

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

Park:

To Park a Call

1. When on an active call, simply press **Park 1** (Park 2, Park 3, ETC)
2. The Park key will flash green on your phone and red on everyone else's
3. Anyone from any phone can press the Park key and pick up the call
4. Once the call has been picked up from Park, that key now becomes available for another call

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**

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

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