

# NEC

## SV9100 UC Desktop Suite

### Quick Reference Guide



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## Desktop Suite Outline



## Button Inquiry

<b>Status Bar</b>	Allows you to change you current status depending on if you are in the office, out of the office, in a meeting etc..
<b>Menu Bar</b>	Gives you access to your main page, configuration to make changes to the appearance and adding more menu tabs
<b>Tool Bar</b>	Displays a list of icons that change depending on what you are doing. Gives you access to dialing out, transferring a call, paging etc..
<b>Active Call Screen</b>	Displays caller information such as Name, Phone Number, etc. Also allows you to call handle directly from the information panel
<b>Presence Pages</b>	You can create different tabs for your presence icons. For example, sales department, Accounting, Service etc..
<b>Presence Icons</b>	Gives you quick access to calling contacts, seeing the current status of an employee, etc..

## Phone Status and User Availability


- A **Red** Lamp Field means the employee's phone is on Do Not Disturb
- A **Green** Lamp Field means they are currently busy on another call
- A **Blue** Lamp Field means their phone is forwarded
- **Green** Writing means they are currently set to In the Office
- **Yellow** writing means they are In the office but unavailable
- **Red** writing means they are Out of the office

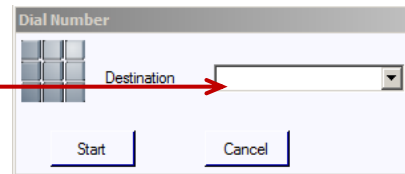



## Starting UC Desktop Suite

- From your desktop, click  UC DESKTOP SUITE Icon

## Making a Call

- From your tool bar, click **DIAL** 
- Enter an **EXTENSION NUMBER** OR **9 + EXTERNAL PHONE** number
- CLICK START** or press **ENTER** on your keyboard

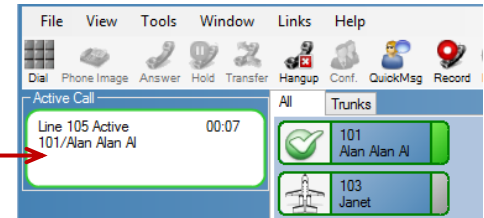


**To DISCONNECT:** Click Hangup 

## Call Handling

To answer an incoming call, you can:

- LIFT HANDSET**
- From your Active Calls Screen, **DOUBLE CLICK** on the incoming call Panel
- From your tool bar, click **ANSWER** 

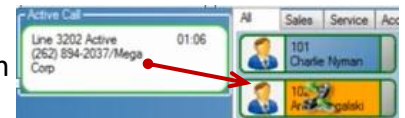


## Transfer a Call

There are a few ways to transfer a call:

### 1) With active call...


- CLICK** on the active call, **DRAG and DROP** the call on the employee's button
  - Announce call (optional)
  - CLICK COMPLETE** (or hang up) for call to transfer through OR click **DISCONNECT** to cancel
- NOTE:** Press **VOICE MAIL** to send caller straight to voicemail

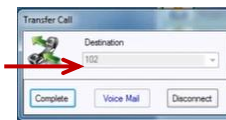


### 2) With active call...


- RIGHT CLICK** on the person's button you'd like to transfer the call to, then Click **TRANSFER** or **TRANSFER ALTERNATE** if there is a Phone Number attached to that extension
  - Announce call (optional)
  - CLICK COMPLETE** (or hang up) for call to transfer through OR click **DISCONNECT** to cancel
- NOTE:** Press **VOICE MAIL** to send caller straight to voicemail

### 3) With active call...

- Click  key, dial **EXTENSION** number or **9 + EXTERNAL** phone number
  - Announce call (optional)
  - CLICK COMPLETE** (or hang up) for call to transfer through OR click **DISCONNECT** to cancel
- NOTE:** Press **VOICE MAIL** to send caller straight to voicemail



## Exclusive Hold

- With the active call, click 
- To RETRIEVE:** double click held call

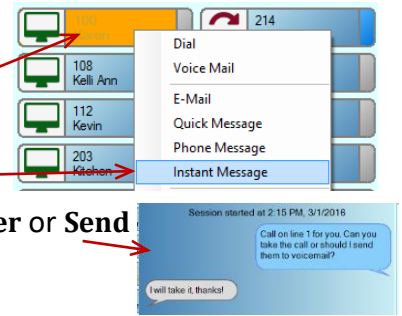
## Intercom Calls

- Click employees **PRESENCE** button OR If their cell phone # is stored in the directory, **RIGHT CLICK** the Presence button, Click **DIAL ALTERNATE** and choose the number you'd like to call
- Or Click Voice Mail to go directly to their voicemail



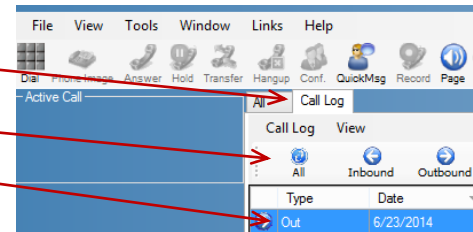
## Instant Messaging

- From your **PRESENCE PAGE**, Right click the person you would like to instant message (this will only be available if they are logged on to Desktop Suite (their name and status will appear Yellow)
- Click **Instant Message**
- A screen will Pop up, Enter the message you'd like to send then click **Enter** or **Send**



