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LegacyCare for NEC is power by Clarktel Telecommunications, Inc., a Double Diamond NEC Partner for the past 40 years; operating independent of NEC with our team of NEC-Certified Engineers who are available 24/7 to serve you long after NEC shutters its U.S. operations.

Learn more here: https://www.clarktel.net/legacycare-nec-phone-maintenance-nationwide

UNIVERGE® SV9100

DT510

USER GUIDE

TABLE OF CONTENTS

TABLE OF CONTENTS

1. INTRODUCTION

General

This guide explains how to operate DT510 under the following headings.

CHAPTER 1 INTRODUCTION

Explains the configuration of this guide and contains the following information.

Face layout

Keys and Parts

CHAPTER 2 TERMINAL SETUP

Explains the operating procedures for terminal settings of the DT510.

CHAPTER 3 FEATURE OPERATION

Explains operating procedures for various Telephony Server features.

Face Layout

DT510 (DTK-6DE-1)
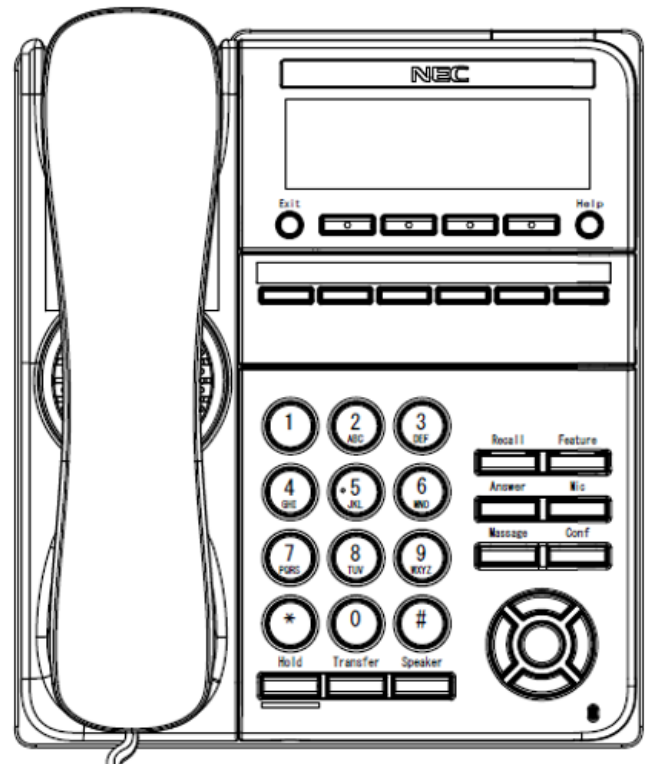
Keys And Parts

DT510
(6-BUTTON WITH MONOCHROME DISPLAY)
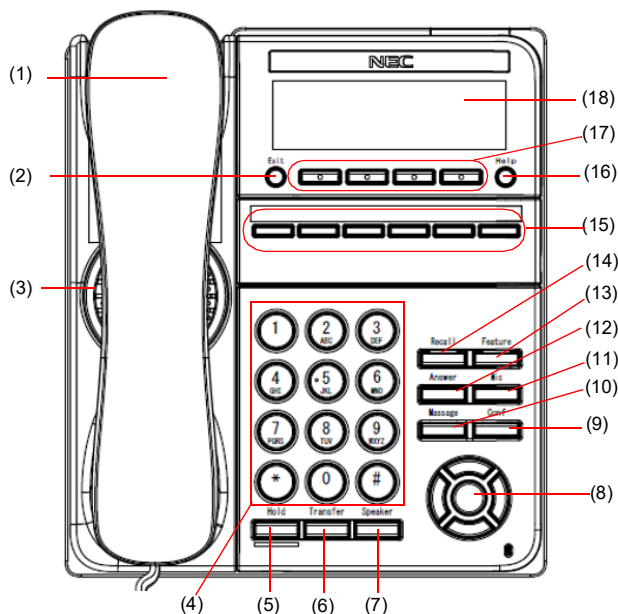
(1) Handset
Used for sending/receiving voice.

(2) Exit Button
To exit the Menu or Help mode and go back to the time display.

(3) Speaker
Used when originating a handsfree call.

(4) Dial Keypad
Dial the called party number or feature access code.

(5) Hold Key
To place an internal or external call on hold.

(6) Transfer Key
Allows the station user to transfer established calls to another station, without attendant assistance.

(7) Speaker Key
To control the built-in speaker which can be used for:
Hands-Free dialing/monitoring.
LED on key lights when the key is active.
* The DT510 includes support for half duplex hands-free mode.

(8) Cursor Key
By using this key, you can access various features with a simple operation.

Details on Cursor Key
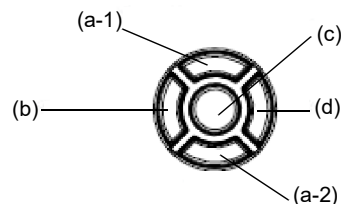
(a-1) Volume (UP) key (Four-way scroll **up** key)
(b) Redial key (Four-way scroll **left** key)
(c) Enter key
(d) Directory key (Four-way scroll **right** key)
(a-2) Volume (DOWN) key (Four-way scroll **down** key)

(a) Up/Down
(∨ DOWN ∧ UP)
Used to adjust speaker/receiver volume, and ringer volume.

    Speaker/Receiver Volume:
    Press (∨) or (∧) key during conversation.
    Ringer Volume:
    Press (∨) or (∧) key during ringing.

(b) Redial
(Last Number Call, Speed Calling-Station/ Group) Press this key to activate redial feature. Press **Redial** and scroll back through numbers that have been dialed. When the desired number is displayed, press ✳ or # to activate dialing.

Note: *A-law Countries [Europe, Australia, Russia, Latin America, Middle near East, other Asian nations]: #*
μ-law Countries [North America]: ✳.

(c) Enter
Use this key to determine the selected item in the menu.

(d) Directory
Pressing this key opens Directory menu.

◉	**Up**	Move the highlighted area one line up the screen.
◉	**Down**	Move the highlighted area one line down the screen.
◉	**Left**	Go back to the previous screen.
◉	**Right**	Go to the screen which corresponds to the highlighted menu item.
◉	**Enter**	Go to the screen which corresponds to the highlighted menu item.

(9) Conf Key
Press key to establish a three-way conversation. LED on key lights when key is active.

(10) Message Key
Press key to access the voice mail system.

(11) Mic Key
To respond handsfree. LED lights during speakerphone operation.

