



NEC

Digital Keyphone User Guide for the NEC SV8100



Table of Contents

Chapter 1 Introduction to the NEC SV8100 Keyphone.....	4
Overview	4
Key Description	5
Display Options.....	7
Quick Reference Table.....	8
Chapter 2 Using your NEC SV8100 Keyphone.....	9
Overview	9
Making Calls	10
Answering Calls.....	12
Transferring Calls	13
Holding Calls	14
Call Forwarding	15-16
Chapter 4 Customising your Keyphone.....	17
Overview	17
Personal Speed Dials.....	18
Alarm Reminder; Key touch tones	19
Phone Settings.....	20
Programming 1-touch Keys	21

Chapter 1 Introduction to the NEC SV8100 Keyphone

Overview

Intro

This chapter introduces the NEC SV8100 Keyphone. It is intended as an overview to all employees who use the telephone.

In this chapter

This chapter contains the following topics.

Topic	See Page
Key Description	5
Display Options	7
Quick Reference Table	8

Key Description

Intro Before using your Keyphone, it is important to understand the keys on your Keyphone. This section explains what each key does, colour indications and some answering features.

Soft Keys These are the 4 keys below the display. To use any of the display options simply press the key under the word. See page 7 Display Options for more details.

Key Description Depending on which model Keyphone you are using, you may have some or all of the following keys.

Key...	Function...	See Page...
RECALL	N/A	-
FEATURE	Used to activate some system features	
CONF	Make conference calls	11
MIC	Turns the microphone on and off	6
REDIAL	Last number redial / speed dials	11
ANSWER	Answers second calls	12
SPEAKER	Answer / Release call	6
TRANSFER	To Transfer calls	13
HOLD	Puts call on hold	14
DIRECTORY	To access the speed dial directory list	20
MESSAGE	Msg waiting indication / access voicemail	10

Key Indications	Function	Lamp Status
	Incoming Call	Rapid Flashing Red
	Held Call on your phone	Slow Flashing Green Call key
	Call in progress on your phone	Steady Green Call key
	Call in progress on other phone	Steady Red
	Hold Recall	Intermittent Flashing Green Call key

Key Description, continued

Speaker phone

To use the speaker option, you must have your MIC key on (will be red) to be able to talk back to the caller. Press MIC to turn on and off. The MIC will also work as a mute key when using speakerphone or handset.

Pressing the SPEAKER key will answer or release a call on speakerphone.

If you already on call talking through the handset and you wish to talk hands free, press the SPEAKER key, then replace handset.

Display Options

Intro

When using your Keyphone, various options are available using the soft keys under your display. In this section we describe what your options are and how to use them.

How do I use the feature?

To use the feature displayed, press the soft key under the display.

What do the words mean?

There is a HELP and EXIT key either side of your display. To display key programming on phone screen, Press HELP then the programmed key. The EXIT will take you out of this, speed dials and other menus.

In idle status

When your Dterm is idle the following options are available:

	LIST	DIR	ICM	PROG	
Exit	Λ	Λ	Λ	Λ	Help

What do the soft keys do?

Each soft key does the following:

Key...	Used for...
LIST	Redial Function
DIR	Speed dial dialing
ICM	Paging
PROG	To program call forwards, DND, Personal Speed dials etc

Quick Reference Table

Intro In this section we describe the features and how to access them via a programmed key or code.

Table The table below provides a list of short codes or programmed keys that are required to access system features.

