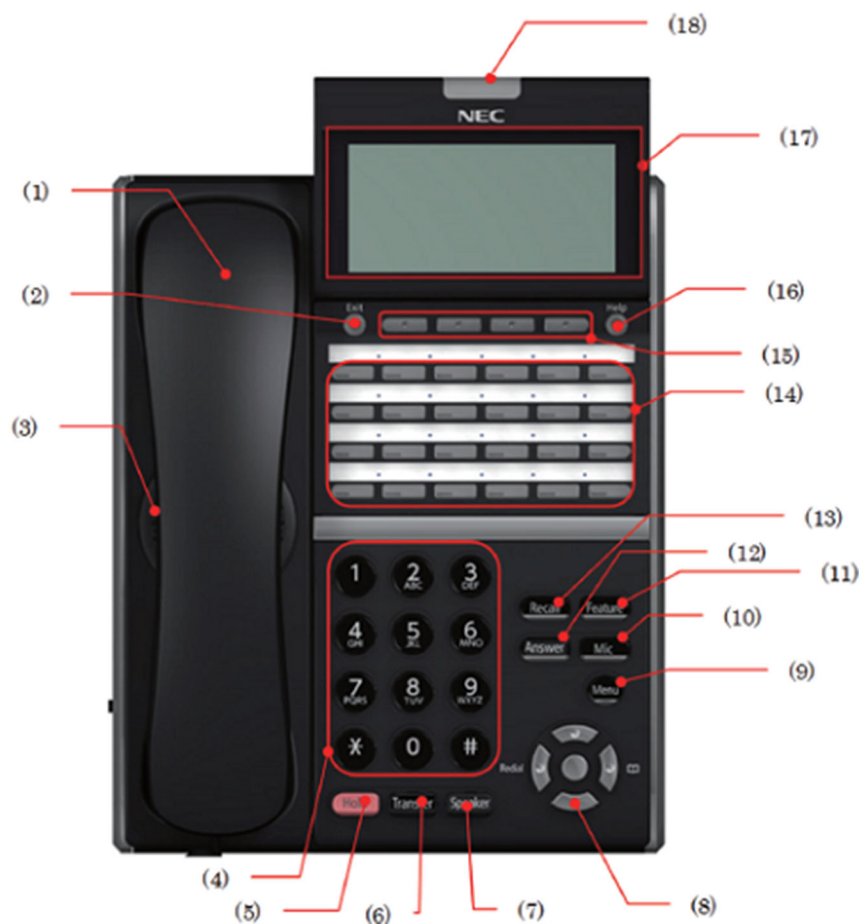


NEC SV9100 Phone System & InMail Voice Mail Quick User Guide



- (1) **Handset**
- (2) **Exit:** Press to cancel and return to main screen.
- (3) **Speaker**
- (4) **Dial keypad**
- (5) **Hold:** Places callers on Hold.
- (6) **Transfer:** Used to transfer calls to another station.
- (7) **Speaker key:** Press to answer or place a hands-free call.
- (8) **Cursor:** Use to move Left, Right, Up, Down, and adjust volume levels. Center key is for Select/Enter.
- (9) **Menu:** Access to Call History, Directory and Settings.
- (10) **Mic:** Turns the phone's microphone On/Off. Usually left On.
- (11) **Feature:** Used in programming.
- (12) **Answer:** Used to answer a new call or a waiting call.
- (13) **Recall:** Used to disconnect call and obtain dial tone for the next call.
- (14) **Programmable keys:** Can be programmed as Line/Call keys, Feature keys or one touch Speed Dial keys.
- (15) **Softkeys:** The 4 context-sensitive keys that update depending on the task you're performing.
- (16) **Help:** Press Help and then a programmable key to display the current key programming.
- (17) **LCD:** Provides phone activity info, date, time, station extension and name, as well as softkey options.
- (18) **Message Waiting Lamp:** Flashes when you're receiving a call, or when you have a voice mail message.

Programmable Keys

Usually programmed for you with Call keys, Park keys, DND, Record, etc.

To Program Blank Keys:

- Press the **Speaker** key.
- Dial **751**.
- Press a **blank button** on your phone.
- Dial **01**.
- Dial the **extension number** you want on the button. Or, dial 9 followed by a phone number.
- Press the **Hold** key.
- Press the **Speaker** key to complete.

Call keys

External calls to and from your extension will appear on the Call keys.

