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NEC SV9100

Telephone User Guide

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**
<div align="center">OR</div>
If your handset does not ring, **Lift Handset** and **press the line** key
<div align="center">OR</div>
While on a call, ask caller to hold, then press "**ANSWER**" key (Only on ring assigned handsets)

Handsets which have CAP and Park keys:
If your handset rings on incoming calls, **lift handset** (call will appear on **CAP** key)
<div align="center">OR</div>
If your handset does not ring, **Lift Handset** and press **P/U soft key x 2**
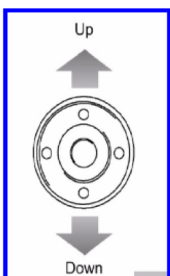
INTERNAL CALL PICKUP

When you know the extension that is ringing and want to pick up that call:
- ❑   **Lift Handset**
- ❑   Dial   *** * Extn No.**

HANDSET RECEIVER

SPEAKER VOLUME

   <u>**USING THE UP/DOWN KEY**</u>

- ❑ **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**
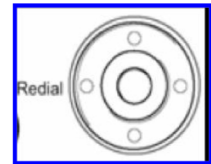 Dial   **"0"** for an outside line THEN phone number

MAKE A CALL   **Internal Calls**

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

External Calls
Lift handset or press **Speaker**

- ❑ Press   **"0"**   then dial phone number
                OR
- ❑ Press   **Redial** then **3 digit code speed dial code**

HOLD   **To place a call on hold:**
- ❑ Press   **Hold** button once.

To place a call on exclusive hold **(no-one else can pick up your call)**
- ❑ Press   **Feature**
- ❑ Press   **Hold**

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   **Hold** to put the call on hold
- ❑ Dial   **Extension Number or press One Touch Key,**
- ❑   **Announce call**
- ❑ Press   **Transfer   OR   Advise of line number**
- ❑   **Hang up.** Call is transferred.

To transfer calls from a cordless phone (Panasonic)**:**

- ❑   **While speaking on an outside line:**

V5   4

- ❏ Press **Recall button** (which puts the call on hold),
- ❏ Dial **Extension number,**
- ❏ **Announce the call and hang up.**

TRANSFERRING TO

VOICEMAIL

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

- ❏ **While speaking to the outside line,**
- ❏ Press **Hold**
- ❏ Dial **Person's extension number**
- ❏ Press **"8"**
- ❏ Press **Transfer**
- ❏ **Hang Up**

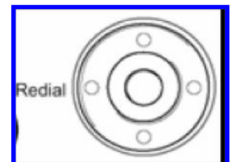## TRANSFER OFFSITE

Transfer an incoming line to another outside line

While talking to the incoming call
- ❏ Press **Hold** key
- ❏ **Select an outside line**
- ❏ Dial **Phone number**
- ❏ **Announce you will be transferring call**
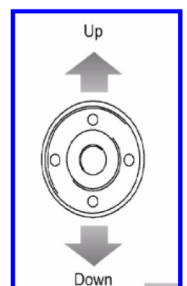- ❏ Press **Transfer** key
- ❏ **Hang Up**

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

CORDLESS PHONE

To **make calls** –

- ❏ Press **Talk/on** or green phone key,
- ❏ dial **0,** then
- ❏ dial **Phone number**

To answer calls,

❑ press **talk/on** or green phone key symbol when ringing

To Transfer calls –

❑ Press **Recall/Flash** to Hold.
❑ Dial **Extension number**, announce,

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
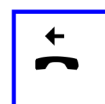
CONFERENCE CALLS

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

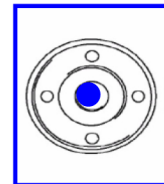### To exit a Conference without affecting the other parties:

❑ **Hang up**

MISSED CALLS

To view numbers of calls missed on your handset
Your handset will display this symbol

- ❏ Press **Centre** button on the Jog Dial
- ❏ Press **Centre** button on Jog Dial to select ① Missed Calls
- ❏ Scroll ↓ Down soft key to desired number
- ❏ Lift **Handset** to call – Handset will dial automatically
  OR
- ❏ Press **DEL** soft key to delete
- ❏ Press **Store** soft key to save

