

# NEC

## ***UNIVERGE<sup>®</sup> SV9100***

### **System Telephone Quick Reference Guide**

Version 1.0

# Using Your Telephone

Example layout displayed


Due to the flexibility built into the system, your **Dialling Codes** and **Feature Capacities** may differ from those in this guide. Check with your System Administrator and make a note of any differences.


The **Soft Keys** provide quick and easy access to features - just follow the menu on the display (not available on all models).follow the menu on the display (not available on all models).


The **Alphanumeric Display** helps you use features and tells you about your calls. With optional Caller ID, a ringing line may show your caller's number and name.


The **Message Wait** LED flashes when you have Messages Waiting. If you don't have a Voice Mail key, it also flashes when you have Voice Mail messages left in your mailbox.


If you're on a Handsfree Call (see Handsfree Options below), lift the **handset** for privacy.

**Recall**  press the key to finish the call and return to dial tone.


**Answer**  When LED is lit press to answer a waiting call.

Press the **HOLD**  key to pace an internal or external caller on hold.


**Transfer**  allows the station user to transfer calls without attendant assistance.

**Speaker**  controls the built in speaker which can be used for Hands Free dialling /monitoring. LED is on when active.

See Handsfree Options below. While on a handset call, press SPK once for Handsfree; twice for **Group Listen**.

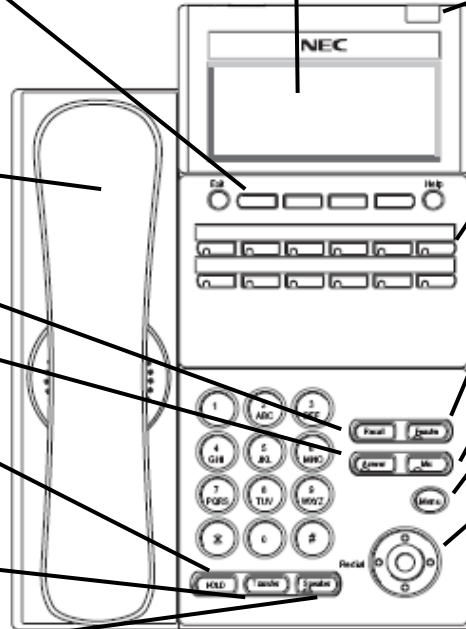
These are  and/or **FUNCTION** keys. See Programming Function Keys for more on setting up these keys.

**Feature** Used to activate any features as terminal setup functions, etc, and to program One-Touch Speed Dial Keys.


**MIC**  Press key to respond hands free. LED is lit during speakerphone operation.

**Menu** accesses not commonly used features e.g. Terminal Settings easily

The **Navigation Key** enables easy access to numerous features. LCD contrast and volume are adjusted by selecting Up & Down. Redial by the Left side and Telbook/Directory by the Right side. The centre key is the Enter key.




## Handsfree Options

- **Handsfree** lets you place and answer calls by pressing  instead of using the handset.
- With **Automatic Handsfree**, you can press a Line Appearance key without lifting the handset. Normally, you have Automatic Handsfree.
- Use **Handsfree Answerback** to answer a voice-announced Intercom call by speaking toward your phone — without lifting the handset.

# Placing Calls


## Placing an Outside Call...

Press a line key for quick access:

1. (Optional) Lift handset.
  2.  + Listen for dial tone + Outside number.
- You can have function keys for lines or line groups.



OR

Dial codes for outside lines:

1.  or Lift handset.
  2. **9** ( ) + Outside number.
- OR
2. **8 0 4**( ) + Line group (1-9 or 001-100) + Outside number.
- OR
2. **8 0 5**( ) + Line number (e.g., 005 for line 5) + Outside number.

## Calling a Co-Worker...

Dial using the intercom:

1.  or Lift handset.
  - For one-touch calling, press a One Touch Key or DSS function key instead of going on to step
2.  + Co-worker's extension number.
  - Your call will ring or voice-announce. If you hear ringing, wait for an answer. If you hear a beep, begin speaking. Dialling 1 changes voice/ring mode.
  - For your Voice Mailbox, dial **717**.
  - For Paging, dial **801**( )+ 0 for All Call or **801**( ) + 1-64 for zones.


## If your call doesn't go through...

### **Camp On and Callback**


When you hear busy tone, use Camp On or Callback

1. To **Camp On 8 5 0**( ) (wait without hanging up),
  - (Intercom calls) When you hear ringing, wait for the called party to answer.
  - (Outside calls) When you hear new dial tone, begin dialling your number.

