

NEC SV8100 Telephone System

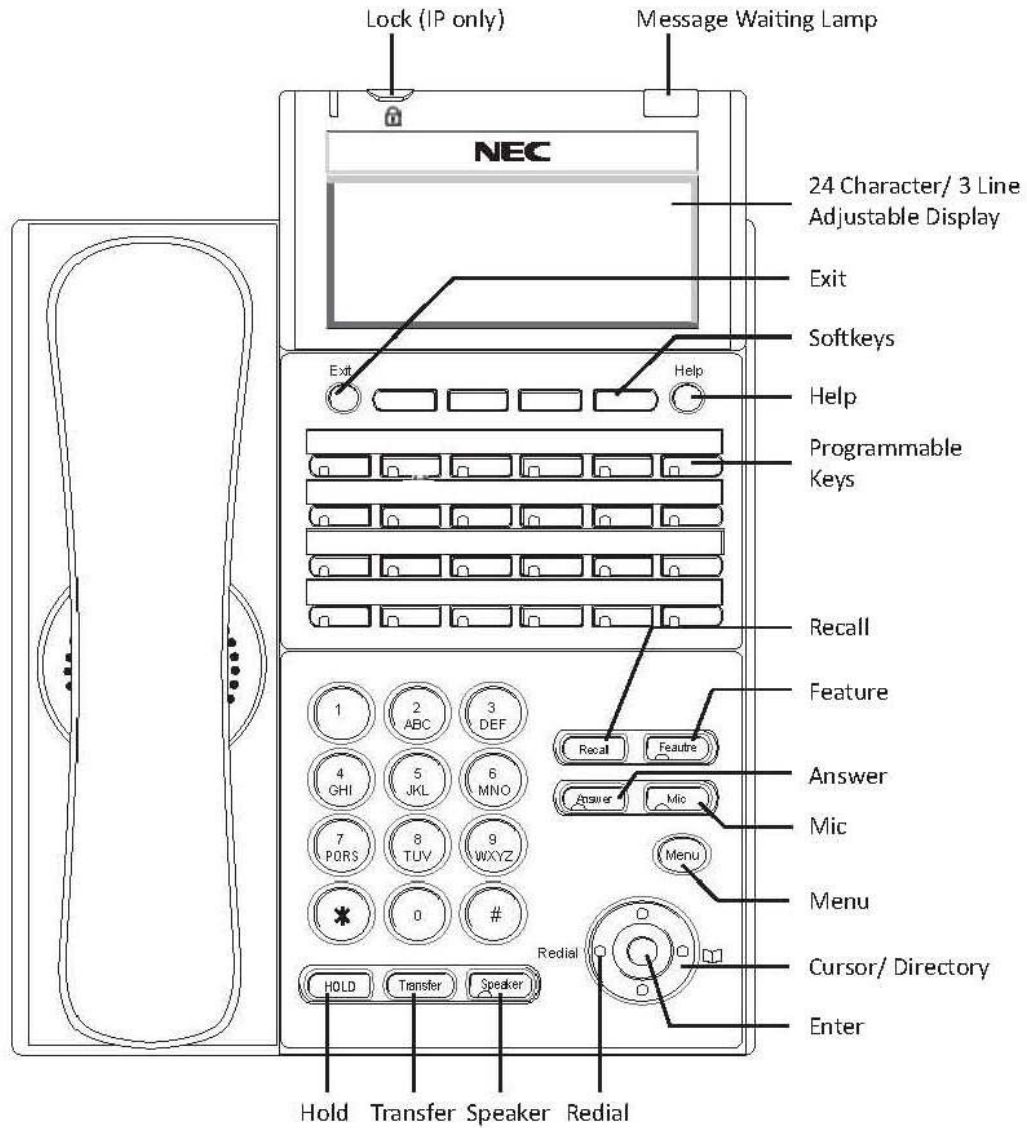
Quick Reference Guide



Telco Data

512-977-0505

DT330/DT730 (24-button with LCD)



SoftKeys (button function display on bottom line of the display)

- Each display telephone provides interactive softkeys for intuitive feature access. It is no longer necessary to remember feature codes to access the telephone advanced features because [the function of the Softkeys change as the user processes calls.](#)

Programmable Keys (See page 10 for programming instructions)

- Usually programmed for you extension number, CO lines, Direct Station Select (DSS), Park, Page and Record buttons.

