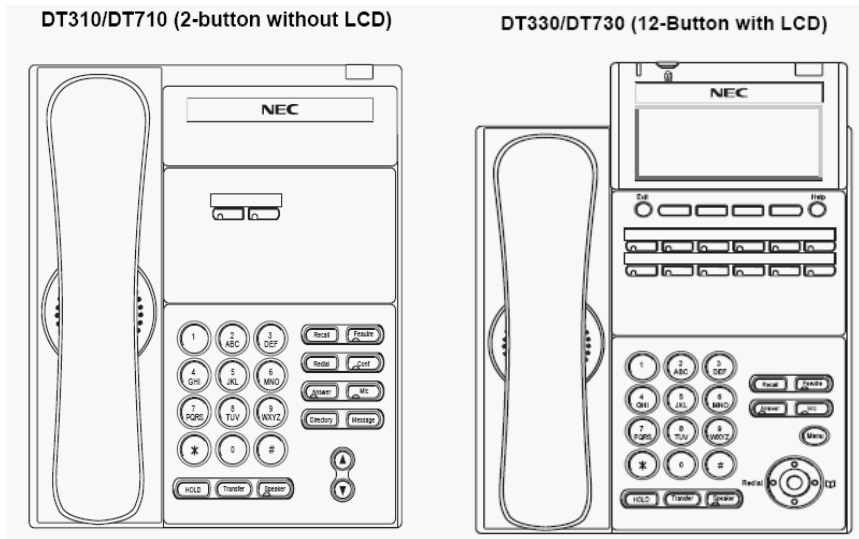# NEC SV-8100

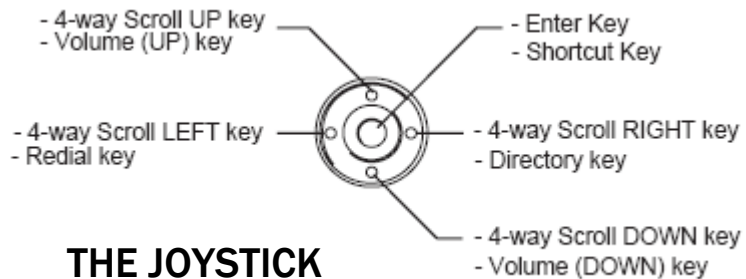# Multiline Telephone
User Guide
All Digital and
IP Phones
w/UM-8000 Voice Mail

NEC SV-8100 - User Introduction for Display Phone

DT310/DT710 (2-button without LCD)   DT330/DT730 (12-Button with LCD)

Non-display and 6
button w/o joystick

6/12/24 button
phones w/joystick

THE JOYSTICK

- 4-way Scroll UP key
- Volume (UP) key
- Enter Key
- Shortcut Key
- 4-way Scroll LEFT key
- Redial key
- 4-way Scroll RIGHT key
- Directory key
- 4-way Scroll DOWN key
- Volume (DOWN) key

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

Voice Mail Initial Set Up

Users with Display Phones can use the softkeys at the top of the phone as well.

Access Voice Mail by pressing the softkey under VMsg

Use the soft keys at the top of the phone to maneuver quicker.

```
┌─────────────────────────────┐
│     21 OCT THU 12:34PM       │
│ 101                 STA101   │
│ List    Dir    VMsg     DN   │
└─────────────────────────────┘
```

To Set Up Your Mailbox

Press softkey under VMsg
When asked to enter a security code, enter the default of 0000. Be sure to change it.

A tutorial will then start. Follow along and complete all tasks.
DO NOT HANG UP UNTIL THE VOICE MAIL LADY SAYS "Great"

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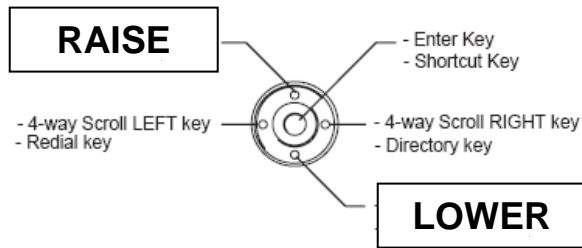
RECALL. The RECALL button is used to transfer calls if you have Centrex or Centranet lines only. Otherwise this button can be used to disconnect a call and give you fresh dial tone.

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.
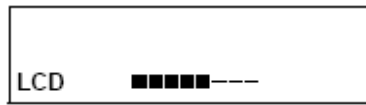
RAISE

- Enter Key
- Shortcut Key

- 4-way Scroll LEFT key
- Redial key

- 4-way Scroll RIGHT key
- Directory key

LOWER

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.

HANDSET■■■■————————

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

LCD   ■■■■■———

To adjust Speakerphone volume:
Press RAISE or LOWER buttons on the joystick (or the UP and DOWN pointing arrows) with the speaker button ON.
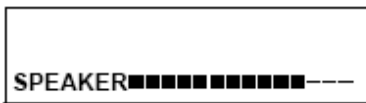
SPEAKER■■■■■■■■■■———

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.