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

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   "**0**" for an **off-site number**, then **dial the number** (eg: 0, 0418710111)
- ❑ 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   **extension number**
- ❑ Press   **Speaker**

To deactivate:
- ❑ Press   **PRG**
- ❑ Press   **C/fwd**
- ❑ Press   **All**
- ❑ Press   **Cancel**
- ❑ Press   **Speaker**
          Hang up

To set via menu on the screen:
- ❑ Press   **PRG** Soft Key
- ❑ Press   **C/fwd** Soft key

- ❑ Press **Arrow** end option on menu
- ❑ Press **B/NA** for Busy/No Answer
- ❑ Press **Set**
- ❑ Dial "**200**" for voicemail
- ❑ Press **Speaker** key to hang up

To Cancel
- ❑ Press **PRG** Soft Key
- ❑ Press **C/fwd**
- ❑ Press **Arrow** end option on menu
- ❑ Press **B/NA**
- ❑ Press **Cancel**
- ❑ Press **Speaker** to hang up

DO NOT DISTURB

To Activate via Menu on the screen:

- ❑ Press **PRG** Soft Key
- ❑ Press **DND** Soft Key
- ❑ Press **Set** Soft Key
- ❑ Press **All** Soft Key

To Deactivate via Menu on the screen:
- ❑ Press **PRG** Soft Key
- ❑ Press **DND** Soft Key
- ❑ Press **Cncl** Soft Key for Cancel

To Activate On and Off on a handset without display: (Leave Handset Down)

- ❑ Press **Speaker**
- ❑ Dial **747**
- ❑ Dial **DND** Option Code

  1 = Block incoming calls
  2 = Block internal intercom
  3 = Block All calls
  4 = Block Call Forwards Only
  0 = Cancel DND

BACKGROUND MUSIC

Can be played through telephone speaker

To set and cancel
- ❑ Press **Speaker**
- ❑ Press **725**
- ❑ Press **Speaker**

ALARM CLOCK

To activate an alarm:

- ❑ Press **Speaker**
- ❑ Dial **727**
- ❑ Dial **Alarm Type**   1 – Sounds Only Once
                          2 – Sounds each day at preset time

- ❑ Dial **Alarm time** (24 hour clock) (A confirmation tone will be heard)
- ❑ Press **Speaker** to hang up

To silence an alarm:

- ❑ Press **Exit**

To check a programmed alarm time:

- ❑ Press **Help** button
- ❑ 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).**

ROOM MONITOR

Room monitor lets an extension listen to the sounds in co-workers area, for example, a receptionist could listen for sounds in the warehouse when it's left unattended.
NOTE: (A Room monitor key must be programmed. Room monitor must be activated at the extension initiating the monitor and at the extension that is to be monitored. You can only listen to one extension at a time.)

To activate Room Monitor from initiating extension:
- ❑ Press **Room Monitor key**
- ❑ Dial **Extension number** you are at
     (You can place and answer calls whilst monitor is active)

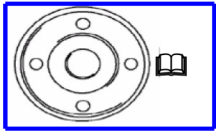**To activate Room Monitor from extension to be monitored:**

❑ Press **Room Monitor** key

❑ Dial **Extension number** you are at

DIRECTORY DIALLING

Displays a list of Speed Dials, Extensions, Personal Speed Dials, and the Telephone Book to select from:

To Access The Telephone Book directly:
❑   Press   📖 on the **Jog Dial**
                        OR
For all other lists:
❑   Press   **Dir** soft key (for directory)
❑   Press   **Soft key** (according to list)

SPD   – Speed Dials
EXT   – co-worker's Extensions
STA   – Personal Speed Dials
TELBK   – Telephone Book
                    THEN
❑   Dial   The **first letter** of the name you are looking for
❑   Press   ↓ Soft Key to jump to that section
❑   Press   **Arrow** up or down to scroll through the list
❑   Lift   **Handset** or press **Dial** Soft Key or press **Speaker** to place call

To cancel Directory Dialling:
❑   Press   **Exit** key

SYSTEM SPEED DIALLING

To Store Abbreviated Dialling number:

- ❑ Press   **Speaker** key.
- ❑ Dial   **753**
- ❑ Dial   **Speed Dial Code** - System **001 to 999**
- ❑ Dial   **Telephone Number** you want to store (no leading 0 required).
- ❑ Press   **HOLD.**
- ❑ Enter   **Name** of the company or person using the keypad. (## for space, # to move cursor if two digits on same key)
- ❑ Press   **HOLD**.
- ❑ Press   **Speaker** to hang up.

