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COMMUNICATIONS

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**NEC SV8100
Telephone & Voice Mail
Quick Reference Guide**

For more training information visit:
www.necchannelmarketing.com/necphoneguide

Answer A Call

- **Internal Call:** When your telephone rings, Lift handset or press **Speaker Key** to answer call.

- **Outside Call:** When your telephone rings, Lift handset or press **Speaker Key** to answer call. Your Call Key or Line Key you are on will be lit green.

*Note: If **MIC** key is not lit the caller will not be able to hear you on a Speaker call.*

Place A Call

- **Internal Extension:** Lift handset or Press **Speaker Key**, Dial Ext. Number or Press the pre-programmed button on your telephone of the person you're trying to call.

- **Outside Call:** Lift handset, Dial **9** or Press available **Line Key** if programmed, Dial telephone number.

Call Hold

- **Place a Call on Hold:** While on an outside call, Press **HOLD Key**, Your **Call 1** or **Call 2** Key you are using will flash Green on your phone only. If your system is programmed with Line Keys, the line you are using will flash Green on your telephone and Red on all others.

- **Pick-Up a Call on Hold:** Press the flashing Line Key from any phone or Press the Flashing Call 1 or Call 2 Key on your phone.

Call Park (Shared Call Hold Feature)

- **Park A Call:** While on a call press an available **Park Key**, the Park Key will flash Green on your telephone and Red on all other phones.
- **Pick Up a Call from Park:** Pick up handset, Press the flashing **Park Key** call is holding on.

Transfer A Call

- While on a call, Press **Transfer Key**, Dial Ext. Number or Press pre-programmed Ext. Number, Announce call (Optional) or Hang up to complete transfer of call.
- To send call directly to Voice Mail. Press **VMsg Soft Key** in display after Transfer Key above.

Note: To return to the call before hanging up, press flashing Call Key.

Conference Call

- Place or Answer a Call, Press **Conf.** (Soft Key) in Display. Place your next call, when call is answered Press **Add** (Soft Key) in Display, Place your next call or Press **Begin** (Soft Key) in Display to begin conference.

Ringing Tone Adjust:

- You can customize the way internal and external calls ring your phone. To change Incoming Ring Tones, Press 720, Press 1 for Internal Call Ringing or Press 2 for External Call Ringing, Dial Code for the Ring Pattern 1-8, Press Speaker Key to save the pattern.

Volume Controls: Adjust Volume on Incoming Ringing, Speakerphone, Handset, or Display Contrast: While the phone is ringing, or while talking with handset or speakerphone, or if phone is idle. Press Cursor's Up and Down Scroll Buttons repeatedly to adjust the volume of ringing, current call, or if phone is idle, the display contrast.

Last Number Dial & Caller ID

- **To Preview the Last Number Dialed:** Press **List** (Soft Key), Press **Redial** (Soft Key), Use the Up and Down (Soft Keys) to scroll through your **Redial List**. Lift handset or Press **Speaker** Key to dial number.

- **To Preview Caller ID:** (Optional if you subscribe to Caller ID) Press **List** (Soft Key), Press **CID** (Soft Key), Use the Up and Down (Soft Keys) to scroll through your Caller ID List. Lift handset or Press **Speaker** Key to dial Number

Programmable Function Keys

Program your unused Function Keys for Internal Direct Dial Keys to other extensions or for frequently dialed outside phone numbers.

- Dial **751**, Press unused **Function Key**, Dial **01**+ **Extension Number** or 9 + **Outside Phone Number**, Press **HOLD** Key to save.

- Optional – Use Dial Pad to program a name (see Program Names), Press **HOLD** Key to save Name, Press **Speaker** Key to hang up.

Program Names

From the phone that you want to program the Name (leave the handset in the cradle).

- Press the **Call 1** or the **Speaker Key**, Dial **700**, Dial **Ext. Number;** enter the letters of the name using the instructions below. Name can be up to 12 digits long. Press **Hold** Key (you will hear confirmation beeps), Press **Speaker** Key to hang up.

Keys to Use when Programming Names: When programming a name on your phone, the dial pad digits become the letters of the alphabet. Press the dial pad digit once for the first letter in the group, twice for the second letter, etc. For example, for the letter C, press dial pad digit 2 three times. The system automatically moves to the next letter.

= accepts the entry (only required if two letters on the same key are required, example: TOM). Pressing # again = space.
Your **Feature** key clears the entry one at a time.

Call Forwarding (In Display)

To set ALL Call Forward settings:
- Press **Prog** soft key, press **Cfwd**, press **ALL**, Press Set, then dial ext. number or 9 + outside number.
To CANCEL:
- Press **Prog** soft key, press **Cfwd**, press **ALL**, Press **CNCL**

Setting Up Your Voice Mail
- Press the **VMsg** key in your display
- Press **Greet**
- Press **G1**, **G2**, or **G3** for the greeting you want to activate.
- Press **5 to listen** to the greeting or press **7 to record**. Then press the **#** key when you're done.

To Record Your Name
- Press **VMsg** in your display
- Press **More** then press **RcNam**
- Press **7** to record, or use your **soft keys** to record.

To Set a Security Code
- Press **VMsg** in your display
- Press **More** + **Setup** + **Code**
- Follow the instructions or use your **soft keys** to set a security code.

Accessing Voice Mail
- **From Your Telephone:** Press **VMsg** (Soft Key) in display.

- **From Another Telephone in the Office**: Dial Voice Mail Extension 2900. You will be prompted for your mailbox number, Dial mailbox number (same as extension), Enter Security Code (if asked).

- **From Outside the Office (if you have a Voicemail Back Door Number or when Auto Attendant is On** – Dial Voicemail Back Door Number, when company greeting answers, Press # + Mailbox Number, Enter Security Code (if asked).

- **From Outside the Office when speaking with a Co-Worker** – Dial Main Company Phone Number, Ask co-worker to transfer you to Ext. 2900, Press # to log into your Mailbox, Enter Security Code (if asked).