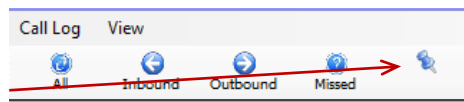
## Redial/Caller ID

- Click your **CALL LOG TAB** (or click Window, then click Call Log)
- CHOOSE** the LOG you would like to scroll through
- DOUBLE CLICK** the number you would like to call



## Creating a Shortcut to Access your Call Log

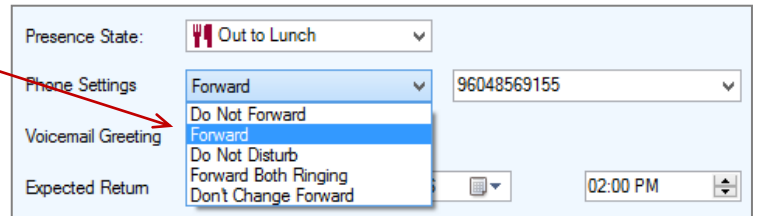
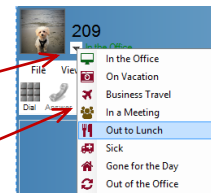
- Click **WINDOW**
- Click **Call Log**
- Click **PIN TO BLF** button



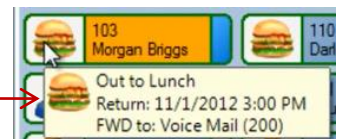
**Note:** This allows you to have quick access to you Call Log

## Changing Your Presence Status

- From the status bar, **CLICK** on your **CURRENT STATUS**
- CHOOSE** the STATUS you would like active, for example: "Out to Lunch"
- CHOOSE** the **PHONE SETTING** you would you like active:
  - Do Not Forward** – rings desk, no voicemail.
  - Forward** – To Cell Phone or Another Extension **Note:** you must put a 9 in front of the phone number)
  - Do Not Disturb** – sends calls directly to VM
  - Forward Both Ring** – rings both desk phone and cell phone(or extension number)
  - Don't Change Forward** – does not change current forwarding
- Enter an expected time of return (optional)
- Click **OK**



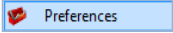

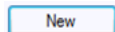
**Note:** When entering additional information like expected time of returned, other employees will be able to see this information simply by hovering over your presence button.

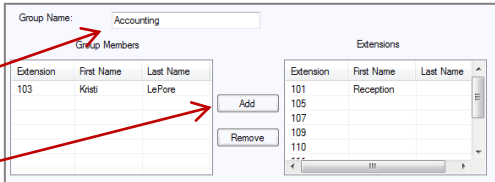


## Changing a Coworkers Presence Status (if applicable - must have admin rights)

- From your presence page, **RIGHT CLICK** the employees **PRESENCE BUTTON** you would like to change
- Click **SET PRESENCE**
- CHOOSE** the **PRESENCE** you would like active
- Fill in additional information (optional)
- Click **OK**

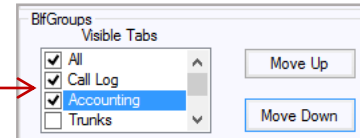
**Creating Different Presence Pages**

- From the Menu bar, Click **TOOLS**
- Click  Preferences
- Click **BLF/DSS** →  **BLF/DSS** | Recording | Personal Greeting
- Click  New
- ENTER** the NAME for the Group. Example “Accounting”
- Under Extensions, Click on the Employee you would like to Add
- Choose next employee or click **OK** when finished




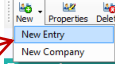
**Note:** When initially setting up a different presence page you must check off the pages you’d like to use (and move them up or down in priority):

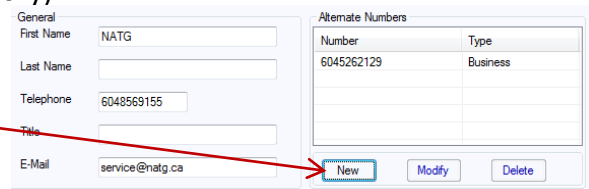
**Note:** Your Presence Pages appear at the top of the presence buttons





**Adding /Changing & Using the Directory**

**To ADD A CONTACT:**

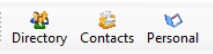
- Click your Directory tab (or click window, then click Directory)
- Click **Personal** →  **Directory** | Contacts | Personal
- Click **New**, then click **New Entry** → 
- Enter desired information & any new alternate numbers
- Click **Ok** when finished



**To MAKE CHANGES to a Contact:**

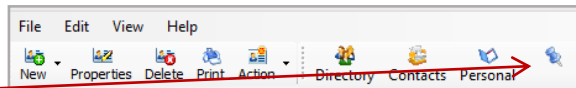
- Click your Directory tab
- Click **Personal**  (or Disctory if you have admin rights)
- Choose the Name you’d like to change
- Click **Properties** 
- Make applicable changes
- Click **Ok** when finished

