

NEC SV9100 Feature Handbook



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Answer Hold

Operation

To answer a call on a different line key or CAP key with a call in progress:

1. Receive a CO/PBX, DID/DISA/DIL/E&M incoming ring.

***Answer** flashes.*

2. Press **Answer**, and answer the new call.

*The **Answer** LED goes out. The original call is put on hold.*

3. If additional calls are received, press **Answer** to place the current call on hold and connect to the next call as long as Call Appearance Keys and or CO line keys are available.

Answer Key

Operation

To answer calls using the Answer Key:

1. Receive CO/PBX incoming ring.
2. Press **Answer**.
3. Talk with the CO/PBX incoming calling party.
4. When additional CO incoming calls are received, press **Answer** to place the current call on hold and connect the multiline terminal user to the next call.

Background Music

Operation

To turn Background Music on or off:

1. Press idle **Speaker**.
2. Dial **725**.
3. Press **Speaker** to hang up.

Sends music from a customer-provided music source to the speakers of the multiline telephone when the station is idle.

Call Forwarding

Operation

To set Call Forward – Immediate at a forwarding station:

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward – Immediate Service Code (default: 741).

- **OR** -

At the multiline terminal only, press the **Call Forwarding Programmable Function** Keys.

3. Dial **1** (Set).
4. Dial the destination extension or off-premise number.
5. Press **Speaker** or hang up.

The Call Forwarding Programmable Function Key lights.

To cancel Call Forward – Immediate at a forwarding station:

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward – Immediate Service Code (default: 741).

- **OR** -

At the multiline terminal only, press the **Call Forwarding Programmable Function** keys.

3. Dial **0** (Cancel).
4. Press **Speaker** or hang up.

The Call Forwarding Programmable Function Key turns off.

Call Forwarding (continued)

To set Call Forward – Busy/No Answer at a forwarding station:

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward – Busy/No Answer Service Code (default: 744).
- **OR** -

At the multiline terminal only, press the **Call Forwarding Programmable Function** keys.

3. Dial **1** (Set).
4. Dial the destination extension or off-premise number.
5. Press **Speaker** or hang up.

The Call Forwarding Programmable Function Key turns on.

To cancel Call Forward – Busy/No Answer at a forwarding station:

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward – Busy/No Answer Service Code (default: 744).
- **OR** -

At the multiline terminal only, press the **Call Forwarding Programmable Function** keys.

3. Dial **0** (Cancel).
4. Press **Speaker** or hang up.

The Call Forwarding Programmable Function Key turns off.

Call Forwarding (continued)

To set Call Forward – Both Ring at a forwarding station:

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward – Both Ring Service Code (default: 745).

- **OR** -

At the multiline terminal only, press the **Call Forwarding Programmable Function** keys.

3. Dial **1** (Set).
4. Dial the destination extension number.
5. Press **Speaker** or hang up.

The Call Forwarding Programmable Function Key turns on.

To cancel Call Forward – Both Ring at a forwarding station:

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward – Both Ring Service Code (default: 745).

- **OR** -

At the multiline terminal only, press the **Call Forwarding Programmable Function** keys.

3. Dial **0** (Cancel).
4. Press **Speaker** or hang up.

The Call Forwarding Programmable Function Key turns off.

Call Forwarding (continued)

To set Call Forward – Follow Me from the destination station:

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward – Follow Me Service Code (default: 746).
- **OR** -

At the multiline terminal only, press the **Call Forwarding Programmable Function** keys.

3. Dial **1** (Set).
4. Dial the station number to be forwarded and then the destination number.
5. Press **Speaker** or hang up.

The Call Forwarding Programmable Function Key goes on.

To cancel Call Forward – Follow Me from the destination station:

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward – Follow Me Service Code (default: 746).
- **OR** -

At the multiline terminal only, press the **Call Forwarding Programmable Function** keys.

3. Dial **0** (Cancel).
4. Dial the station number, which is forwarded, or **0** to cancel all extensions.
5. Press **Speaker** or hang up.

The Call Forwarding Programmable Function Key turns off.

Call Forwarding (continued)

To set Call Forward Immediate for any Extension to Destination:

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward Immediate for any Extension to Destination Service Code (Default: 790).
3. Dial **1** (Set).
4. Dial the extension number to be forwarded and then the destination number.
5. Press **Speaker** or hang up.

To cancel Call Forward Immediate for any Extension:

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward Immediate for any Extension to Destination Service Code (default: 790).
3. Dial **0** (Cancel).
4. Dial the station number which is forwarded.
5. Press **Speaker** or hang up.

To set Call Forward Busy/No Answer for any Extension to Destination:

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward Busy/No Answer for any Extension to Destination Service Code (default: 793).
3. Dial **1** (Set).
4. Dial the extension number to be forwarded and then the destination number.
5. Press **Speaker** or hang up.

Call Forwarding (continued)

To cancel Call Forward Busy/No Answer for any Extension to Destination:

1. Pick up the handset or press **Speaker**.
2. Dial the Call Forward Busy/No Answer for any Extension to Destination Service Code (default: 793).
3. Dial **0** (Cancel).
4. Dial the station number, which is forwarded.
5. Press **Speaker** or hang up.

To set Call Forward – Immediate using a Virtual Extension:

1. Press the idle **Virtual Extension** key.
2. Dial the Call Forward – Immediate Service Code (default: 741).
3. Dial **1** (Set).
4. Dial the destination extension or off-premise number.
5. Press **Speaker** or hang up.

To cancel Call Forward – Immediate at a forwarding station:

1. Press the idle **Virtual Extension** key.
2. Dial the Call Forward – Immediate Service Code (default: 741).
3. Dial **0** (Cancel).
4. Press **Speaker** or hang up.

