# NEC BSG Technical Assistance Centre
# Service Information Bulletin

# Univerge SV8100 Feature Programming

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## Introduction

**This Service Information Bulletin applies to the Univerge SV8100 Communications Server.**

In order to assist you, NEC Technical Support has put together some useful information to assist you in programming some of the most common features.

Please use the relevant System Programming Manual and Features & Specifications Manual in conjunction with this Service Information Bulletin to obtain more information.

- This SIB was created while testing with CPU version 1.00 in default condition.
- **Note** that some system operations may vary depending upon the type of trunks installed, being either PSTN or ISDN.
- In the PCPro software, some programming commands have the following equivalent 1= Checked & 0 = Unchecked.

- This document is a work-in-progress and is liable to change without notice.

## Call Forward External & Trunk to Trunk Transfer

| PRG | Description | Set To |
|---|---|---|
| 14-01-13 | **Loop Disconnect Supervision (Call Fwd External & Trk-to-Trk)**<br>Enable / Disable loop supervision for the trunk. Set on a per trunk basis. | 1 |
| 14-02-06 | **Pause at 1st Digit After Line Seize (Call Fwd External only)**<br>Manual dial mode only. Links with 21-01-06. | 1 |
| 08 | **Answering Condition (Call Fwd External only)**<br>Set on a per CO trunk basis. | 1 |
| 09 | **Busy Tone Detection (Call Fwd External & Trk-to-Trk)**<br>Disconnect status of a Trk to Trk transfer. Set on a per CO trunk basis. | 1 |
| 12 | **Detect Network Disconnect Signal (Trk-to-Trk only)**<br>Set on a per CO trunk basis. | 1 |
| 13 | **Trunk-to-Trunk Limitation (Call Fwd External & Trk-to-Trk)** | 0 |
| 20-03-02 | **Ignore DP Dial on DTMF SLT Port (Call Fwd External)** | 0 |
| 20-11-11 | **Automatic On-Hook Transfer** [optional for SLT]<br>Transfers call on hang up. | 1 |
| 12 | **Call Forwarding Off-Premises**<br>Enable / Disable an extensions ability to set up Call Forward Off-Premise. | 1 |
| 14 | **Trunk-to-Trunk Transfer Restriction (Call Fwd External only)**<br>Restrict an extensions ability to perform a Trunk to Trunk transfer. | 0 |
| 21 | **Restriction for Tandem Trunking on Hang Up (Trk-to-Trk only)** [for SLT]<br>Restrict Trunk-Trunk transfer on hang up. | 0 |
| 21-01-06 | **Dial Pause at 1st Digit (Call Fwd External only)**<br>The pause duration in seconds. Links with 14-02-06. | 1 sec |
| 21-03-01 | **Trunk Group Routing for Trunks (Call Fwd External only)**<br>Trunk Route Table selection. Set on a per trunk, and per mode basis. | TG1 |
| 24-02-10 | **Forced Release Time for T-T Transfer (Call Fwd External & Trk-to-Trk)**<br>Applies when 14-02-12 = 1 and 14-02-13 = 1. | 1800 sec |

**Notes:**

Call Forward External:

Program an extension key in 15-07-01 with function 10 - or - from an extension press speaker dial 741 - (dial 1) - (dial destination No.) - press **<HOLD>** and then speaker.

Trunk-to-Trunk Transfer:

With an **incoming call in progress**, press **<HOLD>**, (dial 0) - (dial destination number) and press the **<TRANSFER>** key.

## Direct Inward Line (DIL), Delayed DIL / Delayed IRG

| FEATURE: Direct Inward Line (DIL), Delayed DIL / Delayed IRG | | |
|---|---|---|
| **PRG** | **Description** | **Set To** |
| 22-01-04 | **DIL / IRG No Answer Recall Timer (Delayed DIL / Delayed IRG)**<br>1st IRG No Answer time. Set on a per trunk, and per mode basis. | |
| 22-02-01 | **Incoming Call Trunk Setup**<br>Set on a per trunk, and per mode basis. (0 = Normal, 4 = DIL) | 0, 4 |
| 22-07-01 | **DIL Assignment (DIL)**<br>Destination ext'n for each DIL trunk. Set on a per trunk & mode basis. | |
| 22-08-01 | **DIL / IRG No Answer Destination (Delayed DIL / Delayed IRG)**<br>2nd Incoming Ring Group. Set on a per trunk, and per mode basis. | 1 - 100 |

