Total Communications Solutions
Making Telecommunications Simple

SoundTel

SoundTel, Inc.
User Reference Guide for
NEC SV9100 Systems
With InMail

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Using the Phone

Placing Calls:
Internal Calls
1. Pickup **handset** or press **Speaker**.

2. Dial extension or press pre-programmed shortcut key.

Outside Calls
1. Pickup **handset** or press **Speaker**.

2. Dial 9 to access an outside line, this is by default unless requested otherwise, and then dial the phone number.

Answering Calls:
1. Lift **handset** or press the **Speaker** button.

2. Using the **Answer** button will allow you to answer a call while on another line. When pressed during a ringing call, the first caller is placed on hold and the ringing call is answered.

3. To answer incoming calls not ringing on your phone , press the line key that the call is coming in on.

Note: Answer does not work with extension ringing.

Transferring Calls:
Directly to an extension
1. While on a call, press T**ransfer**

2. Dial phone number, extension number, or press extension key.

3. **Announce call** if necessary. Hang-up to complete transfer!

Transfer call to Voice Mail
1. While on a call, press **Transfer**

2. Press extension key, or dial extension number

3. Press the number **8** on the key pad, Hang-up to complete transfer to voice mail!

Keys on Phone

HOLD
Press the **Hold** button to place call on hold. Line key will flash green. To retrieve call press flashing line key.

TRANSFER
Transfers calls to an extension, outside number, or voicemail.

SPEAKER
Used for hands-free dialing or speaker phone.

RECALL
Hook Flash button. This is used for telephone company features such as 3-way calling.

ANSWER
Will place present call on hold and answer new call automatically.

FEATURE
Not used on this system.

MIC
Microphone on/off, must be **ON** in order for a two-way hands–free conversation. Also, it acts as a mute key when on an active call.

Directional Pad
Multi-function directional pad that control volume for handset, speaker, and ringer. When the handset is lifted, the d-pad adjusts the handset volume. When the speaker button is pressed, the d-pad adjusts the speaker volume. When the phone is ringing, the d-pad adjusts the ring volume. The center button also lets you check messages.

REDIAL ON DIRECTIONAL PAD
It will bring up a list of your last 10 numbers dialed. Once you've located desired number, lift handset or press speaker to place call.

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SOFTKEYS

Display while phone is **idle**:

Date	Day		Time
Ext. #			Name
List	**Dir**	**VMsg**	**Arrow**
■	■	■	■

▲
Softkeys (Press)
List, Dir, ICM & Prog:

List Softkey:
Shows **Redial** and **CID** (Caller ID) options. Redial stores the last **10** numbers dialed. CID stores last **50** numbers received.

(To use this feature you must have Caller ID service from the phone company.)

To use List:
1. Pick either Redial or CID option.

2. Scroll with **Softkey** arrows to locate number.

3. Pickup **handset** or press **Speaker** to dial.

Note: You must enter a 1 for returning long-distance calls from CID.

Dir Softkey:
The **directory** will show all your speed dial options for **System, Group, Station,** and **Extension.**

DIRECTORY DIALING			
SPD	**EXT**	**STA**	**TELBK**
■	■	■	■

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To use Directory:
1. Press the **TELBK Softkey**, this feature is normally not used.

2. Enter first letter(s) of a name with phone key pad

3. Scroll with arrows to find name & number you are looking for.

4. To dial number, lift **handset** or press **Speaker.**

ICM Softkey:
This softkey is used for internal and external paging over the phone.

InPg stands for internal page.
1. Press **InPg**

2. Dial **1** for all page

3. Pickup handset.

Prog Softkey:
Can program **call-forwarding** functions and set options for **DND** (Do not disturb) and **speed dialing**.

To use **call-forwarding:**
1. Press **Prog, Cfwd**

2. Then choose which call-forward option you want (example, all, both, busy, etc.)

3. Press **set**

4. Dial **9** + destination phone number **or** extension.

5. Press **speaker** to set.

To Cancel: **Prog, Cfwd, option you chose, cancel.**

To use **DND**:
1. Press **Prog**
   2. Press **DND**
   3. Press **Set**
   4. Select **ALL**

To Cancel: **Prog, DND, Cncl.**

3

To store **speed-dialing** numbers on your personal **station directory**:

1. You must have an available bin number location (0-9). Each number stored in your station directory has an assigned bin number.

2. Press **Prog**.

3. Choose **STA** for station

4. At the SPD Program screen enter Bin location number (exp. 0-9)

5. Enter 9 + phone number using keypad, press **HOLD,** enter name using keypad.

6. **Hold, Speaker**

   Go to **DIR** softkey, press **STA** to locate and dial numbers.
   Note: To delete press Prog, STA, Bin number to delete, then exit.

System speed dials: Are set like station speed dials. With system speed dials all phone numbers and contacts are accessible to everyone on the phone system.

Ext. Speed dials. Shows all extensions numbers and numbers that are on the phone system.

One Touch Keys

To Program a DSS One-Touch Key:
   (For storing an extension number, phone number, or other one-touch function under a blank key)
1. Press **Speaker**

2. Press **751**

3. Press line key to be programmed

4. Press **01** and **DSS / ONE TOUCH** will display

5. Enter extension number **OR** 9 + destination phone number

6. Press **Hold** to save, you should hear a confirmation beep

7. Press **Speaker** to exit

   Note: Service code **00** will erase function- To erase press **Speaker**, dial **751**, press line key, dial **00**.

