

# SV8100 User Guide



## NEC Telephone Features

### Call redirect

When your phone is ringing, do not lift the handset or press the SPEAKER key, press FUNCTION (Redirect)

### Ringing tone

SPEAKER + 820 + 1 for intercom calls to your phone

SPEAKER + 820 + 2 for outside calls to your phone

Select the tone 1-8 (the tone will be heard)

SPEAKER to set the ringing tone

### Setting the time

SPEAKER + 828 + 2 digits for hour (24 hour format) + 2 digits for minutes + SPEAKER to hang up

Note:- please speak to your system administrator if this function has been barred

### Common cancel code

SPEAKER + 720 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 abdiials (1-10)
  - TelBK = telephone book data
3. Dial letter/number range for the party you want to call (e.g., dial 2 for A, Z, C or 2, 3 for D, E, F or 3 etc.)
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. Press SPEAKER or lift handset to place call or press the dial soft key

### Programming function keys - general

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

### Conference key

Enter 07 if you want a conference key

### DSS/one touch keys

Enter 01 + Co-worker's extension or 9 then a telephone number + HOLD

### Call forwarding key

- 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)

### 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

To place a service call or if you require technical support please call

**01403 272910**

or email

**service@global4.co.uk**

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## ANSWERING CALLS

### To answer an external call

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

- Either pick up the handset or press SPEAKER for hands free operation

Note:- You can lift the handset afterwards if privacy is required

### To answer an intercom call

- Either pick up the handset or press SPEAKER for hands free operation and talk towards your phone

Note:- You can lift the handset afterwards if privacy is required

## TO MAKE A CALL

- Either pick up the handset, press 9, listen for a dial tone, then dial the number
- Or press SPEAKER for hands free operation then 9 for a line then dial the number. (You can lift the handset afterwards if privacy is required)

Note:- You may have function keys set up for your lines

### To call a co-worker (intercom call)

- Either press SPEAKER or lift the handset, then dial the appropriate extension number

## CALL PICK UP

Allows you to pick up (answer) a ringing phone without leaving your desk



- If another phone within your group is ringing and you wish to answer - Lift the handset or press SPEAKER and then Dial 867
- To answer a particular extension that is ringing (one that may not be in your group) - Lift the handset or press SPEAKER and then Dial 715 followed by the particular extension number

## HANDLING YOUR CALLS

### To place a call on hold

Note:- Use Hold instead of leaving the handset off the hook

- Do not hang up – Press HOLD and replace the handset (optional)

Note:- This puts your outside call on System Hold and your co-workers can take the call off Hold

### To Retrieve a Call from Hold

- Either press SPEAKER or lift the handset and then press the flashing LINE button
- Or Press the flashing SPEAKER key if the call was not on a line key or if it was an intercom call

## TO TRANSFER A CALL

Allows you to transfer calls within the office or to external numbers

- Do not hang up or replace the handset
- Either press the HOLD button and dial your co-worker's extension, announce the call, press TRANSFER or put the handset down
- Or press the HOLD button and dial an external number, announce the call, press TRANSFER or put the handset down

## TO SET UP A CONFERENCE CALL

Use the conference facility to have a telephone meeting

- Make or answer a call, press HOLD and dial 826
- Make or answer the next call, press HOLD

Repeat this step to add more parties, up to 32 callers may take part.

- After adding all parties, press HOLD again to begin the conference call

## USING PROGRAMME FUNCTION KEY DIALLING

Programme numbers provide you with factory set functions that the whole company can use (where further system programming has been performed at installation these may differ from this guide)

- Press the SPEAKER key followed by the three digit code specified in the following sections

Note:- These operations are hands free

### Do not disturb

SPEAKER + 847 + 1 to block your outside calls

SPEAKER + 847 + 2 to block paging, intercom calls

Call Forwards and transferred outside calls

SPEAKER + 847 + 3 to block all calls

SPEAKER + 847 + 4 to block call forwards

SPEAKER + 847 + 0 to cancel

### Name storing

SPEAKER + 800 + Extension number + Name (See entering names below) + HOLD

Entering names: Dial letter or number to name your entry using the keypad – For example you should dial 2 for A, B, C and 2 or 9 for W, X, Y or Z and 9 etc

### Call forward

SPEAKER + 848 + 1 + Extension for immediate

SPEAKER + 842 + 1 + Extension for dual ring

SPEAKER + 843 + 1 + Extension for busy

SPEAKER + 844 + 1 + Extension for busy & no answer

SPEAKER + 845 + 1 + Extension for no answer

### Cancel a call forward

SPEAKER + call forward code + 0