## Toll Restriction Tables

| FEATURE: Toll Restriction Tables (Permit only) | | |
|---|---|---|
| **PRG** | **Description** | **Set To** |
| 14-01-08 | **Toll Restriction (Trunk)**<br>Enable / Disable trunk Toll Restriction. Set on a per trunk basis. | 1 |
| 21-04-01 | **Toll Restriction Class for Extensions**<br>Set on a per extension, and per mode basis. | |
| 21-05-01 | **International Call Restrict** | 0 |
| 02 | **International Call Permit**<br>Enable reference to table in 21-06-02. Set on a per Toll Class basis. | 1 |
| 05 | **Common Call Permit**<br>Enables use of tables in 21-06-04. Set on a per Toll Class basis. | 1 |
| 06 | **Common Call Restrict** | 0 |
| 07 | **Permit Code Table Number**<br>Enables use of Tables (21-06-06). Set on a per Toll Class basis. | 1 - 4 |
| 08 | **Restrict Code Table Number** | 0 |
| 09 | **Common Abbreviated Dial Restriction**<br>Use Tolling for Common Abb Dialling. Set on a per Toll Class basis. | 0 / 1 |
| 21-06-02 | **International Call Permit Code Table**<br>Contains up to 20 International Call codes. 6 digits Max. | |
| 04 | **Common Permit Code Table**<br>Contains up to 10 codes you commonly allow users to dial. | |
| 06 | **Permit Code Table**<br>There are four Permit Code Tables with up to 200 entries per table. | |

| Toll Table **(Victoria, Australia)** | **21-06-04** | **Permit Tables 21-06-06** | | | | **21-06-02** |
|---|---|---|---|---|---|---|
| | Com permit | 1 | 2 | 3 | 4 | ISD permit |
| **Example only-do not copy.** | 000 | 01 | 01 | 01 | | 001 |
| | 1144 | 038 | 038 | 038 | | |
| Please note the following: | | 039 | 039 | 039 | | |
| | | 05 | 05 | 05 | | |
| - Uses permit only. | | 10 | 10 | 10 | | |
| - Do not mix permit / deny tables. | | 11 | 11 | 11 | | |
| - Wildcard character @ = LK01 | | 12 | 12 | 12 | | |
| | | 13 | 13 | 13 | | |
| 21-04-01 = Extension Toll Class | | 15 | 15 | 15 | | |
| 21-21-01 = Call Fwd External Toll Class | | 18 | 18 | 18 | | |
| | | 8 | 8 | 8 | | |
| | | 9 | 9 | 9 | | |
| | | | 04 | 04 | | |
| | | | | 035 | | |
| | | | | 05 | | |
| | | | | 02 | | |
| Note: This table modified for use with ACD & Hotel/Motel compatibility. | | | | 036 | | |
| | | | | 07 | | |
| | | | | 08 | | |
| | | | | 6 | | |

| Description | Toll Class | **21-05-05** | **21-05-07** | | | | **21-05-02** |
|---|---|---|---|---|---|---|---|
| INTERNATIONAL/unrestricted | 01 | 1-YES | | | 3 | | 1-YES |
| NATIONAL | 02 | 1-YES | | | 3 | | |
| LOCAL+1800 | 03 | 1-YES | 1 | | | | |
| LOCAL+1800+cell | 04 | 1-YES | | 2 | | | |
| INTERNAL + emergency | 05 | 1-YES | | | | | |
| - other (customised) - | 06 | 1-YES | | | | 4 | |
| | | emergency | Local + emergency | Cell + Local + emergency | STD + Cell + Local + emergency | | ISD |

