



Prepared by Warner Telecom Group, LLC

For Questions on your Telephone or Voicemail

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Multiline User Guide

NEC SV9100



Prepared By:

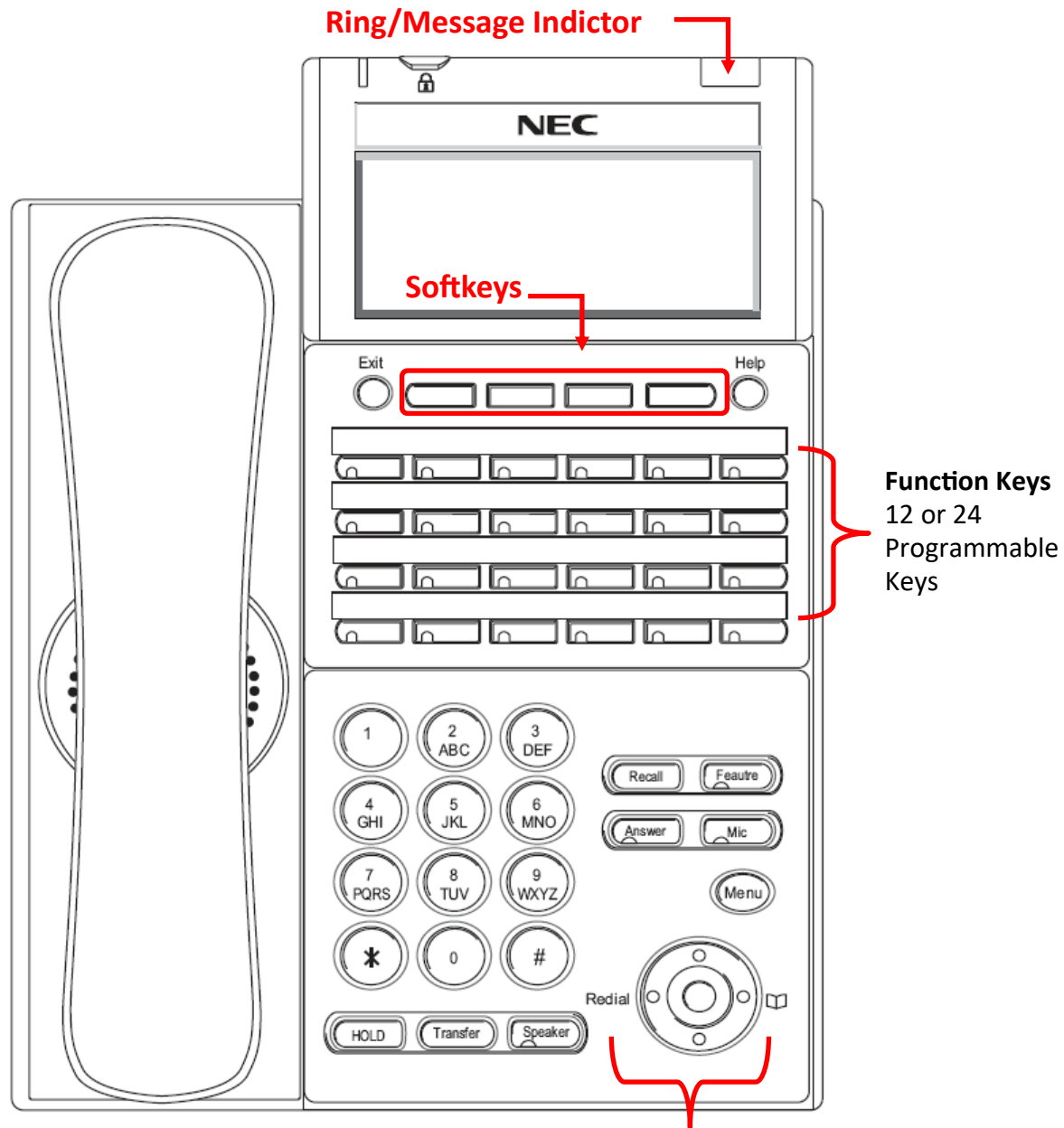
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Notes