Non Programmable Keys

- Message Waiting Lamp (Blinks with new voice mail message(s))
- Exit (Cancel and return to main screen)
- Help (Press help then a programmable key to display the current key programming)
- Recall (Used to disconnect calls and get dial tone for the next call)
- Feature (Used in programming)
- Answer (Used to answer a second call)
- MIC (Turns the phone's microphone on/off. Usually left **on**.)
- Menu (Access to call history, directory and settings)
- **Hold** (Place callers on Hold)
- Transfer (Transfer calls to stations)
- Speaker (Press to answer or place call hands free)

Volume/Contrast Adjustments

To Adjust Ring Volume (see page 12 to adjust the ring tone)

- While the phone is ringing (internal or external)
- Press the up or down Cursor key to adjust the ring volume.
- OR
- Press the **Menu** key
- Select Option **3** "Settings"
- Select Option **1** "Ring Volume"
- Adjust the volume with the **Up** or **Down** cursor key
- Save with the **OK** softkey

To Adjust Handset or Speakerphone Volume

- While on a call using either the Handset or Speakerphone press the up or down cursor key to adjust the caller's volume.

To Adjust the Display Contrast Levels

- With the phone idle (not in use) Press the up or down cursor key to adjust the LCD display contrast from light to dark.

Making Calls

To Place Internal Calls

- Press the **DSS*** button of the person you wish to call and you can talk handsfree after the tone or lift the handset.
- Or, **Lift** the handset or press **Speaker** and dial the **3-Digit Extension Number**
- Softkeys allow options to **Ring/Voice** (Toggles from Handsfree to Ringing) **MW** (turn callback message waiting lamp on) or **VMsg** (leave a voicemail message)

To Place External Calls

- **Lift** the **Handset** or press **Speaker**
- Dial **9** and the **Telephone number**
- Lift the handset or talk handsfree

*DSS button (Direct Station Select) is one of the programmable buttons to call another extension and see a busy status.

Answering Calls

To Answer Internal Calls

- When phone beeps, **answer hands free** or, if the phone rings lift the handset or press speaker.
- The **MIC** lamp must be **on** for caller to hear you hands free. (Press the button to toggle on/off)

To Answer External Calls

- When the phone rings **lift the handset** or press the Speaker button to answer hands free.
- The **MIC** lamp must be **on** for caller to hear you hands free. (Press the button to toggle on/off)

Call Park (a parked call may be retrieved from any phone)

To Park or Retrieve Parked callers

- To place a caller in park use the **Park** Keys.
- To retrieve a parked caller press the lit Park key.
- Example: While talking to a caller place them on Park 1. Page and instruct the recipient of the call on which park key the call is located. You can also pick the Park 1 caller back up and transfer them to the intended recipient's extension number.

Transferring Calls

To Transfer a call to another extension

- With the call in progress press the **DSS** button and hang up (Blind Transfer) or wait for the user to answer and announce the caller, then hang up (announced transfer)
- If no DSS button is available press the **Trf** Softkey or **Transfer** button then dial the 3-digit extension number and hang up (blind transfer) or wait for the user to answer and announce the caller, then hang up (announced transfer)
- If there is no answer and you want to get the caller back press the blinking green outside line button or the Conf key. Or, the caller will go to voicemail if transferred.

