SV8100 UC Desktop Suite
Quick Reference Guide

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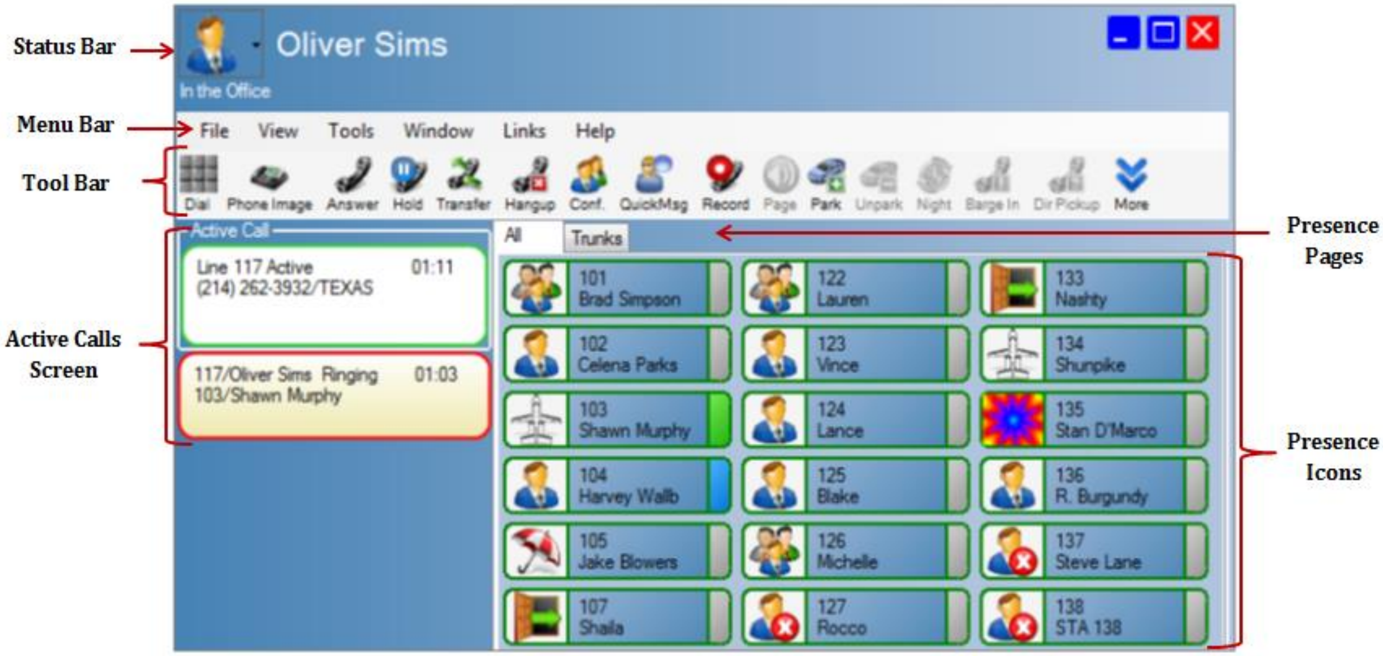
NEC Desktop Suite Quick Reference

Desktop Suite Outline



Button Inquiry

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

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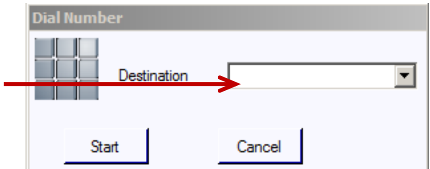
Starting UC Desktop Suite

- 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



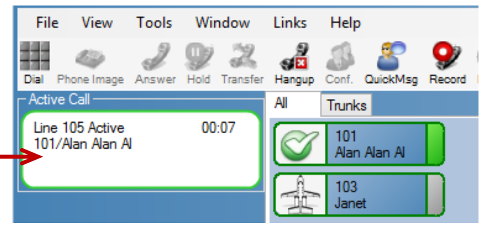
Call Handling

To answer an incoming call, you can:

a) **LIFT HANDSET**

b) *From your Active Calls Screen,* **DOUBLE CLICK** on the incoming call Panel

c) *From your tool bar*, click **ANSWER**

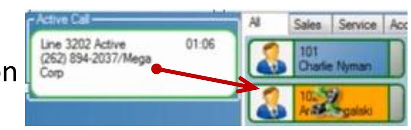


Transfer a Call

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

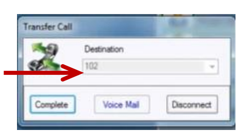


2) *With active call…*
   - **RIGHT CLICK** on the person's button you'd like to transfer the call to, then **CLICK TRANSFER**
   - Announce call (optional)
   - **CLICK COMPLETE** (or hang up) for call to transfer through **OR** click **DISCONNECT** to cancel

