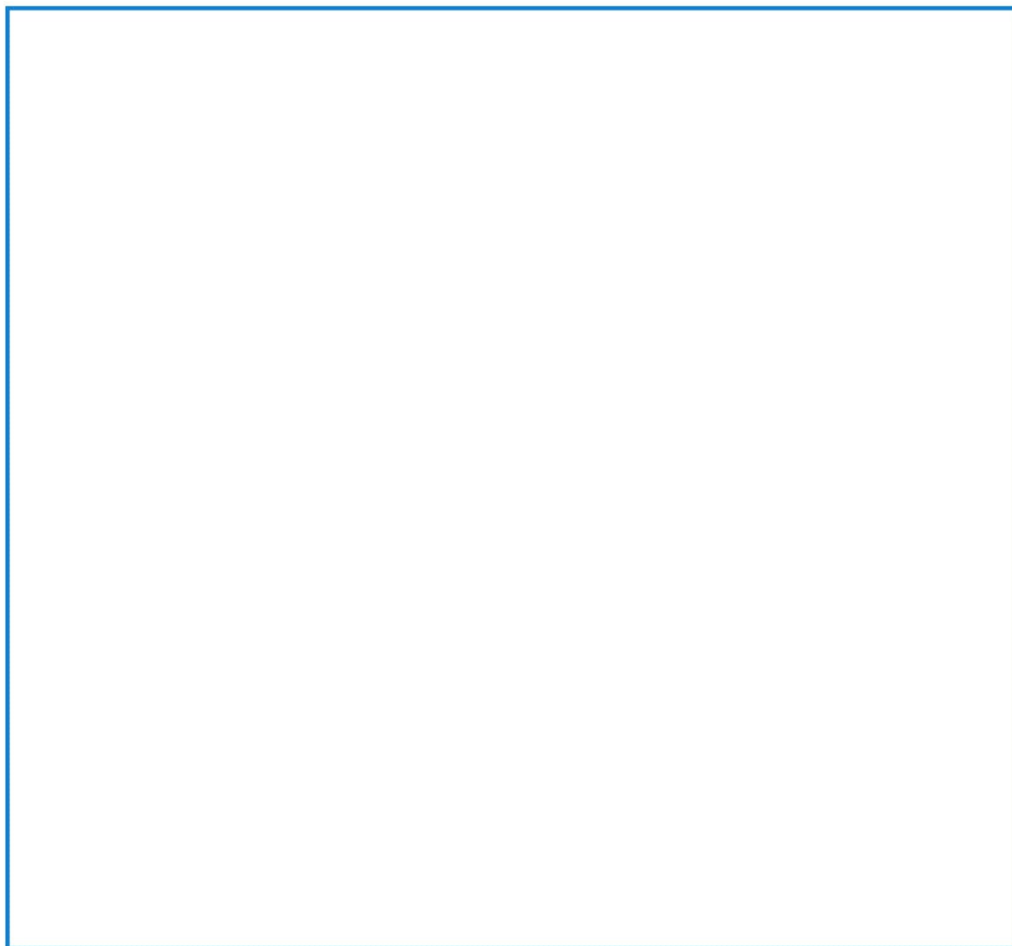


SPECIAL NOTES:



business
TELECOM

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Website: businesstelecom.com.au

NEC

SV SERIES

USER MANUAL



business
TELECOM

HANDSET LAYOUT

Soft Touch Keys

The NEC handsets have menus that can be accessed by pressing the buttons below the LCD screen. There are **4 soft touch** keys that change depending on the mode you are in.

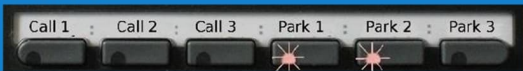


Line / Park / DSS Keys

The top line is programmed as "**Line Keys**" and the bottom line is programmed as Direct Station Select (**DSS**) keys. In the example below Joel's extension is Busy and lines 4 and 5 are used.



Your phone system may have more telephone lines than can be put on your handset, so you may have to use Park keys. If this is the case your Hold key is for exclusive Hold & Park keys are placing calls on hold for other stations to answer. Calls will only flash on the Park key until they have been answered.



Navigation / Scroll Keys



Used for:
Speed dials.
Inbound call register.
Outbound call register.
Volume control.

MAKING OUTSIDE CALLS

- Lift Handpiece or press Speaker
- Dial 0
- Dial telephone number

TRANSFERRING A CALL

Without DSS keys

Method 1. (Blind transfer)

- Press the Transfer Key during a call.
- Dial the required extension number.
- Hang Up to send the call through.

Method 2 (Announced transfer)

- Press the Transfer Key during a call.
- Dial the required extension number.
- Wait for answer, announce the call.
- Hang Up to send the call through.
- Or select green flashing line if called party does not want to take the call.

With DSS keys

Method 1. (Blind transfer)

- Press the DSS key during a call.
- Hang Up to send the call through.

