

Empowered by Innovation



Univerge SV9100 Multibutton Feature Handbook

This manual has been developed by NEC Unified Solutions, Inc. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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Using Your Terminal	1
Using All Those Features!.....	3
Features.....	9
Abbreviated Dialing	9
Account Codes	11
Alarm.....	12
Automated Attendant (VRS)	13
Background Music.....	14
Barge In	15
Call Forwarding	16
Call Forwarding Off-Premise	18
Call Forward Follow Me.....	19
Call Forward/DND Override.....	20
Call Redirect	21
Call Timer	22
Call Waiting/Camp On.....	23
Callback	24
Caller ID.....	25
Central Telephone Book	32
Conference	41

Table of Contents



Conference, Voice Call.....	42
Conversation Record.....	43
Department Calling.....	44
Department Step Calling	47
Dial Number Preview.....	48
Dial Pad Confirmation Tone	49
Directed Call Pickup.....	50
Directory Dialing.....	51
Display Adjustment.....	53
Do Not Disturb.....	56
Door Box	57
DSS Console.....	58
Recall.....	62
Forced Trunk Disconnect	63
General Message.....	64
Group Call Pickup	65
Group Listen.....	66
Handsfree and Monitor.....	67
Headset Operation	68
Hold.....	69
Hotline.....	72
Intercom	74
Last Number Redial.....	76
Line Preference.....	78

Meet Me Conference.....	79
Meet Me Paging.....	81
Memo Dial.....	83
Message Waiting	84
Microphone Cutoff.....	86
Multiple Directory Numbers/Call Coverage.....	87
Music on Hold	89
Name Storing	90
Night Service	92
Off Hook Signaling	94
One-Touch Calling	96
Outside Calls, Answering	103
Outside Calls, Placing	105
Paging	110
Park	112
Park and Page (VRS).....	114
Personal Greeting	116
Programmable Function Keys	118
Repeat Redial	124
Reverse Voice Over.....	125
Ringdown.....	127
Room Monitor	128
Save Number Dialed.....	129
Secretary Call	131

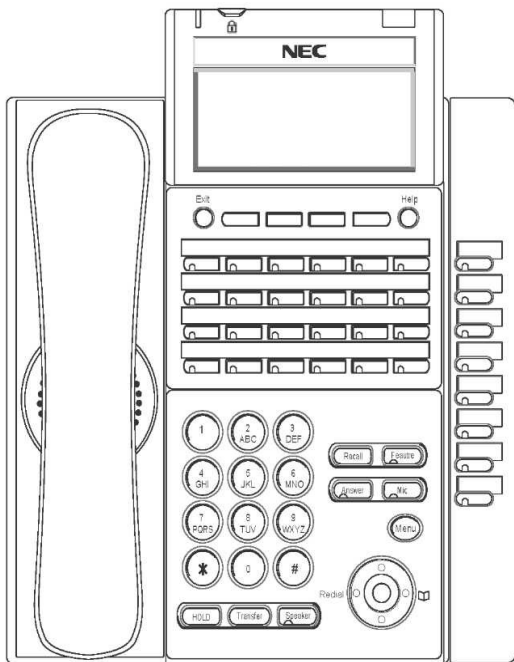
Table of Contents



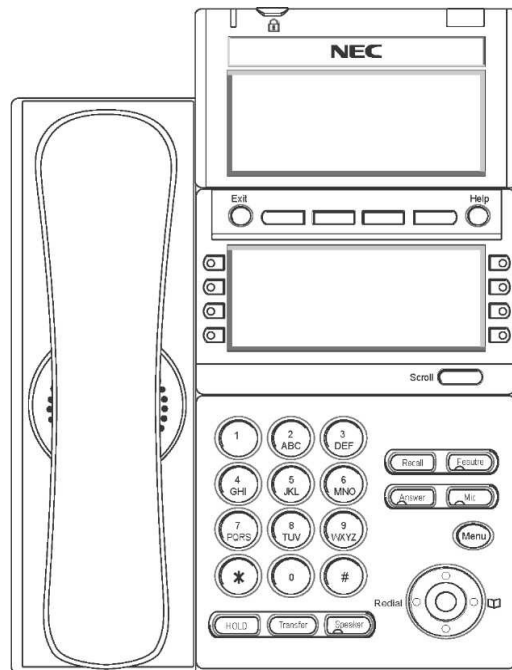
Secretary Call Pickup..... 133
Secure Set Relocation 134
Selectable Display Messages 135
Selectable Ring Tones 137
Serial Call 138
Tandem Ringing..... 139
Tandem Trunking..... 140
Time 143
Transfer 144
Trunk Queuing and Camp On 148
Voice Mail 149
Voice Over 159
Voice Prompting Messages..... 161
Voice Response System (VRS) 164
Volume Control..... 165

Charts and Illustrations 167


Table of Contents



Note: Lock button is equipped on DT730 only.



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Your terminal's **Alphanumeric Display** helps you use features and tells you about your calls. For example, a ringing outside line may display a name before you answer it. (You may be able to change the time on your terminal if it's not correct. Turn to page 143 for more.)

Press a **One-Touch Key** for one-button contact with co-workers and outside callers, or when using certain features. To learn how to program your One-Touch Keys, go to (page 96).

Function Keys are normally line keys, but you can program them for other features. In this handbook, the feature assigned to a function key appears in parentheses next to the key. For example, **FUNCTION** (Hotline) means press the function key set for Hotline. See page 118 for more.

Line Appearance Keys are Intercom keys for placing and answering calls. If you're busy on one - just use the other.

Press **SPK** for Handsfree calls, or use the handset instead. See Handsfree Options below. The Microphone picks up your voice for Handsfree calls, while Feature Keys speed up using common features.

Handsfree Options

- **Handsfree** lets you place and answer calls by pressing **SPK** instead of using the handset.
- With **Automatic Handsfree**, press a line or Line Appearance key without lifting the handset. You normally have this feature.

Due to the flexibility built into the SV9100, your dialing codes may differ from those in this guide. Review Your SV9100's Dialing Plan on (page 167) and check with your Communications Manager.

Also, the SV9100 may restrict you from using some of the features in this handbook.

Using All Those Features!

Calling a Co-Worker

You can dial a co-worker on the **Intercom** (page 74), or use **Paging** (page 110) if you don't know where they are.

When you must get through right away, interrupt a call using **Barge In** (page 15).

Certain Intercom calls may ring your terminal on function keys as **Multiple Directory Numbers** (page 87). Visitors at your entrance door can call you on the Intercom using a **Door Box** (page 57).

Outside Calls

You can **Answer Outside Calls** that ring your terminal or Recall your line keys (page 103). **Caller ID** allows you to identify the caller before or after you pick up the handset (page 25). **Night Service** (page 92) may change the way these same calls ring your terminal. Set your **Line Preference** (page 78) to answer ringing outside calls or Intercom calls first.

To **Place Outside Calls** (page 105), use your line keys or dial codes. You may have to enter **Account Codes** (page 11) before your call goes through. Use **Dial Number Preview** (page 48) to check your digits before you dial. Once your call goes through, the **Call Timer** (page 22) shows you how long you're on the call. You may be able to use **Recall** (page 62) to place another call without losing your line.

Handling And Rerouting Your Calls

Use **Hold** (page 69) to have your call wait at your terminal. Or, Park it in orbit for a co-worker (page 112).

Have a call for a co-worker? **Transfer** it to them (page 144). Don't know where they are? Use **Meet Me Paging Transfer** (page 81) so they can pick it up wherever they are. If you want the call to come back when your co-worker is done, use **Serial Call** (page 138).

When you leave your desk, think about **Call Forwarding** your calls to someone else (page 16). If that meeting runs long, go to another terminal and bring your calls to you with **Call Forward Follow Me** (page 19). When you want callers to know where you are, set a **Selectable Display Message** at your terminal (page 135). You may be able to **Override** (page 20) another user's Call Forward if you think they are still at their terminal.

When Your Call Can't Go Through

Don't just hang up when your call can't get through to a co-worker! Use **Call Waiting** (page 23) to wait without hanging up. Send your co-worker **Off Hook Signaling** (page 94) to let them know you're waiting. If you don't have time to wait, leave a **Callback** request (page 24).

In a hurry? Think about leaving your co-worker a **Message Waiting** (page 84), or use optional **Voice Mail** (page 149) to record a voice message for them.

There's no need to keep redialing your outside call if it's busy or unanswered - use **Repeat Redial** instead (page 124). And when your SV9100's lines are busy, **Trunk Queuing** (page 148) lets you wait for a free one. If you have an emergency, **Forced Trunk Disconnect** (page 63) allows you to get through on a busy line right away.

With **Voice Over** (page 159), talk to a busy user - while they keep talking to their initial caller. When you're busy on a call, you can do the same thing with **Reverse Voice Over** (page 125).



Placing Calls Quickly

Store numbers that you call often in **Abbreviated Dialing** bins (page 9). You can easily dial the stored number with just a few key presses. To quickly retry the number you just dialed, try **Last Number Redial** (page 76). If you'll need to redial the number later on, let **Save Number Dialed** (page 129) retain it for you. Ever call Directory Assistance for a number and not have a pen to write it down? Use **Memo Dial** (page 83) to jot the number down in your terminal's memory instead.

When You Work In Groups

If you and your co-workers handle each other's calls, you might want to be in a **Department Calling** group (page 44). Someone calling your group's number goes through to anyone who's available. You can even have **Department Step Calling** (page 47) send your personal calls to your group when you're not available. To answer a call already ringing a co-worker's terminal, use **Group Call Pickup** (page 65).

When you're on a call and you want the others in your area to listen in on the conversation, activate **Group Listen** (page 66). Your co-workers hear the call through your terminal's speaker.

If you frequently call the same co-worker, you can have **Ringdown** (page 127) automatically call them for you. All you have to do is lift your handset.

If You Need Privacy

When you're busy in your office and don't want to be interrupted, use **Do Not Disturb** (page 56).

Before talking to someone at your desk while you're on the terminal, try **Microphone Cutoff** (page 86). Your caller cannot hear your voice until you cancel Microphone Cutoff.



Have a Meeting While on a Telephone Call

Conference (page 41) allows you to quickly set up a meeting. When your terminal allows **Voice Call Conference** (page 42), others can join your outside call just by pressing the line key.

Use **Meet Me Conference** (page 79) to set up a meeting which lets others join if they choose. Optionally, you can use **Meet Me Paging** (page 81) to set up a meeting on a page zone.

To join two or more outside callers together and leave them to talk privately, use **Tandem Trunking** (page 140).

Streamlining Your Terminal's Operation

Your terminal provides you with options that can dramatically streamline the way you handle calls. For example, you can program **One-Touch Keys** (page 96) for one-button access to co-workers, outside calls, Abbreviated Dialing bins and certain feature codes.

Want to automate Callback, Message Waiting or other features? Just assign these functions to available **Programmable Function Keys** (page 118). Need one-button Transfer and calling for a co-worker? Program a Hotline (page 72) on another function key. (When you see **FUNCTION** in this handbook, the operation needs a Programmable Function Key.)

Are you a secretary - or do you have a secretary that handles your calls? Set up **Secretary Call** buzzer keys (page 131). You can use **Secretary Call Pickup** (page 133) to quickly pick up calls intended for your secretary or boss.

Tired of always reaching for the handset or cradling it under your chin while you type? Install a headset and enable **Headset Operation** (page 68).

Personalizing Your Terminal

If your terminal is near other terminals that ring the same way, choose unique **Selectable Ring Tones** (page 137) so you know which calls are for you.

When you need to cover up noise in your office that might be distracting to your work, turn on **Background Music** (page 14).

Don't forget about that important meeting - set an **Alarm** (page 12) to remind you.

Let the co-workers you call know who's on the line. Go to **Name Storing** (page 90) and assign a name to your extension.

To have your terminal beep every time you press a dial pad key, enable the **Dial Pad Confirmation Tones** (page 49).

Your Terminal Does the Talking

The optional **Voice Response System** (page 164) gives your SV9100 digital recording and play back capability. This lets you handle callers with that important "Personal Touch". For example, if you don't have an operator, the **Automated Attendant** (page 13) can answer your calls and play a list of dialing options to your callers. Use **Personal Greeting** (page 116) to greet your callers with your own recorded voice, and then forward them to a co-worker. Or, you can have **Park and Page** (page 114) welcome your callers and automatically page you to pick up the call.

You'll find other VRS features handy when using your terminal or staying in touch with others in your company. If there is an announcement everyone in your company should hear, just listen to your **General Message** (page 64). **Voice Prompting Messages** (page 161) tell you about your SV9100, your own terminal and the status of your call. You'll hear voice prompts reminding you when your calls are forwarded or when you have a message. You can even find out your extension number, the date and the time of day.



And, Your Display Does The Thinking

Do you want a feature but not know how to use it? Have you ever been busy on a call and not remembered the options your terminal provides? If you have a display terminal, the Soft Keys on your terminal do the thinking for you (Soft Keys are indicated with the following format in this guide: **List**).

A Soft Key is a variable feature key - *the function of the key changes to match what you are doing*. This lets you spend more time thinking about your job and less time thinking about your terminal.

Abbreviated Dialing

Abbreviated Dialing gives you quick access to numbers you call frequently. This saves time, for example, when calling a client with whom you deal often. Instead of dialing a long telephone number, you just use Abbreviated Dialing.

There are three types of Abbreviated Dialing: Common, Group and Personal. All co-workers can share the Common Abbreviated Dialing numbers. All co-workers in your Department Calling Group can share the Group Abbreviated Dialing numbers. (See page 44 for more on Department Calling.) Only you can use your Personal Abbreviated Dialing numbers. To set up Personal Abbreviated Dialing, turn to One-Touch Calling on page 96.

To store an Abbreviated Dialing number (recommended for display terminals only):

1. **SPK** + 7 5 3 (for Common).
OR
SPK + 7 5 4 (for Group).
2. Dial Common Abbreviated Dialing bin number (000-999) or Group (1000-1999)
Ask your Communications Manager for your bin numbers. This range can be increased to 1999 in programming.
3. Dial the telephone number you want to store (up to 24 digits).
*Valid entries are 0-9, # and *. To enter a pause, press **MIC**.*
4. **HOLD** + Enter the name associated with the Abbreviated Dialing number.
Refer to Name Storing on page 90 for instructions on entering names.
5. **HOLD** + **SPK** to hang up.

Abbreviated Dialing To dial a Common Abbreviated Dialing number:

1. **SPK + # 2.**
2. Dial bin number.
The stored number dials out. The SV9100 selects a line for you.

To dial a Group Abbreviated Dialing number:

1. **SPK + # 4.**
2. Dial bin number (do not dial any leading "0" in the bin number).
The stored number dials out. The SV9100 selects a line for you.

Account Codes

Account Codes are codes you enter that help keep track of outside calls. There are two types of Account Codes: Optional and Forced. With optional codes, the Account Codes you enter are solely for categorizing your calls. For example, if you work in an accounting firm that must bill back customers for time on the terminal, Optional Account Codes are for you. Forced Account Codes also let you categorize calls, but you must enter one before placing outgoing calls. If you don't enter the code, you can't place the call. This ensures that calls don't go out untracked. When forced and verified Account Codes are enabled for toll calls only, local and toll free numbers have optional account codes.

Check with your Communications Manager to find out if your SV9100 uses Account Codes - and which codes you should enter. Account Codes can be from 1-16 digits long, using 0-9 and #.

To enter an Account Code any time while on an outside call:

1. * + Account Code (1-16 digits) + *.

To enter an Account Code while placing an outside call:

1. Access trunk for outside call.

You can access a trunk by pressing a line key or by dialing a code. Refer to page 105 for more on placing outside calls.

2. * + Account Code (1-16 digits) + *.

3. Dial the number you want to call.

If you hear "stutter" dial tone after dialing the number, your SV9100 requires an ARS Authorization Code. Ask your Communications Manager for your codes.

Alarm

Alarm

You can use your extension like an alarm clock to remind you of appointments and important meetings. Your terminal has two types of alarms:

- Alarm 1 - which sounds only once at the preset time.
- Alarm 2 - which sounds every day at the preset time.

To set the alarm:

1. **SPK** + 7 2 7 + Alarm type (1 or 2).
2. Dial the alarm time (24-hour clock).
For example, for 1:15 PM dial 1315.
3. **SPK** to hang up.

To silence an alarm:

1. **EXIT**

To check the programmed alarm time:

1. **HELP** + 7 2 7 + Alarm type 1 or 2 + **EXIT**.

To cancel an alarm:

1. **SPK** + 7 2 7 + Alarm type 1 or 2.
2. **9 9 9 9** + **SPK** to hang up.

Automated Attendant (VRS)

Automated Attendant (VRS)

This feature requires the VM8000 daughter board for Voice Response System (VRS) prompts.

Automated Attendant automatically answers the SV9100's outside calls, plays a prerecorded greeting and then lets callers directly dial you or your co-workers. This gives the SV9100 immediate answering and routing of calls without an operator or dispatcher. The Automated Attendant can:

- Simultaneously answer up to six calls.
- Route calls to an extension, Department Group or Voice Mail and provide additional options if the extension or group is unavailable.
- Give you the option of recording or modifying the Automated Attendant greetings (see below).

To record, listen to or erase an Automated Attendant greeting:

1. **SPK** + **T T 6**.
2. To record, dial **Z**.
OR
To listen, dial **5**.
OR
To erase, dial **3**.
3. Dial the VRS message number (001-100) for the Automated Attendant greeting you want to record, listen to or erase.
Your Communications Manager can tell you which message to enter.
If recording, begin when you hear the announcement, "Start recording at the tone and press the # key when you are done." When done, press # to end recording.
When listening to a message, press # to hear the message again.
If erasing, you can cancel erasing by pressing HOLD before hanging up.
4. **SPK** to hang up.

Background Music

Background Music (BGM) sends music from an FM receiver, tape deck or CD player your company provides to the speaker in your terminal. This helps give you a pleasant working environment. The Background Music plays whenever your terminal is idle.

