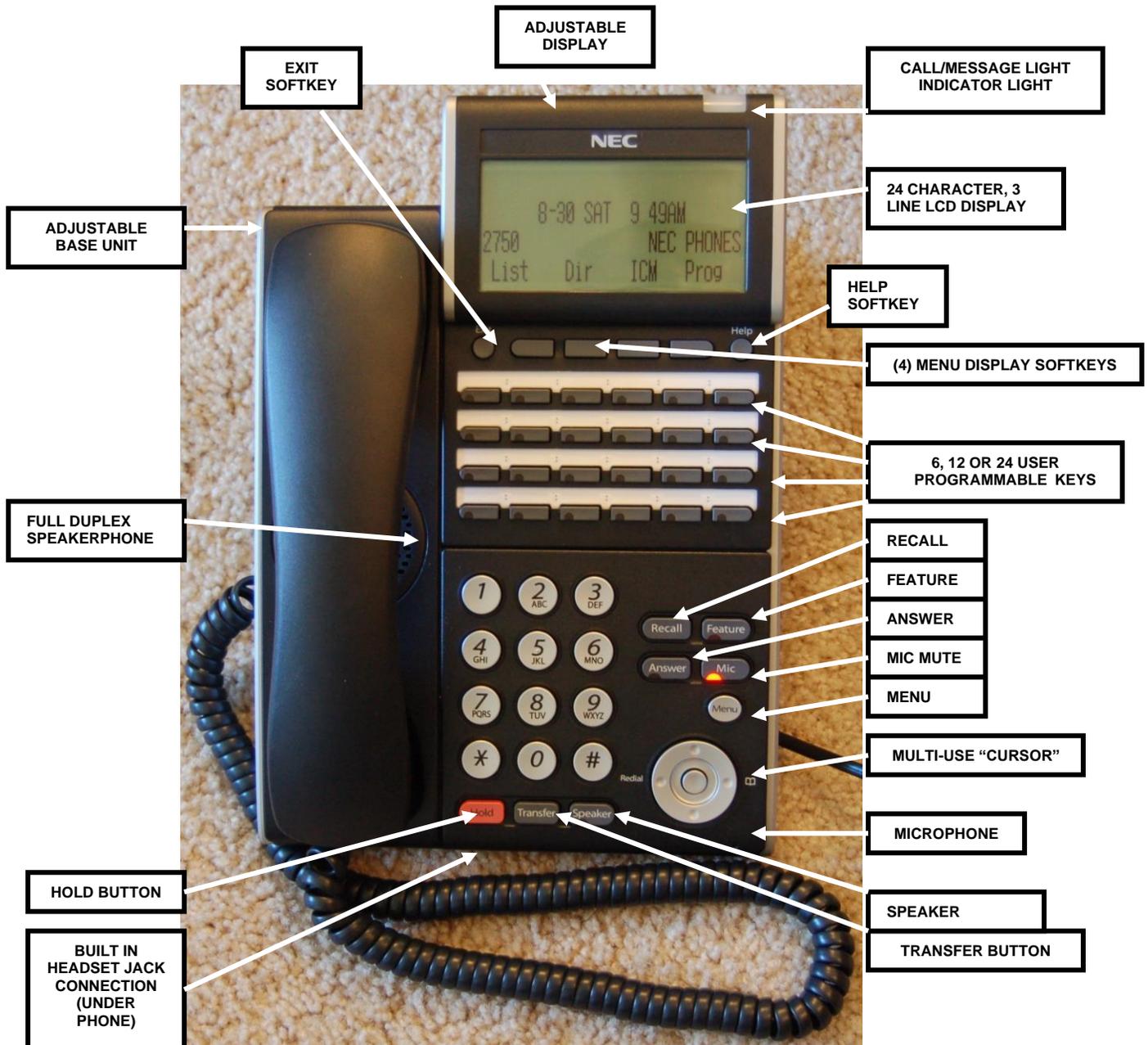


NEC SV-9100 & InMail USER GUIDE



SOFTKEYS (THESE ARE THE SIX KEYS RIGHT UNDER YOUR DISPLAY).