Call Forwarding (continued)

To set Call Forward – Busy/No Answer using a Virtual Extension:

1. Press the idle **Virtual Extension** key.
2. Dial the Call Forward – Busy/No Answer Service Code (Default: 744).
3. Dial **1** (Set).
4. Dial the destination extension or off-premise number.
5. Press **Speaker** or hang up.

To cancel Call Forward – Busy/No Answer using a Virtual Extension:

1. Press the idle **Virtual Extension** key.
2. Dial the Call Forward – Busy/No Answer Service Code (default: 744).
3. Dial **0** (Cancel).
4. Press **Speaker** or hang up.

Call Forwarding, Off-Premise

Operation

To activate Call Forwarding Off-Premise non-split:

1. At a multiline terminal, press **Speaker**.

- **OR** -

At a single line telephone, lift the handset.

2. Dial the Call Forwarding Service Code.

- **OR** -

At a multiline terminal only, press the Call Forwarding Programmable Function keys

3. Dial **1** (Set).

4. Dial the Trunk Access Code (default: 9) + Number (9+2142622000).

Trunk access codes are 9 (ARS/Trunk Group Routing), 704 + Line Group (1~9, 01~99 or 001~100) or #9 + Line number (e.g., 05 or 005 for line 5).

Your DND or Call Forwarding (Device) Programmable Function key flashes.

To cancel Call Forwarding Off-Premise non-split:

1. At a multiline terminal, press **Speaker**.

- **OR** -

At a single line telephone, lift the handset.

2. Dial the Call Forward Access Code (default not assigned).

3. Dial **0** (Cancel).

Call Forwarding, Off-Premise (continued)

To activate Call Forwarding Off-Premise Split:

1. At a multiline terminal, press **Speaker**.

- **OR** -

At a single line telephone, lift the handset.

2. Dial the Call Forwarding Service Code.

3. Dial **1** (Set).

4. Dial **1** (Internal) or **0** (External).

5. Dial Trunk Access Code (default: 9) + number (9 + 2142622000)

Trunk access codes are 9 (ARS/Trunk Group Routing), 704 + Line Group (1~9, 01~99 or 001~100) or #9 + Line number (e.g., 05 or 005 for line 5).

Your DND or Call Forwarding (Device) Programmable Function key flashes.

To cancel Call Forwarding Off-Premise Split:

1. At the multiline terminal, press **Speaker**.

- **OR** -

2. At a single line telephone, lift the handset.

3. Dial the Call Forward Access Code (default not assigned).

4. Dial **0** (Cancel).

If Internal and External are set both are canceled.

Your DND or Call Forwarding (Device) Programmable Function key flashes.

Call Forwarding, Off-Premise (continued)

Trunk-to-Trunk Forwarding:

Set the Destination and Forward the Line:

1. Lift the handset.
2. Dial **735**.
3. Dial trunk port number (**001~200**) to be defined.
4. Select the mode (**1~8**) to be defined.
5. Enter the telephone number, which is the destination of the forwarded trunk.

The number is stored in the Speed Dial bin number. This entry overwrites any existing number defined in the bin.

6. Press **Hold** to accept the entry.
7. Repeat from Step 3 to define another mode entry or press **Speaker** to hang up.

Cancel the Line Forwarding:

1. Lift the handset.
2. Dial **735**.
3. Dial trunk port number (**7 001~200**) to be defined.
4. Select the mode (**1~8**) to be defined.
5. Press the **Exit** key.
6. Press **Speaker** to hang up.

Call Forwarding / Do Not Disturb Override

Operation

To override an extension Call Forwarding or Do Not Disturb:

1. Call the forwarded or DND extension.
2. Press the Override key

Call Waiting / Camp-On

Operation

To Camp-On a busy extension:

1. Call the busy extension.
2. Dial # or press the Camp-On key
3. Do not hang up.

To cancel a Camp-On request:

1. Hang up.
2. At a multiline terminal, press **Speaker** and dial **770**.

- **OR** -

At a multiline terminal, press the Camp-On key

- **OR** -

At the single line telephone, lift the handset and dial **770**.

To Split (answer a waiting call) at a single line telephone:

Listen for Call Waiting Tones.

1. Hookflash and dial **794** to repeatedly split between the two calls.

With Call Waiting, an extension user may call a busy extension and wait in line (Camp-On) without hanging up

Callback

Operation

To place a Callback:

1. Call unavailable (busy or unanswered) extension.
2. Dial # or press the Callback key
3. Hang up.
4. Lift the handset when busy extension calls you back.

** If the unavailable extension was unanswered (not busy), the Callback goes through after your co-worker uses their telephone for the first time.*

**If you have Callback Automatic Answer, you automatically place a call to the formerly busy extension when you lift the handset. If you do not have Callback Automatic Answer, you must press the ringing line appearance to place the call.*

To cancel a Callback:

1. At the multiline terminal, press **Speaker** and Dial **770**.

- **OR** -

At the multiline terminal, press Camp-On key

- **OR** -

At the single line telephone, lift the handset and dial **770**.

To test Callback at a single line telephone:

1. Lift the handset.
 2. Dial **799**.
 3. Hang up.
 4. When the telephone rings, lift the handset.
- * You hear the Hold tone.*
5. Hang up.

When an extension user calls a co-worker that does not answer or is busy, they can leave a Callback request for a return call. The user does not have to repeatedly call the unanswered extension back, hoping to find it idle

Caller ID

Operation

Checking your Answered/Unanswered Caller ID Calls:

To review the last 50 outside calls your extension received:

1. At a display multiline terminal, press the **LIST** Softkey.

- **OR** -

Press the **Left Cursor Key** twice and skip step 2.