To turn BGM on or off:

1. **SPK + 7 2 5.**
2. **SPK** to hang up.

Barge In

Barge In permits you to break into a co-worker's established call. Use Barge In when you have to get a message through right away (such as in an emergency). Barge In sets up a three-way call between you, your co-worker and their caller.

The SV9100 provides two Barge In modes: Monitor Mode and Speech Mode. With Monitor Mode, you can listen in on another user's conversation but you cannot participate. With Speech Mode, you can listen and join into the conversation. Check with your Communications Manager to see which type of Barge In you are using.

CAUTION

Unauthorized intrusion on call using the Barge In feature may be interpreted as an invasion of privacy.

To Barge In on a conversation in progress:

1. Dial **710** or use a Barge in Key (must be programmed on a function key)
2. Dial the busy extension.

Call Forwarding

Use Call Forwarding to redirect your calls to another extension. With Call Forwarding, you're sure your calls are covered when you are away from your work area.

There are four types of Call Forwarding:

- **Call Forwarding when Busy or Not Answered** Calls forward when your extension is busy or not answered.
- **Call Forwarding Immediate** All calls forward immediately to the destination, and only the destination rings.
- **Call Forwarding when Not Answered** Calls forward when your extension is not answered.
- **Call Forwarding Immediate with Both Ringing** All calls forward immediately to the destination, and both the destination and your extension ring (not for Voice Mail).
- **Personal Answering Machine Emulation** Have your terminal emulate an answering machine. Turn to page 149 for more on Voice Mail.

Call Forwarding will reroute calls ringing your extension, including calls transferred from another extension. You must enable Call Forwarding from your terminal. To redirect your calls if you are at another terminal, use Call Forward Follow Me on page 19.

To activate Call Forwarding:

- 1 Press Soft Key down arrow
- 2 Press Prog soft key
- 3 Press Cfwd
- 4 Press All, Both, Busy or down arrow
- 5 Press other options, N/A (no answer), B/NA (busy/no answer), Flw (follow me), or up arrow to see previous choices
- 6 Dial Set
- 7 Dial Extension number and Press **SPK**
- 8 For the Voicemail enter 100 for the master extension number.

To Cancel Call Forwarding

- 1 Press Soft Key down arrow
- 2 Press Prog soft key
- 3 Press Cfwd
- 4 Press All, Both, Busy or down arrow
- 5 Press other options, N/A (no answer), B/NA (busy/no answer), Flw (follow me), or up arrow to see previous choices
- 6 Press CNCL

Call Forwarding Off-Premise

Use Off-Premise Call Forwarding to forward your calls to an off-site location. Stay in touch when you're away from the office by forwarding to your cellular telephone, home office, hotel or meeting room.

To activate or cancel Call Forwarding:

- 1 Press Soft Key down arrow
- 2 Press Prog soft key
- 3 Press Cfwd
- 4 Press All, Both, Busy or down arrow
- 5 Press other options, N/A (no answer), B/NA (busy/no answer), Flw (follow me), or up arrow to see previous choices
- 6 Dial Set
- 7 Or for Off premises Call Forwarding, dial 9 and the phone number and press **SPK**

Once done your hotline key on other peoples phone will blink, letting them know you are call forwarded.

To cancel Call Forwarding Off-Premise:

To Cancel Call Forwarding

- 1 Press Soft Key down arrow
- 2 Press Prog soft key
- 3 Press Cfwd
- 4 Press All, Both, Busy or down arrow
- 5 Press other options, N/A (no answer), B/NA (busy/no answer), Flw (follow me), or up arrow to see previous choices
- 6 Press CNCL

Call Forward Follow Me

While you are at a co-worker's desk, you can direct your calls to your co-worker's extension. Use Call Forward Follow Me if you get detained with your co-worker longer than expected. Instead of ringing your own terminal unanswered, your calls will ring you where you are. (To reroute calls from your own extension, use Call Forwarding on page 16.)

To activate Call Forward Follow Me:

1. Press Soft Key down arrow
2. Press **Prog** soft key
3. Press **Cfwd**
4. Press All, Both, Busy or down arrow
5. Press other options, N/A (no answer), B/NA (busy/no answer), Flw (follow me), or up arrow to see previous choices
6. Press **Set**
7. Enter **ICM** number

To cancel Call Forward Follow Me:

1. Press Soft Key down arrow
2. Press **Prog** soft key
3. Press **Cfwd**
4. Press All, Both, Busy or down arrow
5. Press other options, N/A (no answer), B/NA (busy/no answer), Flw (follow me), or up arrow to see previous choices
6. Press **CNCL**

Call Forward/DND Override **Call Forward/DND Override**

If you call an extension that is Call Forwarded or in Do Not Disturb, use Call Forwarding/DND Override to talk to the extension user anyway. This is helpful, for example, if you have an important message or emergency and you must get through.

To override an extension:

1. Call the forwarded or DND extension.
2. **FUNCTION** (Override).

Call Redirect

Call Redirect allows you to transfer a call to a pre-defined destination (such as an operator, voice mail, or another extension) without answering the call. This can be useful if you are on a call and another rings in to your extension. By pressing the Call Redirect key, the call is transferred, allowing you to continue with your current call.

The following types of calls cannot be redirected with the feature:

- ACD
- Door Box
- Transferred
- Virtual Extension
- Department Group (all ring mode)

The pre-defined destination has to be an extension number or voice mail pilot number.

To redirect a ringing call:

1. With an incoming call ringing your extension, press **FUNCTION** (Call Redirect) without lifting the handset or pressing the SPK key.
A confirmation tone is heard over the terminal's speaker.
After pressing the Call Redirect key, the call will not recall the extension.

Call Timer

You can time your outside calls on your terminal display. You'll find Call Timer indispensable if you must keep track of your time on the terminal. For incoming calls, the Call Timer begins as soon as you answer the call. For outgoing calls, the Call Timer starts about 10 seconds after you dial the last digit.

To time your outside calls:

1. Place or answer the outside call.

The Call Timer starts automatically.

Call Waiting/Camp On

After you call a busy extension, use Call Waiting to wait in line (i.e., Camp On) without hanging up. When you Camp On, the SV9100 signals the busy user indicating that you are waiting. Your call goes through when the busy extension becomes free.

Call Waiting also helps when you are on the terminal because it lets you know when additional calls are trying to get through. Call Waiting lets your callers wait in line without being forgotten.

Note: When you call a busy attendant, your call will normally "stack up" in queue behind other waiting callers.

To Camp On to a busy extension:

1. Call the busy extension. You must hear busy tone.
2. Press **Camp** for soft key
3. Wait without hanging up.

Your Camp On Programmable Function Key lights while you wait.

If you hang up, the SV9100 converts your Camp On to a Callback (see page 24).

To Camp On to a trunk, see the Trunk Queuing feature on page 148.

To cancel a Camp On request:

1. Hang up.
If you skip step 2, the extension will call you back when it becomes free.
2. **SPK** + **7 7 0**.

OR

FUNCTION (Camp On).

Your Camp On Programmable Function Key goes out.

Callback

Callback

When you call a busy extension, you can leave a Callback request for a return call. You do not have to repeatedly call the busy extension back, hoping to find it idle.

When you leave a Callback, the SV9100 handles your request as follows:

- When the busy extension becomes idle, the SV9100 rings you.
- After you answer the Callback ring, the SV9100 then rings the formerly busy extension. (If that extension doesn't answer, the SV9100 cancels the Callback.)
- As soon as the other extension answers, the SV9100 sets up an intercom call between you and them

If your terminal has Automatic Callback, you answer the Callback ring as soon as you lift the handset. If your terminal doesn't have Automatic Callback, you must press the ringing line appearance key to answer the Callback ring.

To place a Callback:

1. Call a busy extension.
2. Press call back function key.
3. Hang up.
4. Lift the handset when busy extension calls you back.
If you don't have Automatic Callback, you'll have to press the ringing Line Appearance key.

To cancel a Callback:

1. **SPK** + 7 7 0.
OR

Caller ID

Caller ID allows a display keyset to show an incoming caller's telephone number (up to 12 digits) and optional name. The Caller ID information can be displayed before and after answering a call. The SV9100 provides the Caller ID pre-answer display which allows you to preview the caller's number before picking up the ringing line. Depending on programming, it may also be displayed after answering a call. This information is stored in Abbreviated Dialing bins or under one-touch keys.

Display terminal users have the ability to check the identity of an incoming call while they are currently busy on a call. The type of information that displays will depend on the type of call being received. Intercom calls will display station names, while incoming trunk calls will display Caller ID, ANI or the name assigned to the line. Depending on the SV9100 programming, this information can be displayed either automatically or manually.

Caller ID will temporarily store 50 calls (this included abandoned or unanswered calls). New calls replace the old calls when the maximum number of calls is reached. An unanswered call will cause the Call History key to Recall, indicating a new call has been placed in the temporary memory. If enabled in programming, the terminal's display will show "CHECK LIST".

To display Caller ID for calls lamping your terminal or not automatically displayed:

1. *Without Automatic Handsfree Enabled:* Do not lift the handset and press **LINE**.
*If the Caller ID data includes the name, you can scroll left and right by pressing * and #.*
 2. Lift the handset or press **SPK** to answer the call.
- OR**
1. *With Automatic Handsfree Enabled:*
 Do not lift the handset + press **RECALL** plus the Recalling line key.

To display Caller ID for calls in Park:

1. Do not lift the handset + **FUNCTION** (Park).
*If Automatic Handsfree is enabled, press **RECALL** then the **PARK** key.*

To manually display caller information for a second call:

1. While on a call with a second call ringing in, press **CHECK** + Recalling **LINE**.
The display indicates caller information.
*To view Caller ID after answering a call when Privacy Release is used, press **CHECK** + **EXIT**. Pressing the line key can also be done, but the call is then made private.*
2. To Exit the display, either press **EXIT** or it will Exit on its own.

To review your answered/unanswered Caller ID calls:

1. Press the **LIST** soft key.
2. Press the **CID** soft key.
The first row of your display shows the Caller ID number. If there is an "" next to the call record number in the left-hand corner, this indicates that it is a call you missed. The second row shows the date and time of the call.
*If the Caller ID includes a name, you can press the **CHECK** key to view the number of the caller.*
3. Press the **UP** and **DOWN** Soft Keys to see the list of calls available in the buffer.
4. To call the displayed number, press **LINE**.
OR
To erase the displayed number without returning the call, press the **DEL** Soft Key.
5. You may be given the option to deleted One or All numbers. Press the desired Soft Key. When deleting all, press **YES** to confirm the deletion or press **EXIT** to exit without deleting.
6. **SPK** to hang up.

To store a Caller ID number in an Abbreviated Dial bin:

Refer to Central Telephone Book (page 38) for details on storing a Caller ID number in the book.

You can store the Caller ID data in the SV9100's Abbreviated Dial Table or in one of your Station Abbreviated Dial bins.

1. With a keyset in an idle condition, press the **LIST** Soft Key.
2. Press the **CID** Soft Key. The display shows:

xxxxxxxxxxxxxx mm-dd hh:mm ^ Store DEL

- ## = List Number
- xx = Caller ID number
- mm-dd hh:mm = incoming date/time
- Arrow Up = Preview List
- Arrow Down = Next List
- Store = Store in List
- DEL = Delete from List

3. Press the **STORE** Soft Key. The display shows:

##: xxxxxxxxxxxxxx mm-dd hh:mm STA Abb TELBK

- ## = List Number
- xx = Caller ID number mm-dd hh:mm = incoming date/time STA = Store in Personal Abbreviated Dial bin ABB = Store in Common or Group Abbreviated Dial bin
- TELBK = Store in Center Telephone Book entry

Caller ID

4. Press the **ABB** Soft Key.
5. Press the **ABBC** or **ABBG** Soft Key.
6. Dial the Abbreviated Dial bin in which the number is to be stored.
*If you press **HOLD**, the next available Abbreviated Dial bin will be used. If all Abbreviated Dial bins are used, the display shows "TABLE IS FULL".*
7. **HOLD**.
8. Enter the name to be associated with the stored number.
For information on entering names, refer to the Name Storing feature. Names can be up to 12 digits long.
9. **HOLD**.
10. **SPK** to hang up.

To store a Caller ID number in a Personal Abbreviated Dial bin:

Refer to Central Telephone Book (page 38) for details on storing a Caller ID number in the book.

You can store the Caller ID data in the SV9100's Abbreviated Dial Table or in one of your extension's Personal Abbreviated Dial bins. Each extension has 10 bins for personal storage.

1. With a keyset in an idle condition, press the **LIST** Soft Key.
2. Press the **CID** Soft Key (Caller ID). The display shows:

##:	xxxxxxxxxxxx
	mm-dd hh:mm
	^ Store DEL

= List Number

xx = Caller ID number mm-dd hh:mm = incoming date/time Arrow Up = Preview List Arrow Down =
Next List Store = Store in List DEL = Delete from List

3. Press the **STORE** Soft Key. The display shows:

##: xxxxxxxxxxxx mm-dd hh:mm

STA Abb TELBK

= List Number

xx = Caller ID number mm-dd hh:mm = incoming date/time STA = Store in One-Touch key Abb = Store
in Common Abbreviated Dial bin TELBK = Store in Central Telephone Book

4. Press the **STA** Soft Key.
5. Dial the bin number (0-9) in which the number is to be stored.
*If you press **HOLD**, the next available bin number will be used. If all bins are used, the display shows "TABLE IS FULL".*
6. **HOLD**.
7. Enter the name to be associated with the stored number.
For information on entering names, refer to the Name Storing feature. Names can be up to 12 digits long.
8. **HOLD**.
9. **SPK** to hang up.

To call/check a number stored in temporary Caller ID memory:

1. Press **FUNCTION** (Call History) or press the **LIST** Soft Key and **CID**.
The last addition to the list is displayed. Up to 50 numbers can be displayed in this list.
2. Press the ^ Soft Key to scroll through the list of numbers in memory.
Press the DDEL Soft Key to delete the entry and scroll to the next entry. The Call History key will remain on as long as entries remain in memory.
3. To place a call back to a number in the temporary memory list, with the number to be dialed displayed, press a line, loop or **CALL** key.
4. To return to an idle condition, press **EXIT**.

Add/Delete Digits to Temporary Memory / Call History

1. Press the **FUNCTION** (Caller ID Log History) or press the **LIST** - **CID** Soft Key to view the Caller ID list.
2. Use the ^ and ^ Soft Keys to display the Caller ID to be edited.
3. **HOLD**.
4. Depending on programming, your display will show:

```
EDIT MODE
2035551234 <- CNCL DEL ->
```

*The Recalling digit indicates the cursor location. Using the **Left** and **Right** arrow Soft Keys to move the cursor to the location where digits are to be added to deleted. **To Delete Digits:** Press the **DEL** Soft Key.*

***To Add Digits:** Using the dial pad, press the digits to be added to the right of the cursor.*

OR

EDIT MODE	2035551234
A_1 D_1 D_AC D1AC	

Pressing A 1 Soft Key: Adds the Long Distance code defined in programming to be beginning of the displayed number.

Pressing D 1 Soft Key: Deletes the Long Distance code defined in programming from the beginning of the displayed number.

Pressing D AC Soft Key: Deletes the Area Code defined in programming from beginning of the displayed number.

Pressing D 1AC Soft Key: Deletes the Long Distance code and Area Code defined in programming from the beginning of the displayed number.

5. You can dial the changed number without saving by selecting a line/loop key or can save the changes by pressing the **SAVE**. To undo the changes made, press the **UNDO** Soft Key. Pressing the **CHECK** or **EXIT** key will also cancel the edit.

Central Telephone Book

The Central Telephone Book provides each user one or two personal telephone books which can be used to store numbers (100). Multiple extensions can be assigned the same telephone book allowing users to share commonly used numbers.

Numbers can be stored using Last Number Dialed and Caller ID and each Telephone Book can be password protected.

Register a new telephone book to enter new data:

1. Press **PROG** Soft Key + Down arrow.
2. Press the **TELBK** Soft Key.
3. Press Soft Key **1** (Registration).

*Pressing the **CONF** key from this screen on will back up the view to the previous screen.*

4. You may need to press Soft Key **1** or **2** to select the Telephone Book to register new data.
5. Input the name (up to 12 digits) + **HOLD**.
6. Using the dial pad, select the Group number.
7. Enter the number to be stored + **HOLD**.
8. Enter the bin number where the telephone number is to be stored + **HOLD**.

The number is stored and the next available bin number is automatically displayed.

Search the Central Telephone Book by name:

1. Press **PROG** Soft Key + Down arrow.
2. Press the **TELBK** Soft Key.
3. Press Soft Key **2** (Search). *Pressing the **CONF** key from this screen on will back up the view to the previous screen.*
4. You may need to press Soft Key **1** or **2** to select the Telephone Book to search. *By default, the user will search by name (indicated by the [A] in the upper right-hand corner of the display. Soft Key 1 will step through the different search options (numbers, Kana, alpha). To search by number, press the **NUM** Soft Key - the [A] changes to [1].*
5. Enter the search characters.
6. Press **VOL DOWN** or **VOL UP** keys to search.
7. To dial the selected name, press **SPK**.
OR
To view the detail of the Recalling item, press **HOLD** + **SPK** to dial the number.
8. Pressing the item number on the dial pad selects an item.