EACH TIME A "SOFT KEY" IS PRESSED, YOUR DISPLAY WILL CHANGE AND NEW SOFTKEY DEFINITIONS WILL APPEAR. (WITH THE EXCEPTION OF THE EXIT AND HELP SOFTKEYS). THESE EXAMPLES ARE WHEN YOUR PHONE IS "IDLE"



"EXIT" SOFTKEY

THIS SOFTKEY IS USED TO "EXIT" OUT OF THE MENU OPERATIONS



"LIST" SOFTKEY

THIS KEY IS USED TO SCROLL RECENT OUTGOING/INCOMING CALLS AT YOUR EXTENSION. USING THE "MULTI-FUNCTION" DIALPAD WITH THIS SOFTKEY, YOU CAN STORE THE NUMBER IN YOUR "TELEPHONE" (TELBK). THE "TELBK" FEATURE WILL BE EXPLAINED LATER IN THIS DOCUMENT. (INCOMING CALLS WILL BE DISPLAYED IF YOU HAVE CALLER I.D. ON YOUR LINES)

MENU CHOICES ARE: REDIAL AND CID

1. REDIAL MENU

- **PRESS REDIAL SOFTKEY AND THEN USE THE UP/DOWN ARROW SOFTKEYS TO SEARCH FOR THE NUMBER. WHEN IT IS IN YOUR DISPLAY LIFT HANDSET OR PRESS SPEAKER AND THE CALL WILL BE MADE**

2. CID MENU

- **PRESS THE "CID" TO VIEW CALLER ID FOR MISSED CALLS**
- **PRESS THE "UP OR DOWN" SOFTKEY TO DISPLAY THE LAST 50 CALLS. (IF POWER IS LOST TO THE SYSTEM, ALL PAST CALLER I.D. INFO IS LOST)**
- **TO RETURN THE CALL, LIFT HANDSET OR PRESS SPEAKER**
- **TO STORE THE NUMBER, PRESS THE "STORE" SOFTKEY**
- **SELECT EITHER STATION, SYSTEM (SPD) OR TELBK**
- **FOLLOW SOFTKEY MENU TO STORE THE NUMBER**

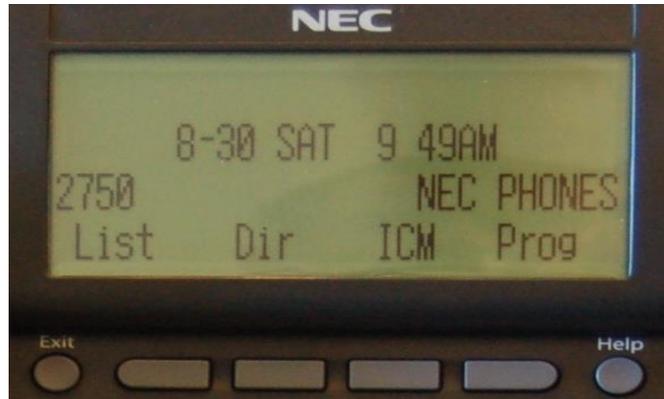


↑
"DIR" SOFTKEY

THIS KEY IS USED TO SCROLL THROUGH THE "DIAL BY NAME" DIRECTORY FOR SYSTEM SPEED DIALING, STATION SPEED DIALING AND EXTENSION DIALING.