To transfer directly to Voicemail

- With the call in progress press the **Hold** button
- Press the **VMsg** Softkey
- Press the **DSS** button for the intended recipient. (If no DSS button then dial the **3-digit extension** number.)
- Hang up the handset to complete the transfer to voicemail

Placing Callers on Hold

To Place a caller on Hold

- With the call in progress press **Hold**
- To return to the call at your extension press the blinking green button on your phone. The call can be retrieved at other extensions by pressing the blinking red button.
- Calls will recall to your extension if not answered within the programmed recall time limit.

To Place a caller on Exclusive Hold

- With the call in progress press **Feature + Hold**
- To return the call at **your extension only** press the blinking green button on your phone. (It will show as a steady red on all others)
- Calls will recall to your extension if not answered within the programmed recall time limit.

Mute (mic key)

- The MIC button will disable the Handset, Headset or Speakerphone mic. While in use the MIC button is **on** to indicate your Handset, Headset or Speakerphone mic is enabled. Press the button to toggle **on/off**. This button is usually left **on**.

Paging (page only, no talk back)

Paging to Phone or External Paging Speakers

Lift the handset press the Page Key or:

To page the internal phones (Digital phones only)

- Lift the Handset, press the **InPg** Softkey, Dial **1** (the group number for all phones)
- After the Beep-Beep speak into the handset
- Hang up the handset

To page External Phones/Speakers

- Lift the Handset, press the **ExPg** Softkey to page the external speakers. Dial **0** (the zone number for the all page zone)
- After the Beep-Beep speak into the handset
- Hang up the handset

Conference Calls

To make a conference call

- With the first call in progress (internal or external) press the **Conf** Softkey
- Press the **DSS** key or **Dial** (9 plus the area code and number) the second party (internal or external)
- Press the **Add** Softkey (after they answer)
- Press the **Begin** Softkey to connect all parties together
- You may add more parties (internal or external) by pressing the **Conf** Softkey again

DND

To set DND

- Press the **down** arrow then the **Prog** Softkey
- Press the **DND** Softkey
- Press the **Set** Softkey
- Select the **Ext** Softkey for External calls, **lcm** for internal calls or **All** for both external and internal calls
- With DND set, the selected calls will be answered by voicemail

To Cancel DND

- Press the **down** arrow then the **Prog** Softkey
- Press the **DND** Softkey
- Press the **Cncl** Softkey to cancel DND

Call Forward

To set Call Forwarding

- Press the down arrow, then the **Prog** Softkey
- Press the **Cfwd** Softkey
- Select **All, Both, Busy, NA** (no answer), **B/NA** (Busy/ No Answer) or **Flw** (Follow Me) Softkey
- Select the **Set** Softkey
- Dial the **Extension** or **9+off Premise number** to forward to and press **Speaker**

To Cancel Call Forwarding

- Press the down arrow, then the **Prog** Softkey
- Press the **Cfwd** Softkey
- Select **All, Both, Busy NA, B/NA** or **Flw** Softkey then select the **CNCL** Softkey to cancel

Directed Call Pickup

To answer a ringing co-workers phone

- Lift the **handset** or press **Speaker**
- Dial * *
- Dial the **3-digit extension** number of the co-workers phone you want to answer

Missed Calls

(Icon will be located in the upper left of the display)

To see a list of callers to your phone

- Select the **Enter** Cursor Key (Center Key)
- Select Option **1** Missed Calls
- Use the **Up** or **Down** Cursor key to scroll through the missed call list
- The icon will turn off once all missed calls have been viewed

Call Waiting

(While on a call)

To answer a second caller (you hear camp on tones)

- Press **Answer** and talk to the 2nd caller (first caller placed on hold, press the **Conf** key to return)
- If not answered 2nd caller goes to voicemail

Redial/Caller ID Buffer

Last number redial

- Press the **Redial** Cursor key, last number dialed is displayed (use the scroll key to see more).
- Press the # key, life the **Handset**, or press **Speaker** to dial the number.