Central Telephone Book **Search the Central Telephone Book by group name:**

1. Press **PROG** Soft Key + Down arrow.
2. Press the **TELBK** Soft Key.
3. Press Soft Key **2** (Search). *Pressing the **CONF** key from this screen on will back up the view to the previous screen.*
4. You may need to press Soft Key **1** or **2** to select the Telephone Book to search. *By default, the user will search by name (indicated by the [A] in the upper right-hand corner of the display. Soft Key 1 will step through the different search options (numbers, Kana, alpha). To search by number, press the **NUM** Soft Key - the [A] changes to [1].*
5. Press Soft Key **2** (Menu).
6. Press Soft Key **2** (Group).
7. Using the dial pad, select the group to search + **HOLD**.
8. Press **VOL DOWN** or **VOL UP** to search.
9. To dial the selected name, press **SPK**.
OR
To view the detail of the Recalling item, press **HOLD**. You can then press **SPK** to dial the number. *Pressing the item number on the dial pad selects an item.*

Search the Central Telephone Book by telephone number:

1. Press **PROG** Soft Key + Down arrow.
2. Press the **TELBK** Soft Key.
3. Press Soft Key **2** (Search). *Pressing the **CONF** key from this screen on will back up the view to the previous screen.*

4. You may need to press Soft Key **1** or **2** to select the Telephone Book to search.
5. Press Soft Key **2** (Menu).
6. Press Soft Key **3** (Number).
7. Enter the search number(s).

At least one digit must be entered before the search can be done.

8. Press **VOL DOWN** or **VOL UP** to search.
9. To dial the selected name, press **SPK**.

OR

To view the detail of the Recalling item, press **HOLD**. You can then press **SPK** to dial the number. *Pressing the item number on the dial pad selects an item.*

Search the Central Telephone Book by memory number:

1. Press **PROG** Soft Key + Down arrow.
2. Press the **TELBK** Soft Key.
3. Press Soft Key **2** (Search).

*Pressing the **CONF** key from this screen on will back up the view to the previous screen.*

4. You may need to press Soft Key **1** or **2** to select the Telephone Book to search.
5. Press Soft Key **2** (Menu).
6. Press Soft Key **4** (Memory).
7. Enter the memory number to be searched.

At least one digit must be entered before the search can be done.

8. Press **VOL DOWN** or **VOL UP** to search.
9. To dial the selected name, press **SPK**.

Central Telephone Book **Delete ALL the Central Telephone Book information:**

1. Press **PROG** Soft Key + Down arrow.
2. Press the **TELBK** Soft Key.
3. Press Soft Key **2** (Search).
*Pressing the **CONF** key from this screen on will back up the view to the previous screen.*
4. You may need to press Soft Key **1** or **2** to select the Telephone Book to search.
5. Enter the 4-digit password assigned in SV9100 programming or through the **SETTING** Soft Key.
6. Press Soft Key **3** (Yes) to delete all the entered data, or press Soft Key **4** (No) to back up.
*Press the **CONF** key to back up the view to the previous screen.*

Delete ONE entry in the Central Telephone Book:

1. Press **PROG** Soft Key + Down arrow.
2. Press the **TELBK** Soft Key.
3. Press Soft Key **2** (Search).
*Pressing the **CONF** key from this screen on will back up the view to the previous screen.*
4. You may need to press Soft Key **1** or **2** to select the Telephone Book to search.
5. Press Soft Key **2** (Menu).
6. Press the appropriate Soft Key to search by Name, Group, Number, or Memory Number.
Refer to the "Search" operations above for details on the specific steps for the option you select.
7. Locate the entry to be changed + **HOLD** to display the details of the entry.
8. Press Soft Key **2** (Delete).
9. Press Soft Key **3** (Yes) to delete the record or press Soft Key **4** (No) to cancel the deletion process. Pressing YES displays a confirmation message.
10. Press **CONF** as needed to exit out of the displays or press **EXIT** to return the terminal to an idle state.

Change the Telephone Book data:

1. Press **PROG** Soft Key + Down arrow.
2. Press the **TELBK** Soft Key.
3. Press Soft Key 2 (Search).

*Pressing the **CONF** key from this screen on will back up the view to the previous screen.*

4. You may need to press Soft Key 1 or 2 to select the Telephone Book to search.
5. Press Soft Key 2 (Menu).
6. Press the appropriate Soft Key to search by Name, Group, Number, or Memory Number.
Refer to the "Search" operations above for details on the specific steps for the option you select.
7. Locate the entry to be changed + **HOLD** to display the details of the entry.
8. Press Soft Key 1 (Change).
9. **To change the name**, press **HOLD** + the new name + **HOLD**. You can now change the group or memory number or press **CONF** to exit.

OR

To change the memory number, press **VOL U** , at the ENTER REGIST MEMORY display, press **HOLD**. Select the new memory number to be used for the number + **HOLD**. Press Soft Key 3 to overwrite the current information or press Soft Key 4 to cancel and allow you to select a new memory number. You can now select a new entry to edit or press **CONF** to exit.

OR

To change the group and memory number, press **VOL DOWN** + **HOLD** then using the dial pad, select the group number to be assigned. The display Recalls the saved telephone number - press **HOLD**. You can now change the telephone number + **HOLD**. At the ENTER REGIST MEMORY display, press **HOLD**. Select the new memory number to be used for the number + **HOLD**. Press Soft Key 3 to overwrite the current information or press Soft Key 4 to cancel and allow you to select a new memory number. You can now select a new entry to edit or press **CONF** to exit.

Central Telephone Book **Register a Caller ID or Last Number Redial to the Central Telephone Book:**

While reviewing the Caller ID or LND list, a user can add a record into the Central Telephone Book with the following operation. This function can only be performed if the Central Telephone Book is unlocked.

1. From an idle keyset, press Soft Key **1** for List.
2. *For Last Number Redial:* Press Soft Key **1** (Redial).

OR

For Caller ID:

Press Soft Key **2** (CID).

3. Use the **^** and **^** Soft Keys to display the desired number.
4. Press Soft Key **3** (Store).
5. Press Soft Key **3** (TELBK).
6. You may need to press Soft Key **1** or **2** to select the Telephone Book to be used.
7. To enter/change the name, press **HOLD** + enter the new name. Press **HOLD**.
8. Enter the group number. Press **HOLD**, then using the dial pad, select the group number to be assigned. The display Recalls the saved telephone number - press **HOLD**. You can now change the telephone number, then press **HOLD**. At the ENTER REGIST MEMORY display, press **HOLD**. Select the new memory number to be used for the number and press **HOLD**. If the memory number selected was already defined, press Soft Key **3** to overwrite the current information or press Soft Key **4** to cancel and allow you to select a new memory number. **Change the Group Name:**

1. Press **PROG** Soft Key + Down arrow.
2. Press the **TELBK** Soft Key.
3. Press Soft Key **3** (Setting).

*Pressing the **CONF** key from this screen on will back up the view to the previous screen.*

4. You may need to press Soft Key **1** or **2** to select the Telephone Book to edit.
5. Press Soft Key **1** (Group Name Edit).
6. Using the dial pad, select the Group number.
7. Enter the new name to be stored + **HOLD**.
The display indicates "REGISTERED!" then returns to the Select Group display.
8. You can now edit another group name, press **CONF** to return to the previous menu display, or press **EXIT** to exit.

Lock or Unlock a Telephone Book to prevent or allow changes:

1. Press **PROG** Soft Key + **±** Soft Key.

2. Press the **TELBK** Soft Key.

3. Press Soft Key **3** (Setting).

*Pressing the **CONF** key from this screen on will back up the view to the previous screen.*

4. Press Soft Key **3** (Lock).

5. Using the dial pad, select the Group number.

6. **If the Telephone Book is unlocked**, the display shows "[LOCK TELBOOK]". Enter the 4-digit password. **If the Telephone Book is locked**, the display shows "[UNLOCK TELBOOK]". Enter the 4-digit password.

7. Press **CONF** to return to the previous menu display or press **EXIT** to exit.

Central Telephone Book **Lock or Unlock a Telephone Book using a service code:**

1. Press **SPK**.
2. Enter the Lock Telephone Book service code (contact your terminal administrator for this code).
3. Enter the destination extension number.
4. Enter the extension's password (contact your terminal administrator for this code).

Change a password a user enters to lock/unlock the Telephone Book:

1. Press **PROG** Soft Key + Down arrow.
2. Press the **TELBK** Soft Key.
3. Press Soft Key **3** (Setting).
4. Press Soft Key **4** (Password).
5. Using the dial pad, enter the current password (0000 by default, or contact your terminal administrator for this code).
6. Enter the new 4-digit password.
The display indicates NEW PASSWORD IS SET.
7. Hang up.

Conference

Conference lets you add additional inside and outside callers to your conversation. With Conference, you can set up a multiple-party meeting without leaving the office.

In addition to Conference, there are other ways to have a meeting. See Voice Call Conference (page 42), Meet Me Conference (page 79), Meet Me Paging (page 81) and Tandem Trunking (page 140).

To set up a Conference:

1. Place or answer call.
2. **CONF** or **FUNCTION** (Conference).
3. Place the next call.
*To access the outside call, either press **LINE** or dial a trunk access code. See Outside Calls on page 103 and page 105 for more.
If the second call to be conferenced is ringing in, place the first call on hold, answer the ringing call, then follow the steps below.*
4. **CONF** or **FUNCTION** (Conference).
You may be able to have up to 32 callers. Repeat this step to add more parties.
5. After adding all parties, press **CONF** again to begin the Conference.
Split (separate) the Conference calls by pressing HOLD + 794.

To exit a Conference (without affecting the other parties):

1. **SPK** to hang up.
You can set up a Conference with two outside callers and then drop out of the call - leaving the callers talking in an Unsupervised Conference. Refer to Tandem Trunking on page 140 for more.

Conference, Voice Call

With Voice Call Conference, others in your work area can easily join into your outside calls. To initiate a Voice Call Conference, press a uniquely programmed Voice Call Conference key and tell your co-workers to join the call. The SV9100 releases the privacy on the line, and other users can just press the line key to join in. The SV9100 allows up to 32 parties maximum per Conference. Voice Call Conference does not use the communications server features to announce the call. You just announce it "through the air" to your co-workers.

In addition to Voice Call Conference, there are other ways to have a meeting. See Conference (page 41), Meet Me Conference (page 79), Meet Me Paging (page 81) and Tandem Trunking (page 140).

To set up a Voice Call Conference with a co-worker in your immediate work area:

1. Place or answer trunk call.
2. **FUNCTION** (Voice Call Conference).
3. Announce Voice Call Conference.

Just tell your co-worker's about the call. Do not use the SV9100 features to announce it.

To join a Voice Call Conference (if invited):

1. After Conference request, press indicated line key (**LINE**).

To exit a Voice Call Conference without affecting the other parties:

1. **SPK** to hang up.

Conversation Record

This feature requires an optional voice mail system installed in the SV9100.

While on a call, press your Record key to record the conversation in your mailbox. Voice Mail stores the conversation like any other voice message. You can then save, edit or delete the recorded conversation.

For additional voice mail features, refer to page 149.

Recording Your Call

To record your active call in your mailbox:

1. **FUNCTION** (Conversation Record).
You hear two beeps and your Record key Recalls. The beeps periodically remind you that you are recording.

Department Calling

If you work closely with a group of co-workers, your Communications Manager may have programmed you into a Department Calling Group. Department Calling makes it easier for others in your company to send calls to your group. This is because your Department Calling Group has a dedicated pilot number. To get a free group member, co-workers can just dial the pilot number instead of the group member's extensions. If you don't want to receive Department Calls, you can log out of your group. You can log back in when you again want to receive calls.

Calls into your Department Group can route in two different ways: Priority Routing and Circular Routing. With Priority Routing, incoming calls route to your group's highest priority extensions first.

Priority Routing



With Circular Routing, each call rings a new extension.



To call a Department Group:

1. **SPK** + Department Group pilot number.

Department Step Calling

If you place an Intercom call to a busy Department Group member, Department Step Calling allows you to quickly call another member in the same group. You don't have to hang up and place another Intercom call. You can also use Department Step Calling to cycle through the members of a Department Group.

To make a Step Call:

1. Place call to busy Department Group member.

OR

Place call to Department Group pilot number.

2. # or **FUNCTION** (Step Call).
3. Repeat step 2 to call other Department Group members.



Dial Number Preview

Use Dial Number Preview to preview a number in your terminal's display before you dial it out. This helps you avoid dialing errors. For example, if you review the previewed number and find an error, you can cancel the number and re-enter it correctly. Dial Number Preview is available for both outside and Intercom calls.

To use Dial Number Preview to place a call:

1. Do not lift handset or press **SPK**.
2. Dial the number you want to preview.
*If VRS is installed, you will need to press * then dial the number to be previewed.*
3. **SPK** to dial out the displayed number. If the displayed number is an outside number, it must contain a line access code.
OR
HOLD to cancel the number without dialing it out.
OR
LINE to dial out the displayed outside number on the selected line.
*If your previewed outside number has a trunk access code (e.g., 9), you can press **SPK** instead.*
The SV9100 will not automatically strip out a trunk access code when you press a line key.

Dial Pad Confirmation Tone

When you enable Dial Pad Confirmation Tone for your extension, you hear a beep each time you press a dial pad key. This beep reminds you that you have pressed a key. The confirmation tone is particularly helpful for Intercom calls and calls on Dial Pulse lines. For these types of calls, you don't hear tones echoed back to your handset or speaker to confirm your dialing.

To enable or disable Dial Pad Confirmation Tone:

1. **SPK + 724.**
You hear confirmation beeps.
2. **SPK** to hang up.

Directed Call Pickup

Directed Call Pickup

Use Directed Call Pickup when you need to answer a call ringing another extension without leaving your terminal. This lets you easily cover a co-worker's calls when they have to be away from their desk.

To intercept calls ringing a co-worker's terminal:

1. **SPK** or Lift handset.
2. Press **** + Extension number**

Directory Dialing

If you have a display terminal, Directory Dialing allows you to select a co-worker or outside number from a list of names, rather than dialing the telephone number. There are four types of Directory Dialing: ABB - Company (Common)/Department (Group) Abbreviated Dialing EXT - Co-worker's extension STA - Personal Abbreviated Dialing Bins TELBK - Central Telephone Book

Directory Dialing follows any feature restrictions that your SV9100 may have enabled. For example, if your extension cannot normally use Common Abbreviated Dialing, Directory Dialing can't access it either.

To use Directory Dialing from a display keyset:

1. Do not press **SPK** or Lift handset.
2. Press the **DIR** Soft Key.

If you wait too long between your selections, Directory Dialing automatically cancels.

3. Press the Soft Key for the Directory Dialing type from the table below: ABB - Company (Common)/Department (Group)
Abbreviated Dialing EXT - Co-worker's extension
STA - Personal Abbreviated Dialing Bins TELBK - Central Telephone Book

Directory Dialing follows any feature restrictions that your SV9100 may have enabled.

For example, if your extension cannot normally use Common Abbreviated Dialing,

Directory Dialing can't access it either.

4. Dial the first letter/number for the name/number you want to call.
For example, dial 2 for A, B, C or 2.

Directory Dialing

5. Press the ^ Soft Key to jump to that section.
6. Press **VOL DOWN** or **VOL UP** to scroll through all the names/numbers that begin with that letter/number.

If you wait too long between your selections, Directory Dialing automatically cancels. OR
Lift handset or press **DIAL**, **SPK** or **SPK** to place the selected call.

To cancel Directory Dialing:

1. Press **EXIT**.

Display Adjustment

The alphanumeric display shows various information for the terminal either while on a call or while idle. The size of the display varies depending on the keyset model and the display size selected (normal or double height). For example, the IP-CTS terminal can provide a 4-line, 28 character per line or a 3-line, 28 character per line display at the double-height setting. These messages help the display terminal user process calls, identify callers and customize features. Refer to the table below for a listing of the various display types available:

Terminal	Number of Rows	Number of Characters
IP-CTS	4 rows (normal) / 3 rows (double)	28
Enhanced IP	4 rows (normal) / 3 rows (double)	28
Value IP	3 rows (normal)	24
Enhanced Digital	4 rows (normal)	24
Value Digital	3 rows (normal)	24
* A 5th row on the IP terminals is used for double-height character row. With a digital keyset, if double-height characters are displayed, the top row of icons will not be displayed.		

The top row of the display indicates icons for such things as missed calls or voice messages. Once missed calls or voice messages are checked, icon will disappear.

Display Adjustment



; The first one is Caller ID Missed Call History. With Caller ID enabled, this icon displays when an outside call is not answered. Checking Call History (by pressing LIST-CID) will remove the icon from the display. (The Call History can also be accessed by pressing the circular button in the center of the Navigation Pad.)



; The second one is for a new voice mail message. Once the message(s) have been listened to, the icon will be removed.



; The third one is for Bluetooth connectivity. It will be displayed whenever a Bluetooth device is connected.

You can change the contrast of the display as well as the language used when displaying the prompts.

To adjust contrast:

1. On an idle terminal with no BGM, press **VOL DOWN** or **VOL U** .

Pressing either volume key adjusts the LCD display.

If BGM is enabled for the terminal, in order to change the contrast, it must first be disabled (CALL + 725) or it will adjust the speaker volume.

To change the displayed language:

1. Press **SPK + 678** + the language number to be displayed (00-14).

0 = Japanese	8 = Norwegian
1 = English	9 = Danish
2 = German	10 = Swedish
3 = French	11 = Turkish
4 = Italian	12 = Latin American Spanish
5 = Spanish	13 = Romanian
6 = Dutch	14 = Polish
7 = Portuguese	



Do Not Disturb

Do Not Disturb (DND) blocks incoming calls, Call Forwards and Paging announcements to your extension. DND permits you to work undisturbed at your desk without interruptions from your terminal. When you activate DND, incoming calls still Recall your line keys. While in DND, you may use your terminal in the normal manner for placing and processing calls.

There are four Do Not Disturb options:

Do Not Disturb Options

- 0- Cancels Do Not Disturb**
- 1- Blocks your outside calls**
- 2- Blocks Paging, Intercom calls, Call Forwards and transferred outside calls**
- 3- Blocks all calls**
- 4- Blocks Call Forwards**

To activate or deactivate Do Not Disturb:

1. Do not lift the handset.
Depending on your software, you may be able to set DND while on a call by pressing DND.
2. **DND**
OR
SPK + 747.
If you wait more than 10 seconds before going to step 3, your SV9100 automatically enables option 3. If you already have DND enabled, waiting more than 10 seconds cancels it.
3. Dial the DND option code (0-4).



