

## SV9100 Quick Reference

### Receiving a call:

1. Pick up **Handset** or Press **Speaker**
  - 1a. press the **ANSWER** key if it is blinking.
2. Converse

### Placing a call:

1. Pick up **Handset** or Press **Speaker**
2. Dial **9** or Press available Line button
3. Dial phone number

### Call Internally:

1. Pick up **Handset** or Press **Speaker**
2. Dial extension number or Press programmed One-Touch button
3. Voice announce after tone burst or wait for the ring call to be answered

### Transferring a call:

With caller on the phone

1. Press **Transfer**
  2. Press **One-Touch button** for party or **Dial extension**  
-Wait to Announce caller if you want to screen the call.
  3. Hang up
- Note: To retrieve a denied call Press Flashing Green button

### Transferring a call to vm:

With caller on the phone

1. Press **Transfer**
2. Press **VMSG** on the screen
3. Press **One-Touch button** for party or **Dial extension**
4. Hang up

### Conference Call:

1. With first party on the phone, Press **Conf** softkey once
2. Place next call (internal or external)
3. Once second party answers, Press **ADD** softkey
4. Repeat steps 2 and 3 until all parties are dialed
5. On the last caller press the **BEGIN** softkey.

### Recall Key:

Press this key to finish your current outside call and hear a dial tone.

### Feature:

Used to activate terminal features and setup.

### Answer:

When the LED light is lit on this key, you have a second call. Press the key to answer.

### MIC:

When this key is lit, you **CAN** be heard on speaker phone and on the handset. If this key is not lit, you are muted.

**Redial:**

1. Press **Redial**
2. Press **Volume Up** or **Down** keys to scroll through numbers
3. Once on desired number, Pick up **Handset** or Press **Speaker** to call

**Programming Station Speed Dial Numbers:**

1. Press **Speaker** key
2. Dial **751**
3. Press the **key** you wish to program
4. Dial **01** for one-touch
5. Enter in phone number (**9 + 1 + area code + number**)
6. Press **Hold**

To Delete

1. Press **Speaker** key
2. Dial **751**
3. Press the **key** you wish to delete
4. Dial **000**
5. Press **Speaker** to hang up

**Call forwarding**

1. Press **Speaker**
2. Dial **741**
3. Press **1** to set
4. Dial **EXT** number or **External #** (**9 + 1 + area code + number**)
5. Press **Speaker** key to hang up

To Cancel

1. Press **Speaker**
2. Dial **741**
3. Dial **0**
4. Press **Speaker** to hang up

**Voice Mail:**

**To check voicemail from the outside:**

1. Call your **main number**
2. As soon as you hear the greeting press **# + EXT Number**
3. Enter your **security code**

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For all service related issues please call **516-756-9000** option "0"  
Or email our help desk at [helpdesk@nactelsystems.com](mailto:helpdesk@nactelsystems.com)

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