

NEC

UNIVERGE SV8100

**Mobile Extension
Quick Reference Guide**

Version 1.0a

Using Your Mobile Extension

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.
2. Dial personal DDI or allocated number/
Listen for dial tone.

3.  + Outside number.

OR

3.    + Line group number (1-9 or 001-200) + Outside number.

OR

3.    + 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.
3. Dial personal DDI or allocated number
Listen for dial tone.
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

3. For Paging, dial    + 0 for All Call or 1-64 for zones.

OR

3. For your mailbox, dial   

If your call doesn't go through . . .

Camp On and Callback

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

1. **TUV 8** **JKL 5** **OPER 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. **TUV 8** **JKL 5** **OPER 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. **TUV 8** **PRS 7** **OPER 0** + Hang up.

Answering Calls


Answering Outside Calls . . .

Listen for ringing:

1. Lift handset.
2. Dial  to accept call.




Answering Intercom Calls . . .

Listen for ringing:




1. Lift handset.
2. Dial  to accept call.

Picking up calls not ringing your phone . . .

When a call is ringing a co-worker's phone within your group:

1. Lift handset.
2. Dial personal DDI or allocated number/
Listen for dial tone.
3.   

To pick up a call at a specific co-worker's phone:

1. Lift handset.
2. Dial personal DDI or allocated number/
Listen for dial tone.
3.    + Co-worker's extension number.

Have a telephone meeting (Conference) . . .

Use Conference to have a telephone meeting:

1. Place or answer call, dial

+ listen for tone,

2. Place/answer next call, dial

+ listen for tone

- *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, dial



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 +  
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 *#. You can go on hook.*



Easily retrieve a call from Hold:

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

Transferring your calls . . .

Transfer

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

1. Do not hangup +  
+ 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. * + # TUV 8 DEF 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.
2. Dial Personal DDI/allocated number
Listen for dial tone
For a Call Parked in a System Orbit
3. TUV 8 MNO 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 . . .
3. PRS 7 1 JKL 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, dial Personal DDI/allocated number
Listen for dial tone
2. Dial call forwarding code
844 = Busy or not answered
843 = Busy
848 = Immediate
845 = Not answered
842 = Immediate with both ringing
(not for Voice Mail)
3. 1 to set, 0 to cancel
4. Dial destination extension or Voice Mail master number.

- *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, dial Personal DDI/allocated number
Listen for dial tone
2. Dial

TUV	8	1	MNO	6
-----	---	---	-----	---

 - *The system selects an outside line.*

Quickly dial co-workers and outside calls . . .

Common and Group Abbreviated Dialling (Speed Dial)

To dial your stored Abbreviated Dialling numbers:

1. Lift handset, dial Personal DDI/allocated number

Listen for dial tone

2.

TUV	8
-----	---

1

DEF	3
-----	---

 + Bin (for Common).

OR

2.

TUV	8
-----	---

1

GHI	4
-----	---

 + Bin (for Group).

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

Personal Abbreviated Dialling (Speed Dial)

To store your Personal Abbreviated Dialling numbers:

1. Lift handset, dial Personal DDI/allocated number

Listen for dial tone, dial

TUV	8
-----	---

JKL	5
-----	---

JKL	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, dial Personal DDI/allocated number

Listen for dial tone, dial

PRS	7
-----	---

MNO	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.

Accessing service codes . . .

Dial allocated number: This will be either a personal DDI number or other allocated number.

Listen for tone: Upon answering the system will return a form of dial tone to inform the Mobile Extension user to continue dialling .

Dial Feature/Service code: The required feature/service code can be dialled.

Personal Abbreviated Dialling Directory

To program: Lift handset, dial DDI/allocated number, listen for tone

dial TUV 8 JKL 5 JKL 5 + Bin (0-9) + Trunk access code + Number to store + Hang up

To use: Lift handset, dial DDI/allocated number, listen for tone, dial

PRS 7 MNO 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		

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