Door Box

Your SV9100 may have Door Boxes. A Door Box is a self-contained Intercom unit typically used to monitor entrance doors. A visitor at the door can press the Door Box call button (like a door bell). The Door Box then sends chimes to certain extensions. If you receive Door Box chimes, you can just lift the handset to answer them. You can then talk to the visitor at the door.

Door Boxes come in handy at delivery entrances. Your company doesn't have to have someone at the door to monitor the entrance. You can just answer the Door Box instead. If the door has an electric strike, you can even use your terminal to release the door.

To call a Door Box:

1. **SPK** + **702** + Door Box number (1-8).

To answer a Door Box chime:

1. Lift handset.

To activate the Door Box strike:

1. While talking to the Door Box, press **RECALL**.

DSS Console

DSS Console

If you do a lot of call processing (like an operator or dispatcher), sole or 16-Button Direct Line Selection (DLS) Console. The DSS and one-button access to extensions, trunks and certain SV9100

- Call Extensions and Door Boxes
- Place, answer and Transfer outside calls
- Make Internal or External Pages
- Switch the Night Service mode
- Activate DSS Console Alternate Answer (i.e., redirect

Your DSS Console may also have keys stored with dialing codes This gives your DSS Console many of the features available on cations Manager to see if your console has these functions.

To call an extension from your DSS Console:

1. With the 60-button console, a second range is available with a **FUNCTION** (Page Switch) key. If defined, press this key to select the range.
2. Press DSS Console key.



you may have either a 60-Button DSS Con- Console gives you a Busy Lamp Field (BLF) features. Use the DSS Console to help you:

your calls to another DSS Console)

or Programmable Function Key operations. function keys. Check with your Communi-

If your call voice-announces, you can make it ring by dialing 1. If you don't have Handsfree, lift the handset to speak.

Extension BLF	
If DSS key is	Extension is
On	Busy on a call
Off	Idle
Recalling fast	In DND

To place an outside call from your DSS Console:

1. Press DSS Console key assigned to outside line.
2. Dial outside telephone number.

If you don't have Handsfree, you must lift the handset to speak.

Outside Line BLF	
If DSS key is	Outside line is.....
On	Busy on a call
Off	Idle
Recalling slowly	Ringling

DSS Console

To answer an outside call from your DSS Console:

1. Press Recalling DSS Console key assigned to outside line.

To call a Door Box from your DSS Console:

1. Press DSS Console key for Door Box you want to call (1-8).

If you don't have Handsfree, you must lift the handset to talk to the Door Box.

To Transfer a call using your DSS Console:

1. Place or answer call.
*If you are on an Intercom call, press **HOLD** before going to the next step.*
2. Press DSS Console key for extension that will receive Transfer.
You cannot Transfer to an extension that is busy or in DND.
3. (Optional) Announce call.
*If the called party doesn't want the call, press **LINE** Recalling to retrieve it.*
4. **SPK** to hang up.

To make a page using your DSS Console:

1. Press **FUNCTION** (Page) key.
If you don t have Handsfree, lift the handset to make your announcement.

Switching the Night Service mode from your DSS Console:

1. Press **FUNCTION** (Night Service) key for the desired mode (day, night, midnight, rest, day2, night2, midnight2, rest2).

Recall

Recall

Recall allows you to access certain features of the telephone company or PBX to which your communications server is connected. This lets you take full advantage of whatever features the connected telephone company or PBX offers. Recall accesses these features by momentarily interrupting the loop current on your outside line. This is much like briefly pressing and then releasing the hookswitch on your telephone at home.

To Flash the outside line you are on:

1. Press **RECALL**.



Forced Trunk Disconnect

Forced Trunk Disconnect enables you to disconnect (release) another extension's active outside call if you need to use their line. You can then place a call on the released line.

CAUTION

Forced Trunk Disconnect abruptly terminates the active call on the line. You should use this feature only in an emergency and when no other lines are available.

To disconnect a busy trunk:

1. Press **LINE** for the busy trunk.

OR

Dial trunk access code (e.g., **#9** + trunk number).

You hear confirmation beeps as the SV9100 disconnects the line. You can now place a call on the free line.

2. **SPK** to hang up.

General Message

General Message

This feature requires the InMail daughter board for Voice Response System (VRS) prompts.

A General Message is a prerecorded Voice Response System (VRS) message to which you and your co-worker's can listen. This message typically contains important company information that all employees should hear.

To listen to the General Message:

1. Do not lift the handset or press **SPK**.
2. **4**.

To record, listen to or erase your General Message:

1. **SPK** + 612.
2. To record, dial **7**.
OR
To listen, dial **5**.
OR
To erase, dial **3**.
If you dial 5 or 7, you can dial # to hear the message again.
If you dial 3, you can press HOLD to cancel before going to the next step.
3. **SPK** to hang up.
MW Recalls on each terminal until the user listens to the message.

Group Call Pickup

If you frequently work together with the same people, your extensions may be in a Call Pickup Group. This allows you and your co-workers to use Group Call Pickup to easily answer each other's ringing calls. Group Call Pickup also helps if you frequently cover for co-workers in another Pickup Group. When a call rings one of their terminals, you can intercept it even if you don't know their extension numbers.

With Group Call Pickup, you can intercept the following types of calls:

- A call ringing an extension in your own Pickup Group.
- A call ringing an extension in another Pickup Group when you know the group number.
- A call ringing an extension in another Pickup Group when you don't know the group number.

To answer a call ringing another terminal in your Pickup Group:

1. **SPK + FUNCTION** (Pickup).
OR
SPK + * #.

To answer a call ringing a terminal in another Pickup Group:

When you don't know the Pickup Group Number 1. **SPK + FUNCTION** (Pickup).
OR

SPK + 769.

When you know the Pickup Group number 1. **SPK + FUNCTION** (Pickup).
OR

SPK + 768 + Pickup Group number (1-9 or 01-64).

Group Listen

Group Listen

Use Group Listen when you want others in your office to listen in on your call. While you talk on the handset, your caller's voice broadcasts over your terminal's speaker. Group Listen automatically turns your Handsfree microphone off so your caller cannot hear the conversation in your office.

To initiate Group Listen:

1. Place or answer call using the handset.
2. **SPK** twice (but do not hang up).

SPK Recalls slowly.

You can talk to the caller through your handset. Your co-workers hear your caller's voice over your terminal's speaker.

When you press SPK once, you turn your Speakerphone on and your handset off. The second press turns on Group Listen.

To talk Handsfree after initiating Group Listen:

1. Hang Up handset.

You must have a speakerphone for Handsfree operation.

To cancel Group Listen (without hanging up your call):

1. Do not hang up + Press Recalling **SPK**.

You can talk to your caller over your handset. Your co-workers can no longer hear your caller's voice.

Handsfree and Monitor

When it's inconvenient to hold the handset, you can use the speaker and microphone in your terminal and talk Handsfree instead. Handsfree is great when you don't have a free hand for the terminal. (For example, you may want to enter data at a computer while talking to a customer on the terminal.)

There are three types of Handsfree operation:

- **Handsfree** - You can place and answer calls by pressing SPK instead of using the handset.
- **Automatic Handsfree** - You can press a line or line appearance key without first lifting the handset or pressing SPK. Your Communications Manager may have enabled this option for you.
- **Monitor** - You can place a call without lifting the handset, but you must lift the handset to speak. You always have this option - regardless of the type of terminal you have or how your SV9100 is set up.

To talk Handsfree:

1. **SPK** or SPK or LINE.
2. Place call.
3. Speak toward terminal when called party answers.

To change a handset call into a Handsfree call:

1. SPK and hang up the handset.
2. SPK to hang up when you are done.

To change a Handsfree call into a handset call:

1. Lift handset.

Headset Operation

Headset Operation

To get even more freedom and convenience than with Handsfree, purchase a Headset and connect it to your terminal. In addition to having your hands free for other work, you'll have privacy on a call that is not available with Handsfree. With a Headset installed, either the handset or Headset can be used for calls.

To enable the headset:

1. Plug in the headset into the headset jack on the bottom of the terminal.

To use the headset:

1. Press **FUNCTION** (Headset) then press **LINE** to make an outside call.

OR

Press **FUNCTION** (Headset) to get Intercom dial tone.

OR

If on a call, **FUNCTION** (Headset) to hang up.

*The headset **FUNCTION** key lights when you enable the headset mode. You can still receive and respond to voice-announced Intercom calls with a headset connected to the terminal.*

When the user is set up for ringing through the headset, the handset should not be used. It is recommended to only use the headset in this case.

Hold

Don't place your handset down on the desk when you need your caller to wait, use Hold instead. Hold places your call in a temporary waiting state until you can get back to it. While the call waits, you can process calls or use other features. And don't worry if you forget about the call and leave it on Hold too long -it will recall back to you.

The SV9100 provides four types of Hold (see the chart below). Your Communications Manager can tell you which types you can use.

- **System Hold** - *For your normal calls...*
When you place an outside call on System Hold, it Recalls your line key and the line keys on your co-worker's terminals as well. Either you or another co-worker can pick up the call on Hold.
- **Exclusive Hold** - *For high priority calls ...*
After you place an outside call on Exclusive Hold, it Recalls your line key but looks busy to your co-workers. Only you can pick up the call from Hold.
- **Group Hold** - *Put calls on Hold for your Department Group. ..*
If you are a member of a Department Calling Group, you can use Group Hold. When you place an outside call on Group Hold, only you and the members of your Department Calling Group can pick it up.
- **Intercom Hold** - *While talking to a co-worker . . .*
Intercom calls can also go on Hold. However, the Intercom call on Hold stays on your terminal. Another extension user cannot pick it up.

Hold **System Hold**

To place an outside call on System Hold:

1. **HOLD**.

*The **LINE** or **SPK** key Recalls slowly while on Hold; Recalls fast when recalling.*

To pick up an outside call on System Hold:

1. Press Recalling **LINE**.

Exclusive Hold

To place an outside call on Exclusive Hold:

1. **FUNCTION** (Exclusive Hold).

*The **LINE** key Recalls fast while on Hold; Recalls slowly when recalling.*

To pick up an outside call on Exclusive Hold:

1. Press Recalling **LINE**.

Group Hold

To place a call on Hold so anyone in your group can pick it up:

1. **HOLD** + 832 + **SPK** to hang up.

To pick up a call on Group Hold:

1. **SPK** + 862.

Intercom Hold

To place an Intercom call on Hold:

1. HOLD + SPK to hang up.

To pick up an Intercom call from Hold:

1. SPK + SPK.

Hotline

Hotline

When you need one-button calling and Transfer to a co-worker, use Hotline. You'll find Hotline to be a great convenience if there is someone in your company with whom you work closely (such as your business partner). You and your partner can call or Transfer calls to each other just by pressing a single key.

Your Hotline key shows the status of your Partner's extension:

When the key is.....	Your partner's terminal is
Off	Idle
On	Busy or ringing
Fast Recall	In Do Not Disturb
Double Wink On	ACD Agent logged into group
Wink Off	ACD Agent logged off

To place a call to your Hotline partner:

1. **FUNCTION** (Hotline).
Optionally lift the handset.

To Transfer your outside call to your Hotline partner:

1. **FUNCTION** (Hotline) + Announce call and hang up. **OR**
FUNCTION (Hotline) + Hang up to have your call wait at your Hotline partner unannounced. *If unanswered, the call recalls to you.*

To answer a call from your Hotline partner:

1. If you hear two beeps, speak toward the terminal.
OR
If your terminal rings, lift handset or **SPK**.

Intercom

Call a co-worker over the Intercom. Normally, you are not restricted from placing an Intercom call to any other extension. However, if your communications server is shared by several businesses, you may not be able to call the other business's extensions. Check with your Communications Manager.

To place an Intercom call:

1. SPK + Extension number.

*You can optionally dial 0 for your operator or *8 for your Voice Mailbox.*

If the extension you call is busy or doesn't answer, you can (without hanging up):

- Dial another extension.
- Dial 8 to leave a message in your co-worker's mailbox.

For one-touch calling, see Hotline (page 72), Call Coverage (page 87) or One-Touch Keys (page 96) instead.

To answer an Intercom call:

1. If you hear two beeps, speak toward the terminal. *Your terminal picks up your voice.*

OR

If your terminal rings, lift handset.

Intercom calls you place may either ring or voice-announce at your co-worker's extension. What happens depends on how your co-worker's extension is set up. You can, however, dial a code to change from one method to the other.

The Intercom calls you receive can also either ring or voice-announce. You decide the best way to answer your Intercom calls and then enable the option you want.

To change the mode of an Intercom call you placed:

1. I.

If the call is ringing, this makes it voice-announce. If the call voice-announces, this makes it ring.

To make your incoming Intercom calls voice-announce:

1. SPK + 721 + SPK to hang up.

To make your incoming Intercom calls ring:

1. SPK + 723 + SPK to hang up.



Last Number Redial (Redial)

Instead of dialing a busy or unanswered outside call again, quickly redial it with Last Number Redial. Last Number Redial stores the last 10 outside call you placed in memory so you can easily recall it. The stored number can be up to 24 digits long, using 0-9, # or *.

You can also quickly redial your last call using Repeat Redial (page 124) and Save Number Dialed (page 129).

To redial your last call:

1. Press Redial on Round dial (left side) and pick up handset or press SPK. or
2. Press List Soft Key
3. Press Redial
4. Scroll to select Redial number and pick up handset or press SPK.

The SV9100 automatically selects a trunk from the same group as your original call.



To erase the stored numbers:

1. To erase all redial numbers, SPK + 776.

Line Preference

Line Preference

Line Preference determines how you place and answer calls. There are two types of Line Preference: Incoming Line Preference and Outgoing Line Preference. Ask your Communications Manager which type you have.

- **Incoming Line Preference** - Incoming Line Preference sets how you answer calls. When a call rings your terminal, lifting the handset answers either the ringing call (Ringing Line Preference) or seizes an idle line (Idle Line Preference). If you primarily answer calls and seldom place calls, Ringing Line Preference is for you. If you normally place calls and seldom answer them, then Idle Line Preference is for you.
- **Outgoing Line Preference** - Outgoing Line Preference sets how you place calls. With Outgoing Intercom Line Preference, you hear Intercom dial tone when you lift the handset. With Outgoing Trunk Line Preference, you get dial tone on an outside line when you lift the handset. If you normally call co-workers, use Outgoing Intercom Line Preference. If you frequently call outside your company, use Outgoing Trunk Line Preference.

If you have Incoming Idle Line Preference, Outgoing Line Preference also determines how your terminal works as a call rings.

Meet Me Conference

Use Meet Me Conference to have a meeting which lets others join if they choose. After you announce the Meet Me Conference over the Paging, a co-worker joins the meeting by dialing the Meet Me Conference code. There are two types of Meet Me Conference: Meet Me External Conference and Meet Me Internal Conference. With Meet Me External Conference, announce the meeting with External Paging. With Meet Me Internal Conference, announce the meeting with Internal Paging. The SV9100 allows either four or eight parties maximum per Meet Me Conference.

In addition to Meet Me Conference, there are other ways to have a meeting. See Conference (page 41), Voice Call Conference (page 42), Meet Me Paging (page 81) and Tandem Trunking (page 140).

Meet Me External Conference

To make a Meet Me External Conference:

1. While on a call, press **CONF**
2. **703** + External Paging zone (1-8 or 0 for All Call).

OR

FUNCTION (External Paging).

*You can optionally press SPK and dial combined zones *10 to *18 instead. See Paging on page 110 for more on combined zones.*

3. Announce the zone.
4. **CONF** twice when co-worker answers your page.
5. Repeat steps 1-4 for each co-worker you want to add.

Meet Me Conference **To join a Meet Me External Conference:**

1. **SPK** + **765** + External Paging zone (1-8 or 0 for All Call). *You connect to the other parties.*

Meet Me Internal Conference

To make a Meet Me Internal Conference:

1. While on a call, **CON** .
2. **701** + Internal Paging zone (0-9 or 00-64).

OR

FUNCTION (Internal Paging).

*You can optionally press SPK and dial combined zones *10 to *18 instead. See Paging on page 110 for more on combined zones.*

3. Announce the call.
4. **CONF** twice when co-worker answers your page.
5. Repeat steps 1-4 for each co-worker you want to add.

To join a Meet Me Internal Conference:

1. **SPK** + **763** (if your terminal is in the zone called).

OR

SPK + **764** + Zone (0-9 or 00-64) (if your terminal is not in the zone called).

OR

FUNCTION (Internal Paging Zone Answer) (if your terminal is in the zone called).

Meet Me Paging

Need to talk to a co-worker and don't know where they are? Meet Me Paging allows you to set up a private meeting on a Page zone. While you meet on the zone, no one else can hear your conversation, join in or make an announcement using that zone. There are two types of Meet Me Paging: Meet Me External Paging and Meet Me Internal Paging. With Meet Me External Paging, you hold the meeting on an External Paging zone. With Meet Me Internal Paging, you hold the meeting on an Internal Paging zone.

In addition to Meet Me Paging, there are other ways to have a meeting. See Conference (page 41), Voice Call Conference (page 42), Meet Me Conference (page 79) and Tandem Trunking (page 140).

Meet Me External Paging

To make a Meet Me External Page:

1. **SPK + 703** + External Paging zone (1-8 or 0 for All Call).

OR

FUNCTION (External Paging Zone).

2. Announce the zone.

*You can optionally press SPK and dial combined zones *10 to *18 instead. See Paging on page 110 for more on combined zones.*

To join a Meet Me External Page:

1. **SPK + 765** + External Paging zone (1-8 or 0 for All Call). *You connect to the other party.*

Meet Me Paging **Meet Me Internal Paging To make a Meet Me Internal Page:**

1. **SPK** + **701** + Internal Paging zone (0-9 or 00-64).

OR

FUNCTION (Internal Paging Zone).

*You can optionally press SPK and dial combined zones *10 to *18 instead. See Paging on page 110 for more on combined zones.*

2. Announce the zone.

To join a Meet Me Internal Page:

1. **SPK** + **763** (if your terminal is in the zone called).

