



# UNIVERGE<sup>®</sup> SV9100

## Multi-Line Telephone Reference Guide



Congratulations on your organization's decision to install a **NEC SV9100** telecommunications system provided by **Today's Telecommunications Industries, L.L.C.** The goal of this guide is to have you effectively using your new system immediately following its installation. It will guide you and your staff through the basics of call processing and is the perfect quick reference guide. A scheduled training session is recommended for the more robust features of the **SV9100**.

*Highlights of your Reference Guide:*

- Overview of Feature Keys
- Outgoing & Intercom Calls
- Transferring Calls
- Placing Calls on Hold and Park
- Conference Calls
- Forwarding an Extension
- Voice Mailbox Setup
- Leaving & Retrieving Messages

To schedule a detailed training session, please contact us at  
**713.590.7300**

To submit a service request, please visit our website at  
**[www.tti-houston.com](http://www.tti-houston.com)**  
and click our *Request Service* button

You may also reach one of our service representatives at  
**713.791.1TTI**

Enjoy your new **NEC SV9100** system and thank you for choosing **Today's Telecommunications Industries, L.L.C.** and our staff as your organization's communications experts.



## Feature Key Overview:

### Recall

Press the key to send a hook flash to the line you are currently using. Depending on the line, it may put the caller on hold with Telco or hang up.

### Feature

Used to activate the terminals setup functions and to program one-touch keys.  
Feature + 1 – Turns microphone on/off.

### Hold

Press this key to put a call on hold on your extension only.

### Transfer

This button allows the extension user to transfer a call to another extension.

### Speaker

Controls built-in speaker, which can be used for hands free dialing. LED on key lights up when the key is active.

### Help

Explanations of programmable keys can be called up on the LCD screen by pressing and holding the HELP key and then a programmable key.

### Exit

The user can exit from the menu or help mode by pressing this key.

## Outgoing Calls:

To place an outgoing call, either lift the handset or press the **Speaker** Key (speaker key will light up). You will hear dial tone. Press 9 and then the outside number. If you use the Speaker Key you will have a hands-free conversation over the speakerphone until you lift up the handset. Lifting the handset will automatically move the conversation from the hands-free mode to handset mode. If you are on a handset conversation and would like to change to a hands-free conversation, press the **Speaker** Key once and replace the handset in the cradle. To disconnect, replace the handset in the cradle or press the **Speaker** Key.

## Intercom Calls:

To place an intercom call either lift the handset or press the **Speaker** Key (speaker key will light up) and dial the extension number. If your phone has been programmed with intercom keys for the person you wish to call, instead of manually dialing the extension number you can just press the programmed key. If the called person lifts the handset, the speaker turns off and the intercom conversation can continue through the handset.

### Transfer Calls:

To transfer a call you are on to another extension, press the **Transfer** Key (the outside person is now on hold). Either dial the extension number or press the pre-programmed key of the person to whom you wish to transfer the call. You may stay on the call to announce the caller. To complete the transfer, simply replace the handset.

### Place a Call on Hold:

To hold a call you are on, press the **Hold** Key. The Call Key will flash indicating that your call is there. To retrieve the call, lift the handset and press the flashing **Call** Key. When a call is on hold at your extension, the Loop key is not flashing on other extensions. This prevents people from picking up a call that is not theirs.

### Parking a Call:

To Park a caller, press one of the **Park** Keys (if your system has a PRI for voice lines). The Park Key will flash. The caller is now on hold. Park instead of Hold will allow this call to be picked up at another extension. To pick up a parked caller, lift the handset or press the **Speaker** Key and then press the flashing **Park** Key.

### Conference Call:

While you are on a call, push the **CONF** Soft Key (soft keys are the four buttons under the display). Now make your second call. Once the second call has been established, push the **ADD** Soft Key and then push the **BEGIN** Soft Key. You are now on a conference call.

### Call Forwarding:

#### Forward An Extension to a Cell:

1. Press the **Speaker** Key
2. Dial 741
3. Dial 1 (set)
4. Dial 9 and the ten digit number
5. Press the **Speaker** Key to activate

#### To Cancel Call Forwarding:

1. Press the **Speaker** Key
2. Dial 741
3. Dial zero (cancel)
4. Press the **Speaker** Key to cancel

## Voice Mailbox Setup:

It is important that you set up your voice mailbox immediately. There are three basic items to complete:

### 1. Record your first and last name

To record your name, lift the handset and use the soft keys under the display. Press **VMSG**, press **MORE**, press **RCNAM**, press **REC** and then follow the prompts.

### 2. Record your personal greeting

To record your personal greeting lift the handset and use the soft keys under the display.

Press **VMSG**, press **GREET**, press **GR1**, press **REC** and then follow the prompts.

### 3. Establish a 4 digit security code

To set up a security code press **VMSG**, press **MORE**, press **SETUP**, press **CODE** and follow the prompts.

## Using Voice Mail:

### To leave a message for a co-worker:

Call their extension by dialing the extension number or pressing the pre-programmed key. Press 8 and listen to the prompts. Hang up when finished.

### To transfer a caller into a voice mailbox:

After telling the caller that you are transferring them, press the **Transfer** Key, press the **VMSG** Soft Key, dial the extension number and then hang up.

## Listening to your voice mail messages:

When you have a new message in your mailbox, the *Message Waiting Lamp* on the top of your telephone will be flashing. Press the **VMSG** Key and follow the prompts.

In many cases the message will also be attached to an email and sent to your inbox through a feature called unified messaging. You can listen to the message from your computer or your smart phone by opening the attachment and playing the message through the speakers on your computer or your smart phone device. If you use the unified messaging feature, once the message is delivered to your email, it will delete from your phone so your Message Waiting Lamp will not be lit on our desktop phone and you will not have to check it twice.