## Automatic Route Selection

| FEATURE: Automatic Route Selection (ARS) | | |
|---|---|---|
| **PRG** | **Description** | **Set To** |
| 11-01-01 | **System Numbering: digit '0'**<br>Internal Numbering Plan for first or second digits dialled. | Type 3 |
| 11-09-01 | **Trunk Access Code (for Type 3)**<br>Assign code extensions dial to use ARS. Must match 11-01-01 | 0 |
| 14-01-23 | **Least Cost Routing (trunk)**<br>Enable / Disable this feature. Set on a per trunk basis. | 1 |
| 14-05-01 | **Trunk Groups**<br>Assign Trunks to Trunk Groups as well as the outbound trunk priority. | TG1-100 |
| 26-01-01 | **ARS Service** | 1 |
| 03 | **ARS Misdialled Number Handling**<br>Define action to take if a dialled number is not in ARS.<br>(0 = Route the call to a Trunk Group - or – 1 = Play an error tone) | 0 / 1 |
| 26-02-01 | **Dial Analysis Table: Digits**<br>Outgoing digits to be analysed. Set on a per table entry basis. | |
| 02 | **Dial Analysis Table: Service Type**<br>Specify method that the outgoing call will use to seize a trunk. Set on a per table entry basis. (0 = No ARS, 1 = Trunk Group) | 0 / 1 |
| 03 | **Dial Analysis Table: Service Number**<br>Routing data used by 26-02-02. Set on a per table entry basis.<br>(AD = 1 - 100 Trunk Group) (AD = 0 - Not Set) | TG1-100 |
| 06 | **Dial Analysis Table: LCR Carrier Table**<br>LCR carrier table entry to use. Set on a per table entry basis. (0 = Not Set) | 1 - 25 |
| 26-05-01 | **LCR Carrier Table: Delete Pre Digits**<br>The quantity of leading digits that needs to be deleted. | 0 - 16 |
| 02 | **LCR Carrier Table: Access Code (Add Digits)**<br>Enter the access code to route to the alternate carrier. | |
| 26-01-06 | **Dial Analysis Table: Class of Service Match** [OPTIONAL] | 1 |
| 26-02-04 | **Dial Analysis Table: ARS Class of Service** [OPTIONAL]<br>For multiple ARS tables. Assign per Digit Analysis digit. | 0<br>1 - 16 |
| 26-04-01 | **ARS Class of Service** [OPTIONAL]<br>For multiple ARS tables. Set on a per extension and per mode basis. | |

**Dial Analysis (26-02-xx)**

| | Analy Digit | Service Type | Add Data | LCR Table |
|---|---|---|---|---|
| | **01** | **02** | **03** | **06** |
| 1 | 01 | 1-Trk Grp | 2 | 02 |
| 2 | 02 | 1-Trk Grp | 2 | 02 |
| 3 | 03 | 1-Trk Grp | 2 | 02 |
| 4 | 04 | 1-Trk Grp | 3 | |
| 5 | 05 | 1-Trk Grp | 2 | 02 |
| 6 | 06 | 1-Trk Grp | 2 | 02 |
| 7 | 07 | 1-Trk Grp | 2 | 02 |
| 8 | 08 | 1-Trk Grp | 2 | 02 |
| 9 | 09 | 1-Trk Grp | 2 | 02 |
| 10 | 000 | 1-Trk Grp | 2 | |
| 11 | 001 | 1-Trk Grp | 2 | 03 |
| 12 | | | | |
| ~ | | | | |
| 400 | | | | |
| | | | | don't use 1 |

**LCR Table (26-05-xx)**

| | Delete pre Digits | Add pre digit |
|---|---|---|
| | **01** | **02** |
| 1 | Not Used | Not Used |
| 2 | - | 1488 |
| 3 | | |
| ~ | | |
| ~ | | |
| 25 | | |

**Trk-Trk Grp (14-05)**

| Trk | Trunk Group | Seize Order |
|---|---|---|
| | **01** | **02** |
| 1 | 2 | 1st |
| 2 | 3 | 1st |
| 3 | 2 | 2nd |
| ~ | | |
| ~ | | |
| 51 | | |

**Example only-do not copy**

Please note the following:

- Do Not Use LCR Table 01
- Wildcard character @ = LK01
- Trunk keys, trunk seize codes & Abb Dials specifying trunks will not override ARS. Use of Incoming Hybrid Loop keys (15-13-02) & (15-07-01= *05) is recommended.