Feature	Key	Set Code	Cancel Code
Call Forward – All Calls	FWD-ALL	*10 1 + extn	*10+ 0
Call Forward – Busy	FWD-BSY	*11 1 + extn	*11+ 0
Call Forward – No Answer	FWD-N/A	*12 1 + extn	*12+ 0
Call Forward – Busy/No answer	BSY/NA	*13 1 + extn	*13+ 0
Call Forward – I’m Here	-	*14 1 + extn	*14+ 0
Call Pickup	P/U	*2	-
Directed Call Pickup	DIR P/U	#2 + extn no.	-
Last Number Redial	REDIAL	* *	-
Outside Line Access		1	-
Personal Speed Dial Access		*9	-
System Speed Dial Access		9	
Voice Call	VOICE	extn no. + 1	

Chapter 2 Using your NEC SV8100 Keyphone

Overview

Intro In this chapter we will describe how to fully utilise the features of your Keyphone.

In this chapter This chapter contains the following topics.

Topic	See Page
Making Calls	10-11
Answering Calls	12
Transferring Calls	13
Holding Calls	14
Call Forwarding	15-16

Making Calls

Before dialing

To use your phone, you will need to lift the handset to talk or press SPEAKER to talk handsfree (see notes on page 6).

External Calls

To make an external call

1. Dial 1 for an outside line
2. Dial the required number

Internal Calls

To make an internal call

1. Dial the extension number, or press the displayed extension key

If the extension does not answer you may send a message wait

1. Press MW button below screen

If the extension is engaged you can

1. Press ↓ to CAMP button below screen to set an automatic callback (N/A if called extension has voicemail)

Voice call

This will allow you to call an extension and automatically talk on speakerphone. The called party does not need to answer the call but must have their MIC light on. They will hear an alert tone first.

1. Dial the extension
2. Press VOICE (hear alert tone, may press RING to switch back)
3. Speak with the dialed party

Message Wait

When you call an extension that doesn't answer, you may set a message wait. This will make their feature light flash red.

To set a message wait

1. Dial an extension
2. Press MW button below screen
3. Hang up

To return a message wait

1. Press MW button below screen
2. Press CALL to ring the person back or CANCEL to clear
3. Once you finish this call, the message wait light will disappear

Continued on next page

Making Calls, Continued

Automatic Callback
(N/A if called extension has Voicemail)

When you call an extension that is engaged, you may set an automatic callback. This means when the extension becomes free, your phone will ring.

To set a callback

1. Dial an extension
2. Press ▼ then press **CAMP** button below screen
3. Hang up

When the extension becomes free, your phone will ring with a distinctive ringing tone. Once you answer the call, you will hear ringing tone to the other extension.

Last Number Redial
or
Redial Last 10 Numbers

To dial the last number you called.

1. Press **REDIAL #**

1. Press **REDIAL** until you find the desired number
2. Press **#** to dial or pick up the handset or press speaker

Speed Dials

To dial **system speed dials** (depending on how many speed dials you have)

1. Press **REDIAL** or **Dial 9**
2. Dial the 3 digit code eg. (000-999)

To dial **personal speed dials** (see page 18 to program)

1. Dial ***9** and the 2 digit code eg. 0 to 9

Conference Calls

You may have up to 2 external calls on a conference call. If both parties are external, you should make sure you are the last person to hang up, otherwise they may continue on with the conference call.

1. You are talking with the first caller.
2. Press the **CONF** (the caller goes on hold)
3. Make another call (remember to dial 1 for an outside line if making an external call)
4. When the called party answers, Press **ADD** to bring called party in
5. Press **BEGIN** to join parties together to start conference **OR** to bring in another party, repeat from step 3.

Internal callers will be displayed on your keyphone screen.
The **MIC** will work as a mute key when using speakerphone or handset.

Answering Calls

Important answering points

When answering calls, you may use either of the following options:

- Picking up the handset
- Pressing SPEAKER to use speaker phone
- Pressing HEADSET key to use headset

To use the speaker option, you must have your MIC key on (will be red) to be able to talk back to the caller. Just press MIC to turn on and off.

To end a call you either:

- Replace the handset
- Press SPEAKER
- Press HEADSET

If you are already on a call talking through the handset and you wish to talk hands free, press the SPEAKER key, then replace the handset.