#### **OR**

1. To leave a **Callback 8 5 0**( ) (and hang up).
  - Wait for the system to call you back.
2.  or lift handset.
  - (Outside calls) Begin dialling your number.
  - (Intercom calls) Speak to co-worker.

#### **To cancel your Callback:**



1.  or Lift handset.
2. **8 7 0**( ) + Hang up.

### **Message Waiting (Direct Messaging)**

Leave a Message Waiting (flashing Message Wait LED) when your co-worker doesn't answer:

1. Do not hang up + **8 4 1**
  - Your co-worker's Message Wait LED flashes fast. Your Message Wait LED is lit.


To answer a Message Waiting left for you:

1.  + **8 4 1**( )
  - To cancel Messages Waiting (those you left and those left for you):  + **873**.

# Answering Calls


## Answering Outside Calls...

Listen for phone ringing and look for a flashing line key:

1.  or lift handset

## Answering Intercom Calls...


Listen for your phone ringing:  
Listen for a beep if you have voice announce set:

1.  or lift handset
2. Speak toward your phone
  - *You can lift the handset for privacy.*

You can set ringing at your phone with  + **823** or set voice announce with  + **821**.

## Picking up calls not ringing your phone...

When a call is ringing a co-workers phone within your group:




1.  or Lift handset.
2. + **8 6 7** ( )

To pick up a call at a specific co-workers phone:

2. + **7 1 5** ( )
  - *You can press a Group Call Pickup or Call Coverage function key instead of step 2.*

## Have a telephone meeting (Conference)...

Use Conference to have a telephone meeting:


1. Place/answer call +  **8 2 6** ( )
2. Place/answer next call + 
  - Repeat this step to add more parties. You may be able to have up to 32 callers.
3. After adding all parties, press  again to begin the Conference.

# Handling Your Calls





## Your call can wait at your phone...

### Hold

Use Hold instead of leaving the handset off-hook:

1. Do not hang up + 
  - This puts your outside call on System Hold. Your co-workers can take the call off Hold. **To place the call on Exclusive Hold, press your Exclusive HOLD function key.**
  - Intercom calls automatically go on Exclusive Hold when you press HOLD.




Easily retrieve a call from Hold:

1.  or lift handset.
2. Press flashing   
**OR**
2. Press flashing  if the call was not on a line key or  if it was an Intercom call.

## Send the call you're on to a co-worker...


### Transfer

Send (Transfer) your call to a co-worker:


1. Do not hang up + 
  2. Dial your co-worker's extension.
    - You can press a One-Touch key instead of dialling your co-worker.
    - To transfer the call to Voice Mail, press your Voice Mail key before dialling your co-worker.
- OR**
2.  (DSS/One Touch).
  3. Press  to transfer the call through.

### ***Park a call in Orbit***

Park a call in orbit so a co-worker can pick it up:


1. Do not hang up.
2.  + **8 3 1** ( ) + Park Orbit.
  - Park Orbits are 01-64. For Personal Park, dial 773( ) instead of 831.
3. Page your co-worker to pick up the call.
  - For Paging, dial 801 + 0 for All Call or 801 + 1-64 for zones.
4. Hang up.

Or pick up a call a co-worker parked for you:


1.  or Lift handset.
2. + **8 6 1** ( ) + Park Orbit.
  - For Personal Park, dial 773 (if Parked at your phone) or 715 + Extension.

### **Forward your calls to a co-worker...**

While at your desk, forward your calls to a co-worker or Voice Mail:

1.  or Lift handset.
2. **848** + 1 + Extension for Immediate  
**842** + 1 + Extension for Dual Ring  
**843** + 1 + Extension for Busy  
**844** + 1 + Extension for Busy and No Answer  
**845** + 1 + Extension for No Answer  
**846** + 1 + Extension for Follow Me  
You can replace Extension with the Voice Mail master number to forward calls to your mail box.

Cancel a Call Forward:


1.  or Lift handset.
2. + Call forward code + 0

# Placing Calls Quickly


## Automatically redial calls...

### *Last Number Redial*


Quickly redial your last outside call:

1.  or Lift handset.
2. + left side of cursor key, followed by #
  - The system selects an outside line.

**OR**

2. Left side of cursor key + 
  - The call uses the line you select.

**OR**



2. Left side of cursor key + Press cursor key Up or Arrow Down to scroll to the number to be dialed + 
  - The system retains the last 10 numbers dialed which can be viewed and then dialed.

## Save



Save your call for quick dialling later on:

Then redial your saved number:

1.  (Save).