2. Press **CID**.

** 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 (unanswered). The second row shows the date and time of the call.*

** Press the up and down softkeys to see the list of calls available in the buffer.*

3. If the Caller ID includes a name, you can press the **HELP** key to view the number of the caller.

4. To call the displayed number, press a **line**/Call Appearance (CAP) Key.

- **OR** -

To erase the displayed number without returning the call, press the **DEL** Softkey.

5. Press **Speaker** to hang up

Clock/Calendar Display

Operation

To set the system Time:

1. Press **Speaker**.
2. Dial **728**.
3. Dial two digits for the hour (24 hour clock, 13 = 1:00 PM).
4. Dial two digits for the minutes (00~59).
5. Press **Speaker** to hang up.

Conference

Operation

To establish a Conference:

Multiline Terminal

1. Establish intercom or trunk call.
2. Press **Conf** or **Conf** softkey
3. Dial the extension you want to add.

- **OR** -

Access outside call.

- **OR** -

Retrieve call from Park orbit.

4. When called party answers, press the **Add** softkey or **Conf** twice.

** If you cannot add additional parties to your Conference, you have exceeded the system Conference limit.*

** If the call being added is busy/unanswered: With an outside call, press the line or Call Appearance (CAP) key for a call previously added to the Conference. The unanswered call drops and the initiator is back into the Conference call.*

** Adding an Intercom call to an outside Conference call: Press the **Conf** softkey on the multiline terminal display or Conf twice to re-establish the Conference. If using a non-display telephone, press **Conf** twice. With only Intercom calls in the Conference: Press **Conf** twice to re-establish the Conference. If the voice mail answers, there is no way to drop that extension out. You must drop the Conference call.*

5. Repeat steps 2~4 to add more parties.

Conference lets an extension user add additional inside and outside callers to their conversation. With Conference, a user can set up a multiple-party telephone meeting without leaving the office.

Conference (continued)

Single Line Telephone

1. Establish Intercom or trunk call.
2. Hookflash and dial **#1**.
3. Dial extension you want to add.

- **OR** -

Access trunk call.

- **OR** -

Retrieve call from Park orbit.

4. Hookflash and repeat step 3 to add more parties.

- **OR** -

Hookflash twice to set up the Conference.

To Split (alternate) between the parties in Conference:

Multiline Terminal

1. Press **Conf (Transfer)** or **Conference** key
2. Dial Split service code (**794**).

** Repeat this procedure to alternate between the remaining parties in the Conference. Press the **Conf** softkey or press Conf twice to set up the Conference again.*

Single Line Telephone

1. Hookflash and dial **794**.

** Repeat this procedure to alternate between the remaining parties in the Conference. Hookflash twice to set up the Conference again.*

Conference (continued)

To drop an outside call from the Conference:

1. Press **Hold** to place the conference call on hold.
2. Hang up.
* *The lines involved in the Conference ring back separately to the telephone.*
3. Answer and disconnect the unwanted outside call.
4. To re-establish the Conference, answer the remaining call by pressing **Conf** after each call is answered. Press **Conf** twice when all calls have been answered.

To exit a Conference when all conference members are outside parties without affecting the other parties:

Multiline Terminal

1. Press Hold key.
2. Dial # 8.
3. Hang up.

Single Line Telephone

1. Hookflash and dial # 8.
2. Hang up.

To Barge-In to Conference Call:

1. Pick up the handset or press **Speaker** and dial the service code (default = **710**).

Directed Call Pickup

Operation

To use Directed Call Pickup to intercept a call to a co-worker's extension:

1. Pick up the handset or press **Speaker**.
2. Dial **.
3. Dial number of extension whose call you want to intercept.

If more than one call is coming in, the system sets the priority for which call it answers first.

Directory Dialing

Operation

To use Directory Dialing from a multiline terminal with an LCD:

1. Press the **Dir** softkey.

-OR-

Press the **Right Cursor** key.

2. Press the **softkey** for the Directory Dialing type:

SPD–Speed Dials

EXT–co-worker’s Extensions

STA–Personal Speed Dials

TELBK–Telephone Book

3. Dial letter/number range for the party you want to call (e.g., dial 2 for A, B, C or 2).

You can enter several letters to help narrow the search.

Press # to enter additional letters on the same key (ex: TOM = 8666#6).

4. Press the **Down Arrow** softkey to jump to that section.

5. Press the Volume ↓ or ↑ key to scroll through the list.

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

6. Lift the handset or press the **DIAL** softkey, or press **Speaker** to place the selected call.

If you selected an outside call, it routes according to your system Trunk Group

Routing/ARS setup.

To cancel Directory Dialing:

Press the **Exit** key.

Distinctive Ringing, Tones and Flash Patterns

Operation

To listen to the incoming ring choices:

1. Press **Speaker**.
2. Dial **711**.
3. Dial **1** to check ringing for intercom calls.

- **OR** -

Dial **2** to check ringing for trunk calls.

4. For Intercom calls, select the pitch you want to check (1~8).

- **OR** -

For trunk calls, select the pitch (1~8) and the tone (1~4) you want to check.

5. Go back to step 4 to listen to additional choices or press **Speaker** to hang up.

To change the pitch of your incoming ring (multiline terminal only):

1. Press **Speaker**.
2. Dial **720**.
3. Dial **1** to change ringing for Intercom calls.

- **OR** -

Dial **2** to change ringing for trunk calls.

4. Select the pitch (1~8).
5. Press **Speaker** to hang up.

Do Not Disturb

Operation

To activate or deactivate Do Not Disturb while your extension is idle:

Multiline Terminal Using Softkeys

1. Do not lift handset.
2. Press **Program** softkey.
3. Press **DND** softkey.
4. Press **Set** softkey.
5. Choose from the following softkeys:
 - Ext ICM ALL Cfwto
 - Ext=Incoming Trunk Calls Blocked
 - ICM=Incoming Intercom, Paging, call forwards and Transferred Trunk Calls Blocked.
 - ALL=All Calls Blocked
 - Cfwto=Call Forwards Blocked
 - To Cancel DND – Heading
6. Do not lift handset.
7. Press **Program** softkey.
8. Press **DND** softkey.
9. Press **Cncl** softkey.

