



Prepared by Warner Telecom Group, LLC

For Questions on your Telephone or Voicemail

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Multiline User Guide

NEC SV9100



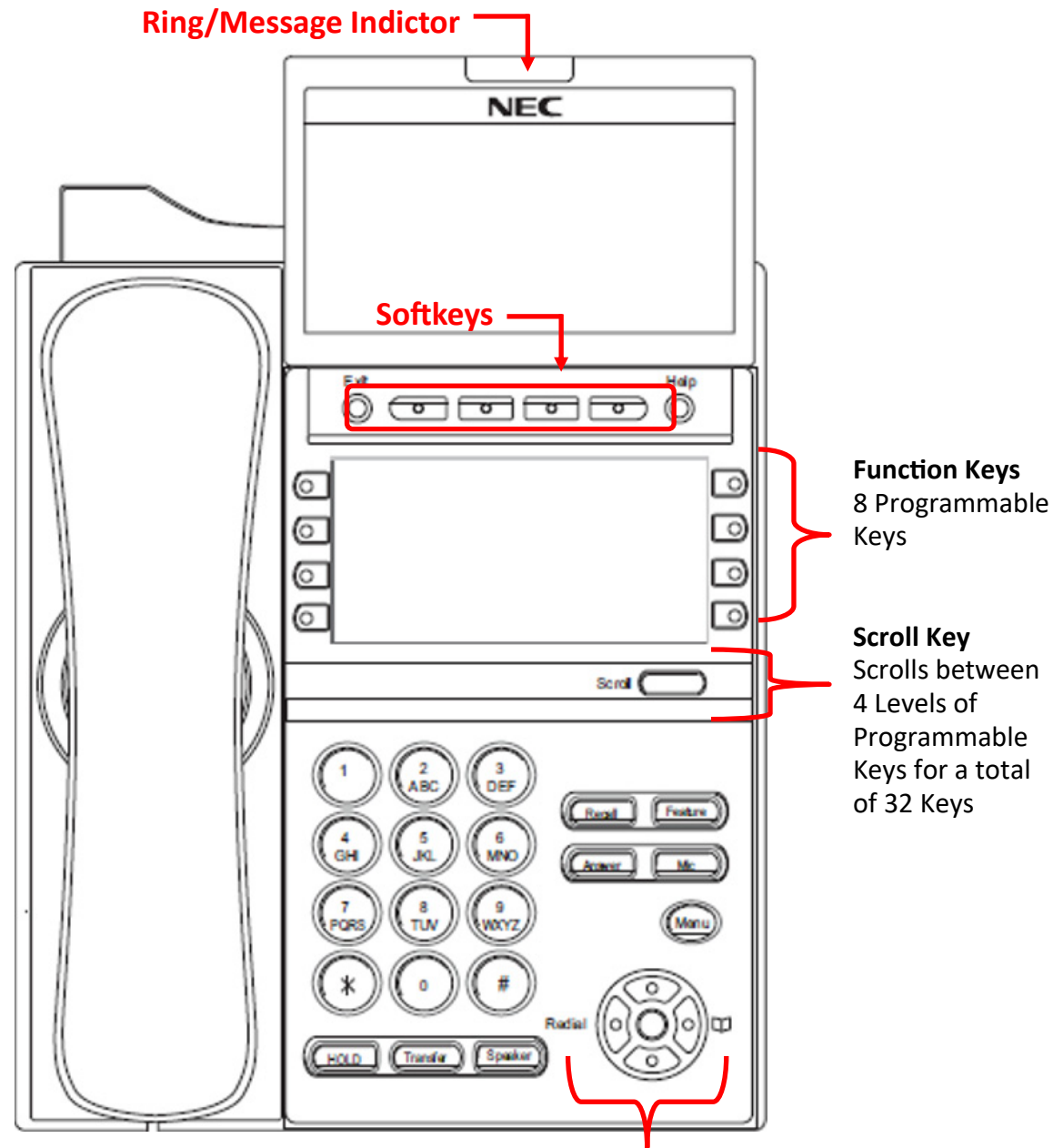
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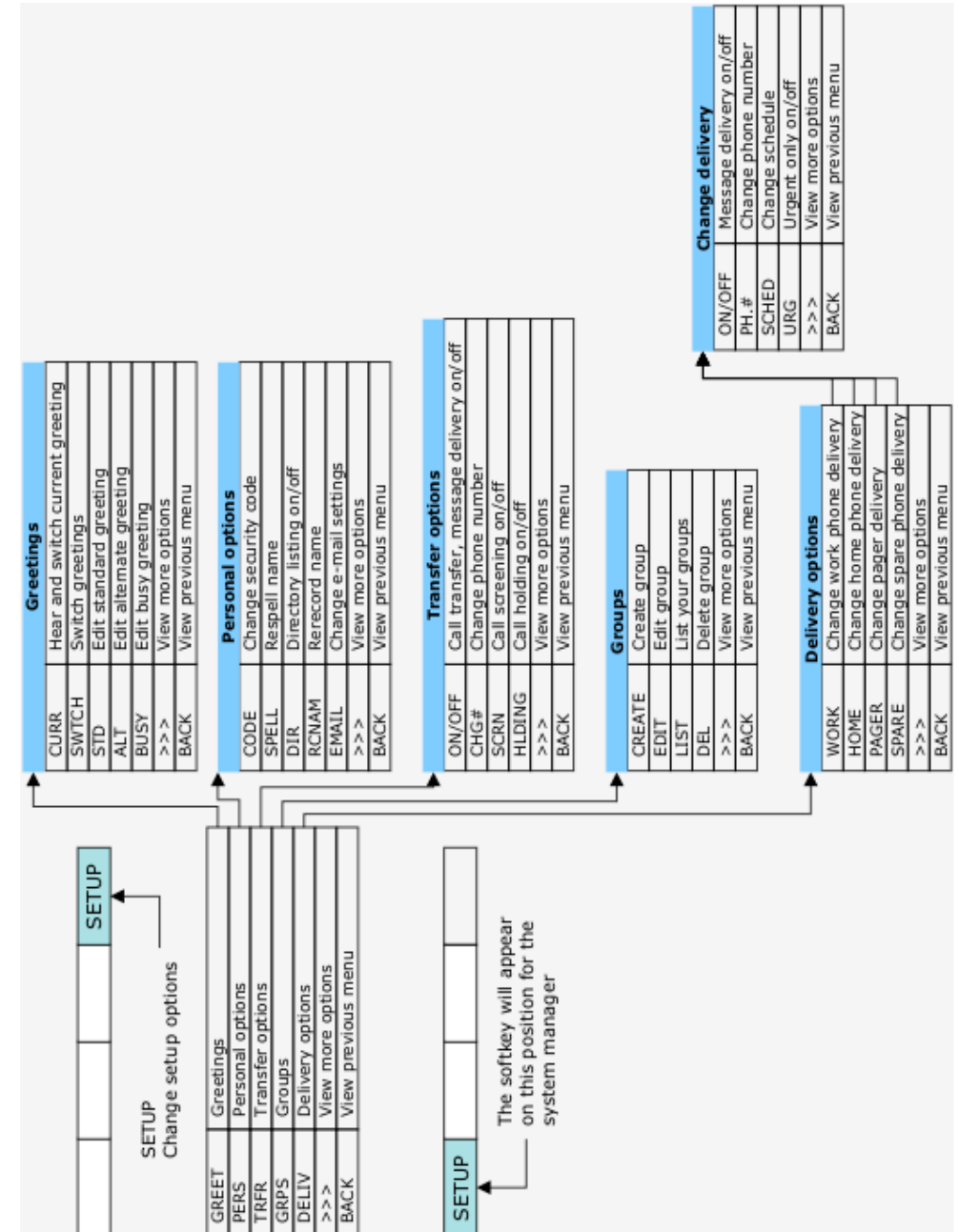
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Cursor—Adjust Phone LCD/Ring, Handset and Speaker Volume Up/Down. Cursor Left for Redial. Cursor Right for Stored Speed Dial