To set Call Forward: (Forward **all** calls. Most common)
1. Press **Speaker**

2. Dial **741**

3. Press number **1**

4. Dial destination number or extension where calls are to be forwarded

5. Press **Speaker.**

   To Cancel: Press **Speaker**, dial **741, 0, Speaker.**

   Another common Call Forward feature code is:
   744 = call fwd. busy & no answer: Calls forward when both busy and/or unanswered.

Setting up a One Touch key for a Headset:
1. Press **Speaker**

2. Press 751

3. Press the button you want to set up as the headset shortcut

4. Press 05 (the code for headset), you will hear a conformation beep

5. Press **Speaker**

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ACCESSING YOUR VOICE MAIL

Setup
To set up your extension voicemail GREETING
1. Access your Voice Mail normally
2. Select GREET
3. Follow voice prompts

To set up your RECORDED NAME at your extension
1. Access your Voice Mail normally
2. Select RCNAM
3. Follow voice prompts

To set up a SECURITY CODE
1. Access your Voice Mail normally
2. Select MORE> and dial the SETUP softkey
3. Select the CODE softkey, you can create password by using 4 digits.
4. Follow voice prompts

Checking messages from another phone:
1. Dial the voicemail pilot number (e.g. 300 by default)
2. Enter your extension number
3. Enter security code (if applicable)
4. Use softkeys or follow voice prompts

Checking messages while offsite:
1. Dialing the auto-attendant
2. Enter #, 8 or 9
3. Dial your extension number
4. Enter security code (if applicable)
5. Follow voice prompts

(If you reach reception, ask to be transferred to extension number 300 (by default), *and then* enter your extension and security code).

VOICE MAIL (from the phone)

Accessing your mailbox:
(3 methods)
1. With the directional pad (Not included on the 6-Button phone)
    a. Push the center button on the directional pad

b. Select Voice Mail (in display)
c. Enter security code (if applicable)
d. Use softkeys or follow prompts

2. With softkeys
    a. Push the VMSG softkey (in display if there are messages)
    b. Enter security code (if applicable)
    c. Use softkeys or follow prompts

Once you are in your mailbox, your display will look as follows:

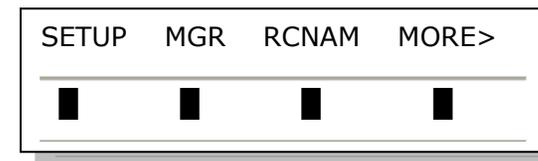| LSTN	GREET	LVMSG	MORE>
■	■	■	■
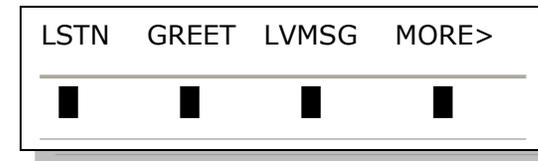
LSTN – Gives options for new and archived messages.

GREET – Record your personal greeting. 3 greeting options.
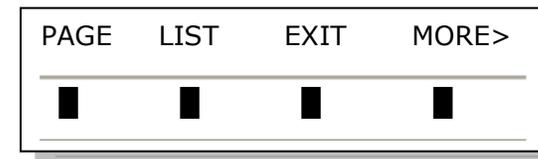
LVMSG – Leave a message for another user

MORE> – Go to the next menu page

SETUP	MGR	RCNAM	MORE>
■	■	■	■

SETUP – Access more options for personalizing your voicemail

MGR – Access System Manager Options (only select users have this option and will show in the display)

RCNAM – Change the recorded voice name for your extension

PAGE	LIST	EXIT	MORE>
■	■	■	■

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PAGE – Page another extension

LIST – Message List

EXIT – Exit mail box

MISC, Trouble Shooting:

While in CID:
> You can toggle between name and phone number by using the **HELP** Softkey.

Turn-off Message-Waiting light:
> (Will sometimes flash when there are not messages)
> Press **Speaker**, dial **773**, press **Speaker**.

Call Forwarding:
> Can be accessed with SOFTKEYS: **Prog**, choose **cfwd** for call forwarding, **DND** for do-not-disturb.

To Cancel a Feature programmed under a DSS Key:
> Press **Speaker,** dial **751**, press programmed key, **00**.

To Transfer to an outside Phone Number:
> Press **transfer,** dial 9 + phone number, **feature, transfer,** then hang-up.

Group Listen:
> Allows a user to pickup the handset and let co-workers listen to conversation over the speaker.
> It also turns off the microphone, so that the caller does not hear the co-workers voices during the conversation, unlike a conference-call.

To use Group Listen:
> Place/Answer call, press **Speaker** <u>twice.</u>
>
> Cancel: Don't hang-up, just press **Speaker**.

Call Park:
> **Placing**: While on a call press designated **Park** button.
> **Answering:** Press designated pickup button, type in two-digit code assigned to parked call and call will be retrieved.

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NOTES:

Conference Calling

  1. Dial the first party
  2. When that person answers, press the **CONF** key in your display.
  3. Dial second party. Either dial 9 for an outside line or extension number.
  4. When that person answers, press the **ADD** key.
  5. Repeat steps three through four to add more parties.
  6. Press the **BEGIN** key to establish the Conference call.

Note: If you cannot add additional parties to your conference call you have exceeded the systems conference limit. You can only add as many outside callers as your phone lines.

Displayed Name on a Phone

To program an extension name from an attendant phone.
  1. Press the **Speaker** Key
  2. Dial 700
  3. Dial the **extension number** that needs to be changed.
  4. Enter the **new name** using the key pad. (Conference key clears and entry and the # key moves forward).
  5. Press the **Hold** key
  6. Press the **Speaker** key

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For questions or concerns, please call **800-797-3663 or 425-481-5493.** Or visit our Website at **www. SoundTel.com**

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