MENU CHOICES ARE: SYS, SPDG, STA AND EXT

- **PRESS THE SYS (SYSTEM) SOFTKEY TO DISPLAY AND SCROLL THROUGH YOUR SYSTEM SPEED DIALING**
- **SPEED GROUP SOFTKEY IS NOT USED**
- **PRESS THE STA (STATION) SOFTKEY TO SCROLL THROUGH YOUR 10 STATION SPEED DIALS**
- **PRESS THE EXT (EXTENSION) SOFTKEY TO SCROLL THROUGH YOU INTERNAL EXTENSION PROGRAMMING**



"ICM" SOFTKEY

THIS KEY IS USED TO ACCESS INTERNAL/EXTERNAL PAGING, DIRECT CALL PICKUP, BARGE) AND "SAVE". SAVE AND BARGE ARE NOT USED WITH YOUR SYSTEM. INTERNAL/EXTERNAL PAGING IS SET UP ON THE PROGRAMMED LINE KEYS ON YOUR PHONE.

MENU CHOICES ARE: INPG, EXPG, P/U , BARGE, SAVE

- NOT NORMALLY USED (ASK YOUR TECHNICIAN IS YOU WISH TO USE THESE KEYS)

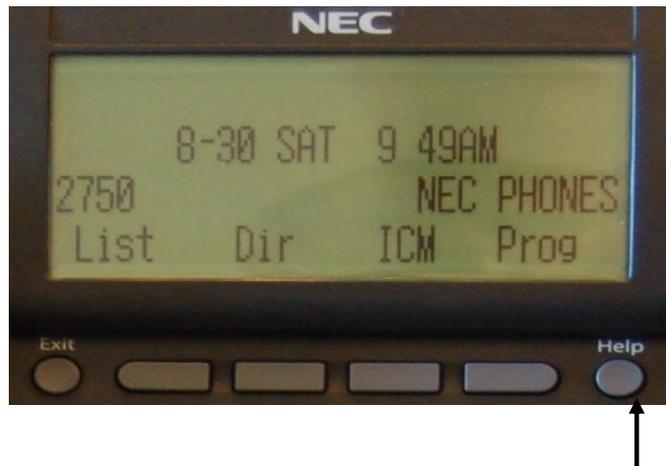


"PROG" SOFTKEY

THIS KEY IS USED FOR PROGRAMMING YOUR PHONES (CALL FORWARD, DND, STATION SPEED, SYSTEM SPEED, FUNCTION KEYS AND ALARM REMINDERS)

MENU CHOICES ARE: PROGRAM CALL FORWARD, DND, STATION SPEED, SYSTEM SPEED, FUNCTION KEYS, TELEBK ENTRY AND ALARM REMINDER

- **PRESS THE DND SOFTKEY TO SET YOUR PHONE TO DO NOT DISTURB FOR EXTERNAL CALLS
INTERNAL CALLS ALL CALLS**
- **PRSS THE CFWD SOFTKEY TO CHANGE THE FORWARDING**
- **PRESS THE STA (STATION) SOFTKEY TO PROGRAM STATION SPEED DIALS**
- **PRESS THE DOWN SOFTKEY TO GO TO THE NEXT MENU**
- **PRESS THE SPD (SYSTEM) SOFTKEY TO PROGRAM SYSTEM SPEED DIALS**
- **PRESS THE TELBK SOFTKEY TO PROGRAM/EDIT THE TELBK ENTRIES**
- **PRSS THE ALM SOFTKEY TO PROGRAM REMINDER ALARM 1 AND REMINDER ALARM 2 FOR
YOUR EXTENSION. TIME MUST BE ENTERED IN A 24 HOUR FORMAT**
- **PRESS THE DOWN SOFTKEY TO GO TO THE NEXT PAGE**
- **PRESS THE FCTN (FUNCTION) SOFTKEY TO PROGRAM OR DISPLAY AVAILABLE ONE TOUCH
BUTTONS.**
- **PRESS THE DOWN SOFT KEY TO RETURN TO THE FIRST PAGE OR PRESS EXIT TO RETURN TO
THE "IDLE" DISPLAY**



"HELP SOFTKEY"

THIS SOFTKEY IS USED FOR CALLER I.D. APPLICATIONS. YOU CAN ALSO USE THIS TO CHECK THE PROGRAMMING OF YOUR "LINE KEYS" TO SEE WHAT THEY ARE PROGRAMMED AS.

