

# Quick Reference SV9100

- **Answer Call** – Lift Handset or Press SPEAKER (Make sure MIC light is on)  
**Note** - When receiving a 2<sup>nd</sup> call the “Answer” Key will flash. To answer – Press “Answer”... That will put your first party on hold and answer the 2<sup>nd</sup> call.
- **Placing Calls (Internal)** – Press one touch button or dial extension
- **Placing Calls (External)** – Lift handset - Dial 9 + Number
- **Headset – To answer a ringing call** – Press “Headset” Button then “Headset” to end the call
- **Headset - To place a call** – Press “Headset” and receive dial tone – Dial internal ext or 9+number – Press “Headset” to end the call.
- **Hold** – Press HOLD button
- **Transfer** – With call in progress – Press TRANSFER – Dial EXTENSION - Wait for answer or hang up
- **Trunk to Trunk Transfer** – With outside call in progress – Press “Transfer” dial 9 + phone number and wait for answer – Press “Transfer” again.
- **Quick Transfer to VM** - With call in progress – Press TRANSFER – Dial EXTENSION – PRESS 8 – Hang up (Call will be transferred directly to VM)
- **Page (Button)** – Press PAGE button (Will page external horns/speaker)
- **Page (Internal Code)** – 7011 (Zone 1)
- **Page (External Code)** - 7031 (Zone 1)
- **Page (Soft Keys-Internal)** – Lift Handset – Press INPG – Press 1 for group 1
- **Page (Soft Keys-External)** - Lift Handset – Press EXPG – Press 1 for group 1
- **Park a call (Code)** – With call in progress – Press TRANSFER – Dial # 6 \* - Check display for park location (ex. 01) – Hang up
- **Retrieve Parked call (Code)** – Lift Handset – Dial \* 6 – Dial park location (ex. 01)
- **DND – TO SET** - Press “DND” key – Will take approx. 5 secs to set (Will be lit RED when set)
- **DND – TO CANCEL** – Press “DND” key
- **DND – To Set using Code** – Lift Handset – dial 747 (Wait approx. 5 sec – display will show DND set)
- **DND – To cancel using Code** – Lift Handset – dial 747 (Wait approx. 5 sec – display will show cancel)
- **CONFERENCE** – With call in progress – Press CONF (soft key) – Dial number (Internal or 9+ for external) – When party answers, let them know they are joining a conference – Press ADD. To add additional parties... repeat steps. When ready to join all parties together PRESS BEGIN
- **Adjust ring volume** – Press SPEAKER – Dial 729 – Use up/down buttons to adjust – Press SPEAKER
- **Change Ring Tones** – Press SPEAKER – Dial 720 – Select “1” for Internal or “2” for External
- **Last Number REDIAL** – Press REDIAL (repeat to scroll) Lift handset to place call
- **To dial System Speed Dials** – Press Redial – Dial 000-099
- **Caller ID** - Press LIST – Press CID – Use arrows to scroll
- **Call pick up (Direct)** – Lift handset – PRESS \* \* - Then dial specific extension
- **Call Pick up (Your Group)** – Lift Handset – PRESS \*#
- **Call Pick up (Specific Group)** – Lift Handset – DIAL 768 – Dial “Group” Number
- **Call forward all** - Press SPEAKER – DIAL 741 – PRESS 1 - DIAL destination (Internal extension or 9+outside number – Press SPEAKER
- **Call forward all cancel** - Press SPEAKER – DIAL 741 – PRESS 0 – Press SPEAKER
- **Call forward busy no answer** - Press SPEAKER – DIAL 744 – PRESS 1 - DIAL destination (VM Pilot 100) – Press SPEAKER
- **Call forward busy no answer cancel** - Press SPEAKER – DIAL 744 – PRESS 0 – Press SPEAKER
- **Change Display name** - Press SPEAKER – Dial 700 – Enter Extension number - Use dial pad to enter name – Press HOLD – Press SPEAKER
- **Message light cancel** - Press SPEAKER – Dial 773 – Press SPEAKER
- **Voice/Tone** - Press SPEAKER – Dial 723 (Signaling/Ring) or SPEAKER 721 (Voice) – Press Speaker
- **Set Time** - Press SPEAKER – Dial 728 – Enter 2 digits for hour (24 hr clock) – Enter 2 digits for minutes – Press SPEAKER
- **Programming ONE TOUCH/DSS Buttons** – Press SPEAKER – Dial 751 – Press BLANK Button – Dial “01” – Dial Extension to program on button (ex.1100) or 9 + Telephone Number – Press HOLD – Press SPEAKER