Notes:

NEC SV8100 Telephone System
DT330 Series Desktop Digital Terminals with Voicemail
Quick Reference Guide

For:

Certified Customers Only !

(We do not sell, install or service phone systems outside of the North Alabama area; we will not answer any questions on systems we did not install or service. If you are in our service area call us, we will service your NEC SV8100 system)

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DT330/DTL-24D Telephone
(The DTL-12D is the same except it only has 12 programmable keys)

Message Waiting Lamp

24 Character/3 Line Adjustable Display

Softkeys Buttons

Programmable Keys

Recall

Feature

Mic

Menu

Answer

Hold Transfer Speaker

Cursor
Used for Redial, Up/Down Key & Access to Various Features

Details on Cursor key

(a) Volume (UP) key
(4-way Scroll UP key)

(d) Enter Key

(b) Redial key
(4-way Scroll LEFT key)

(c) Directory key
(4-way Scroll RIGHT key)
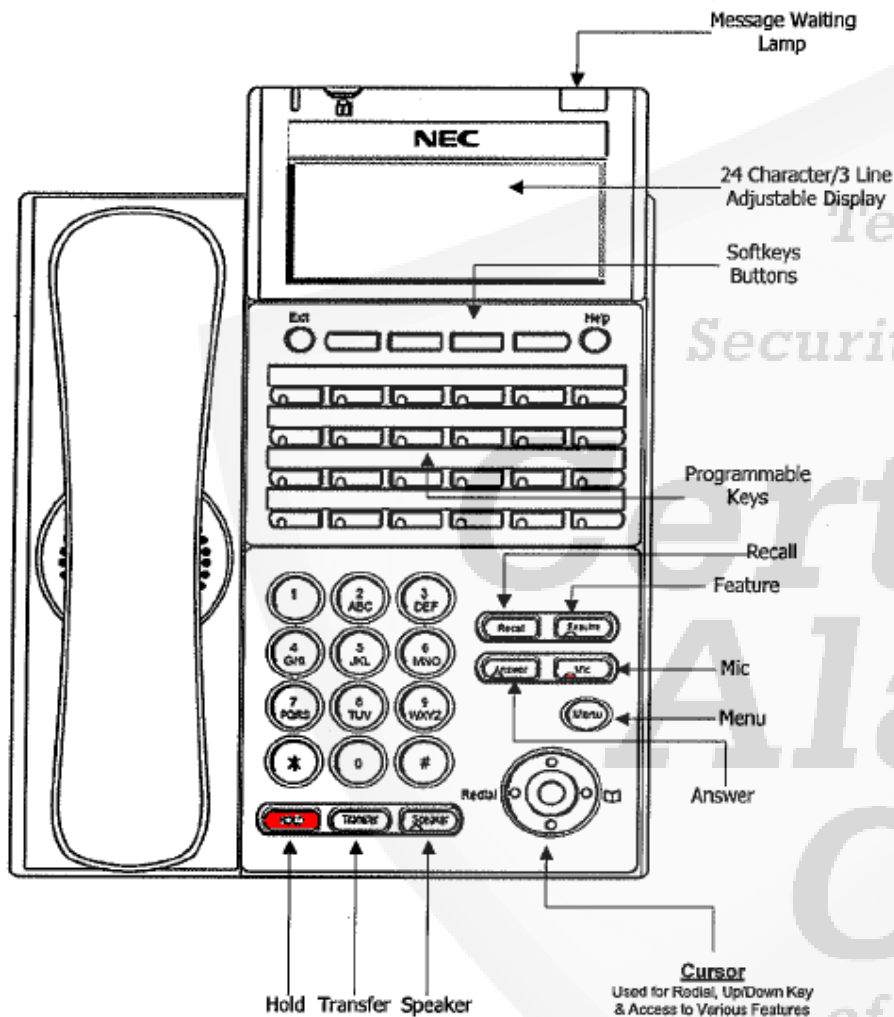
(a) Volume (DOWN) key
(4-way Scroll DOWN key)
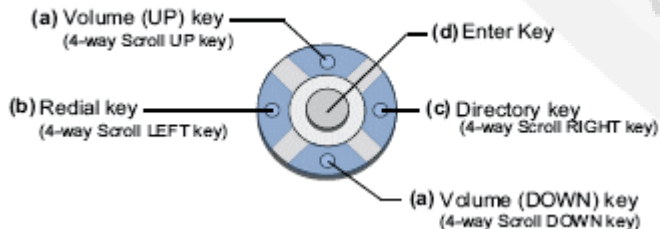
Auto Attendant Greetings
(All recordings or mode changes must be from the System Administrators phone)

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 for the Day Greeting **001***, Night Greeting **002***, Lunch/Out of Office **003*** or the Override Mailbox **004***.
- 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.

***Default Mailbox Numbers, Note any changes or additions.**

Day	MB 001		MB 005
Night	MB 002		MB 006
Lunch/Out	MB 003		MB 007
Override	MB 004		MB 008

Activating the Override Greeting
(Used for Holiday Greetings or unexpected Weather Closings)

- Press the **VMsg** Softkey, when prompted enter your security code.
- Press **726** (**SAO**) for the **S**ystem **A**dministrator, Answering Schedule **O**verride menu.
- Enter the Table Number **1.**
- The Display/Prompts gives the information about the Answering Schedule Override, you may turn the mailbox **On/OFF** or change the Mail box number (**MBOX,** usually **004**).
- 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 renter 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.
Having your greetings written down before you start will help. Remember KISS (**K**eep **i**t **S**hort and **S**imple)

To check Voice Mail Messages

From your Phone:
- When the Message Waiting lamp blinks, the display will indicates the number of messages. Press the **VMsg** Softkey, when prompted enter your security code.
- Follow prompts to listen to messages, or press the softkkeys 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 AutoAttendent or dial the main number and ask the attendant to transfer you to ext#3999
- When Auto Attendant answers, Dial **#** + your **Mail Box Number** (3-Digit extension number), 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 (for complete lists see the Voice Mail user's guide)

While listening to messages dial:
- **TI** (84) to hear the **Ti**me and Date the message was left.
- **SA** (72) to **Sa**ve the message.
- **MF** (63) to have **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 Pause/Resume listening.
- **#** to Exit 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 conversations, you should seek the advice of a local attorney to ensure you are complying with State and Federal Law.