OTHER BUTTONS:

- **RECALL**
 - **USED TO TERMINATE A CALL IN PROGRESS AND TO ESTABLISH NEW "DIAL TONE" (LIKE A "FLASH" KEY).**
- **FEATURE**
 - **NOT USED**

- ANSWER

- ALLOWS YOU TO ANSWER YOUR SECOND LINE WITHOUT HANGING UP WITH THE FIRST CALLER.

- MIC (SPEAKER MUTE)

- USED IN CONJUNCTION WITH THE SPEAKER BUTTON. WHEN LIT (BUTTON LAMPS RED) THE MIC IS ACTIVE. WHEN EXTINGUISHED THE MIC IS "MUTED". WE RECOMMEND THAT YOU LEAVE IT ON ALL THE TIME.

- MENU



- ALLOWS YOU TO VIEW/CHANGE:

- VIEW CALL HISTORY
- PROGRAM TELEPHONE (TELBK) ENTRIES
- CHANGE BELOW SETTINGS:

1. RINGING VOLUME
2. OFF HOOK RINGING
3. KEYPAD BACK LIGHT
4. HEADSET RINGING
5. PERIPHERALS (NOT USED ON YOUR SYSTEM)

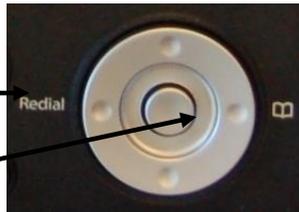
- MULTIFUNCTION CURSOR

- ALLOWS YOU TO CHANGE/ACCESS

1. LCD CONTRAST ADJUSTMENT (DARKER)
2. SPEAKER/HANDSET VOLUME UP
3. RINGING VOLUME UP

- REDIAL
3. SCROLL THROUGH LAST 10 NUMBERS DIALED
 4. DIAL A "SPECIFIC SYSTEM WIDE SPEED

- SHORTCUT
1. VIEW MISSED CALLS
 2. ACCESS VOICE MAIL



- TELEPHONE BOOK (TELBK).
1. 300 DIRECTORY ENTRIES
 2. VIEW/EDIT ENTRIES

4. LCD CONTRAST ADJUSTMENT (LIGHTER)
5. SPEAKER/HANDSET VOLUME DOWN
6. RINGING VOLUME DOWN

- **SPEAKER**
 - **ACTIVATES YOUR SPEAKER FOR HANDS FREE CONVERSATION**
- **TRANSFER**
 - **USED TO TRANSFER A CALL TO ANOTHER EXTENSION IF THE EXTENSION DOES NOT APPEAR ON ONE OF YOUR AVAILABLE “ONE TOUCH” LINE KEYS.**
- **HOLD**
 - **USED TO PLACE A CALL HOLD**

PROGRAMMABLE FEATURES

- LINEKEYS



THESE ARE THE 6, 12, OR 24 DUAL COLOR LED BUTTONS ON YOUR PHONES. ANY BUTTON NOT LABELED CAN BE USED FOR "ONE TOUCH" ACCESS TO DIAL OUTSIDE THE SYSTEM OR PROGRAM A SYSTEM FEATURE SUCH AS "MEMO DIAL, BACKGROUND MUSIC, DND, HEADSET, INTERNAL/EXTERNAL PAGE ZONES, ETC.)

TO PROGRAM A KEY ON YOUR TELEPHONE:

- PRESS SPEAKER
- DIAL 751 (*IN SOME CASES YOU WILL NEED TO USE 752*)
- PRESS THE BUTTON YOU WANT TO PROGRAM
- DIAL 00 TO CLEAR THE BUTTON
- PRESS THE BUTTON YOU WANT TO PROGRAM
- ENTER THE PROGRAMMING FUNCTION CODE (SEE NUMBER BESIDE EACH OF THE POSSIBLE KEYS)

THE FOLLOWING ARE DESCRIPTIONS OF THE USES OF VARIOUS PROGRAMMABLE FUNCTION KEYS. FOR A FULL LIST OF ALL AVAILABLE FUNCTION KEYS, SEE THE FEATURES AND SPECIFICATIONS MANUAL.