Method 2 (Announced transfer)

- Press the DSS key during a call.
- Wait for answer, announce the call.
- Hang Up to send the call through.
- Or select green flashing line if called party does not want to take the call.

PUT A CALL ON HOLD

- Press the Hold key during a call.
- Outside calls will flash on the Line key.
- Press the flashing key to retrieve the held call.

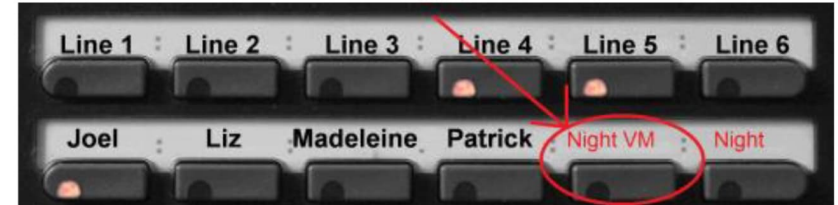
COMPANY VOICE MAIL

Record Greeting

Press your **night voicemail** button to access your night mailbox. Once in, follow the steps on the previous page to record your greeting.

Accessing your messages

When a message is waiting the **night voicemail** button will be flashing red. Once in, follow the steps on the previous page to listen to your messages.



(The night voicemail button is usually programmed on the reception phone)

Turn On Day/Night Mode

To turn on night mode, press the day/night button on your handset or dial the following:

- Speaker
- Dial 718
- Dial 1 for Day or 2 for Night
- Speaker

INCOMING CALL GREETING

If your system is setup with a welcome message (e.g. thank you for calling our office all operators are busy please hold the line) or an automated attendant (e.g. thank you for calling our office, please press 1 for accounts, 2 for sales etc.) then follow the steps below to record/listen.

- Pick up handpiece and dial 616
- Dial 7 (Record) or 5 (Listen)
- Dial message number (eg 001 = Message 1)
- At the tone record your message followed by the # key. The message will now play back. If you wish to record your message again, follow steps above

Day Greeting _____
Night Greeting _____
Other Greeting _____

Only applicable if using greeting only.
If Voicemail is used see voicemail page

PERSONAL VOICE MAIL

Record Greeting

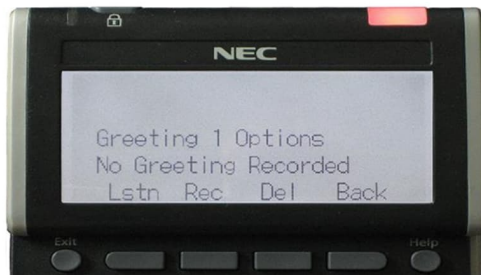
Dial *8 from your handset



Press the soft touch key **Greet**



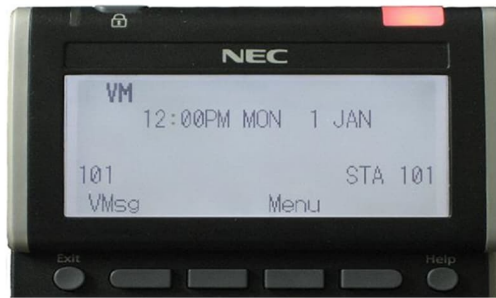
Press the soft touch key **Gr1**



Press the soft touch key **Rec** (record after the beep) & press **#** when you are done

Accessing your messages

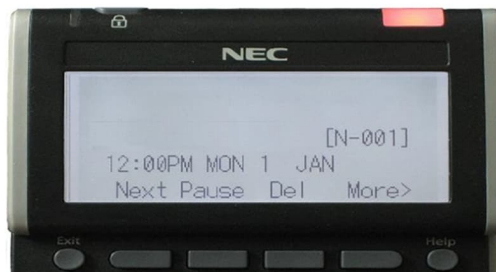
When a message is waiting the red light will flash on the top right side of the handset.



Press the soft key **VMsg** to access the message



Press the soft touch key **Lstn** to play message.



Press the soft touch key **Del** to delete the message, other options like **rewind / Re-direct / Call / Replay / Fast Forward** are found under the **More** Soft touch key

TRANSFER FROM A CORDLESS

To transfer a call from an analogue device such as a cordless it needs to support a feature called "**hook flash**". This is a button on the handset labelled as either **Talk, Flash or Recall**

- While on a call, Press **Hook flash** button (to hold call)
- **Dial** Extension number or dial "**0**" then a phone number.
- Wait for called party to pick up
- **Hang up** (this will complete the transfer)
- If called party doesn't answer, Press **Hook flash** to retrieve first call back.

PAGING

- INTERNAL (all IDLE handsets)
- Lift **Handpiece**
- Dial **7010**
- Speak
- EXTERNAL PAGER (if available)
- Lift **Handpiece**
- Dial **7030**
- Speak

(To page both internal and external dial ***11**)

HANDSET CALL VOLUME

While on a call press either the **Scroll up** or **Scroll down** key to adjust the call volume

HANDSET RING VOLUME

While the phone is ringing press either the **Scroll up** or **Scroll down** key to adjust the ring volume.