(12) Answer Key
When LED on this key is lit, press this key to answer a waiting call.

(13) Feature Key
To activate features such as terminal setup, and to program One-Touch Speed Dial Keys.

(14) Recall Key
To finish a call and hear the dial tone.

(15) Programmable Keys
These keys can be programmed as Flexible line key/Programmable feature key by System Administrator.

(16) Help Key
To display explanations of the Softkeys on the LCD.

Note: *Not all **Help** contents are displayed. For details, contact the System Administrator.*

(17) Soft Keys
Any feature shown at the bottom of the LCD is available. The appropriate feature key is displayed on the screen according to the call handling process.

(18) LCD (Liquid Crystal Display)
The LCD (Liquid Crystal Display) provides DT510 activity information plus date, time and Softkey Operation with a 28-character, 4-line display capability.

```
      28 APR MON 8:45AM
101                   STA101
List    Dir    ICM    Prog
```

Simple Operation by Cursor Key

By using the Cursor Key, the DT510 user can have access to Call History, Directory and terminal settings with simple operation.

As an example, the following shows the operations how to access to Directory menu.
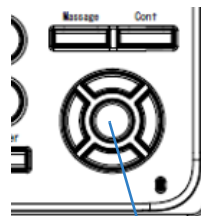
Press Directory Key

```
DIRECTORY DIALING          [A]
ABB:COMMON
         ↑      ↓     Dial    ←
```

2. TERMINAL SETUP

This chapter describes operating procedures for terminal settings by the **UP/DOWN** key and **Feature** keys.

Terminal Setup With the Up/Down Key

To Adjust Handset Receiver Volume

Press the **Up/Down** key in the off-hook status or during the call.

```
┌─────────────────────────────────┐
│                                 │
│                                 │
│  HANDSET■■■■■────────────        │
└─────────────────────────────────┘
```

To Adjust Speaker Volume

Press the **Up/Down** key during speakerphone operation or during the call.

```
┌─────────────────────────────────┐
│                                 │
│                                 │
│  SPEAKER■■■■■■■■■■■───            │
└─────────────────────────────────┘
```
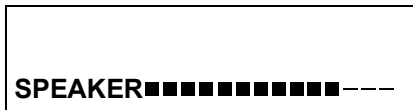
To Adjust Ringer Tone

Press the **Up/Down** key during ringing.

```
┌─────────────────────────────────┐
│                                 │
│                                 │
│  RING      ■■■■■■■■■─────         │
└─────────────────────────────────┘
```

To Adjust LCD Contrast

Press the **Up/Down** key in the on-hook status.

```
┌─────────────────────────────────┐
│                                 │
│                                 │
│  LCD       ■■■■■───               │
└─────────────────────────────────┘
```

Terminal Setup With the Feature Key

Microphone On/Off

LED on Mic key shows the status of the built-in microphone.

(1) Press **Mic**.

To Select Ringer Tone

(1) Press **Speaker** and dial **720**.

(2) Dial 1 to set Intercom ring; Dial 2 to set Trunk ring.

```
SET INCOM RING

1: INT      2: EXT
```

(3) Dial code for the desired ring pattern (1~8).

Display below shows when INT is selected.

```
SET INT INCOM RING

 INCOM RING 1-8:?
```

(4) Press **Speaker** to hang up.

Listening to the Incoming Ring Choices

(1) Press **Speaker** and dial **711**.

(2) Dial 1 to listen to Intercom ring; Dial 2 to listen to Trunk ring.

(3) For Intercom Ring:

Dial the code for the ring pattern you want to hear (1-8).

Tone No.	Tone Range
1	High
2	Mid Range
3	Low
4	Ring Tone 1
5	Ring Tone 2
6	Ring Tone 3
7	Ring Tone 4
8	Ring Tone 5

-**OR**-

For Trunk Ring:

Dial code for the ring pattern you want to hear (Ring1-3, Melody 4-8). If you select Ring 1-3, a second screen prompts for the tone pattern (1-4).

Tone No.	Tone Range
1	Ring Tone 1
2	Ring Tone 2
3	Ring Tone 3
4	Melody 4
5	Melody 5
6	Melody 6
7	Melody 7
8	Melody 8

(4) Press Speaker to hang up.

Changing your Extension Incoming Ring Tone

(1) Press **Speaker** and dial **720**.

(2) Dial 1 to set Intercom ring; Dial 2 to set Trunk ring.

```
SET INCOM RING

 1: INT     2: EXT
```

(3) Dial 1 to set the Tone; Dial 2 to set the Melody.

The display below shows when INT is selected and Program 15-02-78 is enabled

```
SET INT INCOM RING

 TONE:1 MELODY:2
```

(4) The following is displayed when 2: Melody is selected.

```
SET INT INCOM RING

 MELODY: 1-5
```

Displayed when ring tone setting is completed and ring tone is played.

```
SET INT INCOM RING

SETTING COMPLETE
```

(5) Press **Speaker** to hang up.

Listening to the Incoming Ring Choices

(1) Press Speaker and dial **711**.

(2) Dial 1 to listen to Intercom ring; Dial 2 to listen to Trunk ring.

(3) For Intercom Ring:

Dial the code for the ring pattern you want to hear if Program 15-02-78 is enabled
(Tone:1, Melody:2).

Tone Type	Tone No.	Tone Range
Tone:1	1	High
	2	Medium
	3	Low
Melody: 2	4	Melody 1
	5	Melody 2
	6	Melody 3
	7	Melody 4
	8	Melody 5

-OR-

For Trunk Ring:

Dial code for the ring pattern you want to hear
(Tone:1, Melody:2).

Tone Type	Tone No.	Tone Range
Tone:1	1	High
	2	Medium
	3	Low
Melody:2	4	Melody 1
	5	Melody 2
	6	Melody 3
	7	Melody 4
	8	Melody 5

(4)　Press Speaker to hang up.

3. FEATURE OPERATION

Answering Calls

Ringing Calls

(1) Lift the handset.

(2) Start conversation.

> *Note: When assigning the Delayed Ringing feature, incoming calls will first ring at a primary station. If the call is unanswered after a preprogrammed time interval, calls will also ring at the assigned secondary station.*

Ringing Calls to a Second Incoming Extension/ CAR/VE Key

(1) Lift the handset.

(2) Start conversation.

Note: A Second Incoming Extension key must be assigned to appear and ring.

Note: A Line key must be available to answer an incoming outside call

```
+---------------------------------+
|      2-11 MON  10:15AM           |
|   TALKING TO       STA 12345     |
|    Conf                          |
+---------------------------------+
```

Answering Outside Calls Using the Answer Key

(1) Receive outside call.