Place an Internal Call

- Lift the handset or press the Speaker key.
- Dial the Extension Number or press the DSS (Name) key.
 - If set for Hands free intercom, you may press the **Ring** softkey to force their phone to ring.*
 - If set for Ring intercom, you may press the **Voice** softkey to force their phone to hands free.*

Place an External Call

- Lift the handset or press the Speaker key.
- Dial 9 followed by the phone number.

Answering Calls

- From a ringing phone:
 - Lift the handset, or press the Speaker key.

Directed Call Pick-Up

- To answer a specific ringing phone:
 - Lift the handset, and then press ** followed by the extension number of the ringing phone.

Transferring Calls

- With a call in progress:
 - Press the **Transfer** key.
 - Dial the **Extension Number**, or press the **Name** key.
 - Announce call.** (Optional)
 - Hang up.**

If the extension is unavailable, press the flashing Call key to return to the caller.

To Transfer directly to Voicemail:

- With a call in progress:
 - Press the **Transfer** key.
 - Press the **VMsg** softkey.
 - Dial the **Extension Number**, or press the **Name** key.
 - Hang up** to complete the transfer to voicemail.

Call Park

- With a call in progress:
 - Press an available Park key.
- To retrieve a parked call from any phone:
 - Press the flashing Park key.

Page All Phones

- Lift the handset.
- Press the **InPg** softkey followed by **1** to page all idle phones.
- Make your announcement.
- Hang up.

Call Hold

- With a call in progress:
 - Press the **Hold** key.
- To Retrieve:
 - Press the flashing **Call key**.
- To retrieve the call from another phone, use Call Park instead.*
- To retrieve an internal call, dial the extension number of the phone you placed on hold.*

Conference Calls

- With a call in progress:
 - Press the **Conf** softkey.
 - Make another call...
 - Dial 9 followed by an external phone number.
 - Or
 - Dial an internal extension number.
 - Announce the conference.
 - Press the **Add** softkey.
 - Press the **Begin** softkey.
- Repeat steps to add more parties.*

Mic key

- Press the **Mic** key to Mute or Un-Mute the Speaker or Handset microphone.
- ♦ When Handset Mute is active, the Mic key will flash.
- ♦ When Handsfree/Speaker Mute is active, the Mic key will be off.

DND (Do Not Disturb)

- To Set:
 - Press the **DND** key and select one of the following:
 - Press **1** to block External calls.
 - Press **2** to block Intercom calls and Paging.
 - Press **3** to block ALL calls.
- To Cancel:
 - Press the **DND** key.
 - Press **0** to Cancel.

Call Forward

To Set:

- Press the **Forward** key.
- Press **1** to Set.
- Dial an internal extension number, or 9 followed by an external phone number.
- Press the **Speaker** key. (Forward key will be lit red.)

To Cancel:

- Press the **Forward** key.
- Press **0** to Cancel.

Last Number Redial

- Press the **Redial** (left cursor) key.
- Lift the handset, or press the Speaker key to dial the displayed number.

To review the last 10 external calls you made:

- Press the **List** softkey.
- Press the **Redial** softkey.
- Use the $\uparrow\downarrow$ softkeys, or the Up or Down Cursor keys to scroll through the Redial list.
- Lift the handset, or press the Speaker key to dial the displayed number.

Caller ID Buffer

To review the last 50 outside calls your extension received:

- Press the **List** softkey.
- Press the **CID** softkey.
- Use the $\uparrow\downarrow$ softkeys, or the Up or Down Cursor keys to scroll through the Caller ID list.

NOTE: Use the same steps to clear the Missed Call icon



from the upper left of your display. If the displayed number has an asterisk (*) on the left of the display, that means it was a missed call. The missed call icon will disappear once the list has been viewed.

Conversation Recording

With a call in progress:

- Press the **Record** key. Phone display will say RECORDING, and the Record key will flash red.
- To stop recording, press the Record key or hang up. The recording will be saved as a voicemail message.

***NOTE:** Before recording any conversation you should seek the advice of a local attorney to ensure you are complying with State and Federal Law.*

Callback Request Notification

When calling a busy or unanswered extension:

- Press the **#** key, and then hang up.

Once both extensions are idle, the originating extension will ring first. Once answered, the system will set up an intercom call between the two phones.

Station (Personal) Speed Dial Numbers

To Program:

- Press the **Speaker** key.
- Dial **755**.
- Dial the Station Speed Dial "bin" Number (**0 through 9**)
- Dial **9 plus the phone number**.
- Press the **Hold** key and then use the keypad to enter the letters for the name.
- Press the **Hold** key.
- Press the **Speaker** key to hang up.