Cursor—Adjust Phone LCD/Ring, Handset and Speaker Volume Up/Down. Cursor Left for Redial. Cursor Right for Stored Speed Dial

Notes

Basic Features

ICM Key	The ICM (intercom) Key is used to place and answer internal calls from other Extensions. When you lift your handset to place or answer an internal call your ICM will be lit Red .
Call Keys	This is where outside calls live. The Call Key will light Green when the call is active and flash Green when on hold. Most phones have a Call 1 & Call 2
Answer A Call	Lift handset or press Speaker to answer calls hands-free If answering an internal call ICM key will be lit If answering an outside call Call Key will be lit
Calling Another Extension	Lift Handset or Press Speaker Dial extension, or press button for extension if you have one programmed
Calling An Outside Number	Lift Handset or Press Speaker Dial 9 , then dial the phone number
MUTE (MIC Light)	For hands free: turn MIC light on to be heard. Turn MIC light off to be muted. Keep MIC light on to be able to answer an internal intercom call hands-free On Handset: Press MIC light to mute yourself during conversation (light will flash). Press it again to unmute yourself (light will be solid)
Internal Extension Button (DSS/One Touch Key)	You may have another extension programmed as a key on your phone: <ul style="list-style-type: none">◆ Press Key to call that extension◆ Key will light Red when the extension is in use◆ Key will flash Red when extension is in DND

See Advance features for Programming Keys

Accessing Voicemail

Hold	While on an outside call: Press RED Hold Key Your Call 1 or Call 2 Key you are using will flash Green Press Green flashing Call Key to return to the call on hold
Call Park (optional feature)	Your phone may be programmed with Park Keys To place a call on Park: Press available Park Key Key will light Red on all phones To Retrieve call on Park: Press Red Park Key call is on from any phone Key will now be free to park another call.
Transfer A Call	While on call Press Transfer Key Call will automatically go on hold Dial the extension number or press programmable button <i>Optionally</i> , you may announce the call Hang Up to complete transfer
Transfer A Caller To A Mailbox	While on call Press Transfer Key Press VMsg Sofkey in screen Dial the extension number or press programmable button Hang Up to complete transfer
Conference	Place or answer a call Press Conf Soft Key in Display Place second call (either internal by dialing the extension or external by dialing 9 and the phone number) When party answers Press Add Soft Key in display Place your next call or Press Begin Soft Key in display to begin conference

From Your Telephone:

Press **VMsg Softkey** in display

From Another Telephone In the Office:

Dial Voice Mail Extension **200(0)**

You will be prompted for your mailbox number

Dial Mailbox Number (same as extension)

Enter Security Code if asked

From Outside the Office if you have a DID (Direct Inward Dial):

Dial your Direct Dial Number

When you hear your greeting

Press **# # + Ext. No.** to log on to your mailbox

Enter Security Code if asked

From Outside the Office if you have a Voicemail Back Door Number or when Auto Attendant Is On:

Dial Voicemail Back Door Number:

When company greeting answers

Press **# + Mailbox Number**

Enter security code if asked

From Outside the Office if speaking with a Coworker:

Dial main company number

Ask Co Worker to transfer you to Ext. **200(0)**

Press **#** to Log On to your Mailbox

Enter security code if asked

Voicemail

Setting Up Your Mailbox

When you access your mailbox for the first time, take a few minutes to set up your mailbox by recording a personal greeting, recording your name for the company directory and setting an optional security code to safeguard your mailbox.

