected to the telephone system.
- Press the speaker key and dial 728.
- Enter the time in 24-hour format with two digits for the hours and two digits for the minutes from 00 to 59. To set the time to 6:09pm, enter 18 for the hours and 09 for the minutes.
- When finished, press the speaker key to disconnect. The new system time will be displayed.

VOICEMAIL / UNIFIED MESSAGING ACCOUNT SETUP

The NEC UM8000 will give you quick access to your voicemail in a number of ways:

- Telephone Set Access
- Email Voicemail Notifications
- Internet Explorer Access to Voicemail
- Remote Cellular Phone Access

In order to start using the Unified Messaging System, you will need to enrol:

- STEP 1: Press the **VMsg** softkey
- STEP 2: System will ask for your Security Code
- STEP 3: Enter the system default of _____
- STEP 4: Follow the prompts
1 for YES and 2 for NO
- STEP 5: Record your name and greeting
- STEP 6: Wait until the end of the prompts and press **1** to confirm your settings

If you miss the confirmation, your name and greeting will not be saved.

NEC

NEC Unified Solutions, Inc.
6555 N. State Hwy. 161
Irving, TX 75039
TEL: 214-262-2000

www.necunifiedsolutions.com