OR

FUNCTION (Internal Paging Zone Answer) (if your terminal is in the zone called).

OR

SPK + **764** (if your terminal is not in the zone called).

Memo Dial

While on an outside call, use Memo Dial to jot a number down in your terminal's memory. Memo Dial is like a notepad. For example, if you dial Directory Assistance and ask for a number, you can use Memo Dial to remember it. You can then quickly call the stored Memo Dial number after you hang up.

To store a number while on a call:

1. **FUNCTION** (Memo Dial) + Dial number you want to store + **FUNCTION** (Memo Dial).
Continue with conversation.
2. **SPK** to hang up when you are done.

To call a stored Memo Dial number:

1. Do not lift the handset + **FUNCTION** (Memo Dial).
2. **SPK**.

The stored number dials out only if you store a trunk access code before the number.

OR

LINE.

The stored number dials out.

To check the stored Memo Dial number:

1. Do not lift the handset + **FUNCTION** (Memo Dial). *The stored number displays.*

To erase the stored Memo Dial number:

1. **SPK** + **FUNCTION** (Memo Dial).
2. **SPK** to hang up when you are done.

Message Waiting

Don't keep recalling a busy or unanswered co-worker. Leave them a Message Waiting request for a return call instead. The request is a Recalling lamp at the extension you call and a steadily lit lamp on your terminal. When your co-worker answers the Message Waiting, they automatically call your extension. And if someone leaves you a Message Waiting, you'll know you didn't miss their call.

In addition, Message Waiting lets you:

- View and selectively answer messages left at your display extension.
- Cancel messages left at your extension.
- Cancel messages you left at other extensions.

You can leave messages at any number of extensions simultaneously. Also, any number of co-workers can leave you a message at the same time.

To leave a Message Waiting:

1. Call busy or unanswered extension.
2. **0** or **FUNCTION** (Message Waiting).
3. **SPK** to hang up.
Your message wait LED lights.

To answer a Message Waiting:

When you have a Message Waiting, message wait LED Recalls fast (the color is based on programming). 1. **SPK + * 0**.

OR

SPK + FUNCTION (Message Waiting).

*If the called extension doesn't answer, dial 0 or press **FUNCTION** (Message Waiting) to leave them a message.*

To display/check your Message Waiting list:

These are the messages co-workers left at your extension. The messages left first display first.

1. **CHECK** + * 0 + **VOL DOWN** or **VOL UP** to scroll through your messages.
Press your Message Waiting key or SPK to call the displayed extension.
 2. **EXIT** to return to the Time and Date display.
- OR**
1. **FUNCTION** (Message Waiting).
 2. **VOL DOWN** or **VOL UP** to scroll through your messages.
Press your Message Waiting key or SPK to call the displayed extension.

To cancel all your Messages Waiting:

This includes messages you have left for other extensions and messages other extensions left for you.

1. **SPK** + 773.
2. **SPK** to hang up.

To cancel messages you left at an extension:

1. **SPK** + 771 + Extension.
2. **SPK** to hang up.

Microphone Cutoff

Turn your terminal's Handsfree and handset microphone off when you don't want your caller to hear your voice. When you turn your Handsfree or handset microphone off, it stays off until you choose to turn it back on.

To turn your Handsfree microphone off and on:

1. **MIC**.

This turns your Handsfree microphone off. You can press this key anytime while your terminal is idle, busy on a call or ringing.

OR

Recalling **MIC**.

This turns your Handsfree microphone back on.

To turn your Handsfree and handset microphone off and on:

1. **FUNCTION** (Microphone Cutoff).

You hear confirmation beeps. Your mic is off when the key is lit.

*You can press this key anytime while on an outside call. For Intercom calls, you can only press this key when the co-worker you call lifts the handset or presses **SPK** to answer.*

Multiple Directory Numbers/Call Coverage

Multiple Directory Numbers

Multiple Directory Numbers allow you to have more than one extension number. In addition to your "normal" extension number (e.g., 320), you can have additional "virtual" extension numbers on Multiple Directory Number function keys. For example, you can have virtual extension number 600 for your sales calls. When a call routes to 600, it goes to your Multiple Directory Number key assigned to virtual extension 600. In this way, you can easily tell calls to your extension from sales-specific calls. Check with your Communications Manager to see if you have any Multiple Directory Number keys.

Call Coverage

Use a Multiple Directory Number key assigned to a co-worker's extension when you need Call Coverage for their calls. The Multiple Directory Number key shows you when your co-worker is busy and Recalls slowly when they have an incoming call. You can even press the key to intercept the incoming call.

Place and Receive Calls on Call Coverage/Multiple Directory Number Keys

Multiple Directory Number keys/Call Coverage keys can be used three separate ways, depending on how the key is set up in SV9100 programming.

- a DSS key to the extension and for receiving incoming calls
- answering incoming calls with the ability to place outgoing ICM or CO calls

OR

- just for receiving incoming calls

Multiple Directory Numbers/Call Coverage

You can have Multiple Directory Number keys for many different extensions and virtual extensions. In addition, you and other co-workers can share the same Multiple Directory Number keys. For example, everyone in your department could have a key for the sales virtual extension. Your Multiple Directory Number keys can ring or not ring. Your Communications Manager can tell you how your keys are set up.

To answer a call ringing your Multiple Directory Number/Call Coverage key:

1. Press Recalling **FUNCTION** (Multiple Directory Number).

To place a call to a Multiple Directory Number:

1. **SPK.**
2. **FUNCTION** (Multiple Directory Number).

OR

Dial virtual extension number.

Music on Hold

When you place a call on Hold or in a Park orbit, Music on Hold (MOH) can be provided to the caller so they know their call is waiting. Without Music on Hold, the caller only hears silence. The Music on Hold source can be from a customer-provided source or it can be an internal (synthesized) selection provided by the SV9100.

When the internal source is used, you can choose from 3 difference options:

- 0 = No tone/music
- 1 = General music
- 2 = Holiday music

This option should be used only by the system administrator. When changing the internal music source with this option, you are changing the selection for everyone on the SV9100.

To change the internal Music on Hold selection:

1. **SPK + 781.**
2. Enter the code for the desired selection:
0, 1, or 2.
You hear the MOH selected.
3. **SPK** to hang up.

Name Storing

Name Storing

You can program a name for your extension. The name can be up to 12 digits long. When you call a co-worker that has a display terminal, they see your name instead of your extension number. Your co-worker knows who's calling without having to look up your extension number.

Use the following chart when entering or editing your name. When using the One-Touch (DSS) keys, press the key once for the first character, twice for the second character, etc. For example, to enter a C, press DSS1 three times.

Use this keypad digit...	When you want to...
1	Enter characters: l @ [¥] ^ _ • { l } A A A A C E E i o
2	Enter characters A-C, a-c, 2.
3	Enter characters D-F, d-f, 3.
4	Enter characters G-I, g-i, 4.
5	Enter characters J-L, j-l, 5.
6	Enter characters M-O, m-o, 6.
7	Enter characters P-S, p-s, 7.
	Enter characters T-V, t-v, 8.
9	Enter characters W-Z, w-z, 9.
0	Enter characters: 0 ! " # \$ % & ' () * + , - . / : ; < =
	Enter characters: > ? ; r l G Q < » C £
#	# = Accepts an entry (only required if two letters on the same key are needed - ex: TOM). Pressing # again = Space.
CONF	Exit the character entry one character at a time.
EXIT	Exit all the entries from the point of the Recalling cursor and to the right.

To program your extension's name:

1. **SPK** + **700** + Dial your extension number + Enter name (see the chart above). *Your name can be up to 12 digits long.*
2. **HOLD.**
You hear confirmation beeps.
3. **SPK** to hang up.
This feature may be restricted for some users.

Night Service

You may be able to activate Night Service for the SV9100. Used after normal working hours, Night Service redirects your SV9100's incoming calls to where they should ring at night. For example, when most of your co-workers have left for home, your SV9100 may redirect calls to the security desk. When you activate Night Service, select one of eight modes of operation:

- Day Mode - normal working hours.
- Night Mode - after hours (usually evening).
- Midnight Mode - late at night to early in the morning.
- Rest Mode - lunch and early evening (dinner time).
- Day Mode 2 - normal working hours.
- Night Mode 2 - after hours (usually evening).
- Midnight Mode 2 - late at night to early in the morning.
- Rest Mode 2 - lunch and early evening (dinner time).

There are two types of Night Service ringing for outside calls: Assigned Night Answer (ANA) and Universal Night Answer (UNA). With ANA, specific terminals are programmed to ring at night (like the security desk in the example above). UNA causes incoming calls to ring over the External Paging speakers. If your extension has a line key for the call, just press the line key to pick up the UNA call. In addition, you may be able to dial the Universal Answer Code to pick up calls for which you don't have line keys.

Your SV9100 may switch Night Service modes automatically. Check with your Communications Manager if this happens, and when the switch-over occurs.

To activate Night Service by dialing codes:

1. **SPK** + **718** + Night Service Password.
2. Dial the Night Service Mode: 1= Day Mode, 2 = Night Mode, 3 = Midnight Mode, 4 = Rest Mode, 5= Day 2 Mode, 6 = Night 2 Mode, 7 = Midnight 2 Mode, 8 = Rest 2 Mode
You hear confirmation beeps.
3. **SPK** to hang up.

To activate Night Service using programmable keys:

1. **FUNCTION** (Night Service).

You hear a beep and the key lights to indicate the mode selected:

Day Mode Key Night Mode Key Midnight Mode Key Rest Mode Key
Day 2 Mode Key Night 2 Mode Key Midnight 2 Mode Key Rest 2
Mode Key

To use Universal Answer to pick up a UNA call:

1. **SPK** + **# 0**.
You are connected to the call.

Off Hook Signaling

Trying to get in touch with a co-worker who is busy on a handset call? Use Off Hook Signaling to let your co-worker know you're trying to get through. The off hook signal you send to your co-worker is ringing over their idle (second) line appearance or through their speaker, depending on SV9100 programming.

Your communications server provides four Off Hook Signaling options (see the chart below). Ask your Communications Manager which options you have.

- **Automatic Signaling** - Calling a busy extension automatically initiates Off Hook Signaling. You'll find this option helpful if you are someone that must quickly process calls (such as a receptionist or operator).
- **Manual Signaling** - After reaching a busy extension, manual signaling gives you the choice of using Off Hook Signaling or activating another feature. If you don't have Automatic Signaling, you have Manual Signaling.
- **Selectable Off Hook Signaling Mode** - If your extension has Handsfree, you can have Off Hook Signaling ring your terminal's second channel or voice announce - at your discretion. There are four types of Off Hook Signaling rings you can receive (ask your Communications Manager):
 - Muted off hook ringing
 - Normal off hook ringing
 - Two beeps over the speaker
 - One beep in the handset
- **Called Extension Block** - Your extension may block Off Hook Signaling Extension from other extensions. Use this option if you don't like to be interrupted while on a call.

Your co-worker receives Off Hook Signaling ring. They must first place their initial call on Hold before they can respond to you. They cannot just speak toward their terminal.

You can use other options when you are trying to get through. Use Call Waiting (page 23) to wait in line without hanging up. Or, you can leave a Callback request for a return call (page 24). If you want, send your co-worker a Message Waiting indication (page 84) or a Voice Mail message (page 149). You may also be able to Voice Over (page 159) to your busy co-worker while they stay on their initial call.

To send Off Hook Signals to an extension busy on a handset call:

1. 7.

OR

FUNCTION (Off Hook Signaling).

One-Touch Calling

One-Touch Calling, using a Programmable Function Key, allows for one button access to co-workers, outside lines and selected SV9100 features. You'll find this a great time saver when calling the clients and coworkers you talk to most often. Instead of dialing the codes, just press the One-Touch Key.

Your One-Touch Keys give you:

- **Direct Station Selection** - One button access to your co-worker's extensions.
- **Personal Speed Dial (Outside Calling)** - One button access to outside lines, line groups and telephone numbers. (You can also have Personal Speed Dial.)
- **Abbreviated Dialing** - One button access to Common and Group Abbreviated Dialing bins.
- **Service Codes** - One button access to Service Codes (e.g., 2 for Callback).
- **Chain Dialing** - Linking two or more One-Touch Programmable Function Keys for lengthy dialing scenarios.

For one-touch operation to these functions, define a Programmable Function key. Refer to the operation on page 100.

Direct Station Selection

To program a Bin for Direct Station Selection (extension) calling:

1. **SPK** + 755.
2. Dial the bin number (1-9, 0) you want to program.
3. Dial extension number you want assigned to that key + **HOLD**.
4. Enter the name associated with the bin you are programming (see Name Storing on page 90) + **HOLD**.
If your terminal is a non-display terminal, simply press HOLD.
5. **SPK** to hang up.

Personal Abbreviated Dialing

To program a Bin for Personal Abbreviated Dialing:

1. **SPK** or lift the handset + **755**.
2. Dial the bin number (1-9, 0) you want to program.
3. **9** for Trunk Group Access code.
OR
9 + trunk number (001-200) for a specific trunk.
OR
704 + Trunk Group number (e.g., 1) for a Trunk Group.
4. Dial number you want to store + **HOLD**.
The total of the digits stored in steps 3 and 4 cannot exceed 24.
*Valid entries are 0-9, # and *. To enter a pause, press **MIC**. To store a Recall, press **RECALL**.*
5. Enter the name associated with the key you are programming (see Name Storing on page 90) + **HOLD**.
6. **SPK** to hang up.

One-Touch Calling **Abbreviated Dialing**

To program a bin for Abbreviated Dialing:

1. **SPK + 755.**
2. Dial the bin number (1-9, 0) you want to program.
3. Dial Abbreviated Dialing number storage code (e.g., 001) + **HOLD.**
4. Enter the name associated with the key you are programming (see Name Storing on page 90) + **HOLD.**
5. **SPK** to hang up.

Central Office Calls, Placing (Trunk Calling) To program a bin for trunk calling:

1. **SPK + 755.**
2. Dial the bin number (1-9, 0) you want to program.
3. Dial general trunk access code (9).
OR
Dial Specific Trunk Service Code (#9) plus the trunk number (e.g., 005).
OR
Dial Trunk Group Service Code (704) plus the trunk group number (e.g., 1).
4. Dial number you want to store + **HOLD.**
*The total of the digits stored in steps 3 and 4 cannot exceed 24.
Valid entries are 0-9, # and *. To enter a pause, press MIC. To store a Recall, press RECALL.*
5. Enter the name associated with the key you are programming (see Name Storing on page 90) + **HOLD.**
6. **SPK** to hang up.

Service Codes

To assign a Service Code to a bin:

This lets you make your own set of one-touch feature keys.

1. **SPK** + **755**.
2. Dial the bin number (1-9, 0) you want to program.
3. Dial Service Code you want stored + **HOLD**.

For example, if you want a One-Touch Key to automatically Exit your Last Number Redial, enter 876. Refer to the features in this handbook for the appropriate Service Codes.

4. Enter the name associated with the key you are programming + **HOLD**.
5. **SPK** to hang up.

Using a Bin Number To dial a One-Touch bin:

1. **SPK** (or lift the handset).
2. Dial **#7** + bin number (1-9, 0).

For one-touch operation to these functions, define a Programmable Function key. Refer to the operation on page 100.

Exiting a Bin Number

To Exit a programmed One-Touch Key:

1. **SPK** + **755**.
2. Enter the bin number to be Exited.
3. Press **EXIT**.

One-Touch Calling **Chaining Bin Numbers** To chain One-Touch

Keys:

This option can only be used when Programmable Function Keys are defined for One-Touch operation (PGM 15-07 or SC 751: + 01). For programming, refer to page 100.

1. Press the first **FUNCTION** (One-Touch Programmable) key.
Let the stored function dial out.
2. Press another **FUNCTION** (One-Touch Programmable) key.
The stored digits dial out.

Programmable Function Keys

When using Programmable Function Keys, note that names cannot be stored with the key as with the bin number operation documented on the previous pages.

To define a Programmable Function Key as a One-Touch Key:

1. **SPK + 751.**
2. Press the key to be defined.
3. Dial **01** (DSS/One-Touch Key Operation).
4. **For Direct Station Selection (Extension):**
 - a. Dial extension number you want assigned to that key + **HOLD**.
 - b. **SPK** to hang up.

For Personal Abbreviated Dialing:

- a. Dial general trunk access code (9).

OR

Dial Specific Trunk Service Code (#9) plus the trunk number (e.g., 005).

OR

Dial Trunk Group Service Code (704) plus the trunk group number (e.g., 1).

- b. Dial number you want to store + **HOLD**.

The total of the digits stored in steps 3 and 4 cannot exceed 24.

*Valid entries are 0-9, # and *. To enter a pause, press MIC. To store a Recall, press RECALL.*

- c. **SPK** to hang up.

Outside Calls, Answering

There are many types of outside calls that you can answer from your terminal. You can tell a lot about the call coming in by listening for ringing, watching your terminal's keys and checking the display (if you have one). Also use the chart below as a guide. Ask your Communications Manager about the different types of calls you are expected to answer.

You may have line and loop keys on your terminal. A line key is dedicated to a particular outside line. When you press the line key to answer a call, you always get the same line. A loop key works just like a line key, except that it is for any line in a preset line group. When you press a loop key to answer a call, you get whichever line in the group happens to be ringing.

For this type of call...	You hear...	And see...
Outside Call that rings your terminal (If you have a line key for it)	Two quick ring - repeated	LINE Recalling slowly (red) SPK Recalling slowly
Direct Inward Line¹ (If you have a line key for it)	Two quick ring - repeated	LINE Recalling slowly (green) SPK Recalling slowly
Outside Call or DIL that rings your terminal (If you don't have a line key for it)	Two quick ring - repeated	SPK Recalling slowly
Outside Call that just Recalls a line key without ringing	No Ringing	LINE Recalling slowly (red) SPK Recalling fast

Outside Calls, Answering

Transferred Call (If you have a line key for it)	Two quick ring - repeated	LINE Recalling slowly (green)
Transferred Call (If you don't have a line key for it)	Two quick ring - repeated	SPK Recalling fast

¹These calls initially ring only at your terminal.



