

### PLACING OUTSIDE CALLS

Step 1: Lift handset or press **Speaker**  
Step 2: Dial **9** or an available **Line** key  
Step 3: Dial number

### PLACING INTERNAL CALLS

Step 1: Lift handset or press **Speaker**  
Step 2: Dial internal extension number  
**OR**  
Step 2: Press Programmed key for person  
Step 3: Make a voice announcement  
**OR** wait for party to answer

NOTE 1: To switch form voice announcement to ring or ring to voice announcement dial "1" after the extension #  
NOTE 2: To "quick transfer" to voicemail dial "8"

### CONFERENCING

With a call in progress:  
Step 1: Press **Conf** key  
Step 2: Dial 3-digit internal extension to add  
**OR**  
Step 2: Dial **9** plus outside phone number  
Step 3: Announce conf. when party answers  
Step 4: Press **Conf** key twice to establish Conference (If you have no conf key Press **Add** and **Begin**)

### ANSWERING CALLS

Receive incoming ring signal:  
Step 1: Lift handset or press **Speaker**  
Step 2: Converse

### Group Call Pickup

From any extension pickup the handset and dial \*#  
This picks up the first ringing phone in the group

### DIRECTED CALL PICKUP

Step 1: Lift handset or press Speaker  
Step 2: Dial \*\* plus the extension  
NOTE 1: Used to answer a specific ext. that is ringing.

### PLACING CALLS ON HOLD

Step 1: Press **Hold** key once  
holds at the extension only with Call keys  
to retrieve Press flashing **Line** key or **Call** key

### CALL PARK

With a call in progress:  
Step 1: Press **Call Park** key  
or dial # **6 XX** Where XX is the Park orbit from 01-64  
Step 2: Replace handset  
**NOTE:** The phone system will hold this call so it can be picked up from any phone by simply following the park retrieve steps. The call will hold for 90 seconds where it will then recall back to the originating station if unanswered.

### PARK RETRIEVE

From any station:  
Step 1: Lift handset or press Speaker  
Step 2: Press **flashing Park** Or Dial \*6 XX where XX is the park orbit 01-64

### TRANSFERING CALLS

With a caller on the line:  
Step 1: Press **Transfer** key  
Step 2: Dial parties' extension or Programmed Key  
Step 3: Announce call (Optional)  
Step 4: Press **Transfer** or Hang up to complete transfer  
NOTE: To return to the original party, press the flashing **Line** key or **Call** key before hanging up

### QUICK TRANSFER TO VOICE MAIL

With an outside call in progress:  
Step1: Press **Transfer**  
Step 2: Press the **VMsg** Softkey  
Step 3: Dial parties' extension or Programmed Key  
Step 4: Hang up

### LAST NUMBER REDIAL

Step 1: Press **Redial** key (last number appears)  
Press up/down soft key arrows in display to view the Last 50 numbers you dialed  
Step 2: Lift handset or press Speaker to place call

### ACCESSING STATION SPEED DIALS

Step 1: Press **Directory** key **OR Dir** soft key  
Step 2: Press **STA** soft key  
Step 3: Use Up/Down arrows (soft keys) in display to scroll through speed dials  
Step 4: Lift handset or press speaker to place call  
NOTE: Optional access: Lift handset, press #7 and the 1 digit speed dial number. The stored number dials out

### ACCESSING SYSTEM SPEED DIALS

Step 1: Press **Directory** key **OR Dir** soft key  
Step 2: Press **SPD** soft key  
Step 3: Use Up/Down arrows (soft keys) in display to scroll through speed dials  
Step 4: Lift handset or press speaker to place call  
NOTE 1: The stored number dials out  
NOTE 2: Optional access: Lift handset, press #2 and enter 3-digit bin number of speed dial

### Voice Mail Setup

#### Record your Greeting

Step 1: Press the **VMsg** softkey  
Step 2: Press the **Greet** Softkey  
Step 3: Press **GR1 GR2** or **GR3**  
Step 4: Press **Rec** Softkey  
Step 5: Prss # or **Done** when finished recording

#### Record your name

Step 1: Press the **VMsg** Softkey  
Step 2: Press the **More** Softkey  
Step 3: Press the **RecName** Softkey  
Step 4: Press the **Rec** Softkey  
Step 5: Prss # or **Done** when finished recording

#### Setup a security code

Step 1: Press the **VMsg** Softkey  
Step 2: Press the **More** Softkey  
Step 3: Press the **Setup** Softkey  
Step 4: Press the **Code** Softkey  
Step 5: Enter your Security Code  
Step 6: Press the **NoReq** to only require the code from the outside or press Req to require the code at you extension

### Accessing Voice Mail Remotly

Step 1: Dial into Auto Attendant or have someone transfer you to the Voice Mail Pilot number  
Step 2: When you hear your AA greeting press # and your Extension Number. If you have an access code it will prompt you to enter it. See the Voice Mail QRG for options available

### **FORWARD ALL CALLS (Fwd All)**

#### **\*Fwd All Set ~**

Step 1: Press “!” then **Prog** soft key (do not lift handset)

Step 2: Press **Cfwd** soft key to set forward

Step 3: Press **ALL** soft key

Step 4: Press **Set** soft key

Step 5: Dial destination number to forward to

Step 6: Press **Speaker** to hang up

#### **\*Fwd All Cancel ~**

Step 1: Press “!” **Prog** soft key (do not lift handset)

Step 2: Press **Cfwd** soft key to set forward

Step 3: Press **ALL** soft key

Step 4: Press **Cncl** soft key

### **UP/DOWN ON NAVIGATION PAD**

Arrows are used to adjust LCD contrast, speaker and receiver volume.

#### **-Display Contrast:**

Press arrow **up/down** key while phone is idle

#### **-Speaker/Receiver Volume:**

Press arrow **up/down** key during conversation

### **CALLER ID**

Step 1: Press **List** soft key

Step 2: Press **CID** soft key

Step 3: Scroll thru last 50 calls with arrows

Step 4: Toggle between ID name and phone # using the **Help** soft key.

### **RING VOLUME**

Step 1: Press **Speaker** key

Step 2: Dial **7 2 9**

Step 3: Press volume **up/down** arrow keys to set/adjust volume level of ringer

Step 4: Press **Speaker** key

### **MICROPHONE ON/OFF (Mute)**

Step 1: Press **Mic** key (on/off)

NOTE: Mutes your voice on handset and speakerphone

NOTE: A Red MIC LED indicates microphone is active.

### **DND**

Step 1: Press **Speaker** Key

Step 2: **Dial 747**

Step 3: Press **1** For External Calls

Press **2** for Internal Calls

Press **3** for All Calls

Press **4** for Call Forwards

Press **0** to cancel

Step 4: Press **Speaker** Key to hang up

### **NOTES**

# **GRANT COMMUNICATIONS**

608-282-1000

## **MULTILINE TELEPHONE USER GUIDE FOR THE NEC SV 8100**