



Prepared by Warner Telecom Group, LLC

For Questions on your Telephone or Voicemail

Call: Warner Telecom Group

206-575-4200

vyoung@warnertel.com

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Multiline User Guide

NEC SV8100



Prepared By:

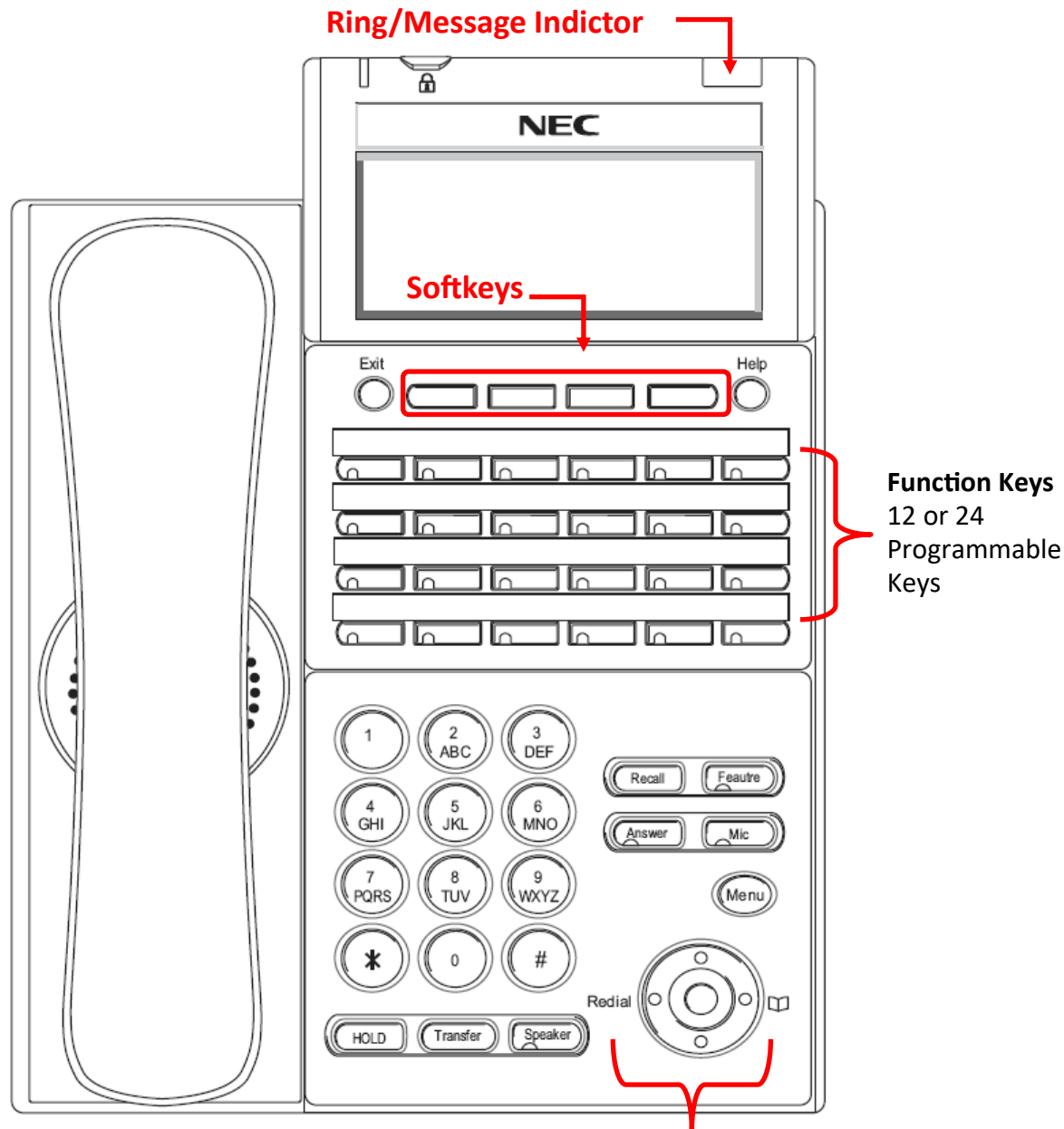
Valerie Young

Warner Telecom Group

206-575-4200

vyoung@warnertel.com

Accessing Voicemail



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

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

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 available **Line** Key & Dial 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

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

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

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	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

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

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 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 **1-8** on the dial pad to listen to tones
When you hear the tone you like
Press **Speaker**