


UC SUITE USER GUIDE - SV9100

Placing a Call

- Click 
- Dial in the destination Destination
- Click to connect the call


Answering a Call

- Click 
- Or
- Double Click 

Ending a Call


- Click 

Placing a Call on Hold

- While on a call Click 

Note: A held call will ring back after 2 minutes

Retrieving a Held Call


- Double Click  to retrieve

Redial


- Click 

Transferring a Call


Blind Transfer

- While on a call, press 
- Dial an extension or number
Destination
- Click to complete the transfer


Consult Transfer

- While on a call, press 
- Dial an extension or number
Destination
- Click
- Wait for an answer, then announce the call
- Click to Complete the Transfer


Transfer to Voicemail

- While on a call, press 
- Dial an extension or number
Destination
- Click
- Click to complete the transfer


Conference Calls

- While on a call, press 
- Dial an extension or number
Destination
- Click

Park

- While on a call, press 
- Enter location **01-64** Location
- Click


Park Retrieve

- Lift handset and press 
- Enter location **01-64** Location
- Click


Forwarding Calls

Send calls to a different number

To Activate

- Click 
- Select Set Call Forward
- Select which calls you want to forward Forward On:
- Enter the Destination
Destination:
- Click

To Cancel

- Click 
- Select Cancel Call Forward
- Click


Call Redirect

Send a ringing call directly to voice mail


- While phone is ringing, Click 
- Enter a Destination for the call
Destination
- Click

Do Not Disturb

To Activate

- Click 
- Select Set Do Not Disturb
- Choose who it applies to
Applies to:
- Click

To Cancel (Manual)


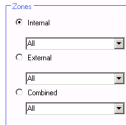
- Click 
- Select Cancel Do Not Disturb
- Click

Night Forward

Main number will be sent to a predetermined location

- Click 
- Choose the Mode Mode: Day Mode
- Enter the Password Password:
- Click Start |

Paging

- Click 
 - Choose the Zones
 - Click Start |
- 
- The screenshot shows a 'Zones' selection menu with the following options: Internal (selected), External, and Combined. Each option has a dropdown menu with 'All' selected.


Recording

This Feature needs to be enabled by your system administrator


- Click 

Note: Recordings are saved to your Voicemail box

Voicemail

- Click  to access your voicemail

Intercom

- Dial an Extension
- Click 
- The phone will Beep and you are connected by Intercom

Display Message

This will Display a Message on your Phone Screen

- Click 
- Choose the Message Message:
- Enter a Time Time:
- Click Set |

Instant Messaging

Main number will be sent to a predetermined location

- Click 
- Choose the Mode Mode: Day Mode
- Enter the Password Password:
- Click Start |

Quick Message

Main number will be sent to a predetermined location

- Click 
- Choose the Mode Mode: Day Mode
- Enter the Password Password:
- Click Start |

Phone Message

Main number will be sent to a predetermined location

- Click 
- Choose the Mode Mode: Day Mode
- Enter the Password Password:
- Click Start |

Presence

Main number will be sent to a predetermined location

- Click 
- Choose the Mode Mode: Day Mode
- Enter the Password Password:
- Click Start |

Training Links:

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

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