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

### **OR**

3. UVB OPERO JKL 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.
- 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 TUV 8 OPER 1 + 0 for All Call or 1-64 for zones.

### OR

3. For your mailbox,dial PRS

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

### Camp On and Callback

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



(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 OPERO 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 OPERO + Hang up.

## **Answering Calls**

## **Answering Outside Calls...**

**Listen for ringing:** 

- 1. Lift handset.
- 2. Dial  $\times$  to accept call.

## **Answering Intercom Calls...**

**Listen for ringing:** 

- 1. Lift handset.
- 2. Dial  $\times$  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. Tuv 8 MN0 6 PRS 7

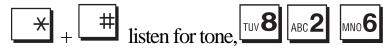
To pick up a call at a specific co-worker's phone:

- 1. Lift handset.
- 2. Dial personal DDI or allocated number/ Listen for dial tone.
- 3. PRS 7 1 1 JKL 5 + Co-worker's extension number.

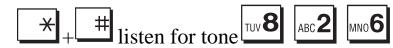
## Have a telephone meeting (Conference) . . .

## Use Conference to have a telephone meeting:

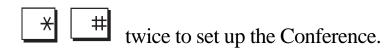
1. Place or answer call, dial



2. Place/answer next call, dial



- 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



## **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 + \(\pi\) \(\pm\)
  - + 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:

Do not hang up.
 Park a call in a System Orbit

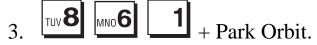


- Park Orbits are 01-64.
- 3. Page your co-worker to pick up the call.
  - For **Paging**, dial 801 + 0 for All Call or 801 + 1-64 for zones.
- 4. Hang up.

Or pick up a call a coworker parked for you:

- 1. Lift handset.
- 2. Dial Personal DDI/allocated number *Listen for dial tone*

For a Call Parked in a System 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 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

+ Bin (for Common).

OR

+ Bin (for Group). 2.

(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





- 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 + 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** The required feature/service code can be dialled.

code:

## **Personal Abbreviated Dialling Directory** To program: Lift handset, dial DDI/allocated number, listen for tone + Bin (0-9) + Trunk access code + Number to dial store + Hang up To use: Lift handset, dial DDI/allocated number, listen for tone, dial + Bin (0-9) **Access Code Number** Bin 0 1 2 3 4 5 6 7 8 9

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