SoftKeys (button function displayed 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 your Extension number, CO Lines, Direct Station Select (DSS), Park, Page, Record Buttons etc.

Non Programmable Keys
- Message Waiting Lamp= Blinks with new voice mail message(s).
- Exit = Cancel and returns to main screen
- Help = Press Help then press a programmable key(s) to display 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, like call waiting (page 7)
- Mic = Turns the phones mic on/off, usually left on (page 5)
- Menu = Access to call history, directory and settings
- Hold = Place callers on Hold (page 5)
- Transfer = Transfer to stations without a DSS button (page 5)
- Speaker = Press to answer or place calls handsfree.

Volume/Contrast Adjustments

To adjust Ring Volume (see page 12 to change the ring tone)
- While the phone is ringing. (internal or external)
- Press the up or down Cursor key to adjust 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 caller's volume.

To Adjust the Display Contrast levels
- With 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, talk hands free after the tone, or lift 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 Voice mail Message)

To Place External Calls
- **Lift** the **Handset** or press **Speaker**, dial "**9**" and the **Telephone Number**.
- Or **Press** the idle **CO line** key and dial the **Telephone Number**, lift the Handset or talk hands free.

*DSS button (**D**irect **S**tation **S**elect) = one of the programmable button programmed to call another extension and see busy status

Answering Calls

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

To Answer External calls
- When phone rings, **lift the handset** or press the Speaker button to answer hands free.
- The **Mic** lamp must be on for callers 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.** Or press the **Transfer** key, dial **#6XX** (XX=00-64)
- To retrieve a parked caller, use the **Park Keys** or dial *6**XX** (XX=number used to park call)
- **Example:** While talking to a caller, press transfer, dial **#601**, then page and instruct the recipient of the call to dial *601 to retrieve the parked call.

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 (Must complete all 3 steps)

1. Record your Greeting
- Press the **VMsg** Softkey
- Press the **Greet** Softkey.
- Press the **Gr1** (**gr**eeting 1) Softkey. (you may record the 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** (**7 6**) to **r**ecord your **n**ame.
- 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** (**6 7**) for Mail Box **Op**tions.
- Press the **Code** Softkey.
- Follow the prompts; enter your 4 digit Password. (you must use this each time you access your mail box, do not forget it!. There is no way to retrieve it.)
- Press **OK** to save or **Clear** to start over.

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

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., The phones 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 in 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, make your call. Or answer you ringing phone)
- To hang-up press the Headset button.
- To use the Handset, lift the Handset and then press the headset button.

* Not all headsets are guaranteed to work, most of the latest models of the Plantronics brand are recommended. Certified can recommend or supply a compatible headset.

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, the caller will go to VoiceMail if transferred or to cancel and get the caller back press the blinking green outside line button or the CONF key.

To transfer directly to Voicemail
- With the call in progress, press the **DSS*** button. (you can transfer to a busy extension) if no DSS button press the **Trf** Softkey or **Transfer** button then dial the 3-digit Extension Number.
- Dial **8** and **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, or any other extension. Press the blinking Green button on your phone, Blinking red on all others.
- Calls will recall to your extension if not answered within the programmed recall time limit,

To place caller on Exclusive Hold
- With the call in progress, press **Feature** + **Hold**
- To return to the call at **your extension only**. Press the blinking Green button on your phone, 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 Phones 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. ask administrator for additional zone areas)
- After the Beep-Beep, Speak into the handset.
- Hang-up the handset.

Or for **External Paging**
- Lift the Handset, Press the **ExPg** Softkey to page the external speakers. Dial **0** (the Zone Number for the all page zone, ask administrator for additional zone areas)
- 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** 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 (internal or external) parties 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, **Icm** 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.

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

Name Groups 1-4: (Optional)
- Press **Menu** key.
- Select option **2** "Directory" by using Cursor Key.
- Select option **3** "Setting" by using 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 Cursor Key.
- Select option **1** "REGIST" by using 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 **letters of the name**. (the more letters entered the easier to find).
- 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

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 programmed dial **00** to erase, then press **Key** again)
- Dial **01** plus the **3-Digit Extension number** or **9 +** the **outside number** to dial, press **Hold** to save (hear beep/beep/beep tone)
- Press another **Key** or **Speaker** button to quit.
- DESI lite software (Free) and DESI labels are available from Certified to re-label your phone.

To Program CO Line Keys

To Program the outside line Keys
- Press the **Speaker** button .
- Dial **752.**
- Press the **Key** to be programmed (shows current programming, if programmed dial **000** to erase, then press **Key** again) .
- Dial *** 01** plus the CO Line Number **01-99** (hear beep/beep/beep tone).
- Press another **Key** or **Speaker** button to quit.
- DESI lite software (Free) and DESI labels are available from Certified to re-label your phone.

Callback Request notification: *

If you call an busy/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.

Or to cancel 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 cancel from your phone.

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 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 located in upper left of 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, Icon will turn off.

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 Voice Mail.

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, lift 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, lift 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 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.

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 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 Certified @ 256 383-1225 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 beep/beep/beep tone)
- Press the **Speaker** button to quit.

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