1.  or Lift handset.
2. +  (Save).
  - The system selects an outside line.

**OR**

2.  +  (Save).
  - *The call uses the line you select.*



## Quickly dial co-workers and outside calls...

### One Touch Calling

Use One-Touch Keys to save time calling co-workers:

2. (Optional) Lift handset + **FUNCTION**.
  - You can have One-Touch Keys for Direct Station Selection, Personal Speed Dial (outside calls) or feature codes. See Programming One-Touch Keys.

### Abbreviated Dialling (Speed Dial)

Store Common or Group Abbreviated Dialling numbers:

1. **Speaker** or Lift handset.
2. **+ 8 5 3** ( ) (for Common).  
**OR**
2. **+ 8 5 4** ( ) (for Group).
3. Dial Abbreviated Dialling bin number.
  - Ask your Communications Manager for your bin numbers.
4. Dial phone number to store + **Held**.
  - The number can be up to 24 digits, using 0-9, # and \* Press MIC to enter a pause.
5. Enter name for stored number + **Held** + **Speaker** or hang up.
  - See Entering Names below.

To dial your stored Abbreviated Dialling number:

1. **Speaker** or Lift handset.
2. **+ 8 1 3** ( ) + Bin for common  
**OR**
2. **+ 8 1 4** ( ) + Bin for group.
  - You may also have function keys for Abbreviated Dialling.

# Entering Names

When entering names, use dial pad keys to enter letters. For example, press the digit 2 key once for A, twice for B, three times for C. etc.

<b>1</b> = 1 @ [¥] ^ _ ' {   } > <	<b>5</b> = J K L j k l 5	<b>9</b> = W X Y Z w x y z 9
<b>2</b> = A B C a b c 2	<b>6</b> = M N O m n o 6	<b>0</b> = 0 ! " # \$ % & ' ( ) *
<b>3</b> = D E F d e f 3	<b>7</b> = P Q R S p q r s 7	<b>*</b> = * + , - . / : ; < = > ?
<b>4</b> = G H I g h i 4	<b>8</b> = T U V t u v 8	

**#** = Accepts a character and moves the cursor one place to the right (Or to insert a <space>)


**FEATURE** = Clear the character entry to the left, one character at a time.

## Quick Reference for Other Features

<b>Do Not Disturb:</b>	<b>SPEAKER + 847 + 1</b> to block your outside calls <b>OR 2</b> to block Paging, Intercom calls, Call Forwards and transferred outside calls <b>OR 3</b> to block all calls <b>OR 4</b> to block Call Forwards <b>OR 0</b> to cancel.
<b>Name Storing:</b>	<b>SPEAKER + 800 + Extension + Name</b> (See Abbr. Dialling) + <b>HOLD</b> .
<b>Call Forward:</b>	<b>SPEAKER + 848 + 1 + Extension</b> for Immediate <b>SPEAKER + 842 + 1 + Extension</b> for Dual Ring <b>SPEAKER + 843 + 1 + Extension</b> for Busy <b>SPEAKER + 844 + 1 + Extension</b> for Busy and No Answer <b>SPEAKER + 845 + 1 + Extension</b> for No Answer <b>SPEAKER + 846 + 1 + Extension</b> for Follow Me You can replace <b>Extension</b> with the Voice Mail master number to forward calls to your mail box.
<b>Cancel a Call Forward:</b>	<b>SPEAKER + call forward code + 0</b>
<b>Call Redirect:</b>	When your phone is ringing, <u>do not</u> lift the handset or press the SPEAKER key, press <b>IFUNCTION</b> (Redirect)
<b>Ringling Tone:</b>	<b>SPEAKER + 820 + 1</b> for Intercom calls to your phone <b>SPEAKER + 820 + 2</b> for Outside calls to your phone Select the tone <b>1-8</b> (the tone will be heard) <b>SPEAKER</b> to set the ringing tone
<b>Time:</b>	<b>SPEAKER + 828 + 2</b> digits for hour (24 hour format) + 2 digits for minutes + <b>SPEAKER</b> to hang up.
<b>Common Cancel Code:</b>	<b>SPEAKER + 720</b> to cancel all of the following features: Call Forward, Message Waiting, DND, Alarm Clock, Repeat dial, Text Message.