To Dial:

- Lift the handset, or press the Speaker key.
- Dial **#7**, followed by the Station Speed Dial (**0 through 9**)

Softkey access to:

ABB (System Speed Dials)

EXT (Extension Directory)

STA (Station Speed Dials)

- Press the **Dir** softkey.
- Press the **ABB**, **EXT** or **STA** softkey.
- Use the $\uparrow\downarrow$ softkeys to scroll alphabetically through the list. To narrow your search, use the keypad to enter the first letter or two of the name you are looking for, and then press the \uparrow softkey to jump to that section of the list.
- Press the Dial softkey, or lift the handset to place the call.

Volume/Contrast Adjustments

To adjust the Ringer Volume:

- Press the **Speaker** key
- Dial **729**
- Use the Up or Down cursor key to adjust the volume.
- Press **Speaker** key

To adjust the Handset or Speakerphone Volume:

- With the handset lifted, or the Speakerphone on, use the Up or Down cursor key to adjust the volume.

To adjust the Display Contrast Level:

- With the phone idle, use the Up or Down cursor key to adjust the LCD contrast.

Change Ring Tone

- With the handset down, press the **Speaker** key.
- Dial **720**.
- Dial **1 to set Internal** ring tone, or **2 to set External** ring tone.
- Dial **1 through 8** to select the desired tone.
- Press the **Speaker** key to exit and set.

InMail Voice Mail

Voice Mail Setup

1. Record your Greeting

- Press the **VMsg** softkey
- Press the **Greet** softkey
- Press the **Gr1** (Greeting 1) softkey. (You may record Gr2 or Gr3 later.)
- Press the **Rec** softkey to record your greeting
- Press the **Done** softkey or the # key when finished Recording
- Hang up or press Lstn (listen), Rec (Record over), Del (Delete), Back or # (previous menu)

2. Record your Name

- Press the **VMsg** softkey
- Press RN (**76**) to Record your Name
- Press the **Rec** softkey to record your name. (Say only your name)
- Press the **Done** softkey or the # key when finished recording
- Hang up or press Lstn (listen), Rec (Record over), Del (Delete), Back or # (previous menu)

3. Enter your Security Code

- Press the **VMsg** softkey
- Press OP (**67**) for Mail Box Options
- Press **7**, or the **Code** softkey.
- Enter a **4-digit security code**.
- Select one of the following:
 - Press the Req softkey (or 7) to require that you enter your security code from your extension.
 - Press the No Req softkey (or 6) to not require.

To Listen to Voice Mail Messages

When you receive a new message, the Message Waiting Lamp will blink, and the display will indicate the number of messages.

- Press the **VMsg** softkey.
- Enter your **Security Code**. (*if prompted to enter it.*)
- Press the **Lstn** softkey.
- Select from the following Softkey options: (*or use the Voice Mail Keypad Options, below.*)

Next, Pause, Del, More...

List, Rew, FFwd, More...

Reply, Redir, Call, More...

CID, Back

Voice Mail Keypad Options

While listening to a message, dial any of the following options:

- To Record a **Reply**, press 73. (Internal only)
- To **Redirect** the message, press 63.
- To **Exit** the Listen Mode, press #.
- To hear the **Time, Date, and Sender**, press 84.
- To **Archive** the message, press 72.
- To **Delete** the message, press 3.
- To mark the message as **New**, press 66.
- To listen to the **Next** message, press 5.
- To **Back up/Rewind** a few seconds, press 2.
- To **Back up to the Beginning**, press 22.
- To **Fast Forward** a few seconds, press 4.
- To **Pause/ Resume** listening, press *.

To Leave a Message for another user

-Press the **VMsg** softkey.

-Enter your **Security Code**. (*if prompted to enter it.*)

-Press the **LvMsg** softkey.

-Record your message. When finished, press the # key or the **Done** softkey.

-Enter the **Mailbox Number**.

-Press the # key or the **Send** softkey to send message.

Remote Voice Mail Access

1. Dial the main number. (*If the voice mail answers, skip to step 3.*)

2. If answered live, have the person that answered the phone, press Transfer, dial 1300 (CDA) 2300 (Hayden) 3300 (Kellogg), and then hang up.

3. When you hear the main greeting, press the # key followed by your Mailbox Number (extension number).

4. Enter your Security Code.

5. Follow the voice prompts.