Multiline Terminal Using Feature Key or Access Code

1. Do not lift the handset.
2. Press the **DND** feature key programmed in
- **OR** -
Press **Speaker** and dial **747**.

Do Not Disturb (continued)

3. Dial the DND option code.

0 = Cancel DND

1 = Incoming Trunk Calls Blocked

2 = Paging, incoming Intercom, Call Forwards and Transferred Trunk Calls
Blocked

3 = All Calls Blocked

4 = Call Forwards Blocked

Single Line Telephone

1. Lift the handset.

2. Dial **747**.

3. Dial the DND option code.

0 = Cancel DND

1 = Incoming Trunk Calls Blocked

2 = Paging, Incoming Intercom, Call Forwards and Transferred Trunk Calls
Blocked

3 = All Calls Blocked

4 = Call Forwards Blocked

Group Call Pickup

Operation

Group Call Pickup allows an extension user to answer a call ringing another extension in a Pickup Group. This permits co-workers in the same work area to easily answer each other's calls.

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

1. Pick up the handset or press **Speaker**.
2. At multiline terminal only, press the **Group Call Pickup** key

- **OR** -

Dial **756** or *#.

*Service Code *# can pick up any call in the group, plus any Ring Group calls. Service Code 756 cannot pick up Ring Group calls.*

To answer a call ringing a telephone in another Pickup Group when you do not know the group number:

1. Pick up the handset or press **Speaker**.
2. At multiline terminal only, press the **Group Call Pickup** key

- **OR** -

Dial **769**.

To answer a call ringing a telephone in another Pickup Group when you know the group number:

1. Pick up the handset or press **Speaker**.
2. At multiline terminal only, press the **Group Call Pickup** key

- **OR** -

Dial **768** and the group number (1~9 or 01~64).

Group Listen

Operation

To initiate Group Listen:

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

***Speaker** flashes slowly.*

*You can talk to the caller through your handset. Your co-workers hear your caller's voice over your telephone speaker after pressing **Speaker** twice. Press **Speaker** a third time to turn off Group Listening.*

To talk Handsfree after initiating Group Listen:

1. Hang up the handset.

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

1. Do not hang up.
2. Press the flashing **Speaker**.

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

Group Listen permits a multiline terminal user to talk on the handset and have their caller's voice broadcast over the telephone speaker.

Handset Mute

Operation

While talking on a terminal handset:

1. Press **MIC**.
- **OR** -
2. Press **Feature** + dial **1**.
- **OR** -
3. Press the **Handset Transmission Cut-Off** key

Handsfree and Monitor

Operation

To talk Handsfree:

1. Press **Speaker**, **Trunk Line** key or **Virtual Extension** key.
2. Place the call.
3. Speak toward the telephone when the called party answers.

To change a handset call to a Handsfree call:

1. Press **Speaker** and hang up the handset.
2. Press **Speaker** again to hang up.

To change a Handsfree call to a handset call:

1. Lift the handset.

To turn on/off Monitor:

1. Press **MIC**, Feature + 1, or the Microphone Function Key
*Monitor is off when **MIC LED** is lit, the Microphone Function Key is lit, or the handset is lifted.*

Handsfree Answerback / Forced Intercom Ringing

Operation

To enable Handsfree Answerback for your incoming Intercom calls:

1. Press idle **Speaker**.
2. Dial **721**.
3. Press **Speaker** to hang up.

This disables Forced Intercom Ringing.

To enable Forced Intercom Ringing for your incoming Intercom calls:

1. Press idle **Speaker**.
2. Dial **723**.
3. Press **Speaker** to hang up.

This disables Handsfree Answerback.

To change the way your Intercom call signals the extension you are calling:

1. Dial **1**.

If ringing, your call voice-announces. If voice-announced, your call starts to ring the destination. This option is also available at single line telephones.

Intercom

Operation

To place an Intercom call:

1. At multiline terminal, press **Speaker**.

- **OR** -

At single line telephone, lift the handset.

2. Dial extension number (or **0** for your operator).

(Your call may voice-announce or ring the called extension. Dial 1 to change the way your call alerts the called extension.)

(If the extension you call is busy or does not answer, you can dial another extension without hanging up.)

To answer an Intercom call:

1. If you hear two beeps, speak toward telephone.

(Your telephone picks up your voice)

- **OR** -

If your telephone rings, lift the handset.

To check the extension data (multiline terminal only):

1. Press the **Help** key.

2. Dial the extension number.

(You display shows your telephone extension number, port number and extension/Department Group.)

(You can also check any other extension numbers information by pressing Help + the extension number)

3. Press **Exit** to return the normal time/date display.

Intercom (continued)

To change how Intercom calls ring the extension:

1. Press **Speaker** or lift the handset.
2. Dial **723** to have calls ring your extension.
- **OR** -
3. Dial **721** to have calls voice announce to your extension

Last Number Redial

Operation

To redial your last call:

1. Without lifting the handset, press **Redial**.

The last dialed number is displayed.

2. To redial the last number, press #.

- OR -

Search for the desired number from the Redial List by pressing **Redial** or VOLUME↓↑ keys.

- OR -

Press the **Left Cursor** key once and the VOLUME↓↑ keys to find number.

3. Lift the handset or press **Speaker** to place the call.

The system automatically selects a trunk from the same group as your original call and dials the last number dialed.