(2) Press the **Answer** key.

(3) Talk with the incoming calling party.

(4) When additional outside calls are received, press the **Answer** key to place the current call on hold and connect the multiline terminal user to the next call.

```
+---------------------------------+
|   Line 001                      |
|   Ringing                       |
|   List    Dir    ICM     Prog   |
+---------------------------------+
```

```
+---------------------------------+
|   Line 001       00:10          |
|   Answered                      |
|    Conf   Rpt    Save           |
+---------------------------------+
```

Voice Announce Calls

(1) Adjust the **Speaker** volume as needed.

> *Note:* *On SV9100 if MIC key is not lit the user cannot answer voice announce calls without lifting the handset.*

(2) Respond hands free.

> *Note:* *The handset may be used any time during the conversation.*

UP

DOWN

Camp-on (Call Waiting)

Receive the camp-on tone while on another call:

(1) When a Camp On is set from another station, complete the present call and a Call Back will ring the station that set the Camp On.

(2) When the Camp On station answers and rings the phone, lift the handset or press the **Speaker** key.

Off Hook Signaling

With a call in progress:

(1) Receive Off-Hook signaling.

(2) Press the **Answer** key, then converse with the second party.

```
2-11 MON  10:56AM
TALKING TO      STA 12345
  Conf
```

> *Note:* *The second call may be placed on Hold.*
> *Note:* *Press the flashing Line key or Conf key to return to the first call.*

Placing Calls

Internal Calls

(1) Lift the handset.

(2) Dial a station number or 0 (for attendant).

(3) Voice announce after the tone burst, or wait for the ringing call to be answered.

Outside Calls

(1) Lift the handset.

(2) Dial the trunk access code (i.e. 9).

   -OR-

(1) Press an idle Programmable Outside Line key.

(2) Dial the telephone number.

(3) Converse.

```
Line 001         00:15
                 2142622000
Conf    Rpt    Save    Trf
```

Trunk Queuing

After pressing a busy Line key and receiving the trunk busy indication:

(1) Dial **#** or press **Trunk Queuing/Camp On** key (Service Code 751:35).

(2) Replace the handset.

> *Note:* *When a line is available, your telephone will ring; lift the handset and place the call.*

Last CO/PBX Number Redial

(1) Without lifting the handset, press the **Redial** key.

(2) To redial the last number, press **#**.

   -OR-

   Search for the desired number from the Redial List by pressing the **List Softkey** and then the **Redial Softkey**.

(3) Press the **Up Arrow/Down Arrow** or **VOLUME UP/VOLUME DOWN** keys to search for the desired number.

(4) Lift the handset or press **Speaker** to place the call.

```
LIST MENU

Redial   CID
```

Speed Dial – System/Group/Station

To dial a Station Speed Dial number:

(1) Press the **Speaker** key.

(2) Dial **#7** (default Service Code).

   Note: To preselect, press a Line key in step 1 (instead of Speaker).

(3) Dial the Station Speed Dial buffer number (0~9):

   1 = Station Speed Dial buffer 1
   2 = Station Speed Dial buffer 2
   :
   :
   0 = Station Speed Dial buffer 10

Note: The stored number dials out.

Note: Unless you preselect, Trunk Group Routing selects the trunk for the call. The system may optionally select a specific Trunk Group for the call.

Note: If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.

To dial a Station Speed Dialing number:

(1) Press the **Speaker** key.

(2) Dial **#2** (default Service Code).

   -OR-

(3) Press the **Redial** key.

   -OR-

(4) Press the **System Speed Dialing** key (Service Code 751:27).

   Note: To preselect, press a Line key in step 1 (instead of pressing Speaker).

(5) Dial the Station Speed Dial buffer number (Default: 000~999).

   The stored number dials out.

```
   2-13 WED 5:28PM
92142622000        NEC
  Conf    Rpt    Save    Trf
```

Note: Initially (at default), there are 1000 System Speed Dial buffers.

Note: Unless you preselect, Trunk Group Routing selects the trunk for the call. The system may optionally select a specific Trunk Group for the call.

Note: If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.

To dial a Group Speed Dialing number:

(1)   Press the **Speaker** key.

(2)   Dial **#4** (default Service Code).

   -OR-

(3)   Press the **Redial** key.

   -OR-

(4)   Press the **Group Speed Dialing** key (Service Code 751:28).

   Note: To preselect, press a Line key in step 1 (instead of pressing Speaker).

(5)   Dial the Group Speed Dial buffer number (none at default).

Note: Initially, there are no Group Speed Dial buffers assigned.

Note: Unless you preselect, Trunk Group Routing selects the trunk for the call. The system may optionally select a specific Trunk Group for the call.

Note: If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.

Microphone Control

(1)   Press the **MIC** key.

(2)   A lit **MIC** LED indicates that the **MIC** is on.

Speakerphone Calls

(1)   Press the **Speaker** key and the Speaker LED lights.

(2)   Ensure that the **MIC** LED is lit.

(3)   Place an internal or outside call.

(4)   Converse.

(5)   Press the **Speaker** key to disconnect the call.

   *Note: The handset may be used at any time during the conversation. To resume hands free operation or to monitor a call, press the **Speaker** key (the Speaker LED lights) and replace the handset.*

Group Listen

To initiate Group Listen:

(1)   Place or answer a call using the handset.

(2)   Press the **Speaker** key twice (do not hang up).

   Note: The Speaker LED flashes.

   Note: You can talk to the caller through the handset. Your coworkers hear your caller's voice over your telephone's speaker.

   *Note: When you press the **Speaker** key once, you turn your Speakerphone on. The second press turns on Group Listen. Pressing the **Speaker** key a third time cancels the Group Listen feature.*

```
   2-13  WED      5:40PM
GROUP LISTEN
   Conf
```
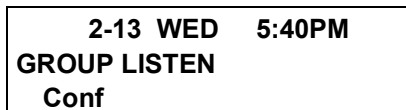
Holding Calls

System Hold

With a call in progress:

(1)   Press **Hold**.

Exclusive Hold

With a call in progress:

(1) Press the **Exclusive Hold** key (Service Code 751:45).

> *Note: To retrieve a held call, press the flashing Line key or ICM key (Internal calls).*
>
> *Note: Calls on System Hold can be retrieved from any multiline terminal with the held line appearance.*
>
> *Note: After a preprogrammed time, the held call will recall to the originating station.*

```
        2-13  WED    5:40PM
HOLD            STA 12345678
InPg  ExPg   P/U      ↓
```

Transferring Calls

Using Manual Dial

With a call in progress:

(1) Press the **Transfer** key.