This message will play when...

¹These calls initially ring only at your terminal.

To answer an outside call:

1. Lift handset or **SPK**. Depending on how your terminal is set up, you may answer the call automatically. Your terminal's Line Preference (page 78) determines what happens when you lift the handset or press SPK to answer a call.
With the DESI-Less terminals, the Line/Loop keys can be displayed on one of four display pages. To display the page with the ringing line/loop, use the Scroll key on the DESI-Less touch screen to change pages (however, in most cases, you can simply lift the handset to answer the call). (Refer to the picture on page 170 for the Scroll key location.)
2. Press Recalling **LINE** or **SPK**.
You may be able to dial # 0 at night to pick up calls not ringing your terminal.

Outside Calls, Placing

Your terminal offers you several ways to place outside calls. You can:

- **Press a line key** for one-button access to a specific line.
- **Press a loop key** for one-button access to the first available line in a line group.
- **Dial a code** to select a specific line.
- **Dial a code** to select the first available line in a line group.
- **Dial 9** to use Trunk Group Routing or Automatic Route Selection (ARS).

The method you use depends on how your SV9100 and your terminal are set up. For example, if you should use only ARS for outgoing calls, don't press line keys or dial up lines and line groups. On the other hand, if your office is set up like a "key system", you and your co-workers will have line keys for the same outside lines. Your Communications Manager can tell you which methods you should use for placing outside calls.

To place an outside call using a line key:

1. **LINE**.

You may have to press SPK or lift the handset before pressing the line key. The line key lights (green).

With the DESI-Less terminals, the Line/Loop keys can be displayed on one of four display pages. To display the page with the ringing line/loop, use the Scroll key on the DESI-Less touch screen to change pages (however, in most cases, you can simply lift the handset to answer the call). (Refer to the picture on page 170 for the Scroll key location.)

2. Listen for dial tone.
3. Dial number.

Outside Calls, Placing

To dial a code to select a specific line:

1. **SPK** + **#9** + Line number (001-200).
2. Dial number.

Check with your Communications Manager to see which lines you can use.

To dial a code to select a line group:

1. **SPK** + **704** + Line group number.

Your line group numbers are 1-9, 01-99 or 001-200. Ask your Communications Manager.

2. Dial number.

To use Trunk Group Routing or ARS:

1. **SPK** + **9**.

The SV9100 automatically routes your call using ARS or Trunk Group Routing - whichever is installed.

Converting from Pulse to Tone Dialing

If your company is in a Dial Pulse area, you may need to change the dialing mode of your terminal to tone (DTMF) after you place your initial call. This allows you to use dial-up services like electronic banking or a client's Voice Mail.

To change your dialing mode to DTMF:

1. Place outside call normally.

Your call dials out as Dial Pulse.

2. #.

The next digits you dial go out as DTMF.

Instead of dialing #, the SV9100 may automatically convert to DTMF 10 seconds after you dial the last digit of your outside call.

Are You Behind a PBX?

Your communications server may be connected to a Private Branch Exchange (PBX) rather than to the telephone company's lines. This means that when you get dial tone on an outside line, you are really getting dial tone from the PBX. This may affect the way you place outside calls. For example:

- After you press a line key, you may have to dial an additional access code (e.g., 9) before you can dial your outside number.
- The PBX may restrict you from placing certain types of calls.
- If you use Automatic Route Selection, your communications server may automatically insert whatever codes the PBX requires. For example, when you dial 9 926 5400 for an outside call, your SV9100 may send 9 9 926 5400 to the PBX.
 - You may be able to Transfer to and Conference with other systems connected to the same PBX.

Ask your Communication's Manager if you are behind a PBX.

Outside Calls, Placing **You May Have a Private Line**

A Private Line is simply a line on your terminal that nobody else in the SV9100 can use. Only you can place and answer calls on your Private Line. Your Communications Manager can tell you if you have a Private Line.

If You Hear a Warning Tone

While on an outside call, you may hear occasional beeps through your speaker or handset. These tones remind you that you have been on the call a long time.

How Prime Line Works

If you have Prime Line, you can place or answer a call on a specific line just by lifting the handset. With *Outgoing Prime Line Preference*, you get dial tone on your Prime Line when you lift the handset. This happens even if another call is ringing in. If you usually need to place calls, Outgoing Prime Line Preference may help you.

With *Incoming Prime Line Preference*, lifting the handset answers a ringing call. If you want easy answering of incoming calls, Incoming Prime Line Preference may be for you.

If Prime Line sounds helpful to you, your Communications Manager may be able to set it up.

Did Your Call Go Through?

If you dial certain calls and you find that they do not go through, ask your Communications Manager the following questions:

- Is my terminal Toll Restricted? If it is, what numbers am I prevented from dialing?
- Can I override Toll Restriction? If so, what is my override code?

If you need to override Toll Restriction:

1. **SPK** + **663** + Password.
2. **LINE** + Dial number without restriction.
 - Do I need to enter Account Codes (page 11) for outside calls?
 - Does my terminal use Automatic Route Selection? If it does, are there any numbers that I cannot dial?

Paging

Internal Paging

Need to locate a co-worker or make an announcement? Use Internal Paging. Your SV9100 can have All Call Internal Paging and, depending on your SV9100, up to 64 zones of Internal Paging. When you make an All Call Paging announcement, your voice broadcasts to all extensions set to receive All Call Paging. When you make a Zone Paging announcement, your voice broadcasts to all the idle extensions in the zone you called.

To make an Internal Page:

1. **FUNCTION** (Internal Paging).

OR

SPK + 701 + Zone.

Internal Paging zones are 0-9 or 00-64 (0 and 00 are All Call Internal Paging).

2. Make announcement + **SPK** to hang up.

External Paging

If you have your own external speaker system installed, you may be able to use it for External Paging. This is particularly helpful in large or noisy areas where the Internal Paging speakers in the terminals are not loud enough. Your SV9100 can have All Call External Paging and up to 8 zones of External Zone Paging.

To make an External Page:

1. **FUNCTION** (External Paging).
OR
SPK + 703 + Zone.
External Paging zones are 0-8, where 0 is All Call External Paging.
2. Make announcement + **SPK** to hang up.

Combined Paging

Use Combined Paging when you want to simultaneously Page into an internal and corresponding external zone. For example, you can Page your company's warehouse and outside loading dock at the same time. Combined Paging is available for Paging groups 1-9 and All Call.

To make a Combined Page:

1. **SPK + * 1** + Combined Paging zone.
OR
FUNCTION (All Call External Page).
Combined Paging zones are 1-8 or 0 (for internal/external All Call).
2. Make Announcement.
3. **SPK** to hang up.

Park

Park

Have a call for a co-worker and can't find them? Put their call in a waiting state called Park so they can pick it up. After you Park the call, Page the co-worker you want to receive the call and hang up. When your co-worker hears the Page, they dial the orbit or press a Park key to pick up the call.

There are two types of Park: System and Personal. Use System Park when you want to have the call wait in a system orbit. (There can be up to 64 system orbits, depending on your SV9100) Personal Park allows you to Park a call at your extension so a co-worker can pick it up.

To Park a call in a system orbit:

1. Do not hang up.
2. **FUNCTION** (Park).
OR
HOLD + #6 + Park Orbit.
Park Orbits are 01-64. If you hear busy, the orbit is busy. Try another orbit.
3. Page your co-worker to pick up the call.
4. **SPK** to hang up.
If not picked up, the call will recall to you.

To pick up a parked call from a system orbit:

You can only pick up a call parked by a member of your own Park group. 1. **SPK + FUNCTION** (Park).
OR
SPK + *6 + Park Orbit.

To Park a call at your extension:

1. Do not hang up.
2. **HOLD** + **757** or **FUNCTION** (Personal Park).
3. Page your co-worker to pick up the call.
4. **SPK** to hang up.

If not picked up, the call will recall to you.

To pick up a call parked at an extension (your's or a co-worker's):

If parked at your extension:

1. **SPK** + **757** or **FUNCTION** (Personal Park).

OR

If parked at a co-worker's extension: 1. **SPK** + * * + Co-worker's extension.

To display Caller ID for calls in Park:

1. Do not lift the handset + **FUNCTION** (Park).

If Automatic Handsfree is enabled, press RECALL then the PARK key.

Park and Page (VRS)

This feature requires the InMail daughter board for Voice Response System (VRS) prompts.

When you are away from your terminal, Park and Page can let you know when you have a call waiting to be answered. To enable Park and Page, you record a Personal Greeting along with an additional Paging announcement. Your callers hear your Personal Greeting and automatically wait at your terminal. The SV9100 then broadcasts your prerecorded Paging announcement. You can go to any co-worker's terminal and pick up your waiting call.

For example, you could record a Personal Greeting that says, "Hello. I am away from my desk right now but please hold on while I am automatically paged." Your Paging announcement could say, "(your name), you have a call waiting on your line." Your caller hears your Personal Greeting - and you hear the Paging broadcast.

To have the system Page you when you have a call:

1. **SPK + *4.**
 OR
 FUNCTION (Call Forward to Device).
2. **7 +** When you hear, "Start recording at the tone and press the # key when you are done", record your Personal Greeting.
 If you already have Park and Page or Personal Greeting set up, you can dial: 7 to re-record
 5 to listen (then # to listen again)
 3 to erase (then optionally HOLD to cancel the erase)
3. **#7.**

Park and Page (VRS)

4. When you hear, "Start recording at the tone and press the # key when you are done", record your Page.
5. # + Dial Page Zone that should broadcast your announcement.

*For example, for Internal Zone 1 dial 801 + 1. Or, for Combined Paging Zone 1, dial *1 + 1.*

6. Dial Park and Page type:
2 = All calls
3 = Outside calls only

7. **SPK** to hang up when you are done.

Your DND or Call Forwarding (Device) Programmable Function Key Recalls when Call Forwarding is activated.

To pick up your Park and Page:

1. **SPK** + ** + Your extension number.

To cancel your Park and Page:

1. **SPK** + *47 + 3.
2. **SPK** to hang up when you are done.

Personal Greeting

This feature requires the InMail daughter board for Voice Response System (VRS) prompts.

Use Personal Greeting to forward your calls and automatically play a recorded message to your callers. This lets you add a personal touch to your Call Forwards. For example, you can record, "Hi, this is (your name). I'll be out of the office today. In my absence, Mary Jones can answer all your questions. Please hold on for Mary." Your callers hear this message and then are forwarded to Mary Jones' terminal.

To activate Personal Greeting for your terminal:

1. **SPK** + *4.

OR

FUNCTION (Call Forward to Device).

2. **7** + When you hear, "Start recording at the tone and press the # key when you are done," record your Personal Greeting.

*If you already have Personal Greeting or Park and Page set up, you can dial: 7 to re-record
5 to listen (then # to listen again) 3 to erase (then optionally HOLD to cancel the erase)*

3. **#** + Personal Greeting condition:

2 = Busy or not answered 4 = Immediate 6 = Not answered

3 = Cancel

4. Dial the destination to receive your calls. The destination can be:
 - A co-worker's extension.
 - Your Voice Mailbox (by dialing the Voice Mail master number).
 - Off-premise via Common Abbreviated Dialing (by entering #2 + bin).
 - Greeting without forwarding so caller hears busy (by entering your extension number).
You cannot forward to a Department Group pilot number.
5. Dial Personal Greeting type:
 - 2 = All calls
 - 3 = Outside calls only
6. **SPK** to hang up.
Your DND or Call Forwarding (Device) Programmable Function Key Recalls when Call Forwarding is activated.

To cancel your Personal Greeting:

1. **SPK** + *47 + 3.
2. **SPK** to hang up when you are done.

Programmable Function Keys

Customize your terminal by storing features or outside lines under your Programmable Function Keys. For example, to return a Message Waiting, just press your Message Waiting function key instead of dialing *0.

To program a function key:

1. **SPK + 751 + FUNCTION** you want to program.
2. Select the 2-digit key code from the following chart.

OR

1. **SPK + 752 + FUNCTION** you want to program.
2. Select the 3-digit key code (*xx) from the following chart.

*A key previously programmed with 3 digits (*xx) must first be undefined before it can be programmed with a 2-digit code using the 751 service code.*

With the DESI-Less terminals, the Line/Loop keys can be displayed on one of four display pages. To display the page with the ringing line/loop, use the Scroll key on the DESI-Less touch screen to change pages (however, in most cases, you can simply lift the handset to answer the call). (Refer to the picture on page 170 for the Scroll key location.)

To check a stored function:

1. **CHECK + FUNCTION** you want to check.
The programmed function displays.

To Exit a stored function:

- 1. If programmed with a 2-digit code:
 - SPK + 751 + FUNCTION** you want to Exit.
 - 2. Dial 00.
- OR**
- 1. If programmed with a 3-digit code (*xx): **SPK + 852 + FUNCTION** you want to Exit.
 - 2. Dial 000.

Programmable Function Keys

For this Feature	Use key code	When you are	Or dial
Abbreviated Dialing	27	Dialing a stored Common Abbreviated Dialing number	#2 + bin
	28	Dialing a stored Group Abbreviated Dialing number	#4 + bin
Barge In	34	Barging In on a co-worker's conversation	-
Call Forwarding	16	Forwarding your calls (station)	
Call Forwarding Off-Premise	17	Forwarding your calls (device)	*4
Call Forwarding / Do Not Disturb Override	37	Overriding an extension's Call Forwarding or Do Not Disturb	-
Call Redirect	49 + Dest. Ext.	Redirecting an incoming call	-
Callback / Camp On / Trunk Queuing	35	Leaving a Callback request at a busy extension, Camping On to a busy extension, or Queuing for a busy trunk	2

Programmable Function Keys

For this Feature	Use key code	When you are	Or dial
Caller ID Log History	08	Checking incoming Caller ID history	-
Central Office Calls	*01 + Trunk Number *05 + Type + Group	Pressing a line key to place or answer a trunk call (where trunks can range from 001-200) Pressing a loop key to place or answer a call. Type = 0 (Incoming), 1 (Outgoing) or 2 (Both Ways), Group = 000 (All groups in or ARS out) or 001-100 (Trunk Group)	#9
Conference	07	Setting up a Conference or a Meet Me Conference	#1
Conference, Voice Call	32	Setting up a Voice Call Conference	-
Data Communications	66	Placing a data call	-
Department Step Calling	36	Step Calling through a Department Group for an idle member	#
Group Call Pickup	24 25 26 + Group Number	Answering a call ringing another terminal in your Pickup Group Answering a call ringing a terminal in another Pickup Group, if you don't know the group number Answering a call ringing a terminal in a specific Pickup Group	*# 769 768
Hotline	01 + ext. number + Hold	Placing a call to your Hotline partner	-
Headset Operation	05	Enabling or disabling Headset Operation	-

Programmable Function Keys

For this Feature	Use key code	When you are	Or dial
Hold	44 45	Putting a call on System Hold (if your terminal's Hold key is reassigned) Putting a call on Exclusive Hold	
Meet Me Conference and Meet Me Paging	23	Joining a Meet Me Conference or Page	763
Memo Dial	31	Storing, using or checking a Memo Dial	-
Message Waiting	38	Leaving or answering a Message Waiting	0 or *0
Microphone Cutoff	40	Using Microphone Cutoff	-
Multiple Directory Numbers	*03 + ext. + Hold + Mode # Hold + Mode #	Placing a call or covering your virtual (phantom) extension / Call Coverage (Set modes for immediate and delayed ringing.)	
Night Service	09 + mode	Toggle thru modes = 0 Activating the Day Mode = 1 Activating the Night Mode = 2 Activating the Midnight Mode = 3 Activating the Rest Mode = 4 Activating the Day 2 Mode = 5 Activating the Night 2 Mode = 6 Activating the Midnight 2 Mode = 7 Activating the Rest 2 Mode = 8	718 + 0 718 + 1 718 + 2 718 + 3 718 + 4 718 + 5 718 + 6 718 + 7 718 + 8
Off Hook Signaling	33	Signaling a busy extension	7
Paging, External	19 + zone 20	Making an external zone page Making a Combined All Call page	703 + zone 703 + 0

Programmable Function Keys

For this Feature	Use key code	When you are	Or dial
Paging, Internal	21 + zone 22	Broadcasting to an Internal Paging Zone Broadcasting to an Internal All Call Page	701 + zone 701 + 0 or 00
Park	*04 + orbit (1-9 or 01-64)	Placing a call into or retrieving a call from a Park Orbit	#6 (Park) *6 (Pickup)
Personal Park	*07	Placing a call into a personal Park Orbit	757
Repeat Redial	29	Activating Repeat Redial	DIAL + LND
Reverse Voice Over	47 + dest. ext.	Initiating Reverse Voice Over	-
Room Monitor	39	Activating Room Monitor	-
Save Number Dialed	30	Saving, redialing or checking a saved number	-
Secretary Call (Buzzer)	41 + sec. ext.	Calling your secretary (using the buzzer)	-
Secretary Call Pickup	42 + boss ext.	Activating Secretary Call Pickup	-
Selectable Display Messaging	17 18	Forwarding your calls (device) (message # is determined when set) Forwarding your calls (device) (displaying a pre-determined message)	*4 *4
Serial Call	43	Placing a Serial Call to a co-worker	-
Tandem Ringing	80	Setting Tandem Ringing	-
Transfer	06	Transferring a call (if CONF [TRF] is not set to Transfer)	-
Trunk Group Routing	*05	Accessing a trunk using Trunk Group Routing	-
Trunk Groups	*02 + group	Accessing a Trunk Group (Groups are 1-9, 01-99 or 001-100)	704

Programmable Function Keys

For this Feature	Use key code	When you are	Or dial
Trunk Queuing	35	Camping On or Queuing for a trunk 17	2
VRS Park and Page / Personal Greeting	17	Forwarding your calls (device)	*4
Voice Mail	77 + ext. 78	Calling Voice Mail or leaving a message Using Voice mail Record	*8 or 8
Voice Over	48 48	Initiating to Voice Over Responding to Voice Over	6 -

Repeat Redial

Trying to get in touch with a customer and their terminal is always busy or unanswered? Don't keep redialing it manually - have Repeat Redial do it for you. Repeat Redial will retry your call automatically (up to 255 times) so you can go back to work.