- OR -

1. At the multiline terminal, press **Speaker** or lift the handset (optional).

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

2. Press **Redial**.

- OR -

At the single line telephone, lift the handset.

3. Dial #5.

The system automatically selects a trunk from the same group as your original call and dials the last number dialed.

Last Number Redial (continued)

To check the number saved for Last Number Redial:

1. Press **Redial** or the **Left Cursor** key once.

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

- Lift the handset.

- Press an idle line key.

- or -

*- Press **Speaker**.*

2. Press the **Exit** key.

To erase the stored number:

1. At the multiline terminal, press **Speaker** or lift handset.

- OR -

At the single line telephone, lift the handset.

2. Dial **776**.

Message Waiting

Operation

To leave a Message Waiting:

1. Call busy or unanswered extension.
2. Dial **0** or press the **Message Waiting** key
3. Hang up.

With multiline terminal telephones, the Message Waiting LED lights.

To answer a Message Waiting:

When you have a message, your Message Waiting LED flashes fast for multiline terminals.

1. At the multiline terminal, press **Speaker** and dial **□0**.

- **OR** -

Press the **Message Waiting** key

- **OR** -

At the single line telephone, lift the handset and dial **□0**.

*If the called extension does not answer, dial 0 or press your **Message Waiting** key to automatically leave them a message.*

Normally, your Message Waiting LED goes out. If it continues to flash, you have new messages in your Voice Mail mailbox or a new General Message. See "To check your messages" below.

To cancel all your Messages Waiting:

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

1. At the multiline terminal, press **Speaker**.

- **OR** -

At the single line telephone, lift the handset.

2. Dial **773**.
3. Hang up.

Message Waiting (continued)

To cancel the Messages Waiting you have left at a specific extension:

1. At the multiline terminal, press **Speaker**.

- **OR** -

At the single line telephone, lift the handset.

2. Dial **771**.
3. Dial the number of the extension you do not want to have your messages.
4. Hang up.

To check your messages:

1. Press **Message** key or the **MW** (Message Waiting) softkey.
2. Dial ***0**.
3. Press VOL **↓** **↑** to scroll through your display.
4. When you find the message you want to answer, press **Speaker**. You either:
Go to your Voice Mail mailbox.
Listen to the new General Message.
Automatically call the extension that left you a Message Waiting.

Microphone Cutoff

Operation

To mute your telephone handset or Handsfree microphone while on a call:

1. Press **MIC**.

This only turns off the Handsfree microphone.

- OR -

Press the **Microphone Cutoff** key

This turns off both the handset and Handsfree microphone.

To turn your telephone microphone back on:

1. Press **MIC**.

*Use **MIC** only if you pressed it initially to turn off your Handsfree microphone.*

- OR -

Press the **Microphone Cutoff** key

*Use the **Microphone Cutoff** key only if you pressed it initially to turn off your handset or Handsfree microphone.*

One-Touch Calling

Operation

Programmable Function Keys:

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

1. Dial the service code for Function Key Programmi).
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.
 - b. Press **Hold**.
 - c. Press **Speaker**.

For Personal Speed Dial:

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

- **OR** -

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

- **OR** -

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

- b. Dial the number you want to store.

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 Flash, press **Redial**.*

- c. Press **Hold**.
- d. Press **Speaker**.

For Speed Dial – System/Group:

- a. Dial **#2** to store a Speed Dial – System dialing number.

- **OR** -

One-Touch Calling (continued)

- Dial **#4** to store a Speed Dial – Group dialing number.
- b. Dial Speed Dial number storage code (e.g., 001).
 - c. Press **Hold**.
 - d. Press **Speaker**.

Checking the One-Touch Keys:

To check the function of a One-Touch key:

1. Press the **Help** key.
2. Press the **One-Touch** key.
The stored function displays.
Repeat this step to check additional keys.
3. Press the **Exit** key.

Paging External

Operation

To Page into an external zone:

1. Press External Paging key
2. Make announcement.

- **OR** -

1. At the multiline terminal, press **Speaker** or pick up the handset.

- **OR** -

At single line telephone, lift the handset.

2. Dial **703** and the External Paging Zone code (1~8 or 0 for All Call).

- **OR** -

Dial ***1** and the Combined Paging Group code (1~8 or 0 for Internal/External All Call).

Display indicates the Combined Paging as an External Page.

If the Internal Page Zone is busy or if there are no extensions in a page group, the page may be announced as an External Page only.

3. Make an announcement.

4. Dial **703** and the External Paging Zone code (1~8 or 0 for All Call).

- **OR** -

Dial ***1** and the Combined Paging Group code (1~8 or 0 for Internal/External All Call).

Display indicates the Combined Paging as an External Page.

If the Internal Page Zone is busy or if there are no extensions in a page group, the page may be announced as an External Page only.

5. Make an announcement.

Paging, Internal

Operation

To make an Internal Page announcement:

Multiline Terminal

1. Press the zone **Internal Paging** key

- OR -

Press **Speaker** or lift the handset.

2. Dial **701** and the Paging Zone number (0~9 or 00~64).

Dialing 0 or 00 calls All Call Internal Paging.

- OR -

Dial ***1** and the Combined Paging Group code 1~8 or 0 (for Internal/External All Call).

Display indicates the Combined Paging as an External Page.

If the Internal Page Zone is busy or if there are no extensions in a page group, the page is announced as an External Page only.

3. Make an announcement.

4. Press **Speaker** to hang up.

Single Line Telephone

1. Lift the handset.

2. Dial **701** and the Paging Zone number (0~9 or 00~64).

Dialing 0 or 00 calls All Call Internal Paging.

