

Telephone User Guide

NEC SV9100



Quick Reference Guide

NEC SV9100

Function

GREEN LED
RED LED
SOLID RED OR GREEN
SLOW FLASHING LED
FAST FLASHING LED

Function Description

Your Call
Somewhere else in building (on another handset)
Station with call in progress or with a call on exclusive hold
A call that has been placed on hold
An incoming call

ANSWER A CALL

Handsets which have line keys:

If your handset **rings** on incoming calls, **lift handset**

OR

If your handset does not ring, **Lift Handset** and **press the line** key

OR

While on a call, ask caller to hold, then press **"ANSWER"** key (Only on ring assigned handsets)

INTERNAL CALL PICKUP

When you know the extension that is ringing and want to pick up that call:

- Lift Handset
- Dial * * Extn No.

HANDSET RECEIVER

SPEAKER VOLUME



USING THE UP/DOWN KEY

- Handset Receiver volume** press up/down key in off hook status or during call

HANDSET ■■■■-----

- Ring volume** press up/down key when station is ringing.

RING ■■■■■■■■■■-----

- Speaker volume** press up/down key during speakerphone operation or during the call

SPEAKER

- LCD Screen Contrast** press up/down key in the on-hook status

LCD ■■■■■■-----

MIC / MICROPHONE

To Turn your microphone On/Off for hands free only:

LED on **Mic** key shows the status of the built-in microphone

Press **MIC** button

(Red light indicates MIC is on)

HANDSFREE

To make a hands free call,

- Press **Speaker** key,
- Dial **Extension number OR**
Dial **“9”** for an outside line THEN phone number

MAKE A CALL

Internal Calls

- Lift Handset or Press Speaker**
- Dial **Extension number**

External Calls

Lift handset or press **Speaker**

- Press **“9”** then dial phone number
OR
- Press the **“line”** key then dial phone number

HOLD

To place a call on hold:

- Press **Hold** button once.

To place a call on hold using Park keys:

- Press the first available **Park** button once.

TRANSFERING CALLS

To Transfer a call to another extension:

- Press **Transfer** to put the call on hold
- Dial **Extension Number** or press **One Touch Key,**
- Announce call**
- Hang up.** Call is transferred.

TRANSFERRING TO

VOICEMAIL

To transfer a call to a person’s voice mail:

- While speaking to the outside line,**
- Press **Transfer**
- Press **VMsg** on LCD screen

- Dial **Person's extension number**
- Hang Up**

TRANSFER OFFSITE

Transfer an incoming line to another outside line

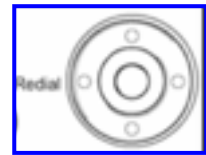
While talking to the incoming call

- Press **Transfer key**
- Select an outside line**
- Dial **Phone number**
- Announce you will be transferring call**
- Press **Transfer key**
- Hang Up**

REDIAL

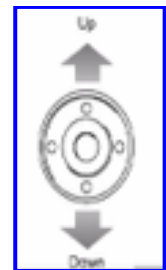
To dial the last number phoned:

- Press **Redial key** without lifting handset
- Press **#** To redial last number



OR

- Press **List Soft key** to search for desired number
- Then **Redial Soft key**
- Press **Up/Down Key** to search number
- Then **Lift handset** or press **Speaker** to place the call



INTERNAL PAGING

To make an internal page through all desktop handsets:

- Press **ICM** menu option for intercom
- Press **Inpg** menu option for Internal Page
- Press **"0"** which is group no 1 for all internal page
- Lift **Handset and make announcement**
- Hang up

OR Manually:

- Lift **Handset**
- Dial **701**
- Press **"0"** (for all Zones)
- Make **Announcement** and replace handset

(Note: This feature is announcement only-extensions cannot reply)

EXTERNAL PAGING

To make an external page through a Paging Horn:

- Lift **Handset**
- Dial **703**
- Press **"0"** (for all Zones)

- Make **Announcement** and replace handset
(Note: This feature only works if an external speaker is installed)

COMBINED PAGING

To page both internal & external zones:

- Lift **Handset**
- Dial ***1**
- Make **Announcement** and replace handset

CONFERENCE CALLS

To set up a Conference Call:

While on an **Outside** call or connected to your first party

- Press **Conf Key** on Display
- Dial an **outside** line or second party
(When called party answers)
- Press **Add key** on screen
(Repeat steps 2-4 to add more parties. Maximum of 16 internal or external parties can be conferenced).
- Press **Begin** to start conference