SPEED DIALS OR ONE-TOUCH EXTENSION (751--FUNCTION CODE 01)

- AFTER YOU HAVE PRESSED THE BUTTON YOU WISH TO PROGRAM, ENTER THE INTERNAL EXTENSION NUMBER
OR
- PRESS 9 + NUMBER FOR EXTERNAL CALLS
- PRESS HOLD TO SAVE

IF USED FOR AN INTERNAL EXTENSION, YOU WILL HAVE A VISUAL INDICATOR WHEN THAT PARTY IS ON THE PHONE

DO NOT DISTURB (DND) (751--FUNCTION CODE 03)

- THIS WILL SEND ANY CALLERS TO YOUR EXTENSION DIRECTLY INTO VOICEMAIL WITHOUT FIRST RINGING YOUR EXTENSION

BACK GROUND MUSIC (IF MUSIC SOURCE AVAILABLE) (751--FUNCTION CODE 04)

OPERATION

TO ACTIVATE

- PRESS THE BACKGROUND MUSIC BUTTON
- MUSIC WILL BE PLAYED ACROSS YOUR SPEAKER
- IF YOUR PHONE RINGS, THE MUSIC WILL BE MUTED

TO DE-ACTIVATE

- PRESS THE BACKGROUND MUSIC BUTTON

HEADSET (751--FUNCTION CODE 05)

OPERATION

- TO ANSWER CALLS USING YOUR HEADSET, WHEN PHONE RINGS OR YOU WANT TO MAKE A CALL PRESS THE HEADSET BUTTON
- TO END CALL PRESS THE HEADSET BUTTON

PARK (752—FUNCTION CODE *04 01)

- ANOTHER WAY OF PUTTING A CALL ON HOLD. ALLOWS USERS TO “PARK” A CALL AT ONE EXTENSION AND PICK IT UP AT ANOTHER EXTENSION
- SYSTEM HAS 64 PARK LOCATIONS
- EACH EXTENSION CAN HAVE ITS OWN PARK LOCATION. SOME EXTENSIONS (SERVICE, PARTS AND RECEPTION) CAN HAVE MULTIPLE PARK LOCATIONS. PARK LOCATIONS WILL BE INDICATED ON THE KEY BUTTON LABEL
- USERS CAN VIEW CALLER I.D. INFO WHILE CALL IS PARKED
- BUTTON FLASHES GREEN WHEN CALL IS PARKED

YOU CAN CHANGE THE “01” TO ANOTHER NUMBER TO CREATE A DIFFERENT PARK ZONE.

PARK ANSWER (751—FUNCTION CODE 01 *6 HOLD)

- THIS CREATES A UNIVERSAL PARK PICKUP KEY WHICH IS USED TO PICK UP/ANSWER A PARKED CALL
- ADD THE 2 DIGIT PARK ZONE TO PICK UP
- YOU COULD ALSO ADD A SPECIFIC ZONE WHEN PROGRAMMING THE FUNCTION KEY (THE SPECIFIC ZONE WOULD BE ADDED AFTER *6 AND BEFORE THE HOLD)

FWD ALL (751—FUNCTION CODE 10)

- ADD NUMBER 1 TO SET, 0 TO CANCEL
- ALLOWS USERS TO CALL FORWARD ALL CALLS TO ANOTHER INTERNAL EXTENSION OR OUTSIDE LINE (CELL PHONE/HOME PHONE)

ALL PAGE (751—FUNCTION CODE 22)

- ALLOWS USERS TO CONDUCT AN ALL PAGE THROUGH EXTERNAL SPEAKERS
- VARIOUS ZONES CAN BE CREATED FOR BOTH INTERNAL AND EXTERNAL PAGING—SEE YOUR TECHNICIAN TO SET THIS UP

