

## NEC SV9100 – Quick Reference Guide

**To make an external call-** Lift the handset or press speaker, dial a “9” to access an outside line.

**To make an internal call-** Lift handset or press speaker, dial the extension number. If you have the extension number pre- programmed on your phone simply press the button.

**Transferring Calls-** With the caller on line press the transfer button or Hold button and dial the extension number. (If you have a Hotline key (lighted key) programmed for the extension you may just press that key to transfer your call.) You can remain on the line and announce the call or simply hang up. If programmed for voicemail, all transferred calls will roll to voicemail at approx. 4 rings if the employee is not at the desk.

**Quick Transfer to Voicemail-** This feature allows you to transfer a call directly to a Voicemail box “**without**” ringing the phone. With the caller on line press the transfer button, dial the extension number plus an 8, hang up immediately. You may also use the pre programmed Hotline key plus 8 or use the VMsg (soft key) key at the top of the phone.

**Park-** This feature will allow you to place a call on hold and pick it up from any phone. With the caller on line press the Park button. The button will be lit green on your phone and red on any other phone then you may intercom, page, etc. to find the person to announce the call on Park.

**Transferring a Call Off premises-** With the caller on line (do not press hold) press the Transfer button dial a 9+ the telephone number. Wait to hear one ring then hang up or remain on the line to announce the call. The call will be connected when you hang up.

**Redial-** With the handset on hook – press the Redial key followed by the # (pound) sign.

**Page-** Lift the handset and dial 7011

**Do Not Disturb (DND) -** With your handset on hook press the Do Not Disturb button, dial 3 on the key pad. Your Do Not Disturb button will light up to show you the feature is active. To cancel leave the phone on the hook, press the Do Not Disturb button and dial 0 on the key pad.

### Conference Calls:

- Establish your first call
- The display screen will say *Conf*- press the soft key under the word *Conf*
- Press an available line or (dial 9) and call the second party - they must answer to



## NEC SV9100 – Quick Reference Guide

continue

- The display screen will say *Add*- press the soft key under the word *Add*.
- To bring the 2 parties together press the soft key under the word *Begin*

**Call Forward no answer to VM** - This feature allows you to forward your personal line/internal extension to another extension, outside line or your voicemail box. Leave your handset on the hook, press the down arrow soft key, press the PROG soft key, press C fwd soft key, press down arrow, press N/A, press SET press 100, press SPK. You are now call forwarded to VM.

### **The destination numbers are as follows**

1. To send calls to your voicemail box dial 100 (normally)
2. To send calls to your cell phone dial a 9+ your cell number
3. To send calls to another extension dial the extension number

***Press speaker to complete the forward process***

### **Changing the name on your display screen:**

With the handset on hook press speaker and dial 700. Dial your extension number and use the keypad to enter your name, just like a cell phone- You can space by using the # (pound) key. Once the name is entered press hold to save and speaker to complete.

### **Adjusting the ring volume:**

Press speaker and dial 729- use the volume arrows on the phone to adjust the ring. Press speaker to complete and save.

### **Changing your ring tone:**

Press speaker and dial 720, then press 2. You will use the keypad to change the ring one- Press 1-8 to hear the different tones. When you find the tone you like press speaker to complete and save.

**Headset-** Once your headset is plugged in all you have to do is press the headset button, dial a 9 plus the number you are calling or simply dial a three digit extension number. To disconnect the call press the headset button. If your phone rings, press the Headset button to answer the call.

**MIC-**This key should be lit (red) at all times. This allows you to make calls using your speaker phone and internal hands free calls. If the MIC button is not lit the client will not hear you.

## NEC SV8100 System Feature Codes



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## NEC SV9100 – Quick Reference Guide

**Call pick up (all):** \*, #  
**Call forward all:** 741, 1, dial destination, speaker  
**Call forward all cancel:** 741, 0, speaker  
**Call forward busy:** 742, 1, dial destination, speaker  
**Call forward busy cancel:** 742, 0, speaker  
**Call forward no answer:** 743, 1, dial destination, speaker  
**Call forward no answer cancel:** 743, 0, speaker  
**Call forward busy no answer:** 744, 1, dial destination, speaker  
**Call forward busy no answer cancel:** 744, 0, speaker  
**Call forward all (virtual):** 790, 1, dial virtual, dial destination, speaker  
**Call forward all cancel (virtual):** 790, 0, dial virtual, speaker  
**Do Not Disturb:** 747  
**Call Park:** #, 6  
**Call Retrieve:** \*, 6  
**Set Time:** 728  
**Background Music:** 725  
**Manual Day/Night:** 718  
**Page:** 7011  
**Call pick up direct:** \*,\* + extension  
**Call pick up all:** \* #  
**External/Internal Page:** \*1  
**Ring volume:** 729  
**Display name:** 700  
**Ring tones:** 720  
**E911 Alarm shutoff:** 786 - press the exit button to clear the data on the screen  
**Set Relocation:** Speaker #,\* 84 - Pass code is 0000, enter location - press speaker  
**Message light cancel:** 773  
**Language Select:** 678:01  
**Voice/Tone:** 723 (change back 721)