To Record Greeting

From Your Telephone

Press **VMsg Sofkey** in display

Press **Greet** Softkey

Push **Gr1**, **Gr2** or **Gr3** Softkey to select which greeting to record

Follow instructions or press Softkey to set up which greeting you want activated and recorded

To Record Your Name

From Your Telephone

Press **VMsg Sofkey** in display

Push **More> + RcNam** Softkeys

Follow instructions or press Softkeys to record name

To Set A Security Code On Your Mailbox

From Your Telephone

Press **VMsg Sofkey** in display

Push **More> + Setup + Code** Softkeys

Follow instructions or press Softkeys to set a security code

All Call Page

Page will broadcast over every idle phone (excludes DND and phones in use)

Lift handset

Press **InPg** Soft Key

Dial **1**

Make Announcement

Hang up

Do Not Disturb (DND)

DND permits you to work at your desk without interruptions from the phone.

With handset down

Press **↓** Soft Key

Press **Prog** Soft Key

Press **DND** Soft Key

Press **Set** Soft Key to Set or **Cncl** Soft Key to Cancel

Press **DND** Soft Key option

All—All Calls

Ext—External Only Calls

Icm—Internal Only Calls

Cfwto—Transferred Calls

Ring Tone & Melody

Changes ring tone & melody for your phone

Press **Speaker**

Dial **720**—Screen will display **1=Int 2=Ext**

Choose **1** to change ring tone for internal calls or

Choose **2** to change ring tone for external calls

Press **1** for Tone or **2** for Melody

For Tone Press 1,2 or 3 for Hi, Med, Low Tone

For Melody, Press 1-5 to select Melody

When you hear the Tone/Melody you like

Press **Speaker** to save

Advanced Features

Program Function Key For Internal Extension or Outside Phone number

With Handset Down
Dial **751** (display will show KEY PROGRAM)
Press unused Function Key (see page 2)
Dial **01** (display will show DSS/ONE TOUCH)
Dial the extension number or dial 9+phone number
Press **HOLD** Key to save
Press Speaker to hang up

Personal Speed Dials

The system allows you to program up to 10 speed dials that are accessible only from your phone.

To Program Personal Abbreviated Dialing Number:

With handset down
Dial **755**
Dial bin number (0-9) you want to program
Dial 9 + outside phone number you want to program
Press **HOLD** Key to program a name
Use Dial Pad to program name (see chart above)
Press **HOLD** Key to save name
Press **Speaker** to hang up

Entering Names

When entering names, use dial pad keys to enter letters. For example, press the digit 2 key once for A, twice for B, three times for C, etc.

1 = 1 @ [¥] ^ _ \ { } ← →	5 = J - L, j - l, 5	9 = W - Z, w - z, 9
2 = A - C, a - c, 2	6 = M - O, m - o, 6	0 = 0 ! " # \$ % & ' ()
3 = D - F, d - f, 3	7 = P - S, p - s, 7	* = * + , - . / : ; < = >
4 = I, G - I, 4	8 = T - V, t - v, 8	

= Accepts an entry (only required if two letters on the same key are needed)
Feature Key = Clear the character entry one character at a time

Personal Speed Dials (cont.)

To Dial Personal Speed Dials:
Lift Handset or Press Speaker
Dial **#7 + 1-Digit Bin Number** (0-9)

Or

Press **DIR** Softkey
Press **STA** Softkey
Use Arrow Keys to scroll through numbers
Lift handset or press **Dial** Softkey

Redial and Caller ID

To Preview the Last Number You Dialed:

With handset down
Press **List** Softkey
Press **Redial** Softkey
Use Softkeys to scroll through your Redial List
Lift Handset or Press Speaker to dial number

To Preview Caller ID (Press List Softkey

Press **CID** Softkey
Use Softkeys to scroll through your Caller ID List
Lift Handset or Press Speaker to dial number

Forward An Extension

To forward your extension to another location:

With handset down
Press **↓** Soft Key
Press **Prog** Soft Key
Press **Cfwd** Soft Key
Press **All** Soft Key
Press **Set** Soft Key to Set or **Cncl** Soft Key to Cancel
Enter another extension number, or dial 9+
outside number
Press **Speaker** to save