PHONE USER GUIDE – SV8100

Placing an Internal Call

- Lift handset
- Dial extension or press a speed dial

Placing an External Call

- Lift handset
- Dial access code 8/9 + number

Answering a Call

- Lift handset, press line key if necessary **OR**
- Press headset or speaker button

Placing a Call on Hold

- While on a call, press Hold
- Line key will flash

Note: A held call will ring back after 2 minutes

Retrieving a Held Call

- Press the Flashing Line Key (external calls) **OR**
- Press ICOM (internal calls)

Redial

- Press the Redial button
- To scroll, press up or down
- To dial, lift the handset or press speaker

Directory

- Press Directory
- To scroll, press up or down
- To dial, lift the handset or press speaker

Transferring a Call

Blind Transfer

- While on a call, press Transfer
- Dial extension or press a speed dial
- Hang up to complete the transfer

Consult Transfer

- While on a call, press Transfer
- Dial extension or press a speed dial
- Wait for an answer, then announce the call
- Hang up to complete the transfer **OR**
- Press the flashing line key to abandon the transfer and return to the original call

Transfer to Voicemail

- While on a call, press Transfer
- Dial extension or press a speed dial
- Press the VM softkey and hang up

Conference Calls

- While on a call press Conf
- Dial extension or press a speed dial
- Wait for an answer, then announce the conference call
- Press Add
- Press Begin & all parties are connected

Park

- While on a call, press Transfer
- Press Park
- Enter a park location **01-64 OR** view park location within the LCD display screen
- Hang-up

Park Retrieve

- Lift handset and press Park Ret
- Dial Park location **01-64**
- Parked call is now connected

Forwarding Calls

Send calls to a different number

To Activate

- Lift handset or press Speaker
- Press CFA
- Press 1 to set
- Dial extension or 8/9 + phone number
- Hang up

To Cancel

- Lift handset or press Speaker
- Press CFA
- Press 0 to cancel
- Hang up

Call Redirect

Send a ringing call directly to voice mail

- While phone is ringing, press Call Redirect button

Do Not Disturb

To Activate (Manual)

- Press Prog
- Press DND
- Press Set
- Press All

To Activate (Programmed Button)

- Press DND
- Press 3

To Cancel (Manual)

- Press Prog
- Press DND
- Press Set
- Press Cancel

To Cancel (Programmed Button)

- Press DND
- Press 0

Night Forward

Main number will be sent to a predetermined location

- Press Night to activate/deactivate

Message Waiting Light

Located in the Top Center of the phone, when you have a voicemail, this will be lit up red

SoftKeys

The softkeys are the buttons located directly below the LCD display

When the Phone is Idle:

- **List** - Scroll through redial and incoming call lists
- **Dir** - Access speed dialing and extension lists
- **VMSG -** Call voice mail
- **Prog -** Change call forwarding location

Audio Control

Located in the lower right corner of the phone. Increase volume by pressing up and decrease volume by pressing down

- When the phone is idle, screen contrast is adjusted
- While on a call, adjust the volume of the speaker or receiver

Ringer Volume

- Press Speaker
- Dial 729
- Use Navigation button, press up to increase, press down to decrease

Changing the Ringtone

- Press Speaker
- Dial 720
- Press 1 for internal calls, 2 for external calls
- Press 1 through 8 to hear the different rings
- Press Speaker

Note: The last one you listen to will be your ring tone

Programming a One Touch Button

Any button on your phone that does not have a designated feature or line appearance may be programmed as a speed dial.

Programming

- Lift handset or press Speaker
- Dial 751
- Press line key to be programmed
- Dial 01
- Dial phone number (Include 8/9 for external numbers)
- Press Hold
- Enter the name using your keypad
    - 1 = Special Characters
    - 2 through 9 = Alphabet
    - * = Numerical Symbols
    - 0 = Punctuation
    - # = Next space
    - ## = Space
    - Feature = Backspace
- Press Hold
- Hang-up

To Clear a Button

- Press Speaker
- Dial 751
- Press button you wish to clear
- Dial 00
- Press Speaker

Training Links:

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

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