(2) Dial the station number.

(3) Announce the call (optional).

(4) Replace the handset.

Using Direct Station Selection (DSS)

With a call in progress:

(1) Press the **Transfer** key.

(2) Press the programmed DSS.

(3) Announce the call (optional).

(4) Replace the handset.

> *Note: If the called station is busy, replace the handset to initiate a camp-on. Unanswered camp-on calls and unscreened transfers will recall to the transferring station.*
>
> *Note: To return to the original party, press the flashing **Line** key or **Conf** key.*
>
> *Note: A Programmable Function Key may be assigned for DSS.*
>
> *Note: To transfer a call directly to a personal voice mailbox, dial 8 after dialing the station number.*

```
        2-13  WED    5:40PM
HOLD            STA 12345678
InPg   ExPg   P/U     ↓
```

Conference

(1) Establish an intercom or trunk call.

(2) Press **Conf** or **Conference** softkey (Service Code 751:07).

(3) Dial the extension you want to add.

   -OR-

   Access an outside call.

> *Note: To get the outside call, you can either press a Line key or dial a trunk/trunk group access code.*

(4) When the called party answers, press the **Add** softkey or **Conf** twice.

> *Note: If you cannot add additional parties to your conference, you have exceeded the system's Conference limit.*

(5) Repeat steps 2~4 above to add more parties.

```
    2-11 MON  10:56AM
 TALKING TO        STA 12345
   Conf
```

```
                       CONF
 ICM DIAL
 AnHd      Dir
```

Call Park – System

To Park a call in a system orbit:

Note: *You can Park intercom or trunk calls.*

(1) Press the **Park** key (Service Code 752: *04 + orbit).

> *Note:* *The Park key LED lights.*

(2) Use Paging to announce the call.

(3) Press the **Speaker** key to hang up.
> *Note:* *If not picked up, the call will recall you.*

-OR-

(1) Press the **Transfer** key.

(2) Dial **#6831** and the Park orbit (01~64).
> *Note:* *If you hear a busy tone, the orbit is busy. Try another orbit.*

(3) Use Paging to announce the call.

(4) Press the **Speaker** key to hang up.
> *Note:* *If not picked up, the call will recall you.*

```
 PARK HOLD
                      Park No. Dial
```

To pick up a Parked call:

(1) Lift the handset.

Press the **Park** key (Service Code 752: *04 + orbit).

-OR-

(1) Press the **Speaker** key.

(2) Dial ***6** and the Park orbit (01~64).

```
 ANS HOLD
                      Park No. Dial
```

Station Busy/No Answer Options

Callback

To place a callback:

(1) Call an unavailable (busy or unanswered) extension.

(2) Dial **#** or press the **Callback** key (Service Code 751:35).

(3) Hang up.

(4) Lift the handset when the busy extension calls you back.

Note: *If the unavailable extension was unanswered (not busy), the Callback goes through after your co-worker uses their telephone for the first time.*

Note: *If you have Callback Automatic Answer, you automatically place a call to the formerly busy extension when you lift the handset. If you do not have Callback Automatic Answer, you must press the ringing line appearance to place the call.*

To cancel a Callback:

(1) Press the idle **Speaker** key and dial 770.

   -OR-

(1) Press the **Camp-On** key (Service Code 751:35).

```
     2-14  THU    3:15PM
CAMP-ON       STA 12345678
```

Message Waiting

To leave a Message Waiting:

(1) Call a busy or unanswered extension.

(2) Dial **0** or press the **Message Waiting** key (Service Code 751:38).

(3) Hang up.

```
     2-14  THU    3:15PM
MSG  >>>      STA 12345678
```

To answer a Message Waiting:

Note: *When you have a message, your Message Waiting LED flashes.*

(1) Press the **Speaker** key and dial ***0**.

   -OR-

(1) Press the **MW softkey** or **Message Waiting** key (Service Code 751:38).

```
     2-14  THU    3:15PM
12345678        STA 12345678
     MW     Menu
```

```
MW from        STA 12345678
Call    Cncl
```

Note: *If the called extension does not answer, dial 0 or press your Message Waiting key to automatically leave a message.*

To cancel all your Messages Waiting:

Note: *This includes messages you have left for other extensions and messages other extensions have left for you.*

(1) Press the **Speaker** key.

(2) Dial **773**.

(3) Hang up.

To cancel the Messages Waiting you have left at a specific extension:

(1) Press the **Speaker** key.

(2) Dial **771**.

(3) Dial the number of the extension you do not want to have your messages.

Hang up.

-OR-

(1) Press the **Cncl Softkey**.

Tone Override

To send off hook signals to an extension busy on a call:

Note: Your extension may send off hook signals automatically.

(1) Dial **,** .

-OR-

(1) Dial **709**.

(2) Press the **Off Hook Signaling** key (Service Code 751:33).

Note: You hear Ring Busy Tone.

Note: The called extension hears Call Alert Notification.

To answer Tone Override:

(1) Receive Tone Override.

(2) Press the **Hold** key and talk with the party.

```
┌─────────────────────────────┐
│   2-14  THU    3:15PM        │
│ CALLING      STA 12345678    │
│ Voice   MW                   │
└─────────────────────────────┘
```

Department Step Call

To make a Step Call:

(1) Place a call to a busy Department Group member.

-OR-

(1) Place a call to a Department Group pilot number.

(2) Dial Department Step Code (2) to call the next available Department Group member.

(3) Repeat step 2 to call other Department Group members.

Voice Over

To initiate a Voice Over to a busy extension:

(1) Press the **Voice Over** key (Service Code 751:48).

-OR-

(1) Dial **6.**

Note: You hear an alert tone and the Voice Over key flashes. You can talk to the called party after the alert tone ends.

To respond to a Voice Over alert tone to your extension:

*Note: You can only respond if you have a **Voice Over** key.*

(1) Press the **Voice Over** key (Service Code 751:48).

Note: The Voice Over key lights steadily (green) and you can talk to the interrupting party.

To return to your original call:

(1)   Press the **Voice Over** key.

> *Note: Your Voice Over key flashes red when you are talking to your original call.*

CO/PBX Dialing Options

Save Number Dialed

To save the outside number you just dialed (up to 24 digits).

Note: Use this feature before hanging up.

(1)   Press the Save Number Dialed key (Service Code 751:30).

To redial a saved number:

(1)   Press an idle trunk line key.