CHANGE TIME

- Press **Speaker**
- 728 hh mm
- Press **Speaker**

BACKGROUND MUSIC

To play background music through your handset speakers

- Press **Speaker**
 - Dial **725**
 - Press **Speaker**
- (The code above turns it on and off)

HANDSFREE ANSWER

To set your intercom to be handsfree

- Press **Speaker**
- Dial **721**
- Press **Speaker**

To set your intercom to be ringing

- Press **Speaker**
 - Dial **723**
 - Press **Speaker**
- (Only works for internal calls)

HANDSET RINGTONE

To change the internal and external ringtone for your handset

- Press **Speaker 720**
- **Dial 1** for internal calls or
- **Dial 2** for external calls
- Select a ringtone **1-8**
- Press **Speaker**

MIC BUTTON

If your **Mic** button is **off** while on a call using your speaker, the other party will not be able to hear you.

If your **Mic** button is **flashing** whilst on a call using your handpiece, the other party will not be able to hear you.

PROGRAM A ONE TOUCH KEY

External Phone Numbers

- Press **Speaker** and dial **751**
- Press the **key** you wish to program
- Dial **01**
- Dial **0** followed by the phone number
- Press **Hold**
- Press **Speaker**

Common Features

If you want to program a common feature on a button instead of dialling the whole code, please follow the steps below

Internal Extensions

- Press **Speaker** and dial **751**
- Press the key you wish to program
- Dial **01**
- Dial extension number
- Press **Hold**
- Press **Speaker**

- Press **Speaker** and dial **751**
- Press the key you wish to program
- Dial a common feature code
- (03 DND, 04 Background Music, 05 Headset, 20 External Paging, 22 Internal Paging)
- Press **Speaker**

CHANGE STATION NAME

- Press **Speaker**
- Dial **700**
- Enter extension number
- Press **Hold**
- Enter name (using the dial pad)
- **Hold**
- **Speaker**

CANCEL MSG WAIT



If the green light appears on the top lamp, cancel by:

- Lift **Handpiece**
- Dial **773**

INCOMING CALL HISTORY

- Press **Scroll** left where both answered and missed **direct** calls will be displayed.
- Press **Scroll** down to find the desired number.
- Lift the **Handpiece** to make the call.

PROGRAM SPEED DIALS

- Press **Speaker**
- Dial **753 xxx**
(xxx being a location between 001-899)
- Dial **Number**
- Press **Hold**
- Enter name (press # twice for a space)
- Press **Hold**
- Press **Speaker**

ACCESSING SPEED DIAL

- Press the **Right Scroll** key **once**.
- Press the **Scroll up** (Phone Book)
- Keep scrolling up to find desired contact. (alphabetical)
- Lift **handpiece** to make the call

(While scrolling enter the first few characters of the name to speed the search.) If you know the location of the speed dial press speaker #2 followed by the speed dial location to call it.

CALL PICK UP

To answer another handset that is ringing.

- Lift **Handpiece**
- Dial ******
- **Extension** number

(You can also dial ***#** to answer any incoming call without typing in an extension number)

DO NOT DISTURB

Set

- Press **Speaker**
- Dial **7473**
- Press **Speaker**

Cancel

- Press **Speaker**
- Dial **7470**
- Press **Speaker**

CONFERENCE

How to make a conference call (more than one call):

While on first call press;

- **Conf.** (Soft touch key)
- **Dial** extension or **0** then number.
- **Add.** (Soft touch key)
- **Begin.** (Soft touch key)

Repeat for more (depends on the number of telephone lines you have)

How to make a group listen call (where a group can listen)

- While on a call quickly press **Speaker** twice.

REDIAL

- For the last dialled number press **Scroll** left. Lift the handpiece to make the call.

- For the last 10 dialled numbers press the **Scroll** left key then press Scroll down until the number is found. Lift the handset to make the call.

CALL FORWARD EXTENSION

All calls

- Press **Speaker**
- Dial **741**
- Dial **1**
- Dial **Extension** number
- Press **Speaker**

Cancel

- Press **Speaker**
- Dial **741**
- Dial **0**
- Press **Speaker**

Busy / No Answer

- Press **Speaker**
- Dial **744**
- Dial **1**
- Dial **Extension** number
- Press **Speaker**

Cancel

- Press **Speaker**
- Dial **744**
- Dial **0**
- Press **Speaker**

Call Forward Extension Offsite

For offsite diversion replace extension number with **0** followed by the **Telephone Number**.

(May need system administrator to allow this feature)

Call Forward Extension to Voicemail

To set the call forward to your personal **Voicemail**, replace the extension number with the **voicemail pilot number**, this may vary but it is usually **200**.