NIGHT MODE CHANGE (751—FUNCTION CODE 09)
(USUALLY ON RECEPTION PHONE ONLY)

- ALLOWS RECEPTION TO CHANGE THE SYSTEM INTO NIGHT MODE WHICH SENDS CALLERS AUTOMATICALLY TO AUTOMATED ATTENDANT
- THE KEY ON THE TELEPHONE ALLOWS YOU TO TOGGLE BETWEEN DAY AND NIGHT MODES

OPERATION OF YOUR TELEPHONE

TO CHANGE YOUR PHONE FROM “HANDSFREE” INTERCOM TO A “RINGING EXTENSION”

- DIAL 723 ON YOUR KEYPAD. YOUR PHONE WILL NOW “RING” WHEN ANOTHER USER DIALS YOUR EXTENSION.
- DIAL 721 TO SWITCH BACK TO A “HANDSFREE” INTERCOM. NOW YOUR PHONE WILL ACTIVATE YOUR SPEAKER PHONE WHEN A USER DIALS YOUR EXTENSION.

TO DIAL AN OUTSIDE LINE

- DIAL 9 + NUMBER

TO REDIAL LAST NUMBER DIALED

- PRESS THE REDIAL KEY UNTIL THE NUMBER APPEARS IN YOUR DISPLAY (LAST 10 DIALED NUMBERS WILL BE STORED).
- PRESS THE # KEY TO MAKE THE CALL OR PICK UP THE HANDSET

TO DIAL A SPECIFIC SYSTEM WIDE SPEED DIAL LOCATION

- PRESS THE REDIAL KEY
- ENTER THE SYSTEM SPEED DIAL BIN
- LIFT HANDSET OR PRESS SPEAKER.
- YOUR CALL WILL BE PLACED.

TO MAKE A CONFERENCE CALL

- WHILE ON A CALL PRESS THE CONFERENCE SOFTKEY
- DIAL 9 + TELEPHONE NUMBER (OR DIAL AN EXTENSION NUMBER)
- WHEN THE OTHER PARTY ANSWERS PRESS THE CONFERENCE KEY TWICE
- REPEAT ABOVE STEPS TO ADD MORE PARTIES (UP TO 3).

TO DIAL ANOTHER EXTENSION

- PRESS THE “PROGRAMMED” ONE TOUCH KEY
OR
- DIAL THE 3 OR 4 DIGIT EXTENSION NUMBER
- SPEAK HANDSFREE OR LIFT HANDET TO SPEAK

TRANSFER A CALL TO ANOTHER EXTENSION

- PRESS THE PRE PROGRAMMED ONE TOUCH BUTTON

OR

- PRESS THE TRANSFER BUTTON AND DIAL THE 3 OR 4 DIGIT EXTENSION
- YOU CAN EITHER WAIT FOR THE PARTY TO ANSWER THE CALL AND THEN ANNOUNCE THE CALL OR JUST HANG UP.

QUICK TRANSFER TO VOICE MAIL

- WHILE ON THE CALL PRESS THE PREPROGRAMMED ONE TOUCH BUTTON OR DIAL THE 3 OR 4 DIGIT EXTENSION
- DIAL 8 ON THE KEYPAD
- HANG UP IMMEDIATELY

CALL PARK/PARK ANSWER

PARK A CALL

- WHILE ON THE CALL PRESS THE "CALL PARK" BUTTON
- PARK LOCATION WILL APPEAR IN YOUR DISPLAY
- PARK LOCATION WILL FLASH GREEN WHILE CALL IS PARKED

PARK ANSWER

- FROM ANY PHONE PRESS THE PARK ANSWER KEY
- DIAL THE ANNOUNCED PARK LOCATION (1-64)

DISPLAY CALLER ID WHILE CALL IS PARKED

- PRESS THE FEATURE BUTTON
- PRESS THE FLASHING CALL PARK KEY (THIS FEATURE ONLY WORKS IF THAT CALL PARK LOCATION IS PROGRAMMED ON THAT PHONE).