> *Note: This selects a specific trunk for the call.*

(2)   Press the **Save Number Dialed** key (Service Code 751:30).

PREVIEW		SAVED NUMBER	
List	Dir	ICM	Prog

> *Note: The stored number dials out.*

   -OR-

(1)   Press the **Speaker** key.

(2)   Dial **715**.

> *Note: Save Number Dialed automatically selects a trunk from the same group as your original call.*
> *Note: The stored number dials out.*

Memo Dial

To store a number while you are on a call:

(1)   While on a call, press the **Memo Dial** key (Service Code 751:31).

(2)   Dial the number you want to store.

(3)   Press the **Memo Dial** key again and continue with the conversation.

To call a stored Memo Dial number:

(1)   Do not lift the handset.

(2)   Press the **Memo Dial** key (Service Code 751:31).

(3)   Press the **Speaker** key.

   -OR-

(1)   Press a configured Line key.

> *Note: The stored number dials out.*

MEMO DIAL
CONF

To check to see the stored Memo Dial number:

(1) Do not lift the handset.

(2) Press the **Memo Dial** key (Service Code 751:31).
   Note: The stored number displays.

(3) Press **Exit** to return to the main LCD screen.

To cancel (erase) a stored Memo Dial number:

(1) Press the **Speaker** key.

(2) Press the **Memo Dial** key (Service Code 751:31).

Repeat Redial

To use Repeat Redial (if the outside party you call is unavailable or busy):

(1) Place a trunk call.

   Note: Listen for busy tone or Ring-No Answer.

(2) Press the **Feature + Redial** keys.

-OR-

(1) Press the **Repeat Redial** key (Service Code 751:29).

   Note: The Repeat Redial key lights while you wait for the system to redial.

(2) Press the **Speaker** key to hang up.
   Note: The system periodically redials the call.
   Note: System programming determines the waiting time and the number of redial attempts.

(3) Lift the handset when the called party answers.
   Note: When using trunks with answer supervision, the Repeat Redial feature automatically cancels.

```
Line 001                    00:27
Repeat  Dial
Conf  Rpt  Save
```

To cancel Repeat Redial:

(1) Press the **Feature** key.

(2) Press the **Redial** key.

-OR-

(1) Press the Repeat Redial key (Service Code 751:29).

```
   2-14  THU  3:15PM
Cancel  Repeat  Dial
 List      Dir      ICM      Prog
```

Caller ID

Answer
Receive incoming ringing or a transferred outside call:

(1) Review the telephone display for the calling party's name or number.

(2) Answer the call accordingly.

An unanswered call will cause the **Call History** key (Service Code 751:08) to flash, indicating a new call has been placed in the temporary memory. If enabled in programming, the telephone's display will show: **"Check List".**

```
Line 001
 NEC America   2142622000
Conf     Dir     ICM     Prog
```

(1) Press the **Call History** key (Service Code 751:08) or press the **LIST** Softkey and CID.

> *Note: The last addition to the list is displayed.*

(2) Press the **Arrow Down** Softkey to scroll through the list of numbers in memory.

(3) Press the **DEL** Softkey to delete the entry and scroll to the next entry.

(4) The **Call History** key will remain on as long as entries remain in memory.

(5) To place a call back to a number in the temporary memory list, with the number to be dialed displayed, press a Line or the **Speaker** key.

> *Note: The outgoing call is placed.*

```
   2-14  THU  4:32PM
12345678
Conf    Dir     ICM     Prog
```

```
LIST  MENU

Redial   CID
```

Call Pickup

Group Call Pickup

To answer a call ringing another telephone in your Pickup Group:

(1) Pick up the handset or press the **Speaker** key.

(2) Press the **Group Call Pickup** key (Service Code 751:24).

-OR-

(1) Dial **756** or ***#**.

> *Note: Service Code *# can pick up any call in the group, plus any Ring Group calls. Service Code 756 cannot pick up Ring Group calls.*

```
    2-14  THU  4:32PM
Call P/U            STA 87654321
Conf
```

To answer a call ringing a telephone in another Pickup Group when you do not know the group number:

(1) Pick up the handset or press the **Speaker** key.

(2) Press the **Group Call Pickup** key (Service Code 751:25).

-OR-

(1) Dial **769**.

To answer a call ringing a telephone in another Pickup Group when you know the Group Number:

(1) Pick up the handset or press the **Speaker** key.

(2) Press the **Group Call Pickup** key (Service Code 751:26 + group).

    -OR-

(1) Dial **768** and the group number (0~9 or 00~64).

```
    2-14  THU  4:32PM
Group No.
```

Directed Call Pickup

To use Directed Call Pickup to intercept a call to a coworker's extension:

(1) Pick up the handset or press the **Speaker** key.

(2) Dial **.

(3) Dial the number of extension whose call you want to intercept.

Note: If more than one call is coming in, the system sets the priority for which call it answers first.

```
    2-14  THU  4:32PM
ICM DIAL          12345678
```

```
    2-14  THU  4:20PM
TALKING TO    STA 12345678
Conf
```

Paging

To make an Internal Page announcement:

(1) Press the zone's **Internal Paging** key [Service Code 751:21, 01~64 for zones (00 for All Call)].

    -OR-

(1) Press the **Speaker** key or lift the handset.

(2) Dial **701** and the Paging Zone number (0~9 or 00~64).

Note: Dialing 0 or 00 calls All Call Internal Paging.

(3) Dial *1 and the Combined Paging Group code 1~8 or 0 (for Internal/External All Call).

Note: The display indicates the Combined Paging as an External Page.

Note: If the Internal Page Zone is busy or if there are no extensions in a page group, the page will be announced as an External Page only.

```
    2-14  THU  4:32PM
GROUP No.
```

```
    2-14  THU  4:32PM
PAGE EXT              GROUP
```

(4) Make an announcement.

(5) Press the **Speaker** key to hang up.

To Page an External Zone:

(1) Press the **External Paging** key (Service Code 751:19 for External Paging zones or 20 for External All Call Paging).

(2) Make the announcement.

-OR-

(1) Press the **Speaker** key or pick up the handset.

-OR-

(2) Dial **703** and the External Paging Zone code (1~8 or 0 for All Call).

```
2-14   THU   4:20PM
ZONE
```

```
2-14   THU   4:20PM
PAGE EXT     Group
```

-OR-

(1) Dial ***1** and the Combined Paging Group code (1~8 or 0 for Internal/External All Call).

Note: The display indicates the Combined Paging as an External Page.

Note: If the Internal Page Zone is busy or if there are no extensions in a page group, the page will be announced as an External Page only.