*Dial *1 and the Combined Paging Group code 1~8 or 0 (for Internal/External All Call).*

3. Make an announcement.

4. Hang up.

Redial Function

Operation

To redial the last number dialed:

1. Press the left **Navigation** key.
REDIAL [#] / SYS is displayed along with the last dialed number.
2. Press the **up** or **down** arrow to view the number to dial.
3. Press # or press **Speaker** or lift the handset or press an idle trunk key.

- OR -

1. Press the **List** softkey
2. Press **Redial**.
REDIAL -01 is displayed along with the last dialed number.
3. Press the up and down arrow to view the number to dial.
4. Press the # key or press **Speaker** or lift the handset or press and idle trunk key.

To scroll through the last 10 outside numbers dialed:

1. Press **Redial**. Each time the Redial key is pressed, it displays the next most recently dialed number.
2. When the desired number is displayed, press the # key or press **Speaker** or lift the handset.

- OR -

1. Press the **List** softkey
2. Press **Redial**.
3. Press the up and down arrow to view the number to dial.
4. Press # or press **Speaker** or lift the handset.

Redial Function (continued)

To access a System Speed Dial bin:

1. Press the left **Navigation** key.
REDIAL [#] / SYS is displayed along with the last dialed number.
2. Dial the System Speed Dial bin number.
The number stored in that bin is displayed for your preview.
3. Press # or press **Speaker** or lift the handset or press and idle trunk key.

To view saved name history of outgoing calls:

1. Press **REDIAL**
REDIAL [#] / SYS is displayed along with the last dialed number.
2. Tap the cursor key up or down to refresh the list, if the redialed number has a matching common or group speed dial bin associated with it, the name information from is displayed.
3. Press **Speaker** or lift the handset to dial the number.
The name information will not display after dialing.

Repeat Redial

Operation

To use Repeat Redial (if the outside party you call is unavailable or busy):

1. Place a trunk call.

Listen for busy tone or ring no answer.

2. Press **Feature** + **Redial**.

- **OR** -

Press the **Repeat Redial** key

Repeat Redial key flashes while you wait for the system to redial.

3. Press **Speaker** to hang up.

The system periodically redials the call.

4. Lift the handset when called party answers.

When using trunks with answer supervision the Repeat Redial feature automatically cancels.

To cancel Repeat Redial:

1. Press **Feature**.

2. Press **Redial**.

- **OR** -

1. Press **Repeat Redial** key

Selectable Ring Tones

Operation

To change your extension incoming ring tones:

1. Press **Speaker**.
2. Dial **720**.
3. Dial **1** to set Intercom ring; **2** to set trunk ring.
4. Dial code for the desired ring pattern (**1~8**).
5. Press **Speaker** to hang up.

To listen to the incoming ring choices:

1. Press idle **Speaker**.
2. Dial **711**.
3. Dial **1** to listen to Intercom ring; **2** to listen to trunk ring.
4. *For Intercom Ring:*

Dial the code for the ring pattern you want to hear (**1~8**).

- **OR** -

For Trunk Ring:

Dial code for the ring pattern you want to hear (Ring 1~3, Melody 4~8). If you select Ring 1~3, a second screen prompts for the tone pattern (1~4).

5. Press **Speaker** to hang up.

Speed Dial – System / Group / Station

Operation

To store an Speed Dialing number (display telephones only):

1. Press **Speaker**.
2. Dial **753** (for system) or **754** (for group).
3. Dial system or group storage code.
Initially, there are 1000 System Speed Dialing codes. There are Group Speed Dialing codes only if you define them in programming.
4. Dial telephone number you want to store (up to 24 digits).
*Valid entries are 0~9, # and *. To enter a pause, press **Transfer**. To store a Flash, press **Recall**.*
5. Press **Hold**.
6. Enter the name associated with the Speed Dialing number.
See [Table 2-8 Keys for Entering Names](#) page 87
7. Press **Hold**.
8. Press **Speaker** to hang up or repeat steps 3~7 to program another System /Group Speed Dial

To dial a System Speed Dialing number:

1. Go off-hook.
 2. Press **Redial**.
- OR -

Press the **Right Cursor** key until the Group Speed Dial menu appears.

3. Dial the System Speed Dialing storage code.

Unless you preselect, Trunk Group Routing selects the trunk for the call. The system may optionally select a specific Trunk Group for the call.

If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.

Speed Dial – System / Group / Station (continued)

To store a System Speed Dialing number under a Programmable Function Key:

1. At multiline terminal, press **Speaker**.
2. Dial **751**.
3. Press the key where the number is to be stored.
4. Dial **27**.
5. Dial System Speed Dial Bin number to put under the key.
6. Press **Speaker** to hang up.

To dial a System Speed Dialing number under a Programmable Function Key:

1. At the multiline terminal, press **Speaker**.
2. Press the key, which has the stored number to be dialed.
The number seizes an outside line and dials out.

To dial a Group Speed Dialing number:

1. Go off-hook.
2. Press **Redial**.
- **OR** -
Press the **Right Cursor** key until the Group Speed Dial menu appears.
- **OR** -

Press the **Group Speed Dialing** key.

*To preselect, press a line key in step 1 (instead of **Speaker**) before pressing **Redial** or **Speed Dialing** key.*

3. Dial the Group Speed Dialing code.

The stored number dials out.

Unless you preselect, Trunk Group Routing selects the trunk for the call.

If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.

Speed Dial – System / Group / Station (continued)

To check your stored Speed Dialing numbers (display telephone only):

1. Press the **Help** key.
2. For System Speed Dialing, press **Redial**.
Dial the Speed Dialing Code (e.g., common code **001**).

*If the entire stored number is too long for your telephone display, press * to see the rest of the number.*

- **OR** -

For Group Speed Dialing, press the **Group Speed Dialing** key.

- **OR** -

For System Speed Dialing key, press the **System Speed Dialing** key.

3. Press the **Exit** key.

To display additional numbers, repeat from step 1.