CALL FORWARD ALL CALLS

SET CALL FORWARD

- PRESS THE "FWD ALL" KEY
- PRESS 1 TO SET FORWARDING
- ENTER EXTENSION NUMBER OR 9+EXTERNAL NUMBER
- PRESS SPEAKER TO SAVE

CANCEL FORWARDING

- PRESS THE "FWD ALL" KEY
- PRESS 0 TO CANCEL
- PRESS SPEAKER TO SAVE

TELEPHONE BOOK (TELBK) SETUP

REGISTERING TELEPHONE BOOK ENTRY

- PRESS THE "MENU" BUTTON
- PRESS THE "DIRECTORY" SOFTKEY OR PRESS 2
- PRESS 1 ON THE KEYPAD
- USING KEYPAD, ENTER NAME (PRESS THE SOFTKEY TO GO TO THE NEXT CHARACTER, PRESS "FEATURE" TO GO BACK A SPACE)
- WHEN FINISHED INPUTTING THE NAME, PRESS THE HOLD BUTTON
- SELECT GROUP (1-4) (ENTER 1, 2, 3 OR 4)
- ENTER NUMBER
- PRESS HOLD
- ENTER MEMORY LOCATION (0-299)
- PRESS HOLD
- CONTINUE ADDING OTHER ENTRIES OR PRESS THE "EXIT" SOFTKEY TO END.

EDITING GROUP NAMES

- PRESS THE "MENU" BUTTON
- PRESS THE "DIRECTORY" SOFTKEY
- PRESS 3 ON YOUR KEYPAD
- PRESS THE GrpNameEdit" SOFTKEY
- SELECT GROUP
- ENTER NAME USING THE KEYPAD
- PRESS HOLD WHEN DONE.

CHANGING PASSWORD

- PRESS THE "MENU" BUTTON
- PRESS THE "DIRECTORY" SOFTKEY
- PRESS 3 ON YOUR KEYPAD
- PRESS THE "PWD" SOFTKEY
- ENTER 000 ON YOUR KEYPAD (DEFAULT PASSWORD)
- ENTER NEW PASSWORD

LOCKING TELBK

- PRESS THE "MENU" BUTTON
- PRESS THE "DIRECTORY" SOFTKEY
- PRESS 3 ON YOUR KEYPAD
- PRESS THE "LOCK" SOFTKEY
- ENTER PASSWORD
- YOUR "TELBK" IS NOW LOCKED AND NO ONE WILL BE ABLE TO ACCESS YOUR ENTRIES

UNLOCKING TELBK

- PRESS THE "MENU" BUTTON

- PRESS THE "DIRECTORY" SOFTKEY
- PRESS 3 ON YOUR KEYPAD
- PRESS THE "LOCK" SOFTKEY
- ENTER PASSWORD
- YOUR "TELBK" IS NOW UNLOCKED

DIALING TELEPHONE BOOK ENTRIES

- PRESS THE "TELBK" MULTIPURPOSE CURSOR BUTTON
- PRESS THE "MENU" SOFTKEY
- PRESS EITHER NAME, GRP, NUM, OR MEM SOFTKEY
- USE CURSOR TO SEARCH FOR NAME, GROUP, NUM OR MEMORY LOCATION
- PRESS THE "DIAL" SOFTKEY

SPEED DIALING SETUP

- IN ADDITION TO THE 300 "TELBK" LOCATIONS, EACH PHONE HAS 10 PERSONAL SPEED DIAL LOCATIONS (1-10; SPEED BIN 0=10)

TO STORE A NUMBER

- DIAL 755
- ENTER SPEED BIN NUMBER (0-9...0 BEING BIN 10)
- DIAL 9+TELEPHONE NUMBER
- PRESS HOLD
- USING KEYPAD, ENTER NAME (IF DESIRED). PRESS # TO GO TO THE NEXT CHARACTER, PRESS THE CONFERENCE BUTTON TO GO BACK A CHARACTER.
- PRESS HOLD TO SAVE, RECEIVE CONFIRMATION TONE
- PRESS THE SPEAKER BUTTON TO END