**To MAKE A CALL using the directory:**

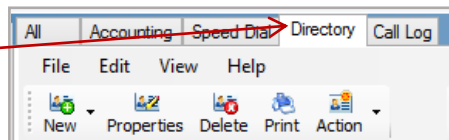
- Click your Directory tab
- Choose the directory you’d like to access 
- Right click on the name you’d like to call and choose “Dial Extension” or “Dial Alternate” (if applicable)

**Creating a Shortcut to Access your Directories**

- Click **Window**
- Click  **Directory**
- Click  **PIN TO BLF** button

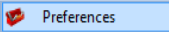
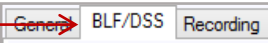


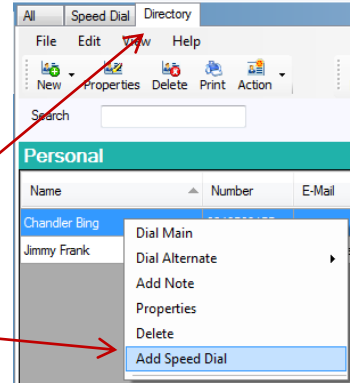
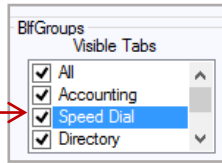
**Note:** This allows you to have quick access to the Directory



**Adding & Using Speed Dial Buttons**

**To ADD A SPEED DIAL TAB TO YOUR PRESENCE PAGE:**

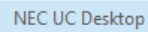
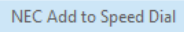
- From the Menu bar, Click **TOOLS**
- Click 
- Click BLF/DSS 
- Check off the Speed Dial tab



**To ADD A SPEED DIAL BUTTON:**

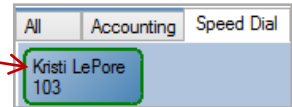
- Click your Directory tab (or click Window, then Directory)
- Right click the person you would like to add
- Click Add Speed Dial

**OR From Outlook:**

- Search the contact you would like to add
- Right click on their name
- Click 
- Click 

**To ACCESS A SPEED DIAL BUTTON:**

- From your speed dial page, Click on the Speed Dial button you'd like to call

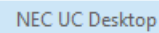
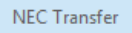


**Using UC Suite in Outlook**

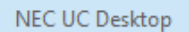
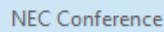
**Calling out from Outlook**

- From your outlook Contacts, search the contact you'd like to call
- Right click contact's name
- Click Call
- Choose number you'd like to call

**Transferring a call from Outlook**

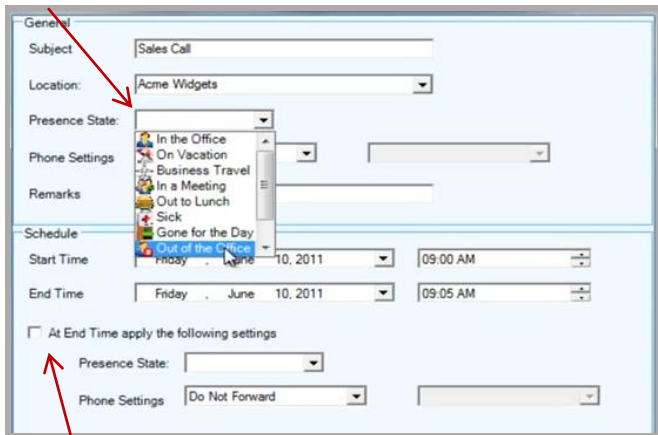
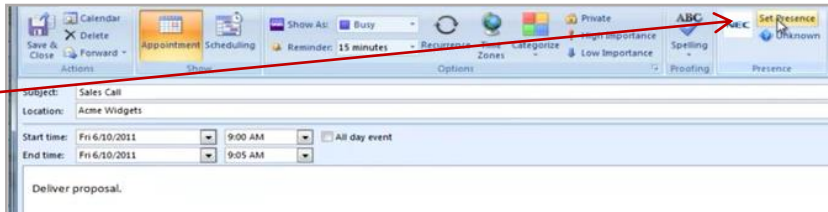
- With an activate call, search the contact you'd like to transfer to
- Right click contact's name
- Click 
- Click 
- Choose Supervised or Blind Transfer
- Choose the number you would like to transfer to

**Conference calling from Outlook**

- From your outlook, search the contact you'd like to conference with
- Right click on the person's Name, then click 
- Click 
- Choose the number you would like to call to add to the conference

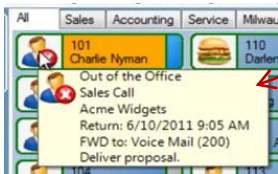
**Creating an Calendar Event**

- Create a **new calendar event**
- Click **Set Presence**
- **Choose the Prsence** you would like activated
- **Choose Phone Settings** (forward to Vm or Cell)



- **Choose what presence** you'd like activated at the end of the meeting time
- Click **Ok** when Finished

**Note:** When an employee hovers over your presence button, they will see the information you've entered



**More Information & Cheat Sheets**

- For more instructions, click the **Help** tab
- Then click **Content & Index**
- Choose the link you'd like instructions on

