NEC SV8100 Telephone System User Guide
(for *SV8100* 12-button and 24-button phones with CAP/PARK keys)

KEYS AND BUTTONS ON YOUR PHONE

Incoming Call/Message Waiting indicator light
Flashes red quickly when a call is ringing your phone; flashes green slowly when there is a new message in your voicemail box. Found on upper right of tilting display panel.

LCD display
Shows date and time, name and extension, when the phone is idle; incoming caller ID; outbound number dialed; duration of call; number of new voicemail messages; message timestamp when in voicemail; and soft keys (more info on these below).

Exit/Help
Use the **Help** key to identify the programming of function keys; the **Exit** key brings the LCD display back to normal when in Help or Menu mode. Exit/Help keys found on left and right just under display panel.

Soft Keys (4)
The four "soft keys" below your telephone's display are provided as shortcuts to many of your phone's features and functions. Below is a list of some of the most useful ones. Keep in mind, the soft keys are interactive and will change their function as you press them to navigate features.

> **VMsg** Use this soft key to access your voicemail box. Once pressed, other soft keys appear, allowing you to visually access mailbox features.

> **List** Use this key to view recent calls. Outbound calls you have placed can be seen in the **Redial** menu. Incoming Caller ID can be seen in the **CID** menu. Use the arrows to scroll through the numbers. Press the **Dial** soft key to place a call to the number displayed.

> **Dir** Use the Directory menu to dial stored numbers. Use the arrows to scroll through the numbers.
>> **SPD** Common (system-wide) speed dial numbers
>> **EXT** Internal extensions
>> **STA** Personal speed dial numbers

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Use the **Exit** button to return your phone's display to normal mode after using the soft key menus.

Function keys (12 or 24)
Programmable keys used for a variety of telephone features, eg: CAP, PARK, other extensions (hotline), headset.

Keypad
As on any phone, dialing digits 0 – 9, #, *.

Recall
To move quickly between calls, use this key to disconnect one call and immediately get dial tone.

Feature
Used occasionally to access telephone feature setup.

Answer
Press to answer a second call ringing at your phone. First call will be put on hold automatically; to return to first call, press flashing line key.

Mic
Press to turn microphone on (key will light up) or off. You must turn on the microphone in order to respond handsfree to a speakerphone call. While on a handset or headset call, press **Mic** to mute microphone on handset or headset (key will blink); press again to cancel mute.

Menu
Press to access other phone settings including ring volume, offhook ringing, backlight, etc.

Directional Pad (large round multi-directional key)
Press left, right, top or bottom to access Redial, Directory, Volume Control (of handset, speaker, ringing, and brightness of LCD display). Press center button for Enter.