| FEATURE: ISDN Direct Inward Dial (DID) | | |
|---|---|---|
| **PRG** | **Description** | **Set To** |
| 14-05-01 | **Trunk Groups**<br>Assign Trunks to Trunk Groups as well as the outbound trunk priority. | TG1-100 |
| 22-01-06 | **DID Ring No Answer Timer**<br>This is how long a DID call rings the target (22-11-02) before re-routing. | 20 |
| 07 | **DID Incoming Ring Group No Answer Timer**<br>1st Transfer Destination ring time before the 2nd Transfer Destination rings. | 20 |
| 22-02-01 | **Incoming Call Trunk Setup**<br>Incoming trunk type. Set on a per trunk, and per mode basis. | 3 |
| 22-04-01 | **Incoming Extension Ring Group Assignment**<br>Up to 32 extensions per group can be assigned, with 100 IRGs available. | |
| 22-09-01 | **DID Basic Data: Expected Number of Digits**<br>No. of digits sent from the network. Set on a per Trunk Group basis. | 1 - 8 |
| 02 | **DID Basic Data: Received Vacant Number Operation**<br>Vacant number handling (Unprogrammed / extension or port nonexistent). Set on a per Trunk Group basis. (0 = Hang up, 1 = Transfer to 22-12-01). | 0 / 1 |
| 03 | **DID Basic Data: Sub-addressing Mode**<br>Set on a per Trunk Group basis. | 1 |
| 22-10-01 | **DID Translation Table Setup**<br>DID Translation Table size. Entries are defined at default. | Leave at Default |
| 22-11-01 | **DID Translation Number Entry: Received Number**<br>Digits received from the Network. Create one entry per table No. | |
| 02 | **DID Translation Number Entry: Target**<br>Destination extension to terminate call. Create one entry per table No. | |
| 03 | **DID Translation Number Entry: DID Name**<br>Display “DNIS” info on receiving extension. Create one entry per table No. | |
| 04 | **DID Translation Number Entry: Transfer Operation Mode**<br>Extension condition to invoke call transfer. Overrides 22-09-02.<br>(0 = None, 1 = Busy, 2 = No Answer, 3 = Busy / No Answer). | 0 - 3 |
| 05<br>06 | **DID Translation Number Entry: Transfer Destination 1 & 2**<br>1st & 2nd Destination when 22-11-04 set. (1-100 = IRG, 102 = UM8000, 201-264 = Dept Group, 400 = VRS, 401 = DISA, 501-599 = VRS Message, 601-699 = In-mail box, 1000-1999 = SPD 000-999) | 1 - 100<br>102<br>201-264<br>400, 401<br>501-599<br>601-699<br>1000-1999 |
| 11 | **DID Translation Number Entry: Ring Group Transfer**<br>Last destination is DID Intercept Ring Group after 22-11-01, 05 & 06.<br>(0 = Disable, 1 = Transfer to 22-12-01) | 0 / 1 |
| 22-12-01 | **DID Intercept Ring Group**<br>Destination ring group. Set on a per Translation Table number, and on a per mode basis. (0 = Not Set, 1 -100 = IRG, 102 = UM8000) | 1 – 100<br>102 |
| 22-13-01 | **Trunk Group to Translation Table Assignment**<br>Trunk Group to Translation Table entry (22-10-01). Set on a per Trunk Group, and per mode basis. | 1 - 20 |

**Notes:**

DID Ring Group routing

Set 22-11-04 = 3, enter the Ring Group in 22-11-05 or 22-11-06 and populate Ring Groups in 22-04-01. Depending upon call flow, 22-11-02 may also be used.