- **OR** -

Press the **Right Cursor** key until the appropriate Telephone Book, System or Group Speed Dial menu appears. *(Use the Volume "Down" and "Up" keys to scroll through the stored numbers)*

To store a Station Speed Dialing number (display telephones only):

1. Press **Speaker**.
2. Dial **755**.
3. Dial the Station Speed Dial buffer number to be programmed (**0~9**).
1 = Station Speed Dial buffer 1
2 = Station Speed Dial buffer 2 " " " " " "
0 = Station Speed Dial buffer 10
4. Dial the telephone number you want to store (up to 24 digits).

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

5. Press **Hold**.

Speed Dial – System / Group / Station (continued)

6. Enter the name associated with the Speed Dialing number (display telephones only).
7. Press **Hold**.
8. Press **Speaker** to hang up.

To dial a Station Speed Dialing number (multiline terminal):

1. Press **Speaker**.
2. Dial **#7** (default Service Code).

- **OR** -

Press the **System Speed Dialing** key

To preselect, press a line key in step 1 (instead of Speaker).

3. Dial the Station Speed Dial buffer number (**0 ~9**).

1 = Station Speed Dial buffer 1

2 = Station Speed Dial buffer 2

0 = Station Speed Dial buffer 10

The stored number dials out.

If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.

To dial a Station Speed Dialing number (Single Line Telephone):

1. Lift the Handset.
2. Station Speed Dial **#7**
Group Speed Dial **#4**
System Speed Dial **#2**

3. Dial the Speed Dial Memory Location.

Station Speed Dial 0~9 (Group Speed Dial xxx (none at default) or System Speed Dial 000~999)

4. Converse.

Speed Dial – Telephone Book

Operation

To search for an entry in the Telephone Book:

1. Press the **DIR** softkey.
2. Press the **TELBK** softkey.
3. Press the softkey associated with the first or second book.

- OR -

Press the **Right** cursor key.

4. After selecting the book, choose one of the following search types.

To scroll the entries in the book, press Up or Down on the cursor pad. Once you reach the last entry on the page, the display advances to the next page. To select one of the entries, press the associated number on the dial pad or the center cursor pad button.

Search By Name

Type as many letters as you want used for the search. If searching for an entry labeled “Paul”, type “P”. A page listing all entries beginning with the letter “P” is displayed. Or, you could type “Paul” and it would display “Paul”. After typing the search criteria, press the down pad to initiate the search.

Search By Number

Press the **NUM** softkey. Now you can do the same search as above but using a telephone number instead of a name. If searching for a number beginning with “1”, type “1”. A page listing all entries beginning with the number “1” is displayed. Or, you could type part of all of the telephone number “817” and it would display all telephone numbers beginning the “817”. After typing the search criteria, press the down pad to initiate the search.

Speed Dial – Telephone Book (continued)

Search Using Softkey

Press the **Menu** softkey and choose one of the following search types.

Select the **NAME** softkey to search by name. Use the same search criteria explained in the “Search by Name” section.

Select the **GRP** softkey to search by groups within that phone book. Use the Up/Down arrow to search through groups (1~20). Select the group you want to search and press the center cursor pad button. All the entries in the group are selected, press the Up/Down arrows to scroll through all entries in the group.

Select the **NUM** softkey to search by number. Use the same search criteria explained in the “Search by Number” section.

Select the **MEM** softkey to search by registry memory area (0~299). Type in the registry memory area (0-299) to jump to that entry.

5. Once you have found entry, proceed to the change, delete or dial entry operation.

To change entries in the Telephone Book:

1. Press the **DIR** softkey.
2. Press the **TELBK** softkey.
3. Press the softkey associated with the first or second book.

- **OR** -

Press the **Right** cursor key.

4. Search to select the telephone name, telephone number or registry memory area (0~299) to change.

5. Press the **CHG** softkey. The selected entry flashes.

6. Press the center button on the cursor pad.

Speed Dial – Telephone Book (continued)

7. If you want to change the **Telephone Book Entry Name**, type the new name using the telephone dial pad keys and press the center button on the cursor pad. To accept the name change, press the center button on the cursor pad again. If you do not want to change the

Telephone Book Entry

Name, press the center button on the cursor pad again. The group is displayed.

If you want to change the **Group Name** type the new name using the telephone dial pad keys and press the center button on the cursor pad. To accept the name change, press the center button on the cursor pad again. If you do not want to change the **Group Name**, press the center button on the cursor pad again. The phone number is displayed.

If you want to change the **Telephone Number** type the new number using the telephone dial pad keys and press the center button on the cursor pad. To accept the number change, press the center button on the cursor pad again. If you do not want to change the **Telephone Number**, press the center button on the cursor pad again. The registry memory is displayed.

If you want to change the **Registry Memory Area** (0~299) type the new number using the telephone dial pad keys and press the center button on the cursor pad. To accept the number change, press the center button on the cursor pad again. If you do not want to change the

Registry

Memory Area, press the center button on the cursor pad again. The registry memory area is displayed. If you select a field that is already used, you have the option to overwrite that field (the old entry will be deleted). If you do not want to overwrite it press **NO**, if you do press **YES**. If you selected a memory area that was not assigned, all the entries that you made to the new memory area are assigned and you are returned to the speed dial entry selection window.

Speed Dial – Telephone Book (continued)

To delete entries in the Telephone Book:

1. Press the **DIR** softkey.
2. Press the **TELBK** softkey.
3. Press the softkey associated with the first or second book.

- **OR** -

Press the **Right** cursor key.

4. Search to select the telephone name, telephone number or registry entry (0~299) to change. The selected entry flashes.
5. Press the **DEL** softkey.
6. If you want to delete the entry, press the **YES** softkey. If you do not want to delete the entry, press the **NO** softkey.