You can also quickly redial your last call using Last Number Redial (page 76) and Save Number Dialed (page 129).

To use Repeat Redial:

1. Place outside call.
Listen for busy or no answer.
FUNCTION (Repeat Redial).
Your Repeat Redial key Recalls while you wait for the SV9100 to redial.
3. **SPK** to hang up.
Your terminal periodically redials the call.
4. Lift Handset or **MIC** when the party you call answers.

To cancel Repeat Redial:

1. Do not lift handset.
FUNCTION (Repeat Redial).

Lifting the handset during a callout cycle will also cancel Repeat Redial.

Reverse Voice Over

While you are busy on a handset call, Reverse Voice Over allows you to make a private Intercom call to an idle co-worker. Just press your Reverse Voice Over function key to call your co-worker. Your initial caller cannot hear your voice, but you can keep talking to your co-worker as long as you hold down your key.

Reverse Voice Over is great, for example, if you're busy on the terminal and you need an associate to get you a file. While your caller is talking:

- Press the Reverse Voice Over key.
- Request the file.
- Return to the call without the caller even knowing you were gone.

If you're not busy on the terminal, your Reverse Voice Over key works the same as a Hotline key. Just press the key to call the assigned co-worker. The Reverse Voice Over key even shows you the status of your co-worker:

When the key is	Your co-worker's terminal is.....
Off	Idle
On Steady	Busy or has a call ringing
Fast Recall	In Do Not Disturb

Ringdown

Call a co-worker or outside party by just lifting the handset on your terminal. The call goes through automatically - there is no need to dial digits or lift the handset. There are two types of Ringdown: Ringdown Extension and External Hotline. With Ringdown Extension, you reach another extension (typically a lobby or service terminal) when you lift the handset. If your terminal has External Hotline, your terminal automatically dials a specified Common Abbreviated Dialing number instead. If you want either of these Ringdown options on your terminal, talk to your Communications Manager.

When a user lifts the handset on a Ringdown Extension, the ringdown occurs after an interval that is set in programming. Try to monitor this operation. If the interval is too long, unauthorized users may have time to call your co-workers or use SV9100 features. (External Hotline always occurs as soon as you lift the handset.)

To use Ringdown:

1. Lift handset.

To bypass Ringdown (for Ringdown Extension only):

1. Do not lift handset.
2. **SPK** + Place Intercom or outside call.
OR
Press **LINE** for outside call + Lift handset.
OR
Lift handset + Place Intercom call before Ringdown goes through.

To answer a call if you are a Ringdown Destination:

1. Speak toward your terminal if the call voice-announces.
OR
Lift handset if call rings.



Room Monitor

Use Room Monitor when you want to listen to the sounds in another work area. For example, Room Monitor could let you listen to the sounds in the warehouse when it's left unattended. You just set up a Room Monitor with a terminal in the warehouse area.

You must activate Room Monitor at your terminal and at the terminal you want to monitor. You can only monitor one terminal at a time. In addition, Room Monitor is for listening only (i.e., you cannot talk to the monitored extension).

To activate Room Monitor (at your own terminal):

1. Do not lift handset or press **SPK**.
2. **FUNCTION** (Room Monitor) + Extension you want to monitor.
The Room Monitor key Recalls.

To activate Room Monitor (at the terminal you want to monitor):

1. Do not lift handset or press **SPK**.
2. **FUNCTION** (Room Monitor) + Your own extension number.
The Room Monitor key Recalls.

To cancel Room Monitor (at both terminals):

1. **FUNCTION** (Room Monitor).
The Room Monitor key goes out.
If the monitored terminal is left active, the feature can be reactivated by the monitoring terminal by simply pressing the Room Monitor key and dialing the extension number.

Save Number Dialed

While on an outside call, you can save the number you just dialed and easily dial it later. This lets you quickly redial a busy or unanswered number without manually dialing any digits. The SV9100 remembers your saved number until you save a new one in its place.

You can also quickly redial your last call using Last Number Redial (page 76) and Repeat Redial (page 124).

To save the outside number you just dialed:

*Use the following procedure before hanging up. 1. **FUNCTION** (Save Number Dialed).
The number you save can be up to 24 digits long, using 0-9, # and *.*

To redial a Saved Number:

1. **LINE + FUNCTION** (Save Number Dialed).
This selects a specific line for the call. The stored number dials out.

Save Number Dialed

To see the number you saved:

1. **FUNCTION** (Save Number Dialed).

- Lift the handset
- Press an idle line key
- Press an idle CALL key
- Press SPK

2. **EXIT.**

To Exit your saved number:

1. **SPK** + **785** + **SPK** to hang up.

The stored number displays for six seconds. The stored number dials out if you:

Secretary Call

Secretary Call Buzzer lets you alert a co-worker without disturbing their work. They can then call you on the Intercom when it's convenient. To use this feature, both you and your co-worker must have Secretary Call Buzzer keys. When you press your buzzer key, your co-worker terminal rings and their buzzer key starts to Recall. Your own buzzer key lights. The buzzer keys continue to indicate until you or your co-worker cancels the feature.

You might want to use this feature, for example, if you need to talk to an associate who is having a meeting in their office. After being alerted, your associate can call you back when they're available.

You can have Secretary Call Buzzer keys for many extensions.

To buzz your secretary or boss:

1. Do not lift the handset.
2. **FUNCTION** (Secretary Call Buzzer).
Your boss or secretary hears ringing. Your buzzer key lights steadily. Your boss or secretary's buzzer key Recalls fast.
3. Press the buzzer key to stop the ringing.

To check to see who left you a Secretary Call:

1. Do not lift the handset.
2. **Help** + **FUNCTION** (Secretary Call Buzzer).
3. **EXIT**.

Secretary Call

To answer your Secretary Call indication:

1. Place an Intercom call to the extension that called you.

To cancel a Secretary Call you left at another extension:

1. Press lit **FUNCTION** (Secretary Call Buzzer).
Both the boss and secretary buzzer keys go out.

To cancel a Secretary Call left at your extension:

1. Do not lift your handset.
2. Press Recalling **FUNCTION** (Secretary Call Buzzer).
Both the boss and secretary buzzer keys go out.

Secretary Call Pickup

Press your Secretary Call Pickup key to have calls intended for a co-worker go to you instead. This gives you a simplified type of Call Forwarding for an associate with whom you work closely. For example, if you and a co-worker handle all your company's service calls, Secretary Call Pickup lets you easily answer your co-worker's calls if they leave their desk.

You can have Secretary Call Pickup keys for many extensions.

To activate Secretary Call Pickup:

1. **FUNCTION** (Secretary Call Pickup).
You hear a beep and your key lights.

To cancel Secretary Call Pickup:

1. Press lit **FUNCTION** (Secretary Call Pickup).
You hear a beep and your key goes out.

To check the Secretary Call key assignment:

1. **CHECK** + **FUNCTION** (Secretary Call Pickup).
2. **EXIT**.

Secure Set Relocation

Need to swap your terminal's programming with another terminal? Using Secure Set Relocation, you can swap most of your terminal's programming. However, user-defined programming, such as Call Forward set up, Selectable Display Messaging, etc.) will not be swapped. In addition, the following items are Exited: Camp On, Last Number Redial, Saved Number Exit, Incoming History, and Common Cancelling of Service Codes. This feature will not work for virtual extensions.

To swap your extension data using Secure Set Relocation:

The extensions to be swapped must be idle while the swap is performed, or an "Invalid" error message will be received.

1. From one of the terminals which is to be swapped, dial the Extension Data Swap service code.
Ask your Communications Manager for this code.
If a warning tone or error message is heard, the password for this feature is not set - check with your Communications Manager.
2. Dial the 4 digit password.
If an incorrect password is entered, a warning tone is heard.
3. Dial the extension number which is to be swapped.
A confirmation tone is heard if the swap is completed. If it is not possible to swap the extension data, a warning tone is heard.

Selectable Display Messages

Selectable Display Messages

Activate a Selectable Display Message when you leave your desk. A co-worker calling your extension will see the message you activated on their terminal's display and may hear a DND signal (depending on programming). For example, when you leave for lunch, activate the "OUT FOR LUNCH BACK AT" message and enter the time when you will return. Your callers will know where you have gone and when you will be back.

The chart below shows the standard Selectable Display Messages. You'll notice that you can add additional information to messages 1-8 and 10. Your callers will appreciate this information since they will know where to call you or when you will return.

No.	Message	Appended with...
1	IN MEETING UNTIL	Time (when meeting done)
2	MEETING ROOM	8 characters
3	COME BACK xx:xx	Time (when returning)
4	PLEASE CALL	11 digits (telephone number)
5	BUSY CALL AFTER	Time (when returning)
6	OUT FOR LUNCH BACK AT	Time (when returning)
7	BUSINESS TRIP BACK	Date (when returning)
8	BUSINESS TRIP	10 digits (where reached)
9	GONE FOR THE DAY	
10	ON VACATION UNTIL	Date (when returning)
11-20	MESSAGE 11-20	

Selectable Display Messages

To select a message:

1. **SPK** + *4.
OR
FUNCTION (Call Forward to Device).
2. **3** + Message number (01-20).
*Use **VOL DOWN** and **VOL UP** to scroll through the messages.*
3. (Optional for messages 1-8 and 10) Dial the digits you want to append to the message.
You can append messages 1-8 and 10 with digits (e.g., the time when you will be back). You enter the time in 24-hour format, but it displays in 12-hour format.
4. **SPK** to select message and hang up (if you dialed *4 in step 1).
Depending on SV9100 programming, DND may be activated with this feature. You can allow calls to ring thru (displaying the message to ICM callers) by cancelling DND (press DND + 0).

To cancel a message:

1. **SPK** + *4.
OR
FUNCTION (Call Forward to Device).
2. **3**.
3. **SPK** to hang up (if you dialed *4 in step 1).

Selectable Ring Tones

If you work in an area where your extension is close to others, you may want to customize the way calls ring your terminal. This will help you differentiate calls to your extension from calls to other extensions.

To change your extension's incoming ring tones:

1. **SPK + 720.**
2. **1** to set Intercom ring or **2** to set outside line ring.
3. Dial code for the ring pattern you want (tones 1-8).
4. **SPK** to hang up.

Transferred calls use the Intercom ring tone you select.

To listen to incoming ring choices:

1. **SPK + 711.**
2. **1** to listen to Intercom ring or **2** to listen to outside line ring.
3. Dial code for the ring pattern you want to hear (tones 1-8).
4. **SPK** to hang up.

For outside line ring, enter the tone you want to listen.

Serial Call **Serial Call**

Do you have a caller that wants to talk to a co-worker, but needs to consult with you when they are done? If so, use Serial Call. When you Transfer a call with Serial Call, it automatically returns to you as soon as the conversation with the Transfer destination ends. Assume for a moment that you are a Customer Service Representative talking to a customer that needs technical help. Since you want to be sure that the problem is solved, you need to talk to the customer when they are done with Tech Service. With Serial Call, you can send the call to your technical department and be assured that it will come back to you when they are through.

For other Transfer options, refer to the Transfer feature on page 144.

To place a Serial Call:

1. Place or answer outside call.
2. **HOLD** + Co-worker's extension number. *Your co-worker must lift the handset to respond to your announcement.*
3. **FUNCTION** (Serial Call) but do not hang up. *When your co-worker hangs up the call, it returns as a live Transfer back to you.*

Tandem Ringing

Tandem Ringing allows a keyset user to have two terminals with one telephone number. For example, extension 305 (the main terminal) sets Tandem Ringing with extension 306. When extension 305 receives an incoming call, both extension 305 and 306 ring. Callers dial the main extension number (extension 305 in this example). When either the main terminal or paired terminal is in use, the other terminal cannot be used for outgoing calls - incoming calls, however, will ring the available terminal. The paired terminal can only be a single line terminal.

To set up Tandem Ringing:

1. **SPK** on the main terminal.
2. **FUNCTION** (Tandem Ringing) + 1 + extension number of the paired extension. *A confirmation tone is heard.*
3. **SPK** to hang up.

To cancel Tandem Ringing:

1. **SPK** on the main terminal.
2. **FUNCTION** (Tandem Ringing) + 0.

Tandem Trunking

Tandem Trunking lets you set up a Conference with two or more outside callers and then drop out of the call - leaving the callers talking in an Unsupervised Conference. Once you drop out you are not part of the conversation. The Unsupervised Conference continues until either outside caller hangs up. Optionally, you can rejoin the Conference and end it whenever you choose.

If you are a dispatcher for outside service people, for example, you can use Tandem Trunking to put two of your service people in touch:

- Answer a call from one service person.
- Place a call to the second service person.
- Set up the line-to-line Conference.
- Drop out of the call.

There are two methods for setting up Tandem Trunking. Your Communications Manager can tell you which method is available to you.

Method A

To make a line-to-line Conference:

1. Set up first outside call.
This can be a call you placed or answered.
2. Press **CONF** .
3. Set up second outside call.
4. Press **CONF** twice.
You now have a Conference between you and the two outside parties. Repeat steps 2-4 to add more lines.

5. **FUNCTION** (Transfer).

OR

HOLD + #8.

You drop out of the call and leave the outside callers talking to each other.

The line keys for the calls blink (green) as long as the Unsupervised Conference continues.

If one of your outside callers hangs up, the Conference call ends.

Split (separate) the Conference calls by pressing HOLD + 894.

To return to the tandem call:

1. Recalling **LINE**.

You must have a line key to be able to rejoin the Conference. Press Transfer key or HOLD + #8 to reinstate the Conference. If one of the callers hangs up, you continue talking to the remaining caller.

To end the line-to-line Conference:

1. Press Recalling **LINE** to return to the Conference.
2. **SPK** to hang up.

Tandem Trunking **Method B (Requires a FUNCTION [Transfer] key)**

To make a line-to-line Conference:

1. Set up first outside call.
This can be a call you placed or answered.
2. Press **HOLD**.
3. Set up second outside call.
4. Press **FUNCTION** (Transfer).
You drop out of the call and leave the outside callers talking to each other. The line keys light steadily for both outside parties.

To end the line-to-line Conference:

1. Press **LINE + *3**.
This immediately disconnects the Conference.

Time

You see the Time and Date on your terminal's display when it is idle. If you notice that the Time is incorrect, you may be able to change it (the date must be changed in SV9100 programming). Use some caution, however, since the Time affects how your SV9100 routes calls and handles other features.

To set the Time:

1. **SPK + 728.**
2. Dial two digits for the hour (24 hour).
For example, 13=1:00 PM.
3. Dial two digits for the minutes (00-59).
You hear confirmation beeps.
4. **SPK** to hang up.

Transfer

Transfer

Transfer lets you quickly send the call you are on to a co-worker. You can Transfer both Intercom and outside calls. You can use the following types of Transfer:

- **Screened Transfer** - Announce the call to your co-worker before hanging up. Use Screened Transfer when you're not sure your co-worker is in, or you think they might not want the call.
- **Unscreened Transfer** - Transfer the call and hang up without announcing it. This is the quickest way to Transfer. Don't worry, the call will ring back to you if your co-worker doesn't pick it up.
- **Extension (Department Group) Transfer** - Send the call to a Department Group instead of a coworker's extension. Any idle extension within the group will get the call.
- **Transfer Without Holding** - A co-worker presses a busy line key and waits for you to be done with the caller. They automatically get the call when you hang up. This is a fast way to Transfer if you share an office and you know who's on the line.
- **Meet Me Paging Transfer** - Transfer a call to a Page zone rather than a co-worker's extension or Department Group. Use Meet Me Paging Transfer when you're not sure of your co-worker's location.

If you want your transferred call to automatically come back to you when your co-worker hangs up, use Serial Call (page 138).

Transferring Outside Calls To Transfer a call to a co-worker's extension:

1. **HOLD.**

You hear Transfer dial tone.

2. Dial co-worker's extension number.

If the extension is busy or doesn't answer, you can dial another extension number or press the Recalling line key to return to the call. In addition, you may be able to hang up and have the call Camp-On.

3. Announce call and hang up.

If you don't have Automatic On Hook Transfer, you must press your Transfer Programmable Function Key to Transfer the call. If your co-worker doesn't want the call, press the Recalling line key to return to the call. If you don't want to screen the call, hang up without making an announcement.

To answer a call transferred to your extension:

1. Lift handset or **SPK** when a co-worker announces the call.

Transferring Without Holding To Transfer Without Holding:

1. Lift Handset (or **SPK**) + Busy **LINE**.

When original caller hangs up, you connect.

Transferring Intercom Calls To Transfer your Intercom Call:

1. **HOLD** + Extension to receive your call.

If the extension is busy or doesn't answer, you can dial another extension number or press the Recalling CALL key to return to the call. In addition, you may be able to hang up and have the call Camp-On.

2. Announce call and hang up.

*If your co-worker doesn't want the call, press the Recalling CALL key to return to it. **With Automatic On Hook Transfer***

*The call is transferred when you hang up. **Without Automatic On Hook Transfer***

You must press your Transfer Key to Transfer the call.

To Transfer the call unscreened, press your Transfer key and hang up without making an announcement.

Transfer

Meet Me External Paging Transfer To make a Meet Me External Paging Transfer:

1. **HOLD.**
2. **703** + External Paging code (1-8 or 0 for All Call).
OR
FUNCTION (External Paging Zone).
OR
Combined Paging Zone code (M. + 0-8).
3. Announce Call.
4. When Paged party answers, Hang Up to Transfer call to them.