(2) Make the announcement.

Meet Me Answer

To join a Meet Me Internal Page:

(1) Press the **Speaker** key or pick up the handset.

(2) Dial **763** (if your extension is in the zone called).

-OR-

(1) Dial **764** and the zone number (if your extension is not in the zone called).

-OR-

(1) Press the **Meet Me Conference/Paging Pickup** key (Service Code 751:23) if your extension is in the zone called.

Note: You connect to the other party.

To join a Meet Me External Page:

(1) Press the **Speaker** key or pick up the handset.

(2) Dial **765**.

(3) Dial the announced External Paging Zone (0~8).

Note: You connect to the other party.

Background Music

To turn Background Music on or off:

(1) Press the **Speaker** key.

(2) Dial **725**.
     Note: Default is No Setting.

(3) Press the **Speaker** key to hang up.
     Note: The default of BACKGROUND MUSIC service code is "no setting".

```
    2-14  THU  4:20PM
B.G.M.   ON
```

Call Forwarding

All Calls (CF/A)

To set Call Forward – Immediate at a forwarding station:

(1) Pick up the handset or press the **Speaker** key.

(2) Dial the **Call Forward – Immediate Service Code** (default: 741).

     -OR-

(1) Press the **Call Forwarding Programmable Function Key** (Service Code 751:10).

```
CF-ALL
 1:SET   0:CANCEL
```

(2) Dial **1** (Set).

```
CF-ALL
```

(3) Dial the destination extension or off-premise number.

```
CF-ALL
92142622000
```

(4) Press the Speaker key or hang up.
     Note: Your Call Forwarding Programmable Function Key lights.

To cancel Call Forward – Immediate at a forwarding station:

(1) Pick up the handset or press the **Speaker** key.

(2) Dial the **Call Forward – Immediate Service Code** (default: 741).

     -OR-

(1) Press the **Call Forwarding Programmable Function Key** (Service Code 751:10).

(2) Dial **0**.

(3) Press the **Speaker** key or hang up.
     Note: Your Call Forwarding Programmable Function Key goes off.

Call Forwarding Busy/No Answer (B/NA)

To set Call Forward – Busy/No Answer at a forwarding station:

(1) Pick up the handset or press the **Speaker** key.

(2) Dial the **Call Forward – Busy/No Answer Service Code** (default: 744).

-OR-

(1) Press the **Call Forwarding Programmable Function Key** (Service Code 751:13).

```
CF-BNA
 1:SET   0:CANCEL
```

```
CF-BNA
12345678
```

(2) Dial **1** (Set).

(3) Dial the destination extension or off-premise number.

(4) Press the **Speaker** key or hang up.

To cancel Call Forward – Busy/No Answer at a forwarding station:

(1) Pick up the handset or press the **Speaker** key.

(2) Dial the **Call Forward – Busy/No Answer Service Code** (default: 744).

-OR-

(1) Press the **Call Forwarding Programmable Function Key** (Service Code 751:13).

(2) Dial **0** (Cancel).

(3) Press the **Speaker** key or hang up.

To set Call Forward – Both Ring at a forwarding station:

(1) Pick up the handset or press the **Speaker** key.

(2) Dial the **Call Forward – Both Ring Service Code** (default: 745).

-OR-

(1) Press the **Call Forwarding Programmable Function Key** (Service Code 751:14).

(2) Dial **1** (Set).

(3) Dial the destination extension number.

```
CF-Both Ring
12345678
```

To cancel Call Forward – Both Ring at a forwarding station:

(1) Pick up the handset or press the **Speaker** key.

(2) Dial the **Call Forward – Both Ring Service Code** (default: 745).

-OR-

(1) Press the **Call Forwarding Programmable Function Key** (Service Code 751:14).

(2) Dial **0** (Cancel).

(3) Press the **Speaker** key or hang up.

Selectable Display Messaging

To select a message:

(1) Press the **Speaker** key.

(2) Press the **Text Message** key (Service Code 751:18 + 01~20).

```
IN MEETING UNTIL 08:48
                STA  12345678

List    Dir    ICM    Prog
```

(3) Use **VOL UP** or **VOL DOWN** keys to scroll through the messages.

(4) For messages 1~8 and 10, enter digits to append the message, if needed.

Note: You can append messages 1~8 and 10 with digits (e.g. the time when you get back). You enter the time in 24-hour format.

No.	Message	Change "#" to:
1	IN MEETING UNTIL ##:##	Time (when meeting is done)
2	MEETING ROOM - #######	Room name or extension
3	COME BACK ##:##	Time (when returning)
4	PLEASE CALL ##########	11 digits (Tel. No.)
5	BUSY CALL AFTER ##:##	Time (when returning)
6	OUT FOR LUNCH BACK ##:##	Time (when returning)
7	BUSINESS TRIP BACK ##:##	Date (when returning)
8	BUSINESS TRIP #########	10 digits (where reached)
9	GONE FOR THE DAY	
10	ON VACATION UNTIL ##:##	Date (when returning)
11~20	MESSAGE 11~20	

(5) Press **Speaker** to hang up.
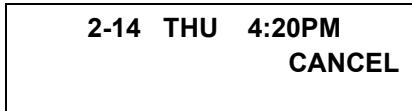
Note: Intercom calls to extensions with Selectable Display Messaging set will receive a DND signal and receive the display message on their telephone's display instead of ringing the display.

Note: To allow calls to ring through and have the message displayed on the calling extension's display, cancel DND by pressing the DND key + 0 (DND key (Service Code 751: Code 03).

To cancel a message:

(1) Press the **Speaker** key.

(2) Press the **Text Message** key (Service Code 751:18+).

(3) Press Speaker to hang up.

```
┌─────────────────────────────┐
│                             │
│   2-14  THU   4:20PM        │
│                    CANCEL   │
│                             │
└─────────────────────────────┘
```

Station Relocation

To exchange two terminals:

(1) Pick up the handset or press the **Speaker** key.

(2) Dial the **Extension Data Swap Service Code** not assigned at default.

(3) Dial the **Extension Data Swap Password** not assigned at default.

(4) Dial the extension to be swapped with or relocated to.

(5) When successfully completed, a confirmation tone will be heard and the display will show "completed".

(6) Press the **Speaker** key twice.

Code Restriction, Dial Block

To set Dial Block:

(1) Press the **Speaker** key.

(2) Dial **600** (default).

(3) Dial the **4-digit Dial Block Code** (user defined).

(4) Dial **1**.
Note: The confirmation tone is heard.