Answering Camped on Calls

You are already on a call, and your second call key flashes. You have the option to finish the first call or place them on hold (this needs to be programmed by a technician).

1. Advise the first caller they will go on hold.
 2. Press the ANSWER key (first party is automatically on hold)
 3. Talk to the second caller
 4. You may toggle between both callers by just pressing the flashing call key
-

Call Pickup

When you hear a phone ringing in your area, you may answer it. If there is more than one phone ringing, you will answer the first call waiting.

To pickup a call

1. Pick up handset (optional), Press P/U on the soft keys or dial *2
-

Directed Call Pickup

When you hear a phone ringing in your area, you may answer a particular extension provided you know the extension number.

To pickup a ringing extension

1. Press DIR P/U or dial #2
2. Dial the extension number of the ringing phone

Transferring Calls

Internal Transfers

You can transfer calls to any extension, whether or not they are programmed on your 1-touch keys. The call is transferred when you hang up. If the extension is busy, advise the customer and transfer as instructed.

To transfer calls to programmed/named 1-touch extension keys

1. Press the named extension key
2. Announce the call (optional) then hang up

To transfer calls to extension numbers

1. Press TRANSFER and dial the extension number
2. Announce the call (optional) and hang up

- To get the caller back (before you hang up) press the flashing green CALL key

If the transferred call is not answered (and if there are no call forwarding options set) it will recall to your extension. (unless the extension has voicemail - call will then go to voicemail if busy or not answered)

Holding Calls

Holding Calls

When holding a call at your extension, the call key will slowly flash green. The caller on hold will hear music (if available).

To place a call on hold

1. Press HOLD

To retrieve the call

1. Press the flashing green CALL key
-

Call Forwarding

Intro This section will cover the 5 types of internal call forwarding and how to program them.

Forwarding Option	Button
Call forward all calls	FWD ALL
Call forward busy calls	FWD BSY
Call forward no answered calls	FWD N/A
Call forward busy and no answer	FWD B/NA
Call forward I'm here	-

Where will my calls go? You can divert calls to another extension, your cellphone or to voicemail. You can set busy calls and no answered calls to different destinations.

Can I still use my phone? Yes, you can still make out going calls.

Call forward all *10 + 1 This means that all of your calls are diverted to a destination of your choice. Your phone will not ring.

Call forward busy *11 + 1 If you are already on a call your second calls are diverted to a destination of your choice.

Call forward no ans *12 + 1 If you don't answer your phone within 4-6 rings your calls are diverted to a destination of your choice.

Call Forwarding, Continued

Call forward busy / no ans
***13 + 1**

If you are already on a call, or you don't answer your phone, your calls are diverted to a destination of your choice.

Call forward I'm here
***14 + 1**

If you have left your desk, you can divert all of your calls to the extension that you are at.

How do I divert my calls?
***10 - *14**

Select which call forwarding option you would like.

To divert calls

1. Press either *10, *11, *12, *13, *14 Your keyphone screen will display which option you have selected.
2. Dial 1 to set
3. Enter the destination you wish your calls to go to - Hear confirmation tone

How do I divert externally?

Follow steps 1 & 2 above, selecting the appropriate code, then dial 1 for outside line, then the required telephone number you wish your calls to go to.

How do I cancel my call forward?

To cancel a call forward

(See table)

Call Forward	Cancel Code
All calls	*10 0
Busy Calls	*11 0
No Answered Calls	*12 0
Busy / No Answered Calls	*13 0
I'm Here	*14 0

Chapter 4 Customising your Keyphone

Overview

Intro

There are several features that each individual user can set up on there phones.

In this chapter

This chapter contains the following topics.

Topic	See Page
Personal Speed Dials	18
Alarm Reminder; Key touch tone	19
Phone Settings	20
Programming 1-touch Keys	21

Personal Speed Dials

How many speed dials can I have?

Each Dterm can program and name 10 personal speed dials. These can only be dialed from your phone.