RING   ■■■■■■■————

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————————————751
(2-digit Service code)
Program Function Key————————————752
(3 Digit Service Codes)
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 Dialing————————————#7
VM Access (InMail & VMS)———————————*8

SOFTKEYS Explained

```
┌─────────────────────────────┐
│    21 OCT THU 12:34PM       │
│ 101                 STA101   │
│ List    Dir    VMsg    DN    │
└─────────────────────────────┘
```

<u>Your phone's display while in the idle mode</u>.

LIST – Opens softkey display containing [REDIAL & CID]

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

VMsg – takes you to *YOUR* voice mailbox

DN(a downward pointing arrow) – Next screen with more options.

STA101 – Is replaced with your name

—————————————————————————————

```
┌─────────────────────────────┐
│    21 OCT THU 12:34PM       │
│                              │
│ ICM    PROG           UP     │
└─────────────────────────────┘
```

<u>Softkey display when "DN (down arrow)" is pressed</u>

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

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

UP (upward pointing arrow) – Returns to Main screen

```
        21 OCT THU 12:34PM


     Redial    CID
```

<u>Softkey display when "LIST" is pressed</u>

Redial– Pressing this key brings up the Redial screen.

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

```
        21 OCT THU 12:34PM


     UP     DN      Delete    Save
```

<u>Softkey display when Redial is pressed</u>.

UP/DN (upward & downward pointing arrows) – Allows scrolling through the last 10 numbers.

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

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

<u>Softkey display when CID is pressed.</u>

UP/DN (upward & downward pointing arrows) – 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 instructions.

Function Number - 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)

Note: This guide is updated from time to time. Get the latest version at www.digcom.com

PROGRAMMING ONE-TOUCH ICM KEYS

1. Press the **Speaker** key.
2. Dial Service Code **751**.
3. 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!
4. Dial **01** followed by the extension number.
5. 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:
1. Press the **Speaker** key.
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.

CAUTION: CHECK WITH YOUR DIGITAL COMMUNICATIONS TECHNICIAN *BEFORE* CHANGING ANY FEATURE KEYS. YOU COULD MAKE YOUR PHONE <u>INOPERATABLE</u>.

```
┌─────────────────────────────┐
│      21 OCT THU 12:34PM      │
│                             │
│   SPD    EXT.   STA   TELBK  │
└─────────────────────────────┘
```

<u>Softkey display when "DIR" is pressed</u>

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.

```
┌─────────────────────────────┐
│      21 OCT THU 12:34PM      │
│                             │
│   InPg    ExPg    P/U       │
└─────────────────────────────┘
```

Your phone's display when the handset is lifted or the speaker button is pressed *prior* to making a call.

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

ExPg – Press this key to page thru 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
```

Your phone's display during an external call.

CONF – Press this key to begin a conference call.

RPT –

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

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

This space left blank for your notes:

Use this keypad digit....	Key for Entering Names When you want to....
1	Enter characters: 1 @ [¥] ^ _ ` { | } Æ ¨ Á À Â Ã Ç É Ê 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 ! " # $ % & ' ( ) ô Õ ú ä ö ü á å è
*	Enter characters: + , - . / : ; < = > ? ß 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).

STATION SPEED DIAL - PROGRAMMING

To store a Station Speed Dialing number (display telephones only):
1. Press the **Speaker** key.
2. Dial **755.**
3. 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
4. Dial the Access Code (e.g., 9) - if required.
5. 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**.
6. Press **Hold**.
7. Enter the name associated with the Speed Dialing 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).

PLACING CALLS - Internal Calls

1. Lift the handset.
2. Dial a station number or **0** for the attendant. **OR** Press the button programmed for Direct Station Select.
3. Voice announce after the tone burst or wait for the ringing call to be answered.
Note 1: When calling a multiline telephone, dialing **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 dialing the station number.

PLACING CALLS - Outside Calls

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

Changing how you receive intercom and transferred calls

1. Lift the handset.
2. Dial 721 for _handsfree answer back_ (display will show VOICE) or 723 _to make your phone ring_ (display will show RINGING).
3. 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:
1. Press the **Speaker** key.
2. Dial **725.**
3. Press **Speaker** to hang up.

TRANSFERRING CALLS
With a call in progress:
1. Press the **Transfer** key.
2. Dial the station number.
3. Announce the call (optional).
4. 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:
1. Press the programmed **DSS button**.
3. Announce the call (optional).
4. 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 dialing the station number.

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.

DIALING SYSTEM/STATION SPEED DIALS
To dial a Speed dialing number:

1. Press the **DIR** key.

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

2. Press the **SPD** key for SYSTEM numbers or **STA** key for STATION numbers.

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

3. 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.

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

UP = up arrow
DN = down arrow

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 dialing. "SYS: COMMON" is replaced with "STATION" for station speed numbers.

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)

SPEAKERPHONE CALLS

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

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

GROUP LISTENING

To initiate Group Listening:

1. Place or answer call using the handset.
2. 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

1. Establish first intercom or trunk call. (display shows).

```
21 OCT THU 12:34PM


CONF   RPT    SAVE   TRF
```

2. Press **Conf** softkey (display shows).