To dial entries in the Telephone Book:

1. Press the **DIR** softkey.
2. Press the **TELBK** softkey.
3. Press the softkey associated with the first or second book.

- **OR** -

Press the **Right** cursor key.

4. Search to select the telephone name, telephone number or registry entry (0~299) to change.
5. Press the **Dial** softkey to dial the selected number.

Station Name Assignment – User Programmable

Operation

To program your extension name:

1. Press **Speaker**.
2. Dial **700**.

- OR -

Press the **Extension Name Change** key

3. Press **Hold**.
4. Enter the name. (See *Table 2-8 Keys for Entering Names below*)
Your name can be up to 12 digits maximum.
5. Press **Hold**.
6. Press **Speaker** to hang up.

To program any extension name:

1. Press **Speaker**.
2. Dial **700**.

- OR -

Press the **Extension Name Change** key

3. Enter the extension number to be named.
4. Enter a name. (See *Table 2-8 Keys for Entering Names page 87*)
The name can be have to 12 digits maximum.
5. Press **Hold**.
6. Press **Speaker** to hang up.

Station Name Assignment – User Programmable (continued)

Operation

Refer to [Table 2-8 Keys for Entering Names](#) for an explanation for using the keypad to enter names.

Use this keypad digit . . .	When you want to . . .
1	Enter characters: 1 @ [¥] ^ _ ` { } Æ " Á À Â Ã Ç È É Ê Ì Ó
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.
8	Enter characters: T-V, t-v, 8.
9	Enter characters: W-Z, w-z, 9.
0	Enter characters: o ! " # \$ % & ' () ò Õ ú ä ö ü
*	Enter characters: * + , - . / : ; < = > ? B E S ç £
#	# = Accepts an entry (only required if two letters on the same key are needed - ex: TOM). Pressing # again = Space. (In system programming mode, use the right arrow Softkey instead to accept and/or add a space.)
CONF	Clear the character entry one character at a time.
HOLD	Clear all the entries from the point of the flashing cursor and to the right.

Transfer

Operation

Transferring Trunk Calls:

To Transfer a trunk call to a co-worker's extension:

1. At the multiline terminal, press Transfer.

- OR -

At single line telephone, hookflash.

You hear Transfer dial tone.

2. Dial the co-worker's extension number.

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

*Single line telephone users can press hookflash to retrieve the call. If a call was transferred and the single line user has hung up the handset, the call can be retrieved by dialing ** and the extension number to which it had been transferred.*

3. Announce the call and press Transfer or hang up.

*If your co-worker does not want the call, press the flashing line key to return to the call. Single line telephone users can press hookflash to retrieve the call. If a call was transferred and the single line user has hung up the handset, the call can be retrieved by dialing ** and the extension number to which it had been transferred.*

To answer a call transferred to your extension:

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

Transfer (continued)

Transferring without Holding:

To Transfer without holding (multiline terminal only):

1. Lift the handset.
2. Press busy line or press **Speaker**.
3. When original caller hangs up, you are connected.

Transferring Intercom Calls:

To Transfer your Intercom call:

1. At the multiline terminal, press **Hold**.

- **OR** -

At single line telephone, hookflash.

2. Dial extension to receive your call.

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

*Single line telephone users can press hookflash to retrieve the call. If a call was transferred and the single line user has hung up the handset, the call can be retrieved by dialing ** and the extension number to which it had been transferred.*

3. Announce your call and press Transfer or hang up.

Transfer (continued)

Transferring a Call Into a Conference/Existing Call:

1. While on a call, press Transfer and dial service code **624**.
The display shows the Transfer to Conf. ICM Dial.
2. Enter the extension number of the co-worker currently on a Conference call to which the call should be transferred.
*To cancel the transfer, press the flashing line key to retrieve the call.
If an error tone is heard, Barge-In is not enabled for the extension and the call does not go through. Press the flashing line key to retrieve the call or hang up, and the call recalls the extension.*
3. The transferred call is incorporated into the conference call.
*The callers hear the Barge-In tone if enabled.
If a call is transferred into a Barge-In Conference, the Conference becomes a regular 4-party Conference call.*
4. Hang up.

Transferring a Call to a Trunk Ring Group:

1. While on a call, press Transfer.
2. Dial the Transfer to Ring Group service code defined in Program 11-15-09.
You hear confirmation tone.
3. Hang up.

Transferring an Intercom or Trunk Call using a DSS/One-Touch Key:

1. While on a call, press the **DSS/One-Touch** key.
2. Announce the call or hang up.

Voice Over

Operation

To initiate a Voice Over to a busy extension:

1. Press Voice Over key

- **OR** -

Dial **6**.

- **OR** -

Dial **690**.

You hear an alert tone and the Voice Over key flashes. You can talk to the called party after the alert tone ends.

To respond to a Voice Over alert tone to your extension:

You can respond only if you have a Voice Over key.

1. Press the Voice Over key.

The Voice Over key lights steady (green), and you can talk to the interrupting party.

You cannot respond by dialing the Voice Over Service Code (6).

To return to your original call:

1. Press the Voice Over key.

2. Press the Voice Over key again.

Your Voice Over key flashes red when you are talking to your original call.

To switch between your original call and the interrupting party, just keep pressing the Voice Over key.

Volume Controls

Operation

To adjust the volume of incoming ringing and splash tone:

1. If the telephone is idle, press **Speaker** and dial **729**. If the telephone is ringing, skip to Step 2.
2. Press VOLUME UP or VOLUME DOWN.

To adjust the volume of ringing incoming Paging announcements, Handsfree, the handset or Background Music:

1. Press VOLUME UP or VOLUME DOWN.

The feature must be active to change the volume. Press the volume keys when the telephone is idle to adjust the display contrast.