

# NEC

## ***UNIVERGE SV8100***

**Analogue Single Line Telephone (SLT)  
Quick Reference Guide**

**Version 1.0**

# Using Your Single Line Telephone

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.

# Placing Calls

## Placing an Outside Call . . .

Dial codes for outside lines:

1. Lift handset.
  - *Listen for dial tone.*
2. **9** ( )+ Outside number.  
**OR**
2. **8 0 4** ( )+ Line group number (1-9 or 001-200) + Outside number.  
**OR**
2. **8 0 5** ( )+ Line number (e.g., 005 for line 5) + Outside number.

## Calling a Co-Worker, Paging and Voice Mail . . .

Dial using the Intercom:

1. Lift handset.
  2. Dial co-worker's extension number.
    - *Your call will ring or voice-announce. If you hear ringing, wait for an answer. If you hear two beeps, begin speaking. Dialling 1 changes voice/ring mode.*
- OR**
2. For Paging, dial **8 0 1** ( ) + 0 for All Call or 1-64 for zones.  
**OR**
  2. For your mailbox, dial **7 1 7** ( )

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

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## Camp On and Callback

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When you hear busy tone, use **Camp On** or **Callback**:

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

**To cancel your Callback:**

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

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## Message Waiting (Direct Messaging)

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Leave a Message Waiting when your co-worker doesn't answer:

1. Do not hang up + **8 4 1** ( )
  - *Your co-worker's MW lamp flashes fast.*
  - *With Voice Mail, dial 717 to leave a message in your co-worker's mailbox.*

To answer a Message Waiting left for you:

1. Lift handset + **8 4 1** ( )
  - *To cancel all your messages (those you left and those left for you), dial 873.*

# Answering Calls

## Answering Outside Calls . . .

- Listen for two rings:**
1. Lift handset to speak.

## Answering Intercom Calls . . .

- Listen for ringing:**
1. Lift handset to speak.

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

- When a call is ringing a co-worker's phone within your group:**
1. Lift handset.
  2. **8 6 7** ( )

- To pick up a call at a specific co-worker's phone:**
1. Lift handset.
  2. **7 1 5** ( ) + Co-worker's extension number.

# Have a telephone meeting (Conference) . . .

Use Conference to  
have a telephone  
meeting:

1. Place or answer call + **Recall** +

**8 2 6** ( )

2. Place/answer next call + **Recall** +

**8 2 6** ( )

- *You may have up to 32 callers. Your software determines if there is any restriction on the number of outside parties. Repeat this step to add more parties.*

3. After adding all parties, **Recall** twice to set up 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 + **Recall** + Do not hang up.
  - *This puts your call on Exclusive Hold. If you go on hook the held call will ring back.*
  - *To place the call on Group Hold (so only those in your Department can pick up the call), dial 832 after pressing Recall. You can go on hook.*

Easily retrieve a call from Hold:

1. Press **Recall**.
  - *To retrieve a call from Group Hold, dial 862 instead of pressing Recall.*

## Transferring your calls . . .

### Transfer

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

1. Do not hangup + **Recall** + Dial your co-worker's extension.
  - *To transfer the call to a co-worker's mailbox, dial the **Voice Mail master number** before their extension.*
2. (Optional) Announce the call when your co-worker answers.
3. Hang up 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.  
Park a call in a System Orbit
2. **Recall** + **8 3 1** ( ) + Park Orbit.
  - *Park Orbits are 01-64.*
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. Lift handset.  
For a Call Parked in a System Orbit
2. **8 6 1** ( )+ Park Orbit.
  - *Park Orbits are 01-64.*

**OR**

For a Call Parked in a Personal Park Orbit  
*When Parked at a co-worker's phone . . .*
2. **7 1 5** ( ) + Announced extension number.

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

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

1. Lift handset + **8 8 8** ( )
2. Dial Call Forwarding condition:
  - 1 = Personal Answering Machine Emulation  
(then skip to step 4)
  - 2 = Busy or not answered
  - 4 = Immediate
  - 6 = Not answered
  - 7 = Immediate with both ringing  
(not for Voice Mail)
  - 0 = Cancel
3. Dial destination extension or Voice Mail  
master number.
4. Dial Call Forwarding Type:
  - 2 = All calls
  - 3 = Outside calls only
  - 4 = Intercom calls only

- *You will hear stutter dial tone when you  
next go off hook..*

## Automatically redial calls . . .

### Last Number Redial

Quickly redial your  
last outside call:

1. Lift handset + **8 1 6** ( )
  - *The system selects an outside line.*

### Save

Save your call for  
quick dialling later on:

1. While on a call, **Recall** + **8 1 5** ( )

Quickly redial your  
saved number:

1. Lift handset + **8 1 5** ( )
  - *When redialing, the system selects an  
outside line for you. To clear a saved  
number: Lift handset + 885*

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

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## Common and Group Abbreviated Dialling (Speed Dial)

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To dial your stored Abbreviated Dialling numbers:

1. Lift handset.
2. **8 1 3** ( ) + Bin (for Common).

**OR**

2. **8 1 4** ( ) + Bin (for Group).

*(You cannot store Common or Group Abbreviated Dialling numbers.)*

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## Personal Abbreviated Dialling (Speed Dial)

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To store your Personal Abbreviated Dialling numbers:

1. Lift handset + **8 5 5** ( )
2. Bin (0-9) + Trunk access code + Number to store.
  - *Trunk access codes are 9, 805 + trunk number and 804 + trunk group number.*
  - *The total number of digits stored cannot exceed 24.*
3. Hang up.

To dial your stored Personal Abbreviated Dialling numbers:

1. Lift handset + **7 6 1** ( ) + Bin (0-9)
  - *The stored number dials out.*

## Quick Reference for Other Features

**Do Not Disturb: 847( ) + 1** to block your outside calls  
**2** to block Paging, Intercom calls, Call Forwards and transferred outside calls  
**3** to block all calls  
**4** to block Call Forwards  
**0** to cancel

**Call Forward: 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: Code + 0**

**Common Cancel 720( )** to cancel all of the following features:  
**Code:** Call Forward, Message Waiting, DND, Alarm Clock.

### Tones you may hear . . .

**One long tone and a voice while on a call:** A co-worker is sending you a Voice Over.

**Error (fast busy) tone:** This means you made a mistake in placing a call or using a feature. Hang up and try again.

**Stutter dial tone:** *When you lift the handset:* This indicates that you have a call forward set.

## Personal Abbreviated Dialling Directory

To program: Lift handset +8 5 5 (    ) + Bin (0-9) + Trunk access code + Number to store + Hang up

To use: Lift handset +7 6 1 (    ) + Bin (0-9)

<u>Bin</u>	<u>Access Code</u>	<u>Number</u>
0	_____	_____
1	_____	_____
2	_____	_____
3	_____	_____
4	_____	_____
5	_____	_____
6	_____	_____
7	_____	_____
8	_____	_____
9	_____	_____

# ***UNIVERGE SV8100***

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