```
21 OCT THU 12:34PM


AnHd   Dir
```

3. Dial the extension you want to add. **- OR -**
Access outside call by dialing 9 **- OR –** press "DIR" to access the directory. (AnHd – returns you to call **1**)

4. 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
```

5. After **Add** has been pressed display shows.

```
21 OCT THU 12:34PM


Begin   Add
```

6. 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.

CALLER ID
Answer
Receive incoming ringing or transferred outside call:
1. Review the telephone display for the calling party's name or number.
2. 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 dialed displayed, lift the handset or press the **Speaker** key.

To delete, press Delete key and follow the softkeys.

```
21 OCT THU 12:34PM
2174423800    DIGITALCOMM
              One     All
```

CALL PARK - SYSTEM
To Park a call in a system orbit:

 Note: You can Park Intercom or trunk calls.

1. With a call in progress - press a **Park** key (Park **1**, Park **2**, etc).

 Note: The Park key LED lights.

2. Use Paging to announce call.

3. Press the hookswitch to disconnect quietly.

 Note: If not picked up, the call will recall to you.

- OR -

1. With a call in progress - press the **Transfer** key.

2. Dial **#6** and the Park orbit (01~64).

Note: If you hear busy tone, the orbit is busy. Try another orbit.

3. Use Paging to announce call.

4. Press the hookswitch to disconnect quietly.

 Note: If not picked up, the call will recall to you.

To pick up a parked call:

1. Lift the handset.

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

- OR -

1. Press the **Speaker** key.

2. Dial ***6** and the Park orbit (01~64).

## TRUNK QUEUING
(Use this feature when all lines are busy)

1. Lift the handset and dial 9.

2. 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 dialing the access code 9.

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

LAST # REDIAL
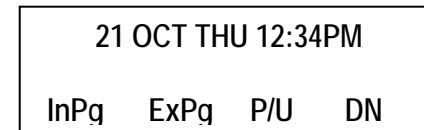1. Without lifting the handset, press the **Redial** on the joystick. The last dialed number is displayed.
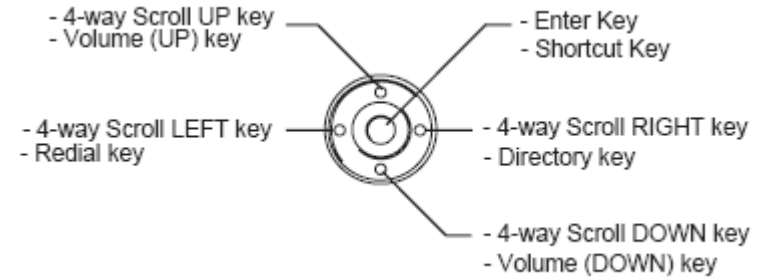
2. To redial the *last number* press **#**. **OR** Search for the desired number from the Redial List by pressing the **Redial Softkey** or **VOLUME UP** or **VOLUME DOWN** keys.

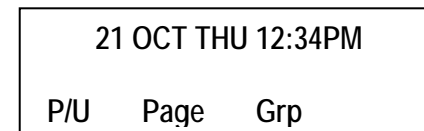3. Lift the handset or press **Speaker** to place the call.

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

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

```
21 OCT THU 12:34PM

InPg    ExPg    P/U    DN
```

2. Press the **P/U** key

```
21 OCT THU 12:34PM

P/U    Page    Grp
```

3. 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:
1. Pick up the handset or press the **Speaker** key.
2. Dial ******.
3. 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:
1. Lift the handset.

```
21 OCT THU 12:34PM

InPg     ExPg     P/U     DN
```
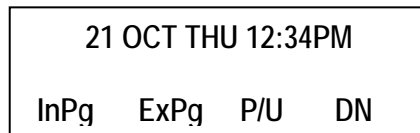
2. Press "**InPg**" – and enter the internal paging group number (**1**-9) at the next screen.

- OR -

1. Lift the handset and dial **701** and the Paging Zone number (0~9).
Note: Dialing **0** calls All Call Internal Paging.
2. Dial ***1** and the Combined Paging Group code **1~8** or **0** (for *Internal/External All Call*).
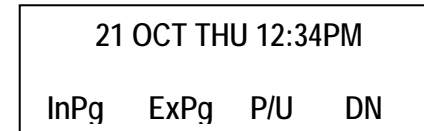
3. Make announcement.
4. Press the hookswitch to disconnect quietly, then hang up.

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

EXTERNAL GROUP PAGING

To Page an external zone:
1. Lift the handset.

```
21 OCT THU 12:34PM

InPg     ExPg     P/U     DN
```

2. Press "**ExPg**" – and enter the internal paging group number at the next screen.

- OR -

1. Lift the handset and dial **703** and the Paging Zone number (0~9).
2. External Paging Group code (1~9 or *0 for Internal/External All Call*).

3. Make announcement.
4. Press the hookswitch to disconnect quietly, then hang up.

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

DO NOT DISTURB (DND)

To set DND
1. Press pre-programmed DND feature button.
2. Dial **3** to set DND All Calls – the display will indicate
        "**DND ALL**"
To cancel DND
1. Press pre-programmed DND feature button.
2. Dial **0** – the display will indicate
        "**DND CANCEL**"