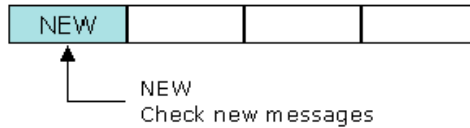
Softkey Menus for Voicemail

Setup Options



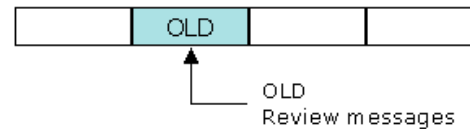
Softkey Menus for Voicemail

Checking New Messages



ARCHV	Archive message
DEL	Delete message
REW	Rewind four seconds and play
PAUSE	Stop playing message
RESUME	Resume playing message
FFWD	Fast forward four seconds and play
REDIR	Redirect message
REPLY	Send reply to message
NEXT	Next message or view Main menu
RPLAY	Replay message
NEW	Save message as new message
TIME	Hear time and date of message
CID	Display Caller ID number/name
>>>	View more options
BACK	View previous menu

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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** Key

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:

- ◆ 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

Setting Up Your Mailbox

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

When you first access your voicemail you will be promoted to set up your mailbox.

1. Record your name (first and last only)
2. Choose Directory Status
3. Record your personal greeting
4. Set a security code (4-8 digits)

Make sure to accept your mailbox settings at the end of the setup tutorial by press 1 when prompted, or you will need to set up again next time you log onto your mailbox.

Accessing Voicemail

From Your Telephone:

Press **VMsg Softkey** in display
You will be prompted for your security code
Default Security Code is 0000

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

Dial your Direct Dial Number
When you hear your greeting
Enter Your Personal ID **9+Extension number**
You will be prompted for your security code

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

Dial Voicemail Back Door Number or Main Company Number:
When company greeting answers
Enter Your Personal ID **9+Extension Number**
You will be prompted for your security code

From Outside the Office if speaking with a Coworker:

Dial main company number
Ask Co Worker to transfer you to Ext. **100(0)**
Enter your Personal ID **9+Extension number**
You will be prompted for your 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

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