To Dial Abbreviated number:

- ❑ Press   **DIR** soft key menu button,
- ❑ Press   **SYS** soft button,
- ❑ Enter   **First letter** of their name,
- ❑ Press   **Arrow keys** to scroll,
- ❑ Lift   **Handset** to dial

OR

If you know the code you wish to dial:

- ❑ Press   **Redial**
- ❑ Dial   **Code (eg:001-899**),
- ❑ Lift   **Handset** or Press Speaker

Access Speed Dials from Cordless

- ❑ Press   **Talk/On Button**
- ❑ Press   **#2**
- ❑ Dial   **Speed dial** code

Check Abbreviated Dialling numbers:

- ❑ Press   **Help**
- ❑ Press   **Redial key**
- ❑ Dial   **Abbreviated Dialling Code** and check number
- ❑ Press   **Exit** when finished

PROGRAMMING ONE TOUCH BUTTONS

Program One Touch Buttons for <u>External Phone Numbers</u>:

- ❑ Press   **SPK**
- ❑ Dial   **751**
- ❑ Press   **KEY** you wish to program
- ❑ Enter   **01**
- ❑ Enter   **0** for an outside line
- ❑ Enter   **Phone number**
- ❑ Press   **HOLD**
- ❑ Press   **SPK**

Program Function Buttons for <u>Internal Extensions</u>:

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

Program Function Buttons for <u>all other features</u>:

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

Program Function Buttons for <u>extension names</u>:

- ❑ Press   **SPK key**
- ❑ Dial   **751.**
- ❑ Press   **key** you want to program.
- ❑ Enter   **55**
- ❑ Press   **Hold**

❑   Press   **SPK**

Program extension names:
- ❑   Press   **Ext Names Button**
- ❑   Enter   **Extension Number**
- ❑   Type   **The extension Name** (remember # for space, Conf for backspace)
- ❑   Press   **Hold**
- ❑   Press   **SPK**

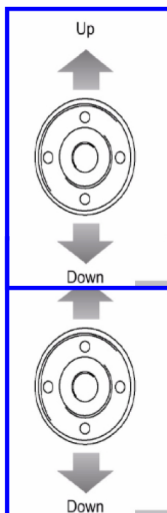**Available 2-digit key function functions are:**
- ▪ **00** Not Defined
- ▪ **01** DSS/One-Touch Key
- ▪ **03** DND Key
- ▪ **04** BGM (ON/OFF)
- ▪ **05** Headset Key
- ▪ **08** Incoming Caller-ID List
- ▪ **09** Day / Night Switch
- ▪ **10** Call Forward-Immediate
- ▪ **11** Call Forward-Busy
- ▪ **12** 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** <u>Conversation Record</u>
- **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
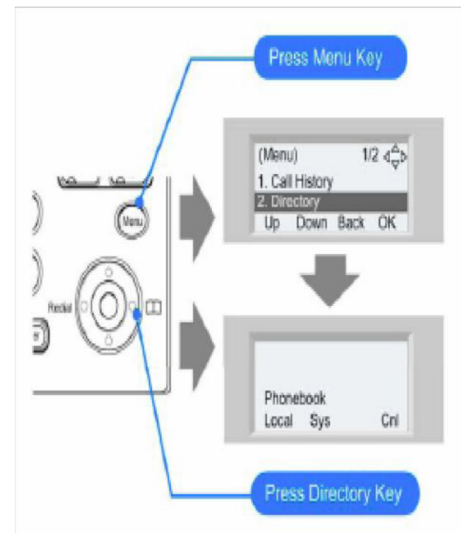
To cancel
- ❏ Press: **Speaker**
- ❏ Press **Test Message Key**
- ❏ Press **Speaker** to hang up

* Techs can program custom messages if required, e.g. 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	Former records

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