To **exit** a Conference without affecting the other parties:

- Hang up

CALL LOG

To view numbers of calls received / missed on your handset

- Press **List** button on the Display
- Press **CID** button on the Display
- Scroll **↓** Down soft key to desired number
- Lift **Handset** to call – Handset will dial automatically

SET INTERCOM TO EITHER RINGING OR HANDSFREE

To select your intercom to be hands free:

- Press **Speaker**
- Dial **721**
- Press **Speaker** to hang up

To select your intercom to be ringing:

- Press **Speaker**
- Dial **723**
- Press **Speaker** to hang up

SELECTABLE RING TONES

To CHANGE your Extension's incoming ring tones:

- Press **Speaker key**
- Dial **720**
- Dial **1** to set intercom ring, or **2** to set external call ring
- Dial **Code** for the ring pattern you wish to hear:

1 = High	5 = Ring Tone 2
2 = Mid Range	6 = Ring Tone 3
3 = Low	7 = Ring Tone 4
4 = Ring Tone 1	8 = Ring Tone 5
- Press **Speaker** to Hang Up

To Listen to the Incoming ring choices

- Press Speaker and Dial 711
- Dial 1 to listen to **intercom** ring
- Dial 2 to listen to **external call** ring

Then for INTERCOM

- Dial 1-8 Code for ring pattern

Or for EXTERNAL CALL

- Dial 1-3 (ring) 4-8 (melody)
- Press Speaker to Hang up

STATION NAME ASSIGNMENT To assign a name to your extension number:

- Press **Speaker**
- Dial **700**
- Press **Hold**
- Enter your **Name** - up to 12 digits(## for space. # between digits on same key)
- Press **Hold**
- Press **Speaker** to hang up

To program any extension's name:

- Press **Speaker**
- Dial **700**
- Enter **Extension Number** to be named
- Enter the **Name** – up to 12 digits
- Press **Hold**
- Press **Speaker** to hang up

**CALL FORWARD ALL
CALLS TO ANOTHER
EXTENSION OR OFF-SITE**

To set via menu on the screen:

- Press **PRG** Soft Key
- Press **C/Fwd** Key
- Press **All** Key
- Press **Set** Key
- Dial The **Extension Number**
- OR**
- Dial **"9"** for an **off-site number**, then **dial the number** (i.e.: 9, 18004440401)
- Press **Speaker** key to hang up

To set on a handset without a display screen:

- Press **Speaker**
- Dial **Call Forward Code** - 741 for immediate
- 744 for **busy/no answer**
- Dial **1** to set

- Dial **727**
- Dial **alarm type 1 or 2**
The programmed time displays
- Press **EXIT**

To cancel an alarm:

- Press **Speaker**
- Dial **727**
- Dial **alarm type 1 or 2**
- Dial **9999**
- Press **Speaker** to hang up

CHANGING THE TIME

**Note – Must be done from reception or main handset
Leave Handset Down**

- Press **Speaker**
- Dial **728**
- Dial two digits for the **hour** (24 hour)
- Dial two digits for the **minutes**
- Press **Speaker** to hang up

NOTE: The date can only be set / changed in system programming

BARGE IN (INTERRUPT A CALL)* *Note - Must be activated in programming*

- Lift **Handset**
- Dial **710**
- Dial **Busy Extension** (The extension user will hear a **warning tone**).

PROGRAMMING ONE TOUCH BUTTONS

Program One Touch Buttons for External Phone Numbers:


- Press **SPK**
- Dial **751**
- Press **KEY** you wish to program
- Enter **01**
- Enter **9** for an outside line
- Enter **Phone number**
- Press **HOLD**
- Press **SPK**

Program Function Buttons for Internal Extensions:

- Press **SPK**
- Dial **751**
- Press **KEY** you wish to program
- Enter **01**
- Enter **Extension Number**

- Press **HOLD**
- Press **SPK**

Program Function Buttons for all other features:

- Press **SPK key**
- Dial **751.**
- Press **Key you want to program.**
- Enter **2-digit key function (see next page)** 
- Press **HOLD**
- Press **SPK**

Available 2-digit key function functions are:

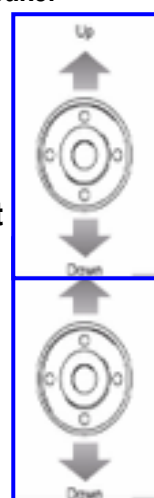
- **00 Not Defined**
- **01 DSS/One-Touch Key**
- **03 DND Key**
- **04 BGM (ON/OFF)**
- **05 Headset Key**
- **08 Incoming Caller-ID List**
- **09 Day / Night Switch**
- **10 Call Forward-Immediate**
- **11 Call Forward-Busy**
- **12 Call Forward-No Answer**
- **13 Call Forward-Busy/No Answer**
- **14 Call Forward-Dual Ring**
- **15 Call Forward-Follow Me**
- **16 –Not Used-**
- **17 –Not Used-**
- **18 Text message set up.**
- **19 External Group Paging**
- **20 External All Call Paging**
- **21 Internal Group Paging**
- **22 Internal All Call Paging**
- **23 Meet-Me Answer to Internal Paging**
- **24 Call Pickup for Own Group**
- **25 Call Pickup for Another Group**
- **26 Call Pickup for Specified Group**
- **27 Abbreviated Dial-Common/Personal**
- **28 Abbreviated Dial-Group**
- **29 Repeat Dial**
- **30 Saved Number Redial**
- **31 Memo Dial**
- **32 Meet-Me Conference**
- **35 Call Back Request (camp on)**
- **37 DND/FWD Override**
- **38 Message Wait Button**
- **55 Extension Name Edit**
- **63 Restrict Caller-ID (ISDN)**
- **45 Exclusive Hold**
- **48 Voice Over**

- **49** to Redirect
- **50** Account Code
- **66** CTI Comms
- **77** Voice Mail (In Skin)
- **78** Conversation Record
- **79** Automated Attendant
- **SC 852:**
- ***00** Not used
- ***01** Trunk Key
- ***02** Trunk Group/ Loop Key
- ***03** Virtual Extension Key
- ***04** Park Hold Key
- ***05** Loop key

TO SET YOUR PHONE TO DISPLAY A MESSAGE ON THE SCREEN WHEN SOMEONE DIALS YOUR EXTENSION (FOR WHEN YOU ARE OUT OF THE OFFICE):

Set up a Text Message Key first – Spkr 751, press spare button, dial 1801, press hold, press speaker
Then to set:

- Press **Speaker Button,**
 - Press **Text Message Key** (programmed above)
- Use the up/down keys to scroll through options**
Select Option Code Below
Change time as appropriate, press speaker to set



- 01 In meeting until ____: ____**
Enter Time,
 Press **Speaker** button to set.

- 02 In meeting room**
 Enter **Time,**
 Press **Speaker** button to set.

- 03 Come back**
 Enter **Time** coming back,
 Press **Speaker** button to set.

- 04 Please call**
 Enter **Phone number,**
 Press **Speaker** button to set.

- 05 Busy call after**
 Enter **Time,**
 Press **Speaker** to set.

- 06 Out for lunch back at/.....**
 Enter **Time,**
 Press **Speaker** button to set.

- 07 Business Trip back at/.....**
 Enter **Date,**
 Press **Speaker** button to set.

08 Business Trip.....one day trip

- Enter **Date,**
- press **Speaker** button to set

09 Gone for the day.

- Press **Speaker** button to set.

10 On Vacation until/.....

- Enter **Date,**
- Press **Speaker** button to set

To cancel

- Press: **Speaker**
- Press **Test Message Key**
- Press **Speaker** to hang up

* Techs can program custom messages if required, i.e. codes 11-20

SOFT KEY MENU (MENU'S ON DISPLAY SCREEN)

No.	Menu Item	Description
1	Call History	To view Call History. For details, see Call History operation section.
2	Directory	To use Directory function. For details see Directory operation section
3	Tool	Uses when accessing external XML Server. For details, please contact the system administrator.
4	Call Function	Currently Not Used (greyed out)
5	Setting	To set up the terminal such as ringing volume control, LCD display setting and download of Music on Hold.
6	Presence	Currently Not Used (greyed out)
#	Favorite	By registering frequently-used features as favourite, the user can access these features with simple operation.
0	Terminal Config	This item is used for Configuration setting of DT Series.

History Menu

LIST MENU	Key	Name	Description
	1	REDIAL	Detailed info. of last call
	2	CID	Caller Identification

Directory Menu

Key	Name	Description
1	REGIST	To add new data
2	SEARCH	To find registered data
3	SETTING	
4	Delete All	Delete all history