



Prepared by Warner Telecom Group, LLC

For Questions on your Telephone or Voicemail

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## Multiline User Guide

### NEC SV9100



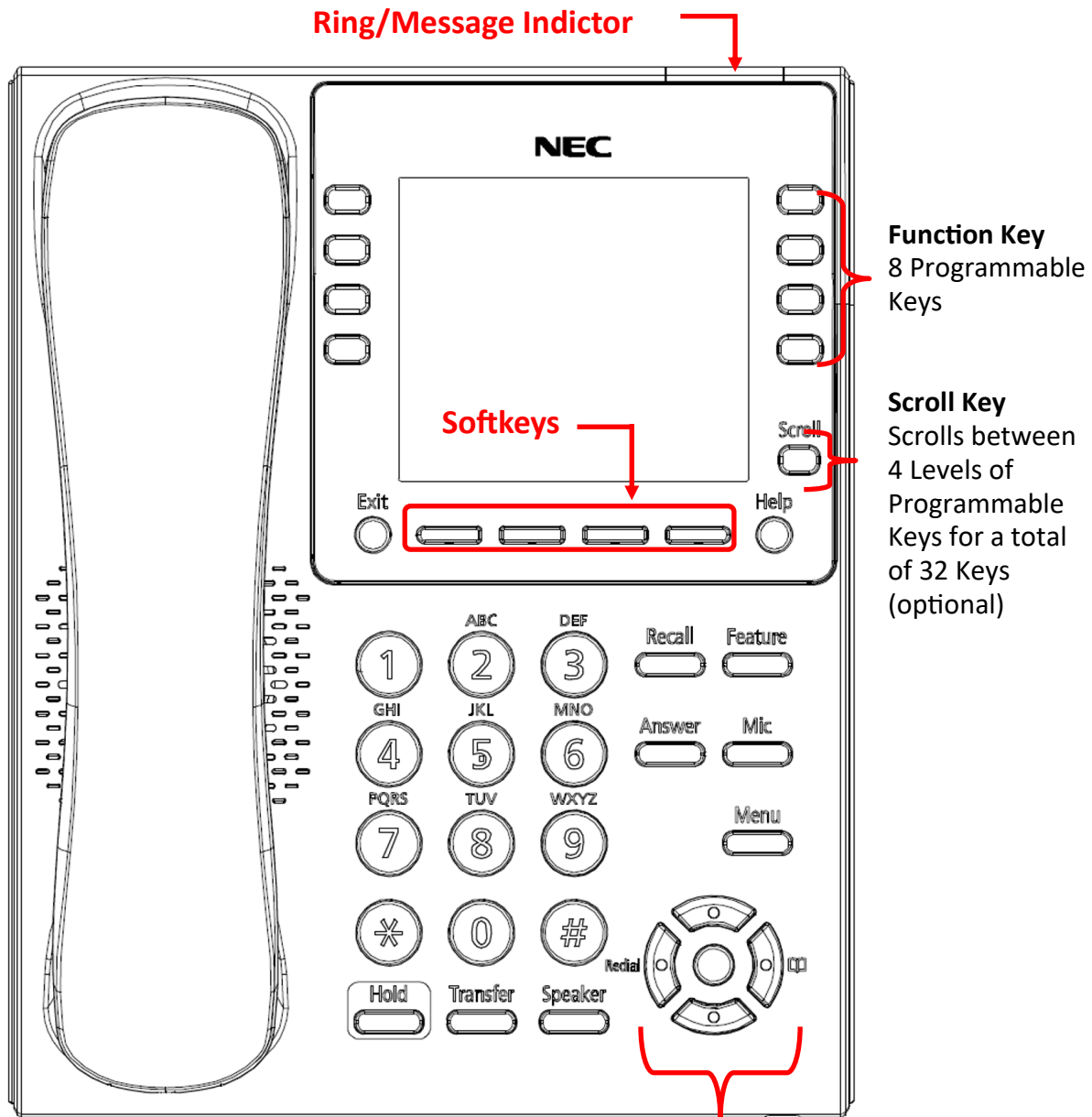
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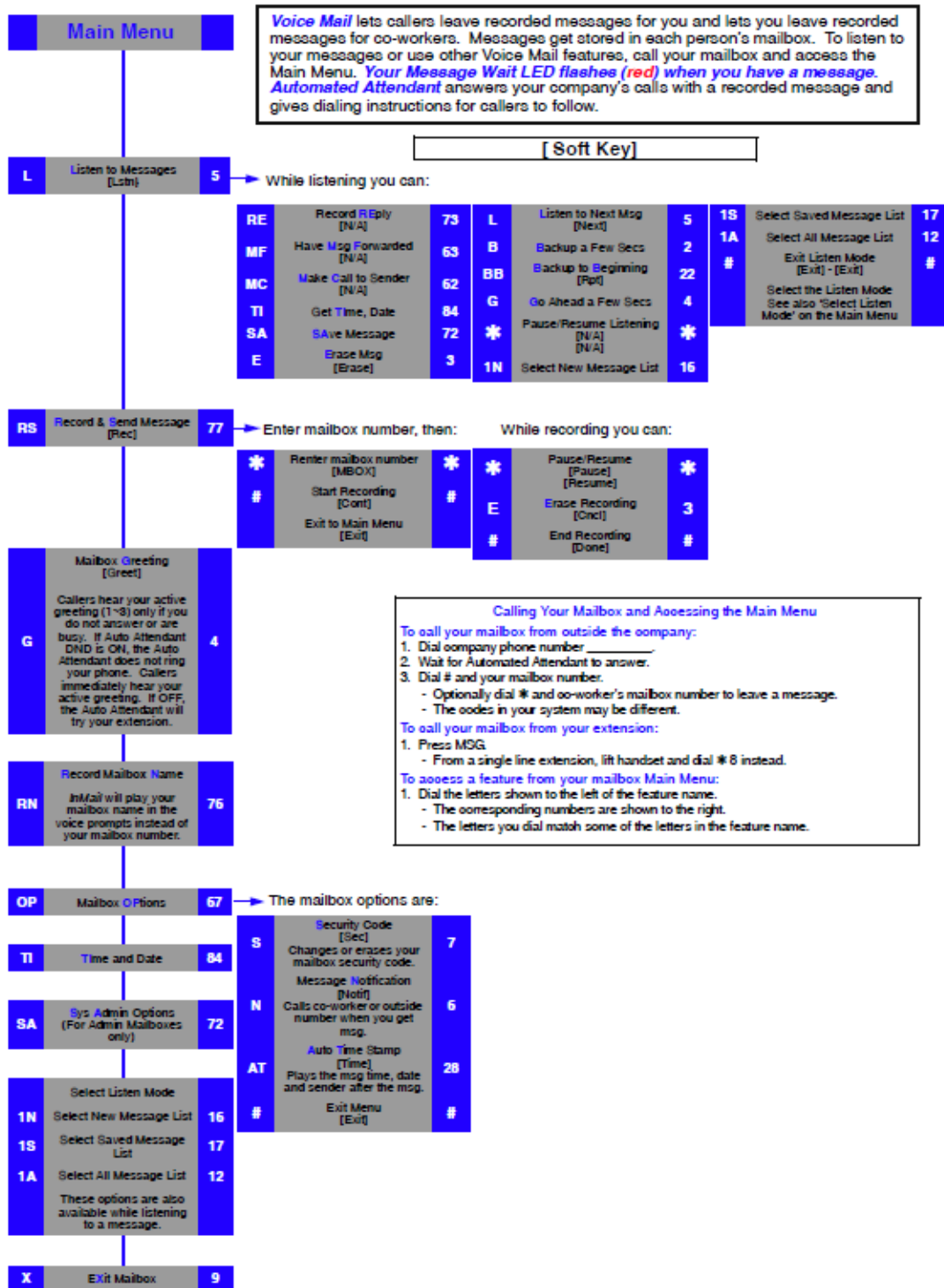
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**Function Key**  
8 Programmable  
Keys

**Scroll Key**  
Scrolls between  
4 Levels of  
Programmable  
Keys for a total  
of 32 Keys  
(optional)

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



## 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**.

### Line Keys

This is where outside calls live. The **Line** Key will flash red when an outside call is ringing and then light Green when the call is answered & flash Green when on hold.

### 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 **Line** 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** or press **Line Key**, 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:

- ◆ 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 **Line** Key you are using will flash Green  
Press Green flashing **Line** 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  
*Optionally*, 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 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**  
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

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  
 Use Dial Pad to program a name (see chart bellow)  
 Press **HOLD** Key to save  
 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 6 = M - O, m - o, 6 7 = P - S, p - s, 7 8 = T - V, t - v, 8	9 = W - Z, w - z, 9 0 = 0 ! " # \$ % & ' ( ) * = * + , - . / : ; < = >
2 = A - C, a - c, 2 3 = D - F, d - f, 3 4 = I, g - l, 4		
# = 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

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

### 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