

## NEC SV8100 – 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 and dial the extension number. You can remain on the line and announce the call or simply hang up. 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. (Do not use the pre-programmed extension button)

**Call 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 transfer button, press the Call Park button. Dial a location number between 01-09 and hang up. If you choose a location that is already in use the system will give you a busy signal, simply dial a new location code.

**Call Ret (Call Retrieve)-** Go to any phone, lift the handset and press the Call Ret button and dial the location number (01-09), you will have your call.

**Transferring a Call Off Property-** 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 7010

**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 continue
- The display screen will say *Add-* press the soft key under the word *Add*.

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- To bring the 2 parties together press the soft key under the word Begin

**Call Forward (CF ALL)** - 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 CF ALL button, dial a “1”, and dial the destination number/extension number

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

1. To send calls to your voicemail box dial 300 ( 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***

**Call Forward Cancel-** Leave your handset on hook, press the CF ALL button, and dial a “0”- Press speaker to complete.

### **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 tone- 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.