

# NEC SV8000 - 9000 Basic Feature Guide

## Up/Down Keys

- EA Display Contract: Press the up or down arrows while phone is idle
- EA Speaker/Receiver volume: Press the up or down arrow keys during conversation
- EA Ringer volume: Press the up or down arrows while the phone is ringing

## Distinctive Ringing

- EA Press Speaker and dial 711
- EA Dial 1 for internal ring or 2 for external ring
- EA Choose a ring tone number (1-8)
- EA Press Speaker to accept
- EA To change pitch of ringer press Speaker and dial 720. Repeat steps 2-4 above
- EA Press MIC key (Red Light will be on if MIC is on)
- EA The MIC light must be on to conduct a hands-free speaker conversation

## Transfer

- EA Press TRANSFER
- EA Dial destination extension number
- EA Hang-up or wait for answer, announce call, and hang up. If there is no answer, press the flashing line to retrieve the caller

## Off Hook Ringing

- EA When a second external call rings while you are on another call press ANSWER to answer the second call and put the first call on hold
- EA When the second call is an internal press Hold to put original call on hold, then press the hook switch or the RECALL button to answer the call.

## Call Park

- EA Press the park button or TRANSFER + #6 and the park zone you would like to park the call in (01-64)
- EA Anyone can retrieve the call from any station by pressing that park button or \*6 and the park number (01-64)

## Quick Transfer to Voicemail

- EA Press TRANSFER + ext number + 8 to transfer a caller directly into a voicemail box

## View Caller ID

- EA Press the LIST softkey then CID then use the arrow keys repeatedly to scroll through Caller ID info. Lift handset to complete the call

## Redial

- EA Press REDIAL then use the arrow keys to scroll through past numbers. Press the # key to dial that number. It saves the last 10 numbers you called from that extension

## Personal Speed Dialing – setting

- EA Press SPEAKER then dial 755
- EA Dial memory location (0-9)
- EA Dial 9 for external number
- EA Dial the number you are setting using a 1 if necessary
- EA Press HOLD to enter a name. Use the number keys corresponding to the letters
- EA Press # to move forward and CONF to move back a character
- EA Press HOLD then SPEAKER

## Personal Speed Dialing – dialing

- EA Press SPEAKER then #7 then the memory number (0-9)

## System / Company Speed Dial - Setting

- EA Press SPEAKER 753
- EA Enter Speed Dial Bin (001-999)
- EA Dial the Phone Number
- EA Press HOLD
- EA Enter Name on Keypad
- EA Press HOLD to Save
- EA Press SPEAKER to exit

## System / Company Speed Dial – Dialing

- EA Press Redial
- EA Enter Speed Dial Bin
- EA Press SPEAKER to dial

## Background Music

- EA To toggle Music on and Off, Press 725

## Changing Station Ring Tones

- EA Press SPEAKER
- EA Dial 720
- EA Dial 1 for internal and 2 for external tones
- EA Dial 1-8 to select the desired tone
- EA Press the SPEAKER button to exit

## All Call Page

- EA Pick up phone (or press SPEAKER) and dial 7010
- EA Or press PAGE button, if programmed

## Call Forwarding – To Set

- EA Press the ↓softkey, PROG, C fwd, ALL, SET, “Phone number”, HOLD, SPEAKER

## Call Forwarding – Cancel

- EA Press the ↓softkey, PROG, C fwd, ALL, CNCL

## Group Listening

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- EA To allow others in the room to hear your caller with still talking on the handset, press SPEAKER twice during the call. Press SPEAKER again to turn off this feature

## Handset / Speakerphone mute

- EA Press MIC to mute the handset during a call (A confirmation tone is heard) Red light will be off when muted
- EA Press MIC again to turn off mute (Red light will be on when microphone is on)

## Call Pickup

- EA To answer a call ringing on any phone pickup phone and dial \*#
- EA To answer a call ringing at a specific extension dial \*\*plus the extension number

## Programming One-Touch Keys

- EA Press SPEAKER and dial 751
- EA Press Function Key to be programmed
- EA Dial 01 plus any additional data (“ext #” or “9+outside #”)
- EA Press HOLD
- EA Press SPEAKER

## Do Not Disturb

- EA To Set DND – Press SPEAKER 7473
- EA To Cancel DND – Press SPEAKER 7470

## Conference Calls

- EA With the first call in progress (internal and external) press the Conf softkey
- EA Dial the second party phone # either external or internal
- EA Press Add softkey (after they answer)
- EA Press the Begin softkey to connect all parties together
- EA You may add more parties (intenal or external) by pressing the Conf softkey again

## Missed Calls (Icon will be located in the upper left of the display)

- EA Select the Enter Cursor Key
- EA Select Option 1 Missed Calls
- EA Use the Up or Down Cursor to scroll through the missed call list
- EA The icon will turn off once all missed calls have been viewed

## Voicemail Features

### Setting up your voicemail Greeting

- EA Press the VMsg softkey, Enter security code if necessary
- EA Press Greet softkey, Press Gr1 softkey
- EA Press 7 to record and # at end of message
- EA Press 5 to Listen
- EA Press SPEAKER

## Setting up your voicemail name

- EA Press the Vmsg softkey, Enter security code if necessary
- EA Press 76
- EA Press 7 to record name (First name, Last name) then # to end recording
- EA Press 5 to Listen
- EA Press SPEAKER

## Setting up your Security Code

- EA Press the Vmsg softkey, Enter security code if necessary
- EA Press 677
- EA Enter 4 digit security code
- EA Enter 6 to not have security code entered while calling from personal extension
- EA Enter 7 to have security code active all the time

## Accessing Voicemail from Outside the Office

- EA Dial main number and have someone transfer you into voicemail (normally ext 200)
- EA Or wait for Auto Attendant to pickup
- EA Press # and your extension number
- EA The system will prompt you for your security code

## Message Playback options:

- EA Press 2 (B) to go back 5 seconds
- EA Press 22 (BB) to go back to the beginning
- EA Press 3 to Delete your message
- EA Press 72 (SA) to save your message
- EA Press 5 (L) to skip to next message
- EA Press 84 (TI) to hear Time and Date

## Message Notification

- EA Press Vmsg softkey, then More, Setup, Notfy, Phone, On, Dest.
- EA Follow instructions



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