| FEATURE: VRS (VM8000) – Automated Attendant for DID Services | | |
|---|---|---|
| Description of this feature assumes that DID has already been configured. Only PRGs that need to be programmed / altered are listed below. | | |
| **PRG** | **Description** | **Set To** |
| 20-07-13 | **COS - Administrator: VRS Record (VRS Msg Operation)**<br>Allow extensions to alter VRS messages. Set on a per COS basis. | 0 / 1 |
| 22-01-06 | **System Options for Incoming Calls - DID Ring No Answer Timer**<br>The interval that a DID extension rings before re-routing to 22-11-05 / 06. | Default<br>20 secs |
| 07 | **DID Incoming Ring Group No Answer Timer**<br>1st Transfer Destination ring time before the 2nd Transfer Destination rings. | 20 |
| 22-11-02 | **DID Translation Number Entry: Target**<br>Destination extension to terminate call. Create one entry per table No. | |
| 04 | **DID Translation Number Entry: Transfer Operation Mode**<br>Call transfer condition to invoke. Overrides 22-09-02. (3 = Busy / No Answer). | 3 |
| 05<br>06 | **DID Translation Number Entry: Transfer Destination 1 & 2**<br>1st & 2nd Destination when 22-11-04 set. (1 - 100 = IRG, 102 = UM8000, 400 = VRS) | 1 - 100<br>102<br>400 |
| 25-02-01 | **DID / DISA VRS Message**<br>VRS type & message. Set per Trunk, & per mode.<br>(AD = VRS MSG No. 001-100) | 1 |
| 25-03-01 | **VRS / DISA Transfer Ring Group with Incorrect Dialling**<br>Wrong / No digit action per trunk & mode.<br>(0 = Disconnect, 01 - 100 = Ring Group, 102 = UM8000) | 0<br>1 - 100<br>102 |
| 25-04-01 | **VRS / DISA Transfer Ring Group No Answer/Busy**<br>The action taken if a 1 key dialling destination is No Answer. Set on a per trunk, and per mode basis. (0 = Disconnect, 01 - 100 = Ring Group, 102 = UM8000) | 0<br>1 - 100<br>102 |
| 25-06-01 | **DID / DISA One-Digit Code Attendant Setup: Next Message**<br>1-key dialling to another VRS message per VRS message. (Blank = Not Set) | 001-100 |
| 02 | **DID / DISA One-Digit Code Attendant Setup: Destination**<br>1-key dialling per VRS message. | VE No.<br>1xx, 2xx |
| 25-07-01 | **DISA / VRS Dial Tone Time**<br>The interval after VRS that the caller has to dial a digit. (Minimum time 1 sec) | 10 sec |
| 02 | **VRS / DISA No Answer Time**<br>Extension Ring No Answer time before following 25-04-01. | 10sec |
| 03 | **Disconnect after VRS / DISA re-transfer to IRG**<br>Disconnect time after a VRS call transfers to an IRG (25-03-01 & 25-04-01) | 60 sec |

**Notes:**

Three different implementations of VRS are available:

1. Immediate: Leave 22-11-02 blank, set 22-11-04 to 3 and 22-11-05 to 400
2. Ext'n Delayed: Enter extension in 22-11-02, set 22-11-04 to 3 and 22-11-05 to 400
3. Group Delayed: Leave 22-11-02 blank, set 22-11-04 to 3, set 22-11-05 to Incoming Ring Group (1-100) and 22-11-06 to 400. Populate IRG in 22-04-01.

- Leaving digit 1 empty (25-06-02) allows a caller to dial an extension during VRS.
- To record VRS messages use 616 (7 = Record, 5 = Listen, 3 = Erase) (Msg No. 001- 100) then you record the message and dial "#".

| FEATURE: VRS (VM8000) – Automated Attendant for PSTN Trunks | | |
|---|---|---|
| **PRG** | **Description** | **Set To** |
| 20-07-13 | **COS - Administrator: VRS Record (VRS Msg Operation)**<br>Allow extensions to alter VRS messages. Set on a per COS basis. | 0 / 1 |
| 22-02-01 | **Incoming Call Trunk Setup**<br>Incoming trunk type. Set on a per trunk, and per mode basis.<br>(1 = Immediate VRS, 6 = Delayed VRS) | 1 / 6 |
| 22-04-01 | **Incoming Extension Ring Group Assignment**<br>Assign extensions to a ring group. Max 32 extensions per group. | |
| 25-02-01 | **DID / DISA VRS Message**<br>Assigns the VRS talkie type and VRS message No. for each trunk. Set on a per Trunk, and per mode basis. (AD = VRS message No. 001 - 100) | 1 |
| 25-03-01 | **VRS / DISA Transfer Ring Group with Incorrect Dialling**<br>Wrong / No digit action per trunk & mode.<br>(0 = Disconnect, 01 - 100 = Ring Group, 102 = UM8000) | 0<br>1 - 100<br>102 |
| 25-04-01 | **VRS / DISA Transfer Ring Group No Answer/Busy**<br>The action taken if a 1 key dialling destination is No Answer. Set on a per trunk, and per mode basis. (0 = Disconnect, 01 - 100 = Ring Group, 102 = UM8000) | 0<br>1 - 100<br>102 |
| 25-05-01 | **VRS / DISA Error Message Assignment**<br>Assigns the VRS message number to be used as the Automated Attendant error message. Precedes actions of 25-03-01 & 25-04-01<br>Set on a per trunk, and per mode basis. | 001-100 |
| 25-06-01 | **DID / DISA One-Digit Code Attendant Setup: Next Message**<br>1-key dialling to another VRS message per VRS message. (Blank = Not Set) | 001-100 |
| 02 | **DID / DISA One-Digit Code Attendant Setup: Destination**<br>1-key dialling per VRS message. | VE No.<br>1xx, 2xx |
| 25-07-01 | **DISA / VRS Dial Tone Time**<br>The interval after VRS that the caller has to dial a digit. (Minimum time 1 sec) | 10 sec |
| 02 | **VRS / DISA No Answer Time**<br>Extension Ring No Answer time before following 25-04-01. | 10sec |
| 03 | **Disconnect after VRS / DISA re-transfer to IRG**<br>Disconnect time after a VRS call transfers to an IRG (25-03-01 & 25-04-01) | 60 sec |
| 14 | **Delayed VRS Answer Time**<br>The length of time before Delayed VRS answers. (0 = Immediate Answer) | 10 sec |