Hold
Press to put outside call on hold. Call will flash on CAP key. Calls put on hold cannot be picked up by any other user (use PARK key instead).
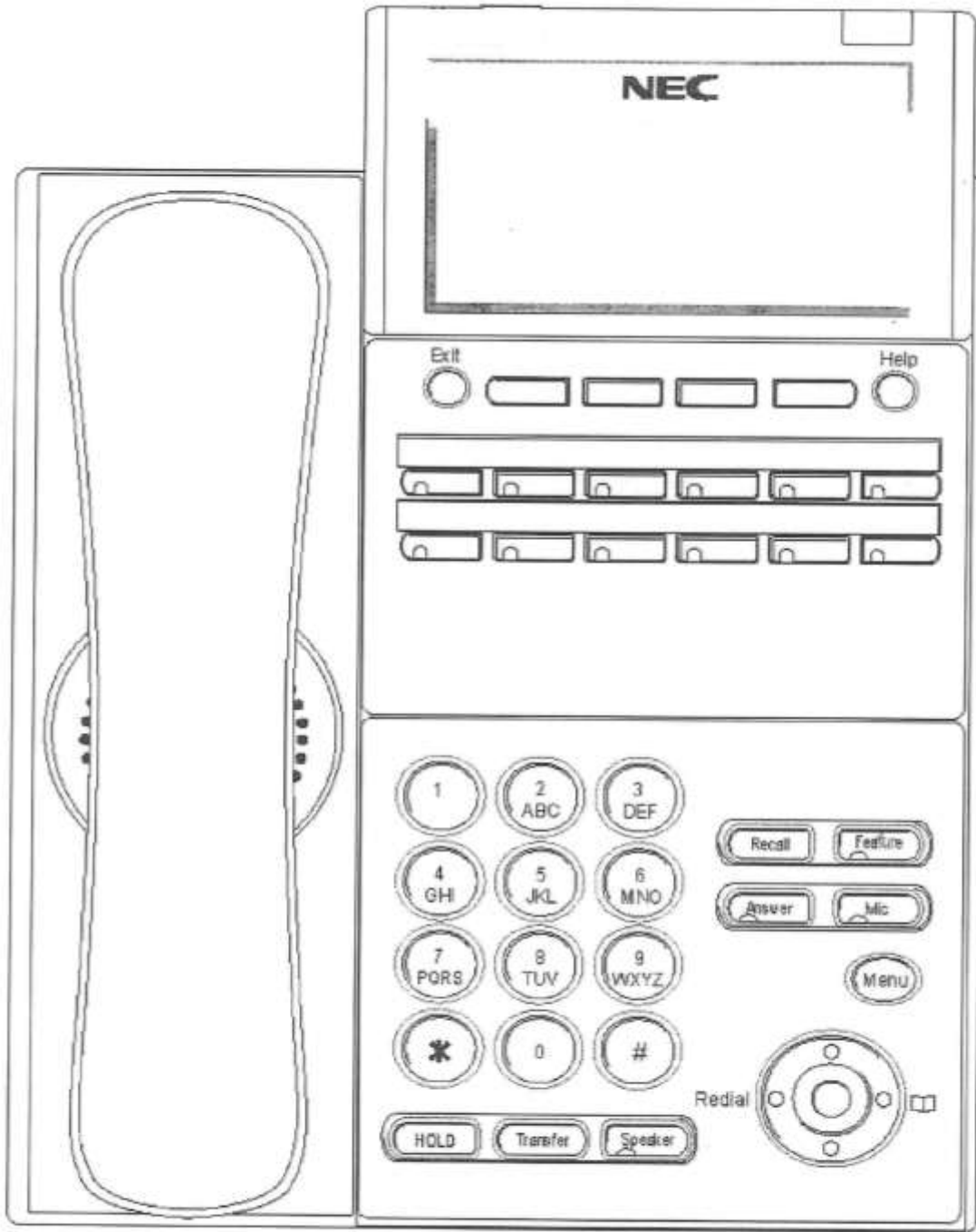
Transfer
Press to transfer a call to a co-worker.

Speaker
Press to access your phone's hands-free capability. Lights up when in hands-free mode.

NEC SV8100 12-button Display Telephone

Use this keypad digit….	Key for Entering Names When you want to….
1	Enter characters: 1 @ [¥] ^ _ ` {	} Æ ¨ Á À Â Ã Ç 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-I, 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: 0 ! " # $ % & ' ( ) ò Õ ú ã õ ũ á â è
*	Enter characters: + , - . / : ; < = > ? B E ó S ¢ £
#	# = Accepts an entry (only required if two letters on the same key are needed – ex: TOM). Pressing # again = Space.
Conf	Clears all the entries from the point of the flashing cursor and to the right (used when entering the Name).
Exit	Clears all the entries from the point of the flashing cursor and to the right (used when entering the Number, this clears both the number and name).

MAKING OUTGOING CALLS

How to make an outgoing call:
1. Lift the handset
2. Dial **9**
3. Dial number

How to call a previously dialed number:
1. Press **Redial** button
2. Use the arrows that appear on the soft keys to scroll to the number you want to call (or use arrows on directional pad)
3. Lift handset to call the displayed number

How to make a call using caller ID:
1. Press **List** soft key
2. Press **CID** soft key
3. Use the arrows that appear on the soft keys to scroll to the number you want to call (or use arrows on directional pad)
4. Lift handset to call the displayed number

How to make a conference call:
1. Establish the first call
2. Press **CONF soft key** (1st soft key)
3. Establish the second call
4. Press **ADD soft key** (1st soft key) after second caller answers
5. Press **BEGIN soft key** (1st soft key) to establish three-way conference call
--or--
5. Establish third call
6. Press **BEGIN soft key** (1st soft key) to establish four-way conference call

HANDLING INCOMING CALLS

How to answer an incoming call:
1. If the call is ringing at your extension, lift the handset
--or—
1. If a call is ringing on another line or extension, lift handset and press the flashing key
--or—
1. To answer a second call ringing at your extension, press the **Answer** key. Your first call will be put on hold and you will be connected to the second call. To return to the first call, press the flashing line key.