(5) Press the **Speaker** key to hang up.

To release Dial Block:

(1) Press the **Speaker** key.

(2) Dial **600**.

(3) Dial the **4-Digit Block Code**.

(4) Dial **0**.
Note: The confirmation tone is heard.

(5) Press the **Speaker** key to hang up.
Note: At default, Dial Block restriction Class per Extension is denied.

Account Code Entry

To enter an Account Code any time while on a trunk call:

The outside caller cannot hear the Account Code digits you enter. You can use this procedure if your system has Optional Account Codes enabled. You may also be able to use this procedure for incoming calls.

(1)　Dial *****.

　　　　-OR-

(1)　Press your **Account Code** key
　　　(Service Code 751:Code 50).

(2)　Dial your Account Code (1~16 digits, using 0~9 and #).

> **LINE 001**
> **Enter Account Code**
> Conf　　Rpt　　Sav　　Trf

Note: If Account Codes are hidden, each digit you dial shows as a "*" character on the telephone's display.

(3)　Dial *****.

　　　　-OR-

(1)　Press your **Account Code** key
　　　(Service Code 751:Code 50).

To enter an Account Code before dialing the outside number:

If your system has Forced Account Codes, you must use this procedure. If it has Verified Account Codes, you can use this procedure instead of letting the system prompt you for your Account Code. You may also use this procedure if your system has Optional Account Codes. If your system has Verified Account Codes enabled, be sure to choose a code programmed into your Verified Account Code list.

(1)　Access trunk for outside call.

> *Note: You can access a trunk by pressing a Line key or dialing a code (except 9).*

(2)　Dial *****.

　　　　-OR-

(1)　Press your **Account Code** key (Service Code 751:Code 50).

(2)　Dial your Account Code (1~16 digits, using 0~9 and #).
> *Note: If you make an incorrect entry, your system may automatically alert the operator. If Account Codes are hidden, each digit you dial will show as a "*" character on the telephone's display.*

(3)　Dial *****.

　　　　-OR-

(1)　5. Dial the number you want to call.

> *Note: If you hear "stutter" dial tone after dial the number, ARS is requesting that you enter an Automatic Route Selection Authorization Code.*

Automatic Call Distribution (Acd)

Agent Log In

To log in:

(1) Press the **ACD LOG IN/LOG OUT** key (Service Code 752: *10).

-OR-

(1) Press the **Speaker** key and dial the Log In Service Code (Default: *5).

(2) Dial the log in code (up to 20 digits).

Note: This step is not required if the ID code is disabled.

Display before Agent login

WAIT ACD LOGIN	**G:01**
12345678	**STA 12345678**
List Dir ICM	**Prog**

Display after Agent login

Group	**G:01**
12345678	**STA 12345678**

Agent Log Out display

ACD LOGOUT?
(1:Yes; 0:No)

AIC Agent Log In

To log in:

(1) Press the **ACD LOG IN/LOG OUT** key (Service Code 752: *10).

-OR-

(1) Press the **Speaker** key and dial the **AIC Log In** service code – not assigned at default.

(2) Dial the log in code (up to 20 digits).

Note: This step is not required if the ID code is disabled.

(3) Dial the **Agent Identity Code** (AIC – up to four digits).

Input AIC			
List	**Dir**	**ICM**	**Prog**

Note: The ACD LOG IN/LOG OUT key lights.

Display before Agent login

2-15 FRI 11:02PM	
12345678	STA 12345678
List Dir ICM	**Prog**

Display after Agent login

2-15 FRI 11:02PM	
12345678	Login
List Dir ICM	**Prog**

Multiple AIC Agent Log In

To log in:

(1) Press the **ACD LOG IN/LOG OUT** key (Service Code 752: *10).

- OR –

(1) Press the **Speaker** key and dial the **AIC Log In** service code -not assigned at default.

(2) Dial **0** to cancel the log out option.

(3) Dial the **Agent Identity Code** (AIC) (up to four digits).
Note: *The ACD LOG IN/LOG OUT key lights.*

(4) Repeat steps 3 and 4, if more log ins are required.

To log out (for single or multiple agent AIC log In):
Note: *All AIC log in become logged out.*

(1) Press the **ACD LOG IN/LOG OUT** key (Service Code 752: *10) + 1 to accept.

(2) Press the **Speaker** key and dial the **AIC Log In** service code – not assigned at default.
Note: *The ACD LOG IN/LOG OUT key goes out.*

Rest Mode

To set the manual Rest Mode:

(1) From an idle state, press the **ACD Rest Mode** key (Service Code 752: *13).

Note: *The ACD Rest Mode key lights. If the Rest Mode key is pressed while the agent is on an active call, the key will flash until the agent hangs up.*

Note: *This operation is not available for the System Supervisor.*

```
Group No: 01
12345678              OFF DUTY
 List    Dir    ICM    Prog
```

To cancel the manual Rest Mode:

(1) Press the **ACD Rest Mode** key (Service Code 752: *13).

Note: *The ACD Rest Mode key light goes off.*

Queue Status Display

When Logged Into ACD Group:

(1) From an idle state, press the **Queue Status Display** key (Service Code 752: *19).

```
Group No: 01
   0----------------00:05
 List    Dir    ICM    Prog
```

Note: *The display indicates the number of calls in queue, the trunk name, and the length of time the call has been waiting.*

Note: *When the Queue Status Display key is pressed, the queue status of the extension's group is displayed. When the extension is not in an ACD group, the Queue Status of group 1 is displayed instead.*

Note: *When an agent logs in using an AIC code, the Queue Status of the default ACD group is displayed.*

(2) Press **Volume Up** and **Volume Down** to scroll through the Queue Status Displays of all the ACD Groups.

(3) Press the **CLEAR** key to return the telephone to an idle state.

When Logged Out of ACD Group:

When ACD agents are logged out and a call is placed into the ACD queue, the telephones of the logged out agents will display the Queue Status and hear the alarm according to the settings defined in system programming.

Pressing the Queue Status Display key will return the telephone to idle until the timer expires again.

Station Speed Dial – Dial Access

To store a Station Speed Dialing number (display telephones only):

(1) Press the **Speaker** key.

(2) Dial **755**.

(3) Dial the Station Speed Dial buffer number to be programmed (0~9).

1 = Station Speed Dial buffer 1

2 = Station Speed Dial buffer 2

:

:

0 = Station Speed Dial buffer 10

(4) Dial the **Access Code** (e.g., 9) – if required.

(5) Dial telephone number you want to store (up to 24 digits).