List of the last 10 Dialed Numbers or Caller ID Numbers to your phone (Phone must ring to store the caller ID info)

- Press the **List** Softkey.
- Select the **Redial** or **CID** (Caller ID) Softkey.
- Use the **up or down arrow** Softkey or cursor **Up or down** key to scroll through the stored numbers.
- From the Dialed list, Press the # key, life the **Handset**, or press **Speaker** to dial the displayed number.

To Store/Dial System Speed Dial Numbers

(Available to all phones)

To Store System Speed Dial Numbers

- Press the **Prog** Softkey.
- Press the **down arrow** Softkey.
- Press the **SPD** Softkey.
- Dial the bin number (**001-999**) to program.
- Dial the **Phone Number**.
- Press the **Hold** button.
- Enter the **Name** using the keypad. *
- Press the **Hold** button to save (hear beep/beep/beep tone).
- Press the **Speaker** button to quit.

To dial the System Speed Dial Numbers

- Press the **Dir** Softkey.
- Press the **SPD** Softkey.
- Use the **up or down arrow** Softkeys to scroll through the numbers.
- Or enter the first letters for the name and use the **up or down arrow** Softkeys to scroll through the numbers.
- Press the **Dial** Softkey to dial the displayed number.

*# = Space, <> = Move Cursor, Feature Key = Delete

To Store/Dial the Station Speed Dial Numbers

(Available at the individual station only)

To Store Station Speed Dial Numbers

- Press the **Prog** Softkey
- Press the **STA** Softkey.
- Dial the bin number (**0-9**) to program.
- Dial the **Phone Number**
- Press the **Hold** button.
- Enter the **Name** using the keypad.*
- Press the **Hold** button to save (hear beep/beep/beep tone)
- Press the **Speaker** button to quit

To dial the Station Speed Dial Numbers

- Press the **Dir** Softkey
- Press the **STA** Softkey.
- Use the **up or down arrow** Softkeys to scroll through the numbers.
- Or enter the first letters of the name and use the **up or down arrow** Softkeys to scroll through the numbers.
- Press the **Dial** Softkey to dial the displayed number.

Setting the Clock (From the Administrators Phone only)

To set the Clock (for Daylight Saving Time Changes)

- Press the **Speaker** button
- Dial 728 + Time (4-Digits in 24hr. format, 0830 = 8:30 AM, 1645 = 4:45PM)
- Press the **Speaker** button to quit.
- Call Telco Data 512-977-0505 to change the date.

Program Station Names

To change the phone users name

- Press the **Speaker** button.
- Dial **700**.
- Dial the 3-digit **Extension Number** to change.
- Enter the **Name** using the keypad *
- Press the **Hold** button to save. (Hear the beep/beep/beep tone)
- Press the **Speaker** button to quit.

*# = Space, <> = Move Cursor, Feature Key = Delete

To Program DSS/ One Touch Keys

DSS (Direct Station Select) or One Touch Dial Keys

- Press the **Speaker** button
- Dial **751**
- Press the **Key** to be programmed (shows current programming. If already programmed for a different function dial **00** to erase and press the **Key** again.)
- Dial **01** plus the **3-Digital Extension number** or **9 + the outside number** and press **Hold** to save
- You will hear confirmation tones
- Press another **Key** to program or **Speaker** to quit

One Touch Extension Ring/Voice Call Toggle

To set your extension to ring

- Press **Speaker**
- Dial **723**
- Press **Speaker** to quit

To set your extension for voice call

- Press **Speaker**
- Dial **721**
- Press **Speaker** to quit

Callback Request Notification*

If you call a busy or unanswered extension and press **0** or the **MW** Softkey it will turn on (Blinks) the message waiting lamps on both extensions requesting a callback.

To Call Back and Reset the Callback Message Notification

- The called extension can press the **MW** Softkey and select **Call** to return your call or **CNCL** to cancel the call and turn the lamps off.