TO DELETE A STORED NUMBER

- DIAL 755
- ENTER THE SPEED BIN NUMBER (0-9)
- PRESS THE "EXIT" SOFTKEY
- PRESS THE SPEAKER BUTTON

TO CALL A PERSONAL SPEED DIAL NUMBER

- PRESS #7, ENTER THE BIN NUMBER (0-9...0 BEING BIN 10)

DND (DO NOT DISTURB)

TO SET DND

1. PRESS THE PROGRAM SOFTKEY
2. PRESS THE DND SOFTKEY
3. PRESS THE SET SOFTKEY

4. PRESS "EXT" FOR EXTERNAL CALLS ONLY, ICM SOFTKEY FOR INTERNAL CALLS ONLY OR ALL SOFTKEY FOR ALL CALLS. (THE CFWTO SOFTKEY IS NOT USED).

TO CANCEL DND

1. PRESS THE PROGRAM SOFTKEY
2. PRESS THE DND SOFTKEY
3. PRESS THE CANCEL SOFTKEY

TO PICK UP A RINGING EXTENSION FROM YOUR DESK

- LIFT HANDSET AND DIAL **
- ENTER RINGING EXTENSION NUMBER

STATION TO STATION MESSAGE WAITING (MW)

TO CANCEL MW AT AN EXTENSION

- DIAL 771
- DIAL EXTENSION NUMBER
- OR
- DIAL 773 TO CANCEL ALL MW SETTINGS FROM YOUR EXTENSION

VOICE MAIL OPERATION

SETTING UP YOUR VOICE MAILBOX

- LOG INTO YOUR MAILBOX USING ONE OF THE METHODS DESCRIBED BELOW
- PRESS 4 TO RECORD YOUR MAILBOX GREETING
- GO BACK TO THE MAIN MENU AND PRESS 76 TO RECORD YOUR NAME
- GO BACK TO THE MAIN MENU AND PRESS 677 TO ENTER YOUR SECURITY CODE

TO ACCESS VOICE MAIL FROM YOUR PHONE

- PRESS THE CENTER BUTTON ON THE MULTI-PURPOSE CURSOR OR PRESS THE “VMSG” SOFT KEY ON YOUR TELEPHONE
- FOLLOW PROMPTS OR USE SOFTKEYS TO SET UP OR CHANGE VOICE MAIL SETTINGS AND TO LISTEN TO MESSAGES

TO ACCESS VOICE MAIL FROM OUTSIDE THE OFFICE

- CALL YOUR BACK DOOR NUMBER OR YOUR DID NUMBER OR YOUR RECEPTIONIST AND ASK TO BE TRANSFERRED TO VOICEMAIL
- PRESS # + EXTENSION NUMBER
- ENTER YOUR PASSWORD
- FOLLOW PROMPTS TO SET UP OR CHANGE VOICE MAIL SETTINGS

TO LEAVE A QUICK MEMO FOR SOMEONE ELSE

- DIAL THE EXTENSION (OR USE THE ONE TOUCH KEY) AND ADD THE NUMBER 8—THIS PUTS YOU IMMEDIATELY INTO THE PARTY’S MAILBOX

TO GO IMMEDIATELY TO THE END OF A GREETING

- PRESS * TO SKIP OVER THE GREETING AND GO IMMEDIATELY TO THE TONE TO LEAVE A MESSAGE

REFERRING CALLER TO ANOTHER PARTY WITHIN GREETING

- WITHIN YOUR GREETING, YOU MAY REFER CALLERS TO ANOTHER EXTENSION AND THE SYSTEM WILL AUTOMATICALLY TRANSFER THE CALLER THERE IF THE CALLER DIALS THE EXTENSION #--NO SPECIAL PROGRAMMING IS REQUIRED TO DO THIS

Voicemail Quick Reference Guide