**Notes:**

Two different implementations of VRS are available:

1. Immediate: Set 22-02-01 to 1. Programming of 22-05-01 is not required.
2. Delayed: Set 22-02-01 to 6 and 22-05-01 to Incoming Ring Group (1 - 25). Populate IRG in 22-04-01.

- Leaving digit 1 empty (25-06-02) allows a caller to dial an extension during VRS.
- To record VRS messages use 616 (7 = Record, 5 = Listen, 3 = Erase) (Msg No. 001- 100) then you record the message and dial "#" to complete.

| FEATURE: Voicemail - UM8000 (via DID or PSTN trunks) | | |
|---|---|---|
| This description covers Voicemail general setup as well as function 102 Voicemail routing. Only relevant programs are included, all others should be left at default. | | |
| **PRG** | **Description** | **Set To** |
| 10-55-01 | **System Configuration Setup: Package Network Setup** [RESET]<br>Set the IP address per blade. | |
| 11-07-01 | **Department Group Pilot Numbers**<br>Ideally Department Group 64 should be used for Voicemail. | 64 = 100<br>Example Only |
| 16-01-01 | **Department Group Setup: Name** | voicemail |
| 02 | **Department Group Setup: Calling Cycle**<br>Calling Type for Voicemail ports. (1 = Sequential ringing) | 1 |
| 03 | **Department Group Setup: Routing on Busy**<br>Action when busy Department member rung directly. (1 = Go to idle member) | 1 |
| 04 | **Department Group Setup: Hunting Mode**<br>Action when last busy Department member reached. (0 = Caller gets busy) | 0 |
| 05 | **Department Group Setup: All Ring Mode**<br>All Department Members ring simultaneously. (0 = Manual activation) | 0 |
| 10 | **Department Group Setup: Enhanced Hunting Type**<br>The conditions that Department Group calls will cycle through the group. (3 = Busy or Not Answered) | 3 |
| 16-02-01 | **Department Group Assignment for Extensions**<br>Assign UM8000 Ports to the Voicemail Department Group & seize order. | |
| 45-01-01 | **Voicemail integration Options: Department Group Number**<br>Allow in-band signalling to UM8000 | 64<br>Example Only |
| 02 | **Voicemail integration Options: Voicemail Name** | Voicemail |
| 15-03-03 | **SLT Basic Setup: Terminal Type**<br>Allow DTMF dialing to UM8000, Set per UM8000 Port. (1 = Allow DTMF) | 1 |
| 15-07-01 | **Programming Function Keys: Function 13 - Call Fwd BNA**<br>Call Forward extension to UM8000 (also settable via Softkeys). Set on a per extension basis. (AD = UM8000 Pilot Number in 11-07-01) | 13 |
| | **Programming Function Keys: Function 77- External VM (UM8000)**<br>Message Waiting & Message Retrieval key. Set on a per extension basis. | 77 |
| 20-03-02 | **Ignore DP Dial on DTMF SLT Port**<br>Restrict calls originated from the UM8000 routing externally. (0 = No) | 0 |
| 24-02-03 | **Delayed Call Forwarding Time**<br>If activated, Call Forwarding occurs after this interval timer. | 10 sec |
| 41-01-17 | **SV8100 In-Mail System Option: In-Mail Port** [NOTE]<br>Must not be set. Also remove Compact Flash from CPU. | 0 |