Program Personal Speed dials

- To program
1. Press Prog
 2. Press STA
 3. Dial the one digit code eg. 1 to 9 to 0
 4. Dial 1, then the required number
 5. Press HOLD (if you wish to name the speed dial)
 6. Enter the name using the table below. To make a double letter, press # to move the cursor. To back space, press CONF. (13 letters maximum)
 7. Press HOLD to save
 8. Press SPEAKER
-

Dialing speed dials

To dial **personal** speed dials
Dial *9 then the slot number 1 to 9 to 0
To dial **system** speed dials
Dial 9 then the slot number 000, 001 etc.

Dialing speed dials via softkeys

1. Press the DIR Softkey
2. Press the required Directory Dialling softkey






SPD

SYS System Speed Dial List

SPDg Group Speed Dial List

STA Station Speed Dial List (Personal)

EXT Extension List

Press the  or  soft keys to scroll through the list
You may search for a name by entering characters from the dial pad before pressing  or  key. Press the  soft key to delete the previous character.

To dial the displayed number, Press the DIAL soft key

Alarm Reminder

Alarm Reminder You are able to set two different alarm reminders. Your phone will ring you at the entered time to alert you. When entering time use the 24 hour clock

1. Press PROG soft key
2. Press ALM soft key
3. Press ALM 1 or ALM 2
4. Enter time using the 24 hour clock format

Key touch tones

Key tones By default, the key touch tones are turned off (i.e. when dial numbers on keypad, will not hear any tone when number is pressed)

To enable/disable key tones:
Press #38
Press Speaker

Note: if the key touch tones are turned off, #38 Speaker will turn on.
If the key touch tones are turned on, #38 Speaker will turn off.

Phone Settings

Ringer Tone There are 8 different ring tones
Press #39
Press 1 for Internal or 2 for External (N/A)
Press 1 through to 8 to hear ring tones
Press speaker to set

Ringer Volume Press #8
Phone rings
Press volume keys until you have reached the desired level
Press speaker to set

Volume Control Your Dterm has volume up and down keys. To adjust the volume simply press the up or down key. These keys will adjust the volume in 3 different ways:

- Handset volume of the caller
- Speaker phone volume of the caller / background music
- Ringing volume of your phone (you must make the adjustment before you answer the call)

Screen Contrast To adjust the contrast of your display, simply press the up or down volume keys (while your phone is idle).

Background music Each Dterm will allow you to listen to background music (this needs to be connected up). This is the same music that a caller on hold will hear. It can either be system chimes, a radio or CD player. When your phone rings with a call, the music automatically shuts off.

To listen:

1. Press SPEAKER
2. Dial #19

To turn off:

1. Press SPEAKER
2. Dial #19

To adjust the volume of the music, use your volume keys

Programming 1-touch Keys

Extension numbers To program extension numbers on 1-touch keys

1. Press # 51
2. Press the key you wish to program
3. Press 01
4. Dial the extension number
5. Press HOLD
6. Press SPEAKER

External numbers To program external numbers on 1-touch keys

1. Press # 51
2. Press the key you wish to program
3. Press 01
4. Dial 1 for an outside line followed by the telephone number
5. Press HOLD
6. Press SPEAKER

Note: If you have already programmed a 1-touch key and you wish to re-program, follow the above instructions - if you wish to delete programming from a 1-touch key (without re-programming it with another extn/telephone number):

1. Press # 51
2. Press the key you wish to program
3. Press 00
4. Press HOLD
5. Press SPEAKER

Check To check what is currently programmed on 1-touch keys:

1. Leave handset down , Press Help key (will then see CHECK on keyphone screen
2. Press the 1-touch key that you wish to check programming on – will see the 1-touch key number displayed on right of keyphone screen, underneath that will be the programming on that 1-touch key
3. Press Exit – keyphone screen will return to normal
OR Press another key you wish to check programming on.