How to put a call on HOLD (no one else can pick it up):
1. While on call, press **HOLD**
2. Hang up (CAP key flashes)
3. To retrieve the call, press blinking **CAP** key

How to put a call on PARK (so any other extension can pick it up):
1. While on call, press any available (unlit) **PARK** key
2. Hang up (PARK key flashes)

How to transfer a call to a co-worker:
1. While on call, press **Transfer**
2. Dial the co-worker's **three-digit extension number**
--or--
2. Press the co-worker's **hotline** key
3. Announce call (optional)
4. Hang up (call will ring the co-worker's extension; if not answered, the call will automatically go to the co-worker's voicemail)

How to transfer a call directly to a co-worker's voicemail:
1. While on call, press **Transfer**
2. Press the **VMsg** soft key
3. Press the co-worker's **hotline** key
--or--
3. Dial the co-worker's **three-digit extension number**
4. Hang up

How to use Do Not Disturb:
1. Press the **Speaker** button
2. Dial **747**
3. Set the DND option:
   --Press **1** to block external calls
   --Press **2** to block intercom calls
   --Press **3** to block all calls
   --Press **4** to block transferred calls
   --Press **0** to cancel DND
4. Press **Speaker** to finish

INTERCOM FEATURES

How to intercom a co-worker:
1. Lift handset (optional)
2. Enter the **three-digit extension number**
--or--
2. Press **hotline** key for co-worker
3. Begin speaking after tones

How to intercom all extensions at once (paging):
1. Lift handset
2. Dial **7010**
3. Begin speaking after tones

How to set intercom calls to ring vs. go to speakerphone:
1. Press **Speaker** button
2. Dial **723** for signaling (ringing) or **721** for voice call (speakerphone)
3. Press **Speaker** to finish

PERSONALIZING YOUR EXTENSION

How to program your name on your extension:
1. Press the **Speaker** button
2. Dial **700**
3. Dial your **3-digit extension number**
4. Enter your name (see diagram on page 4):
   > --Use the keypad to enter letters, eg. press 1 three times for the letter C
   > --To delete a character, press the Feature key
   > --To move forward, press the # key once; to make a space, press the # key twice
5. Press **HOLD**
6. Press **Speaker** to finish

How to program personal speed dial numbers (up to 10):
7. Press the **Speaker** button
8. Dial **755**
9. Press the key you want to program (1-9, 0 on the keypad)
10. Dial **9** and the telephone number (include 1 + area code for long distance)
11. Press **HOLD**
12. Enter name if desired (see diagram on page 4):
   > --Use the keypad to enter letters, eg. press 1 three times for the letter C
   > --To delete a character, press the Feature key
   > --To move forward, press the # key once; to make a space, press the # key twice
13. Press **HOLD**
14. Press **Speaker** to finish
--or--
7. Repeat steps 3 through 7 to program more speed dial numbers
8. Press **Speaker** to finish

How to view and dial personal speed dial numbers:
1. Press the **Dir softkey**
2. Press the **STA softkey**
3. Use the **softkey arrows** to scroll through personal speed dial numbers 1-10
4. Press the **Dial softkey** to dial the selected number

How to use shortcuts to personal speed dial numbers:
1. Lift the handset
2. Dial **#7** then the key you programmed (1-9, and 0 to access speed dial #10)

How to program function keys for extensions or speed dial numbers:
1. Press the **Speaker** button
2. Dial **751**
3. Press an available function key
4. Dial **01**
5. Dial **three-digit extension** or **9+number** for speed dial
6. Press **HOLD**
7. Press **Speaker** to finish
   --or--
7. Repeat steps 3 to 6 to program more keys
8. Press **Speaker** to finish

How to adjust the ring volume on your phone:
1. Press the **Speaker** button
2. Dial **729**
3. Press the top or bottom of the directional pad to adjust the volume to the desired level
4. Press **Speaker** to finish

How to change the ring tones on your phone:
1. Press the **Speaker** button
2. Dial **720**
3. Press **1** for intercom calls or **2** for outside calls
4. Press **1 through 8** to hear the 8 different ring tone choices
5. Press the number of your choice
6. Press **Speaker** to finish

How to program a headset key on your phone:
1. Press the **Speaker** button
2. Dial **751**
3. Press an available function key
4. Dial **05**
5. Press **Speaker** to finish

Note: Use the Headset key instead of lifting the handset to answer and hang up calls.

How to forward your phone to an outside number or an extension:
1. Press the **Speaker** button
2. Dial **741**
3. Press **1** to set call forwarding
4. Enter the outside number (preceded by "9") or the 3-digit extension number
5. Press **Speaker** to finish

How to cancel call forwarding:
1. Press the **Speaker** button
2. Dial **741**
3. Press **0** to cancel call forwarding
4. Press **Speaker** to finish