**Notes:**

- By convention, the last Department Group (64) should be used for Voicemail.
- 102 may be used to route calls to UM8000 for:
  - Generic company-wide voicemail based upon the trunk receiving the call.
  - Personal VM if a PRG preceding 102 references an extension (DID & DIL only)
- Trunk based 102 calls will be directed to OPENING BOX within the UM8000.

Voicemail may be called using 102 from different programs depending on the call flow:

1. PSTN: 22-05-01, 22-08-01
2. ISDN: 22-11-05, 22-11-06, 22-12-01
3. VRS: 25-03-01, 25-04-01

## Night Switching (Manually)

| FEATURE: Night Switching (Manually) | | |
|---|---|---|
| **PRG** | **Description** | **Set To** |
| 12-01-01 | **Manual Night Service Enable**<br>Allows / Prevents activating Night Service by dialling a Service Code. | 1 |
| 12-07-01 | **Text Data for Night Mode**<br>Alter displayed text messages on key telephones per night mode. | |
| 12-08-01 | **Night Mode Service Range**<br>Define the toggle key range for each Day / Night Mode. | |
| 20-07-01 | **Manual Night Service Enabled**<br>Enable / Disable Manual Night service switching. Set on a per COS basis. | 1 |

**Notes:**

Night Switching (Manually): Program an extension key in 15-07-01 with function 09 & AD = mode - or - from an extension dial 718 (mode No.).

- There are 8 system modes. By convention, 1 = Day and 2 = Night.
- Pressing the Night Switch key will toggle between modes if AD = 0 in 15-07-01.
- Automatic Night Switching for trunks & extensions is available, but not dealt with here.
- Night Switch may affect: extensions, trunks, DID, VM/VRS, tolling, COS & O/G trunk seize.

## Speed Dialling

| FEATURE: Speed Dialling | | |
|---|---|---|
| **PRG** | **Description** | **Set To** |
| 13-01-01 | **Speed Dial Function Setup: Auto Outgoing Call Mode**<br>Defines whether Speed Dial bins will automatically seize a trunk when dialling out. (0 = Automatically seize trunk, 1 = Automatically seize extension) | 0 / 1 |
| 03 | **Speed Dial Function Setup: No of Common Speed Dial bins**<br>No. of Common bins. 100 = 2 digit, 1000 = 3 digit, 2000 = 4 digit. (Default = 900) | 100-2000 |
| 13-04-01 | **Speed Dialling Number & Name: Number**<br>Number to dial. Set on a per Abbreviated Dial bin basis. | |
| 02 | **Speed Dialling Number & Name: Name**<br>Name associated with stored number. Set on a per Speed Dial bin basis. | |
| 13-05-01 | **Speed Dialling Trunk Group**<br>The trunk group to be seized for Speed Dialling. If set to '0', the call will follow the extn's Trunk Group access. Set on a per Speed Dial bin basis. | 0 - 100 |
| 20-03-02 | **Ignore DP Dial on DTMF SLT Port**<br>Restrict calls originated from the system routing externally. (0 = No) | 0 |
| 21-05-09 | **Restriction for Common Speed Dials**<br>Use Tolling for System Speed Dialling. Set on a per Toll Class basis | 0 / 1 |

**Notes:**

- Check/store/delete System bins: **<REDIAL>** (bin No)
- Program System bins: 753 (bin No) (Dest No) **<HOLD>** (name) **<HOLD>**
- Program Station bins: 755 (bin No) (Dest No) **<HOLD>** (name) **<HOLD>**
- Dial System bins: #2 (bin No) - or - softkey DIR + (option)
- Dial Station bins: #7 (bin No) - or - softkey DIR + (option)