To join a Meet Me External Paging Transfer:

1. **SPK** + **765** + Announced External Paging code (1-8 or 0 for All Call).
You connect to the Paging party.
2. Stay on the line.
After the paging party hangs up, you connect to the transferred call.

Meet Me Internal Paging Transfer

To make a Meet Me Internal Paging Transfer:

1. **HOLD**.
2. **701** + Internal Paging code (0-9 or 00-64).
OR
FUNCTION (Internal Paging Zone).
OR
Combined Paging Zone code (M. + 0-8).
3. Announce Call.
4. When Paged party answers, Hang Up to Transfer call to them.

To join a Meet Me Internal Paging Transfer:

1. **SPK** + **763** (if your extension is in the zone called).
OR
SPK + **764** + Zone number (0-9 or 00-64) (if your extension is not in the zone called).
OR
SPK + **FUNCTION** (Internal Paging Zone Answer) (if your extension is in the zone called).
2. Stay on the line.
After the Paging party hangs up, you connect to the transferred call.

Trunk Queuing and Camp On

When you try to place an outside call and hear busy tone from your own communications server, you don't have to hang up and try again later. Use Trunk Queuing to leave a request for the busy line to call you when it's free. Just answer when Trunk Queuing rings you back and dial your call again. If you prefer, use Trunk Camp On to wait for the busy line without hanging up. With Trunk Camp On, you'll be able to use the line the moment it's available.

To queue for a busy line:

1. Try to access outside line.
Listen for busy tone.
2. **2** or **FUNCTION** (Trunk Queuing).
3. Hang up to leave a Trunk Queuing request.

OR

Wait without hanging up for the line to become free.

To answer when Trunk Queuing calls you back:

1. Lift handset or **SPK**.

To cancel a Trunk Queuing request:

1. **SPK** + **770** + **SPK** to hang up.

Voice Mail

This feature requires an optional Voice Mail system/blade. Tired and frustrated by missed calls, inaccurately written messages and terminal tag? End these hassles with Integrated Voice Mail. Ask your Communications Manager if you have this type of Voice Mail system installed. Integrated Voice Mail enhances your terminal by giving you:

- **Call Forwarding to Voice Mail** - To have your incoming calls automatically go to your mailbox, forward your calls to Voice Mail. Your callers can leave a message instead of calling back later. You can have forwarding for all calls immediately, for unanswered calls, or for both unanswered calls and when your extension is busy. You can even have your terminal emulate an answering machine (called Personal Answering Machine Emulation).
- **Leaving a Message** - When you call a co-worker and their terminal is unanswered, busy or in Do Not Disturb, you can easily leave a message in their mailbox. You don't have to call back later.
- **Transferring to Voice Mail** - Transfer a call to your own or a co-worker's mailbox. After the Transfer goes through, your caller can leave a message in the mailbox.
- **Conversation Record** - Transfer a call to your own or a co-worker's mailbox. After the Transfer goes through, your caller can leave a message in the mailbox.

Review these basic features before using your mailbox for the first time. To record a greeting for your mailbox:

(Callers hear your greeting before leaving you a message.)

1. **FUNCTION** (Voice Mail) or push **VMsg**.
2. **Greet** + **Gr1**, **Gr2** or **Gr3** to select which of the three available greetings you want to be active.
3. Do one of the following:
 - Push **Lstn** to listen to your greeting (if recorded). Push **Rec** to record a new greeting.
 - Push **Erase** to delete your greeting (and use the built-in prerecorded greeting). Push **Back** to exit without changing your greeting.

To record a name for your mailbox:

(Callers may hear your recorded name before leaving you a message.)

1. **FUNCTION** (Voice Mail) or push **VMsg** + **More>** + **Name**.
2. Do one of the following:
*Push **Lstn** to listen to your name (if recorded). Push **Rec** to record a new name.*
*Push **Erase** to erase your name (and use your extension number instead). Push **Back** to exit without changing your name.*

To enter a security code for your mailbox:

(A security code prevents unauthorized access to your mailbox.)

3. **FUNCTION** (Voice Mail) or push **VMsg** + **More>** + **Optns** + **Sec**.
4. Do one of the following:
*Enter a new security and push **OK**. Push **Erase** to erase your security code. Push **Back** to exit without changing your security code.*

After listening to a message, to have voice mail announce the message sender, as well as the time and date the message was sent to you:

1. **FUNCTION** (Voice Mail) or push **VMsg** + **More>** + **Optns** + **ATime**.
2. Do one of the following:
*Push **On** to turn Auto Time Stamp on. Push **Off** to turn Auto Time Stamp off. Push **Back** to exit without changing the current setting.*

To be notified (called) at your pager, cell phone, or home office when you have new messages:

For InMail Only:

1. **FUNCTION** (Voice Mail) or push **VMsg**.

2. Push **More** + **Optns** + **Notif**.

3. Do one of the following:

*Push **On** to turn notification on. Push **Off** to turn notification off. Push **Chnge** to change your notification settings. Push **Back** to exit without changing the current setting. (The following steps apply if you have turned notification on for the first time or have pushed **Chnge**.)*

4. Dial the notification start hour. The entry is 2 digits (01-12) + A (2) for AM or P (7) for PM.

5. Dial the notification stop hour. The entry is 2 digits (01-12) + A (2) for AM or P (7) for PM.

6. Select the notification type:

*Push **Number** to have voice mail notify you at your cell phone or home office. Push **Pager** to have voice mail notify you on your digital pager.*

7. Dial your pager, cell phone, or home office number + #.

For help with the number you should dial, see your System Administrator.

8. When you have a new message, voice mail will do one of the following:

For a pager, call your pager and display digits that let you know you have a new message. For a cell phone or home office, call the number and announce the message when you answer.

To play a recorded help message while you are handling your messages:

1. 0.

This option is not always available.

Voice Mail

Calling Your Mailbox To call your mailbox:

1. **FUNCTION** (Voice Mail).
OR
SPK + *8.
OR
Press **VMsg**
2. (Optional) After answer, dial security code.
Ask your Communications Manager for your security code.
If you have a fixed MW key, press the MW key to display the number of voice mail messages.

To log into your mailbox from a co-worker's terminal:

1. Press **SPK** + the voice mail master number (normally 100).
2. Dial your own extension number.
If you share a Group Mailbox with co-workers, pressing the Voice Mail key on your terminal or their terminal logs you into the same shared mailbox.

From outside, to log onto your mailbox after calling your company's Automated Attendant:

1. Press # (for remote logon) + Dial your own extension number.
*From outside, to log onto your mailbox if you have a direct line to your terminal:
(This requires custom programming and your terminal must be forwarded to voice mail.)*
2. When voice mail picks up, wait for your greeting to start.
3. Press # to stop the greeting.
4. Press # and your own extension number.

From outside, to leave a message for a co-worker after calling your company's Automated Attendant:

1. Press * (for quick message).
2. Dial your co-worker's extension number.

To listen to your messages:

1. **FUNCTION** (Voice Mail), push **VMsg** or **SPK** + *8.
2. Push **L** or **5 (Listen)**.
3. While listening to your message, you can do one of the following:
 - Push **Reply** to record a reply for the message sender. Push **Forwd** to forward the message to a co-worker. Push **Call** to make a return call to the message sender. Push **CID** to hear the time and date the message was sent.
 - Dial **SA** (72) to save the message in your mailbox, or push **Erase** to erase the message.
 - Push **Next** to listen to the next message.
 - Push **Ret** to repeat the message from the beginning.
 - Push **Pause** to pause and **Resume** to resume listening.
 - Push **Exit** to exit the message listen mode.
 - Push **More>** + **List** + **New, Saved**, or **AH** to listen to new, saved, or all messages.
 - Push **More>** + **Rew** to back the message up a few seconds, or **FFwd** to go ahead a few seconds.

Voice Mail

When you log onto your mailbox, you get your mailbox main menu of options. To record and send a message to a co-worker:

1. **FUNCTION** (Voice Mail) or push **VMsg** + Push **Rec**.
2. Listen to the voice prompt, wait for the beep and start recording.
*Push **Done** when you are done recording your message. Push **Pause** and **Resume** to pause and resume your recording. Push **Cncl** to cancel your recording without sending it.*
3. Enter the message recipient's mailbox number + do one of the following:
Follow the voice prompts for additional options..
4. Enter another mailbox number of dial # to send the message.
5. **Exit** when you are done.

Leaving a Message

To leave a message in the mailbox of an unanswered extension:

The extension you call can be busy, in DND or unanswered. 1. **FUNCTION** (Voice Mail).

OR

8.

The Voice Mail system will prompt you to leave a message.

Forwarding Calls to Your Mailbox To activate or cancel Call Forwarding:

1. **Press Soft Key PROG + Cfw**

OR

FUNCTION (Call Forward to Station).

2. Dial Call Forwarding condition: (use soft keys)
All, Both, Busy, N/A (Not Answered), B/NA (busy/not answered). Follow me
3. Dial Voice Mail master number or press Voice Mail key.
4. **SPK** to hang up.
Your DND or Call Forwarding Programmable Function Key Recalls when Call Forwarding is activated.

Voice Mail

Transferring Calls to a Mailbox

To Transfer your active call to a mailbox:

1. **HOLD.**
2. **FUNCTION** (Voice Mail).
OR
Dial Voice Mail master number.
3. Number of mailbox to receive Transfer.
This number can be your mailbox number or a co-worker's mailbox number.
4. **SPK** to hang up.

Recording Your Call

To record your active call in your mailbox:

1. **FUNCTION** (Conversation Record).
You hear two beeps and your Record key Recalls. The beeps periodically remind you that you are recording.

Voice Mail

Voice Mail Administrator Options

The following voice mail administration features are available only at the System Administrator's extension (normally 301). See the *Voice Mail Feature Handbook* for more on each of the **bold** features.

To use the System Administrator options:

1. At extension 101, **FUNCTION** (Voice Mail) or push **VMsg**.
 2. Push **More>** + **Admin**.
 3. For the System Administrator recording and routing options, do one of the following:
 - To record a **InMail Welcome Message** (initial Automated Attendant greeting), dial **W** (9) + mailbox for the greeting (e.g., 811 - 814) + **Lstn** to listen, **Rec** to record, or **Erase** to erase.
 - To record an **Instruction Menu** message (Automated Attendant greeting and dialing options), push **Instr** + mailbox for the greeting (e.g., 001 - 008 in InMail or 811 - 814 in InMail) + **Lstn** to listen, **Rec** to record, or **Erase** to erase.
 - To record an **Announcement Message**, push **Annc** + mailbox for the message (e.g., 009 - 032 in InMail or 800 - 809 in InMail) + **Lstn** to listen, **Rec** to record, or **Erase** to erase.
 - To activate **Answer Schedule Override** (alternate Automated Attendant answering), Push **More>** + **Sched** + Answer Table Number (e.g., 1) + Override Mailbox number (e.g., 001 - 008 in InMail or 811 - 814 in InMail) + **On** or **Off** (to turn the feature on or off) or **Mbox** (to change the override mailbox). **OR**
- For the System Administrator mailbox maintenance options, do one of the following: Push **Subs** + extension whose mailbox you want to maintain (e.g., 301). To **Erase All Messages** in the mailbox, push **Msgs**. To erase the mailbox **Greeting**, push **Greet**. To erase the **Mailbox Name**, dial **EN** (36).
- To record a new **Mailbox Name**, push **RcNam** + **Lstn** to listen, **Rec** to record, or **Erase** to erase. To use **Mailbox Security Code Delete** to delete the mailbox Security Code, push **More>** + **Sec**.

Voice Over

If you need to get through to a co-worker busy on another call, press your Voice Over key. After the Voice Over alert tone ends you can talk to your busy associate. They can respond to you without their initial caller hearing. Your co-worker can even switch back and forth between you and their initial call. Your Voice Over key shows the feature's status:

When the key is...	You are...
Off	Not using Voice Over
Recalling (red)	Listening to the interrupting party
On (green)	Responding to the interrupting party

For other ways to get through to a busy co-worker, see Call Waiting (page 23), Callback (page 24), Off Hook Signaling (page 94), Message Waiting (page 84) and Voice Mail (page 149).

Bleed over (the outside caller hears the Voice Over) can occur with the handset, speakerphone, or headset.

To initiate a Voice Over to a busy co-worker:

You can only leave a Voice Over if you hear two Off Hook Signaling tones or ring-busy.

1. **FUNCTION** (Voice Over) or **6**.

You hear the Voice Over alert tone and your Voice Over Key Recalls. You can talk to your co-worker after the alert tone ends.

Voice Over

To answer a Voice Over you receive:

1. Press and hold Recalling **FUNCTION** (Voice Over).

The Voice Over key lights (green) and then you can talk to the interrupting party. Note that you cannot respond by dialing the Voice Over feature code (6).

To return to your initial call:

1. Release **FUNCTION** (Voice Over).

You can press your Voice Over key repeatedly to switch between your initial call and the interrupting party.

Voice Prompting Messages

This feature requires the InMail daughter board for Voice Response System (VRS) prompts.

The voice prompts tell you about your SV9100, your extension and the status of your call. The table below lists the most common voice prompts you may hear. Ask your Communications Manager if you need explanation of any other prompts.

Voice Prompting Messages		
Transferred Call (If you have a line key for it)	Two quick ring - repeated	LINE Recalling slowly (green)
Transferred Call (If you don't have a line key for it)	Two quick ring - repeated	SPK Recalling fast
¹ These calls initially ring only at your terminal.	This message will play when...	
Message		
This is extension	You dial 6 for your extension number.	
The time is	You dial 8 for the time and date.	
...is busy, for callback dial...	You call a busy extension.	
All lines are busy, for callback dial	You try to place an outside call when all lines are busy.	
Please do not disturb	You call a co-worker that has enabled Do Not Disturb.	
The lowest cost line is busy, please wait for the next one	ARS tries to reroute your call and the least costly route is busy.	
The number you have dialed is not in service	You dial a Service Code that Class of Service prevents.	
You have a message	A co-worker has left you a Message Waiting.	

Voice Prompting Messages

Your call cannot go through, please call the operator	Toll Restriction has denied your call.
Your calls have been forwarded	You have enabled Call Forwarding.
Vacant number	You dial an extension that does not exist.
Is unavailable	An outside caller dials an extension through the Automated Attendant and the extension is busy.
Please start recording	You dial the code to record a VRS message or Personal Greeting.
Recording finished	You are recording a VRS message or Personal Greeting and have exceeded the maximum allowed recording length or have pressed # to end recording.
Audio file is full	There is no more space available in the VRS for storing messages.
To listen dial To erase dial To re-record dial	You are trying to record a VRS message or Personal Greeting and the recording already exists.

Voice Prompting Messages **To check the system time and**

date from your extension:

1. Do not lift the handset or press **SPK**.
2. **8** (for Time).

To check your extension number:

1. Do not lift the handset or press **SPK**.
2. **6** (for Number).

Voice Response System (VRS)

Voice Response System (VRS)

This feature requires the InMail daughter board for Voice Response System (VRS) prompts.

You can record the Voice Response System (VRS) messages your SV9100 uses for Automated Attendant greetings (page 13) and the General Message (page 64). If the SV9100 has incoming 900 service, you can also record the message that plays to those callers before automatic billing occurs. You can record up to 48 messages.

To record, listen to or erase a VRS Message:

1. **SPK + 616.**
2. To record, dial **7**.
OR
To listen, dial **5**.
OR
To erase, dial **3**.
3. Dial the VRS message number (001-100) you want to record, listen to or erase.
If recording, begin when you hear the announcement, "Start recording at the tone and press the # key when you are done." When done, press # to end recording.
When listening to a message, press # to hear the message again.
If erasing, you can cancel erasing by pressing HOLD before hanging up.
4. **SPK** to hang up.

Volume Control

You can control the volume of incoming ringing, splash tone, Paging, Background Music, Handsfree and your handset. Keysets consolidate all adjustments into the volume buttons. Pressing the volume buttons when the terminal is idle will adjust the contrast level of the terminal's display. Set the specific feature volume for its most comfortable level.

To adjust the volume of incoming ringing and splash tone:

1. Press the **VOL DOWN** or **VOL UP** keys using the round disk in the lower right of the phone.

To adjust volume for incoming Paging, BGM, Handsfree and the handset:

1. **VOL DOWN** or **VOL UP** keys using the round disk in the lower right of the phone.

You must press these keys while on a call.

Note: The volume must be set while the feature is in use (for example, on an idle terminal with no BGM, pressing either volume key adjusts the LCD display). You can, however, press the CALL key + 829 + VOL UP or VOL DOWN to adjust ringing at an idle terminal.

Volume Control

For Your Notes

Charts and Illustrations

Your SV9100's Dialing Plan

Due to the flexibility built into the SV9100, your dialing codes or feature capacities may differ from those in this guide. Check with your Communications manager and note differences in the Revised Codes column on the following pages.

	Number Plan/ Capacities	Your Revised Codes
Abbreviated Dialing • Abbreviated Dialing Groups • Common Abbreviated Dialing Bins • Abbreviated Dialing Bins	0000-1999	
Account Codes: Verifiable Account Code Table	2000	
Call Pickup Group Numbers	1-9 or 1-64	
Conference Circuits	64 - maximum (32 Parties Per Conference)	
Department (Extension) Group Numbers	1-64	
Department (Extension) Group Number Range	101-199	
Door Box Numbers	1-8	
Extension Port Numbers	1-256	

Charts and Illustrations

	Number Plan/ Capacities	Your Revised Codes
Extension Number Range	101-199	
Operator Access Number	0	
Paging: • Internal Page Group Numbers • External Page Group Numbers	0, 1-9 or 00, 01-64 0, 1-8	
Park Orbits	1-64	
Trunk Port Number	1-200	
Trunk Group Numbers	1-100	
Virtual Extension Port Numbers	001-256	
Virtual Extension Number Range	Undefined	

Notes

Notes

NEC

NEC Unified Solutions, Inc.

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Important Telephone Numbers

Midwest Communications: 800-284-4958

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NEC

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(See inside back cover for contact information.)



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