   NOTE: Press **VOICE MAIL** to send caller straight to voicemail

3) *With active call…*
   - Click Transfer 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

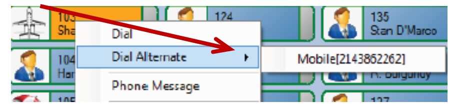
- *With the active call*, click Hold

TO RETRIEVE: double click held call

Intercom Calls

- Click employees **PRESENCE** button

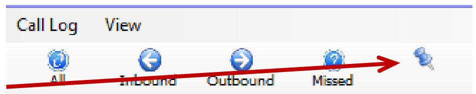
NOTE: **RIGHT CLICK** the Presence button to choose an **ALTERNATE NUMBER** to call the employee ie. Mobile (if there is an alternate number stored) or to leave a voicemail

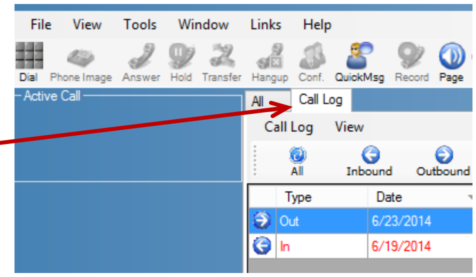


Creating a Shortcut to Access your Call Log

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

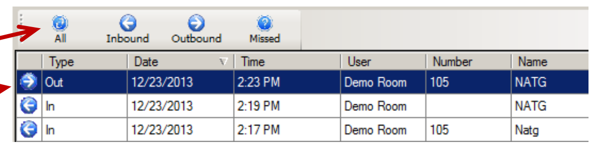
Note: This allows you to have quick access to you Call Log





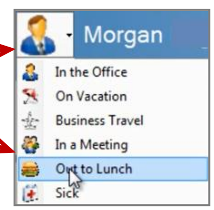
Redial/Caller ID

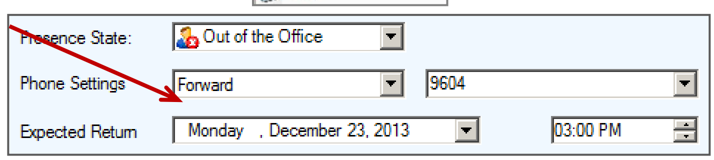
- Click you **CALL LOG TAB** (or click Window, then click Call Log)
- **CHOOSE** the **LOG** you would like to scroll through
- **DOUBLE CLICK** the number you would like to call



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 contiuously at desk, no voicemail.
  - **FORWARD** – allows you to choose between:
    - Forwarding directly **TO VOICE MAIL**
    - Forwarding **TO ANOTHER EXTENSION**
    - Forwarding **TO AN EXTERNAL PHONE** number (**note**: you must put a 9 infront of the phone number)
  - **DO NOT DISTURB** – sends calls directly to Voice Mail
  - **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**

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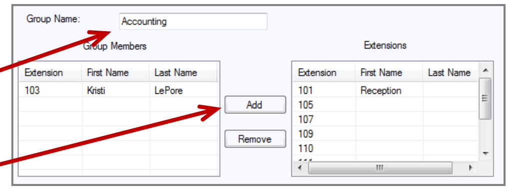
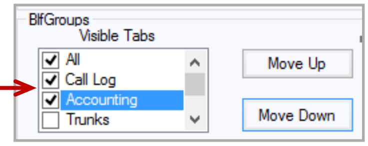
Creating Diffrerent Presence Pages

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



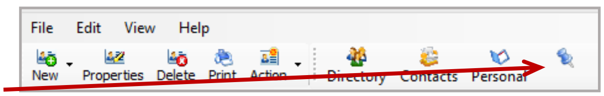
Note: When initially setting up a different presence page you must check off the pages you'd like to use(and move them up or down in priority):