**<MIC>** = Pause, **<RECALL>** = Hook flash to Trunk.

## Trunk Mapping

| FEATURE: Trunk Mapping | | |
|---|---|---|
| **PRG** | **Description** | **Set To** |
| 14-01-07 | **Basic Trunk Data: Outgoing calls**<br>Used to allow or prevent outgoing calls for each trunk. Trunks that are set to 0 "no access" are denied from making outgoing calls on it. Set on a per trunk basis. (0 = Disabled. 1 = Enabled) | 0 / 1 |
| 14-07-01 | **Trunk Access Map Setup**<br>A Trunk Access Map defines the type of access allowed for each trunk in the map. A total of 200 Trunk Access Maps are available. Set on a per Trunk Access Map, on a per Trunk basis.<br>(0 = No access, 1 = Outgoing only, 2 = Incoming only, 3 = Only when trunk on hold, 4 = Outgoing when trunk on hold, 5 = Incoming when trunk on hold, 6 = Incoming/outgoing, 7 = Incoming/outgoing when trunk on hold). | 1 - 7 |
| 15-06-01 | **Trunk Access Map for Extensions**<br>Assign extension(s) to a Trunk Access Map. An extension can only place outgoing calls on trunks to which it has outgoing access. Set on a per extension basis. | |

**Notes:**

Trunk Mapping sets the conditions under which extensions may access each trunk. A typical example might be a system supporting 2 companies. Company A wants to dial out from it's own trunks as well as to answer both its own and Company B's trunks. Whereas Company B may wish to only dial out and/or answer it's own trunks.

## Manual Trunk Group Routing

| FEATURE: Trunk Group Routing | | |
|---|---|---|
| **PRG** | **Description** | **Set To** |
| 11-01-01 | **System Numbering: digit '0'**<br>Internal Numbering Plan for first or second digits dialled. | Type 3 |
| 11-09-01 | **Trunk Access Code (for Type 3)**<br>Assign code extensions dial for Trunk Access. Must match 11-01-01 | 0 |
| 14-05-01 | **Trunk Groups**<br>Assign Trunks to Trunk Groups. You can also assign the outbound priority for trunks within the group. | TG1-100 |
| 14-06-01 | **Trunk Group Routing**<br>Assigns Trunk Groups to outbound Routing Tables. Up to 4 Trunk Groups can be assigned in priority order. Set on a per Routing Table, per priority basis. | |
| 21-02-01 | **Trunk Group Routing for Extensions**<br>Assign the outbound Routing Table to use when dialling out via Trunks. Set on a per extension, per mode basis. | 0<br>1 - 100 |

**Notes:**

This details the process that occurs when a user manually dials '0'. Of special interest is the ability to overflow from one Trunk Group to another (14-06-01) without using ARS or F/Route (note: digit insertion or deletion is not provided).

- ARS, Trunk Access Maps and F/Route may alter this operation.
- Does not apply to Call Fwd External, Ringdown, Speed Dialling or Trunk-Trunk transfer.

## Ringdown

| FEATURE: Ringdown | | |
|---|---|---|
| **PRG** | **Description** | **Set To** |
| 20-03-02 | **Ignore DP Dial on DTMF SLT Port**<br>Restrict calls originated from the system routing externally. (0 = No) | 0 |
| 20-06-01 | **Class of Service for Extensions**<br>Assign COS per extension. Set on a per extension, and per mode basis. | 1 - 15 |
| 20-08-09 | **COS (Outgoing Call Service): Hotline / Ringdown**<br>Enable / Disable Hotline Service for this COS. Set on a per COS basis.<br>(0 = Disable - or - 1 = Enable) | 0 / 1 |
| 21-01-09 | **System Options for Outgoing Calls: Ringdown Extension Timer**<br>This system wide timer determines how long an extension receives dial tone before implementing Ringdown. '0' will invoke immediate Ringdown. | 0 secs at default |
| 21-11-01 | **Extension Ringdown (Hotline) Assignment**<br>Hotline Destination number. Use '0' to seize an outside trunk or prior to external numbers. Internal extension's also available. Set on a per extension basis. | |

**Notes:**

On the SV8100, Ringdown and Hotline are separate features (unlike the Axis / Master / IPK):

Ringdown: Automatically calls internal / external destinations when an extension goes off-hook.
Hotline: Not covered here. Automatically calls internal destinations only.