To Cancel this feature from your phone

- Press **Exit** (left of the Softkeys)
- Press the **MW** Softkey
- Press the **All** Softkey

*This usually gets turned on by mistake causing users to think they have a new voicemail message. If you have no new messages you can cancel this feature from your phone.

TELBK, Telephone Book: (Available at the individual station only)

Name Groups 1-4 (Optional):

- Press **Menu** key
- Select option **2** "Directory" by using the cursor key
- Selection option **3** "Setting" by using the cursor key
- Select the **GrpName** Softkey
- Select the group **1-4** to change the name
- Enter a **Name** for the Group using the keypad*
- Press **Hold**
- Select another group to name or exit.

To Program Phone Numbers in the Telephone Book

- Press **Menu** key
- Select option **2** "Directory" by using the cursor key
- Select option **1** "Regist" by using the cursor key
- Enter a **Name** for the number using the keypad*
- Press **Hold**
- Select the Group (**1-4**) to save in
- Dial the **Phone number** to call (9+number)
- Press **Hold**
- Enter the memory location **0-299**
- Press **Hold** to save and add another number

To Dial Phone Numbers from the Telephone Book

- Select the **Telephone Book icon**, on the right cursor key
- Use the **up** or **down** keys to scroll through all of the names
- OR
- Enter the first few **letter of the name**
- Press the **up** or **down** cursor key
- Use the **up** or **down** key to scroll through the names and select the correct one
- Press the desired Softkey, **CHG** (Change), **DEL** (Delete) or **Dial** to dial the number.
- You may also press the Menu key and search by **Name** (Stored Name), **GRP** (Group), **NUM** (Number) or **MEM** (Memory location 0-299)

*# = Space, <> = Move Cursor, Feature Key = Delete

911 Emergency Calls

Emergency calls requiring outside assistance

- Lift the **handset** or press **Speaker**
- Dial **911**. Describe the nature and location of the emergency. (It is very important to give the correct address, Building number, etc., as the phone lines may have a different address listed.)
- The Attendant will be notified by an audible alarm displaying the extension name number that placed the emergency call.

To Turn Background Music On or Off:

To Hear Music from Your Phone (if equipped)

- Press the Speaker button
- Dial 725 (toggles on or off)
- Press the Speaker button to quit.

Changing Station Ring Tones

To Change the Internal/ External Ring Tone

- Press the Speaker button
- Dial 720
- Dial 1 for internal or 2 for external ring tones
- Dial 1-8 to select the desired tone
- Press the Speaker button to exit and set

Headset*

To use a headset you need a Headset button programmed, or lift the Handset instead of pressing the Headset button

- Plug the headset into the bottom of the phone. (The jack with the headset icon located next to the handset jack)
- Press the Headset button to use the Headset. (You will hear dial tone and make your call or you can answer a ringing phone.)

*Not all headsets are guaranteed to work. Most of the latest models of the Plantronics brand are recommended. Please call Telco Data for more information.

Voice Mail and Auto Attendant

(Requires the optional InMail)

Automated Attendant: Automatically answers the incoming outside caller. After listening to a customized message (Day, Night or Holiday) an outside caller can dial directly to an extension or department.

Voice Mail: Answers your phone and gives the caller the option to leave you a message or dial another extension.

Voice Mail Setup

1. Record your Greeting

- Press the **VMsg** Softkey
- Press the **Greet** Softkey
- Press the **Gr1** (greeting 1) Softkey. (You may record other greetings later.)
- Press the **Rec** Softkey
- Follow the prompts to record your greeting
- Press **LSTN** (listen), **REC** (Record over), **DEL** (Delete), **BACK** (previous menu) or **#** to exit

2. Record your Name

- Press the **VMsg** Softkey
- Press **R N** (76) to Record your Name
- Press the **Rec** Softkey
- Follow the prompts to record your name
- Press **LSTN** (listen), **REC** (Record over), **DEL** (Delete), **BACK** (previous menu) or **#** to exit

3. Enter your Password* (Security Code)

- Press the **VMsg** Softkey
- Press **O P** (67) for Mail Box **O**ptions
- Press the **Code** Softkey
- Follow the prompts; enter your 4-digit password. (You must use this each time you access your mail box. There is no way to retrieve the password – it can only be reset.)
- Press **OK** to save or **Clear** to start over

*Without a password callers may be able to listen and delete your voice mail messages.