## Directory Dialling

At your display telephone, select a co-worker or outside call from a list of names (rather than dialling the phone number):

1. Press **DIR Soft Key**.
2. Press **Soft Key** for Directory Dialling type:  
**ABB** = Common Abbreviated Dialling.  
**EXT.** = Co-worker's extension numbers.  
**STA.** = Personal abdiads (1-10).  
**TelBK** = Telephone book data.
3. Dial letter/number range for the party you want to call (e.g., dial 2 for A, B, C or 2).
4. Press the **Down Arrow Soft Key** to jump to that section.
5. Press **Up** or **Down Arrow Soft Key** to scroll through the list.
6.  or lift handset to place call or press the **Dial Soft Key**.

## Programming One-Touch Keys

To program: **SPEAKER + 855 + Key + Number + HOLD + Name** (see *Entering Names*)

**DSS:** Enter **Co-worker's extension # + SPEAKER** to hang up.

**Personal Speed Dial:** Enter **9 + Outside #** or  
Enter **804 + Line group #** (1-9 or 1-100) + **Outside #** or  
Enter **805 + Line #** (001 to 200) + **Outside # + SPEAKER** to hang up.

**Service Codes:** Enter **Service Code + SPEAKER to hang up**. For example, you can make a Save # Clear key by entering 885.

**To Dial:** **SPEAKER + press and hold keypad number relating to key** (for key 01 long press keypad key 1)

## Programming Function Keys – General

To program: **SPEAKER + 851 + Key + Code + Optional Data**.

**Call Forwarding:** Enter **10** for Call Forwarding Immediate.  
Enter **11** for Call Forwarding Busy.  
Enter **12** for Call Forwarding No Answer.  
Enter **13** for Call Forwarding Busy/No Answer.  
Enter **14** for Call Forwarding Both Ring.  
Enter **15** for Call Forwarding Follow Me.  
Enter **16** for Call Forwarding to extension.  
Enter **17** for Selectable Display Messaging, Personal Greeting (same as dialling **713**).

**Conference:** Enter **07** if you want a Conference key.

**Hold:** For Exclusive Hold enter **45**.

**DSS/One Touch:** Enter **01 + Co-worker's extension + HOLD**.

**Memo Dial:** Enter **31**.

**Save Number Dialed:** Enter **30**.

**Repeat Redial:** Enter **29**.

**Voice Mail Box:** Enter **77 + Your extension number**.

**Page:** Internal: **21 + Zone** (1-64) or **22** (All Call)

External: **19 + Zone** (0-8)

Combined: **20** for (Internal and External All Call)

## Programming Function Keys – Appearance

To program: **SPEAKER +852 + Key + Code + Optional Data**.

**Line keys:** Enter **\*01 + Line number** (001-200)

**Call Coverage Keys:** Enter **\*03 + Co-worker's extension number**.

**Park:** Enter **\*04 + Orbit number** (01-64)

## European Union information

### Notice to the user

The terminals described in this manual are intended to be connected to the UNIVERGE SV9100.

### Declaration of conformity

Hereby, "NEC Enterprise Solutions", declares that DT300, DT400, DT700 and DT800 series of telephones are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

For a copy of the Declaration of Conformity please visit <http://www.nec-enterprise.com/doc>



### For countries in the European Union



The symbol depicted here has been affixed to your product in order to inform you that electrical and electronic products should not be disposed of as municipal waste.

Electrical and electronic products including the cables, plugs and accessories should be disposed of separately in order to allow proper treatment, recovery and recycling. These products should be taken to a designated facility where the best available treatment, recovery and recycling techniques are available. Separate disposal has significant advantages: valuable materials can be re-used and it prevents the dispersion of unwanted substances into the municipal waste stream. This contributes to the protection of human health and the environment.

Please be informed that a fine may be imposed for illegal disposal of electrical and electronic products via the general municipal waste stream.

In order to facilitate separate disposal and environmentally sound recycling arrangements have been made for local collection and recycling. In case your electrical and electronic products need to be disposed of please refer to your supplier or the contractual agreements that your company has made upon acquisition of these products.

At [www.nec-enterprise.com/weee](http://www.nec-enterprise.com/weee) you can find information about separate disposal and environmentally sound recycling.

### **Battery information**

Defect or exhausted batteries should never be disposed of as municipal waste. Return old batteries to the battery supplier, a licensed battery dealer or a designated collection facility. Do not incinerate batteries. This product uses Lithium batteries. Do not use any other type.

For an overview of the location of batteries used in this system, the battery replacement or removal instructions, please refer to the SV9100 System Hardware Manual.

### **For countries outside the European Union**

Disposal of electrical and electronic products in countries outside the European Union should be done in line with local regulations. If no arrangement has been made with NEC Enterprise or your supplier, please contact the local authorities for further information.

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