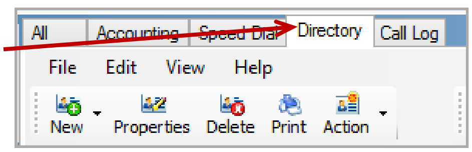
Note: Your Presence Pages appear at the top of the presence buttons

Creating a Shortcut to Access your Directories

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



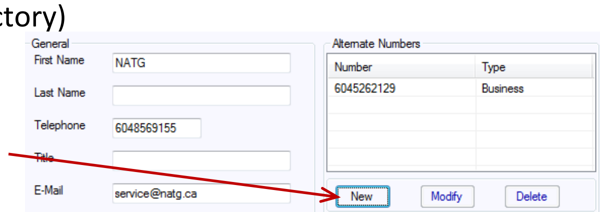
Note: This allows you to have quick access to the Directory



Adding /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 (New Entry / New Company)
- 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 (Directory Contacts Personal)
- Right click on the name you'd like to call and choose "Dial Extension" or "Dial Alternate" (if applicable)

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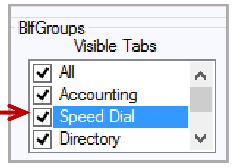
Adding & Using Speed Dial Buttons

To Add a Speed Dial Tab to your Presence Page:

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

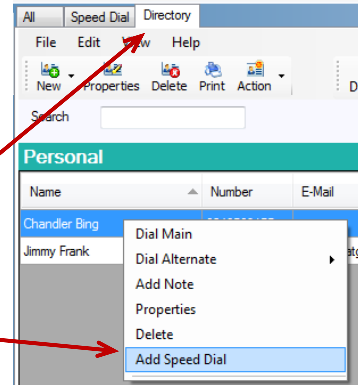


To Add a Speed Dial Button:

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

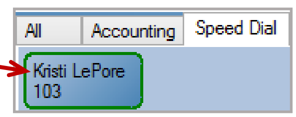
OR **From Outlook**:

- Search the contact yuou would like to add
- Right click on their name
- Click NEC UC Desktop
- Clikc NEC Add to Speed Dial



To Access a Speed Dial Button:

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



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**
- **Enter** the **message** you'd like to send then click **Enter** or **Send**

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

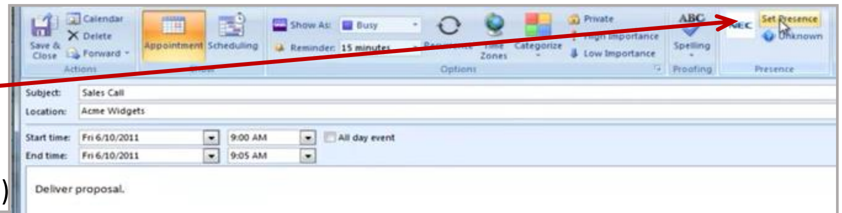
- *With an activate call,* search the contact you'd like to transfer to
- **Right click contact's name**
- Click NEC UC Desktop
- Click NEC Transfer
- **Choose Supervised** or **Blind Transfer**
- **Choose** the **number** you would like to transfer to

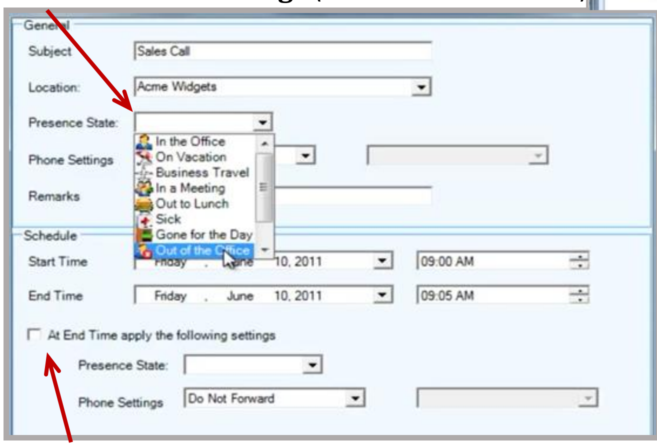
Conference calling from Outlook

- *From your outlook,* search the contact you'd like to conference with
- **Right click** on the **person's Name**, then click NEC UC Desktop
- Click NEC Conference
- **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