To Check Voice Mail Messages

From your Phone:

- When the Message Waiting Lamp blinks, the display will indicate the number of message. Press the **VMsg** Softkey, when prompted enter your security code.
- Follow prompts to listen to messages, or press the softkeys to **Lstn** then you can select **Next**, **Rplay**, **Del**, or **More**. **List**, **Rew**, **FFwd** or **More**. **Reply**, **Redir**, **Call** or **More**. **CID** and **Back**.

From outside the System:

- Dial a Line answered by the Auto Attendant or dial the main number and ask the attendant to transfer you to ext 300.
- When Auto Attendant answers, Dial # + your Mail Box Number (usually your 3-digit extension) and when prompted enter your security code.
- Follow the prompts to listen to messages. Save, Erase and Exit the same as if you were in the office.

Voice Mail Options

While listening to messages dial:

- **TI (84)** to head the **T**ime and **D**ata the message was left
- **SA (72)** to **S**ave the message
- **MF (63)** to have the **M**essage **F**orwarded to another user
- **E (3)** to **E**rase the message
- **L (5)** to **L**isten to the next message
- **B (2)** to **B**ack up a few seconds
- **BB (22)** to **B**ackup to the **B**eginning
- **G (4)** to **G**o ahead a few seconds
- ***** to **P**ause/ **R**esume listening
- **#** to **E**xit the listen mode

Conversation Recording*

Recording your conversation

- Press the "Record" button
- "Recording" will be in the display
- Press the "Record" button to stop or hang-up
- The recording will be saved as a voicemail message

*Before recording any conversation you should seek the advice of a local attorney to ensure you are complying with State and Federal Law.

Auto Attendant Greetings

(All recordings or mode change must be from the System Administrators phone)

Recording the Day/Night/Override Greeting*

- Press the **VMsg** Softkey, when prompted enter your security code.
- Press **72 (SA)** for the **S**ystem **A**dministrator menu.
- Press the **Instr** Softkey for the Instruction Menu Messages.
- Enter mailbox number **001** for the Day Greeting, **002** for the Night Greeting, **003** for the Override Greeting
- Follow the prompts to **Lstn** (listen, **Rec** (Record) or **Erase** the greeting.
- To record or change the greeting press the **Rec** Softkey
- Press the **Done** Softkey or the **#** Key when finished recording.
- Press the **Lstn** Softkey to review.
- Press **Rec** Softkey to re-record, or press the **Exit** Softkey, Hang Up.

Activating the Override Greeting

(Used for holidays or unexpected weather closings)

- Press the **VMsg** Softkey, when prompted enter your security code.
- Press **726 (SAO)** for the **S**ystem **A**dministrator **O**verride menu.
- Enter the Table Number **1**.
- The Display/Prompts give the information about the Answering Schedule Override. You may turn the mailbox **On/Off** or change the Mailbox number (**MBOX**, usually **003**).
- To turn On, press the **On** Softkey. (Be sure the greeting for the override mailbox is recorded.)
- Press the **Exit** Softkey and Hang Up.
- This Override greeting will answer until you re-enter the System Administrator Override menu and press the **Off** Softkey.

*When recording the Day/ Night greeting, it will be easier to change the greetings if you use extension numbers (Press 102 for Sales) instead of menu numbers (Press 1 for Sales). Any valid extension number, Mailbox number or Group number can be used, see your installer for a list of numbers.