

PHONE USER GUIDE - SV9100

Placing an Internal Call

- Lift handset
- Dial extension or press a speed dial

Placing an External Call

- Lift handset
- Dial access code 9 + number

Answering a Call

- Lift handset, press line key if necessary **OR**
- Press headset or speaker button

Placing a Call on Hold

- While on a call press **Hold**
- Line key will flash

Note: A held call will ring back after 2 minutes

Retrieving a Held Call

- Press the Flashing Line Key (external calls) **OR**
- Press **ICOM** (internal calls)

Redial

- Press **Redial**
- To scroll, press up or down
- To dial, lift the handset or press speaker

Directory

- Press **Directory**
- To scroll, press up or down
- To dial, lift the handset or press speaker

Transferring a Call

Blind Transfer

- While on a call, press **Transfer**
- Dial extension or press a speed dial
- Hang up to complete the transfer

Consult Transfer

- While on a call, press **Transfer**
- Dial extension or press a speed dial
- Wait for an answer, then announce the call
- Hang up to complete the transfer

OR

- Press the flashing line key to abandon the transfer and return to the original call

Transfer to Voicemail

- While on a call, press **Transfer**
- Dial extension or press a speed dial
- Press the VM softkey and hang up

Conference Calls

- While on a call, press **Conf**
- Dial extension or press a speed dial
- Wait for an answer, then announce the conference call
- Press **Add**
- Press **Begin** & all parties are connected

Park

- While on a call, press **Transfer**
- Press **Park**
- Enter a park location **01-64 OR** view park location within the LCD display screen
- Hang-up

Park Retrieve

- Lift handset and press **Park Ret**
- Dial Park location **01-64**
- Parked call is now connected

Forwarding Calls

Send calls to a different number

To Activate

- Lift handset or press **Speaker**
- Press **CFA**
- Press 1 to set
- Dial extension or 9 + phone number
- Hang up

To Cancel

- Lift handset or press **Speaker**
- Press **CFA**
- Press 0 to cancel
- Hang up

Call Redirect

Send a ringing call directly to voice mail

- While phone is ringing, press Call **Redirect** button

Do Not Disturb

To Activate (Manual)

- Press **Prog**
- Press **DND**
- Press **Set**
- Press **All**

To Cancel (Manual)

- Press **Prog**
- Press **DND**
- Press **Set**
- Press **Cancel**

Night Forward

Main number will be sent to a predetermined location

- Press **Night** to activate/deactivate

Message Waiting Light

Located in the Top Center of the phone, when you have a voicemail, this will be lit up red

SoftKeys

The softkeys are the buttons located directly below the LCD display

When the Phone is Idle:

- **List** - Scroll through redial and incoming call lists
- **Dir** - Access speed dialing and extension lists
- **VMSG** - Call voice mail
- **Prog** - Change call forwarding location

Audio Control

Located in the lower right corner of the phone. Increase volume by pressing up and decrease volume by pressing down

- When the phone is idle, screen contrast is adjusted
- While on a call, adjust the volume of the speaker or receiver

Ringer Volume

- Press **Speaker**
- Dial 729
- Use Navigation button, press up to increase, press down to decrease

Changing the Ringtone

- Press **Speaker**
- Dial 720
- Press 1 for internal calls, 2 for external calls
- Press 1 through 8 to hear the different rings
- Press **Speaker**

Note: The last one you listen to will be your ring tone

Programming a One Touch Button

Any button on your phone that does not have a designated feature or line appearance may be programmed as a speed dial.

Programming

- Lift handset or press **Speaker**
- Dial 751
- Press line key to be programmed
- Dial 01
- Dial phone number (Include 9 for external numbers)
- Press **Hold**
- Enter the name using your keypad
 - 1 = Special Characters
 - 2 through 9 = Alphabet
 - * = Numerical Symbols
 - 0 = Punctuation
 - # = Next space
 - ## = Space
 - Feature = Backspace
- Press **Hold**
- Hang-up

To Clear a Button

- Press **Speaker**
- Dial 751
- Press button you wish to clear
- Dial 00
- Press **Speaker**

Training Links:

<http://www.loffler.com/support/training/voice-solution-training/nec-telephony-phone-systems/>

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