Note: *Valid entries are 0~9, # and *. To enter a pause, press **MIC**. To store a Flash, press **Recall**.*

(6) Press **Hold**.

(7) Enter the name associated with the Speed Dialing number (display telephones only):

Use this keypad digit....	Key for Entering Names When you want to....
1	**Enter characters:**
	**1 @ [¥] ^ _ ` {	} Æ ¨ Á À Â Ã Ç É Ê ì ó**
2	**Enter characters: A-C, a-c 2**
3	**Enter characters: D-F, d-f, 3**
4	**Enter characters: G-I, g-I, 4**
5	**Enter characters: J-L, j-l, 5**
6	**Enter characters: M-O, m-o, 6**
7	**Enter characters: P-S, p-s, 7**
8	**Enter characters: T-V, t-v,8**
9	**Enter characters: W-Z, w-z,9**
0	**Enter characters:**
	0 ! " # $ % & ' ( ) ô Õ ú ä ö ü á å è
*	**Enter characters:**
	+ , - . / : ; < = > ? B E ó S ¢ £

Use this keypad digit....	Key for Entering Names When you want to....
#	# = Accepts an entry (only required if two letters on the same key are needed – ex: TOM). Pressing # again = Space.
Conf	Clears all the entries from the point of the flashing cursor and to the right (used when entering the Name).
Exit	Clears all the entries from the point of the flashing cursor and to the right (used when entering the Number, this clears both the number and name).

(8)   Press **Hold**.

(9)   Press the **Speaker** key to hang up.

Line Keys/Programmable Function Keys

The following functions can be assigned to Line Keys if allowed by Class of Service.

To Program a Line key as a Programmable Function Key:

(1)   Press the **Speaker** key.

(2)   Dial Service Code 751.

(3)   Press the **Line Key** to be programmed.

(4)   Dial the code for the desired feature plus additional data if required.

(5)   Press **Speaker** to hang up.

Note: Service Code 00 will erase the function from the key.

*Note: In some cases, the **Hold** key needs to be pressed before pressing the **Speaker** key.*

Function Number	Function	Additional Data
00	Not Defined	
01	DSS / One-Touch	Extension number or any numbers (up to 24 digits). Press HOLD to write.
02	Microphone Key (ON/OFF)	
03	DND Key	
04	BGM (ON/OFF)	
05	--Not Used--	
06	Transfer Key	
07	Conference Key	
08	Incoming Call Log	
09	Day/Night Mode Switch	Mode Number (1-8)
10	Call Forward – Immediate	
11	Call Forward- Busy	
12	Call Forward – No Answer	
13	Call Forward – Busy/No Answer	
14	Call Forward – Both ring	
15	Follow Me	
16	--Not Used--	
17	--Not Used--	

Function Number	Function	Additional Data
18	Text Message Setup	Message Numbers (01-20)
19	External Group Paging	External Paging Number (1-8)
20	External All Call Paging	
21	Internal Group Paging	Internal Paging Number (01-64)
22	Internal All Call Paging	
23	Meet-Me Answer to Internal Paging	
24	Call Pickup	
25	Call Pickup for Another Group	
26	Call Pickup for Specified Group	Call Pickup Group Number
27	Speed Dial – Common / Private	Speed Dial Number (Common / Private)
28	Speed Dial –Group	Speed Dial number (Group)
29	Repeat Redial	
30	Saved Number Redial	
31	Memo Dial	
32	Meet – Me Conference	
33	Override (Off-Hook Signaling)	
34	Break – In	
35	Camp On	
36	Step Call	

Function Number	Function	Additional Data
37	DND / FWD Override Call	
38	Message Waiting	
39	Room Monitoring	
40	Handset Transmission Cutoff	
41	Buzzer	Extension Number
42	Boss – Secretary Call	Extension Number
43	Series Call	
44	Common Hold	
45	Exclusive	
46	Department Group Log Out	
47	Reverse Voice over	Extension Number
48	Voice Over	Extension Number
49	Call Redirect	Extension Number or Voice Mail Number
50	Account Code	
51	General Purpose Relay	Relay No (0, 1-8)
52	Automatic Answer with Delay Message Setup	
53	Automatic Answer with Delay Message Start	
54	External Call Forward by Door Box	

Function Number	Function	Additional Data
55	Extension Name Change	
56	General Purpose LED Operation	
57	General Purpose LED Indication	
58	Automatic Transfer at Department Group Call	Extension Group Number (1-8 or 01-64)
59	Delayed Transfer at Department Group Call	Extension Group Number (1-8 or 01-64)
60	DND at Department Group Call	Extension Group Number (1-8 or 01-64)
61	--Not Used--	
62	Flash Key	
63	Outgoing Call Without Caller ID (ISDN)	
64	--Not Used--	
65	--Not Used--	
66	-Not Used--	
67	--Not Used--	
68	--Not Used--	
69	--Not Used--	
70	--Not Used--	
71	--Not Used--	
72	Keypad Facility Key	
73	Keypad Hold Key	
74	Keypad RETRIEVE Key	

Function Number	Function	Additional Data
75	Keypad Conference Key	
76	Application Key	
77	Voice Mail (In-Skin)	Extension Number or Pilot Number
78	Conversation Recording – Voice Mail	
79	Automated Attendant (In-Skin)	Extension Number or Pilot Number
80	Tandem Ringing	1=Set 0=Cancel Extension Number to Tandem Ring
81	Automatic Transfer to Transfer Key	Trunk Line No. (001-200)
82	--Not Used--	
83	Conversation Recording Function (VMSU)	0=Pause 1=Re-recording 2=Address 3=Erase 4=Urgent Page
84	Drop Key	
85	-Not Used--	
86	Private Call Refuse	
87	Caller ID Refuse	
88	Dial-In Mode Switching	
89	Do-Not-Call Setup	
90	Do-Not-Call Registration	
91	Live Recording Key	
94	Call Attendant	

Function Number	Function	Additional Data
97	97: Doorphone (1~8:Doorphone No.)	
#04	Change Restriction Class	One-time Toll Restriction
#06	Power Saving for Power Save Group	Power Save Group Number 00~32 (00 = All Groups)
#07	Fixed Operation Mode	Night Mode Service Group No. (01~32)
#08	Bluetooth Connect	
#09	Bluetooth Path	
#10	Conference Record	
#11	Major Alarm	
#12	Minor Alarm	
#13	Calling Party Number Notification	Any number up to 24 digits
#14	Multi-Device Support	

This page is for your notes.

UNIVERGE® SV9100

DT510
User Guide